**Template/sample below of an onboarding welcome email for new hires:**

* **Always make sure to check the links and update information before sending, things change fast around here!**
* **Also customize links and instructions to your own area**

**1st email before arrival:**

Dear **xxxx,**

Welcome aboard! We are delighted to have you join us as an **xxxxx** beginning **xxxxx.** We are pleased you have joined our team. Your role is critical in fulfilling the mission of CSUSM.

The information below serves as an introduction to working on campus and provides resources that will help you make a smooth transition into your new role.

**Human Resources:**

Sign in at Human Resources.   For more information regarding the sign-in process, see this link: [**Sign-in process**](https://www.csusm.edu/hr/recruitment/newemployee_index.html)**.**  Also, make sure to reserve your spot and attend the **NEW EMPLOYEE ORIENTATION** through Human Resources.

**Employee ID # & CSUSM ID card:**

After you sign in at HR, an employee ID **(emplid)** number is assigned and a CSUSM Staff ID can be created, go to this link for more information: [**Campus ID**](https://www.csusm.edu/iits/iitsforyou/campusid/index.html)

**Keys:**

See this link for more information: [**Lock Shop.**](https://www.csusm.edu/facilities/tradeshop/lock_shop.html)  When you are notified that your keys are ready for pick up, go to the University Services Building at the southwest corner of Campus View Drive and La Moree Road. You will need to present a photo ID or Driver’s License. See map for location: [Campus map](https://www.csusm.edu/map/).

**Parking:**

Please visit Parking Services in the Public Safety Building at the northwest corner of Campus View Drive and La Moree Road to purchase your Staff parking permit. See [**Campus map**](https://www.csusm.edu/map/) for location. Let Parking Services staff know that you are a new staff employee so you are charged at the reduced price. Remember, there is no grace period, so obtain your permit as soon as possible, preferably on your way in the first day. If you need additional information regarding permits, Faculty parking lots, etc. see link: **[Parking & Commuter Services](http://www.csusm.edu/parking/index.html)**

**Payroll:**

State employees are paid once a month, for more information go to:  [**Paydays/Holidays**](http://www.csusm.edu/payroll/calendars.html)**.** You may sign up for direct deposit at the Cashier’s Office if you are eligible; this is highly recommended. For more information go to: [**Payroll Services**](http://www.csusm.edu/payroll/index.html)**.**

**Absence Reporting:**

Absences will be submitted in PeopleSoft.  Absences may be entered at any time during the pay period and must receive Supervisor and Manager on-line approval at the end of the month. A monthly reminder is sent by the Dean’s Office approximately one week before the end of the pay period. If there are no absences to report for the pay period, all staff are required to report ‘No Leave Taken’. A staff guide to enter absences can be found at: [**Absence Management Self Service**](https://www.csusm.edu/payroll/AbsenceManagement.html)**.**

**Online Sign ons:**

CSUSM requires DUO multi-factor authentication to access many of our core campus systems such as email, CougarApps, MyCSUSM, and Cougar Courses. To activate DUO, new hires must have an Employee ID and a mobile number, in order to use the DUO app. For more information on setting up [**DUO: Duo Multi-Factor Authentication**](https://www.csusm.edu/iits/iitsforyou/multifactor-authentication/index.html)

**Campus Email:**

A CSUSM email account will be provided for you.  You will receive a notification email instructing you on how to change your temporary password. If you have any difficulty with your login or other technical issues, contact the [**Faculty/Staff Help Desk**](https://www.csusm.edu/iits/iitsforyou/index.html) at (760) 750-4790.

**Department Website:**

The department websites are typically maintained by the AC. The program used on campus is OU Campus. Access to OU Campus will be requested for you if needed and training is self-guided and online. Please access the website for more information: [**OU Campus**](https://www.csusm.edu/iits/services/web/tutorials/index.html)

**Training:**

We will be coordinating the training for your new role. You will receive a separate email with the specifics of your training schedule, review your job functions, and help you acclimate to your new workspace.

**Other Staff Resources:**

* Go to the [**Faculty & Staff**](http://www.csusm.edu/facultystaff/) page for employee resources such as CSU Benefits, webmail, CSUSM as One website and much more.
* Go to [**Planning and Academic Resources (PAR) website**](https://www.csusm.edu/par/resource_operations/index.html) for all Academic Affairs Travel, Hospitality, Budget and other Resources & Operations forms, links, etc.
* The [**Faculty/Staff Help Desk**](https://www.csusm.edu/iits/iitsforyou/index.html) is available for Instructional & Information Technology Services (IITS).
* Check out [**Food Services**](http://www.csusm.edu/usu/services/food/restaurants.html) on Campus and [**Discounted Tickets**](http://www.csusm.edu/usu/activitycenter/ticket_center.html) on campus.
* Once settled, we encourage you to request an ergonomic evaluation of your workstation area and related equipment.  You can request that at the [**Ergonomics**](https://www.csusm.edu/shs/ergonomics/index.html) site.
* [**CSUSM Safe Driving Program**](https://www.csusm.edu/srs/defensivedrivers/enroll.html) provides Defensive Driving Certification for driving on University business.

We are here to support your transition, so please know that you can call on any of us in the Dean’s Office to assist you.  We are so happy to have you join our team at CSU San Marcos and wish you success as you grow in your career.

Sincerely,

**2nd email for first day - customize a general first day schedule, and training plan if needed (links or who they will work with, etc.)**

Dear xxxx,

Here is your first day schedule:

**8:00 AM -8:45 AM: Pick up parking pass and building keys**

When you arrive on campus please go to the Public Safety Building (see map attached circled in red) to set up your virtual parking permit. They are located off of La Moree Road. Then head directly across the street to the University Services Building (see map attached marked in blue) to pick up your office/building keys. Customize as needed for location: After that is completed you can park anywhere in Lot C, F, E, B, or H. I would recommend parking in Lot C or B.

**8:45 AM – 9:00 AM: Pick Up Welcome Packet** (if you have one)

Head across the circle to the Library where you’ll find the Admin office in Suite 3000 to collect your welcome packet that includes email login information.

**9:00 AM – 10:00 AM: Computer Set-Up** (customize as needed)

IITS will not be setting up your computer, as you will be working from a previously established computer. However, there are instructions we will be providing you to establish your username and logins.

**10:00 AM – 12:00 PM: Tour, meet and greet, etc.**

**12:00 – 12:30 PM: Lunch**

**12:30 – 5:00: Review job duties, training schedule, etc.**