

Identity Access Management (IAM) FAQs

1. What is the meaning of birthright privileges?

A. Once an employee is hired to BU thru SAP (BUworks), they are entitled to the following birthright privileges.

- BUID
- BU Login and Kerberos Password
- Exchange mailbox
- Access to SAP ESS
- Wireless/VPN Access
- Skype for Business
- Representation in AD (Active Directory)

2. How should requests for a BU Login from a prospective employee be handled? If my new hire is a faculty member who needs access to university resources right-away (before effective date of hire), what should I do?

A. The manager must create an employee record in SAP by entering details in the hiring form thru the BUworks portal. Once the hire is approved and completed within SAP, a pre-approval email invitation for the employee to set up their BU Login and Kerberos password and instructions to fill out employment eligibility form known as I-9 are sent to him/her at his/her personal email account (captured thru the Hiring form). *Once the hire is approved within SAP and the candidate has accepted the offer, birthright privileges as well as access to university resources are granted to the employee.* The employee MUST fill out Part-2 of the I-9 (Employee Identity and Work Authorization) by the end of the 3rd day of start date of employment. If this is not done, the BU account is de-activated.

3. When and how does the BU Login name get created?

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- A. New and incoming staff will receive an invitation to set up a BU Login and Kerberos Password immediately upon approval of hire form in SAP through automation from SAP to WebNew.

4. When do the birthright privileges become active?

- A. Once the hiring form is approved and candidate has accepted the offer, an email is sent to prospective employee to have him/her setup BU email id and Kerberos password. As soon as the BU Login account is set up, the birthright privileges (BU Login/Kerberos, Exchange, Wireless/VPN, Skype and AD settings) are activated. Access to SAP ESS and full display in the Online Directory are not set up until the start of employment.

5. When does an employee get a terrier card and access to a BU building?

- A. BU staff employees and faculty receive terrier cards upon hire at BU's Human Resources Office located at 25 Buick St. Lost or damaged cards can be replaced at the Terrier Cards office in the basement of GSU building. This office also services terrier cards for students and guest affiliates.

6. How should requests for a BU Login from a guest be addressed?

- A. Non-BU affiliates can be sponsored for a guest account. The account Request form (<http://www.bu.edu/help/tech/accounts>) should be used by sponsors to request for BU guest logins.

7. What is the ideal lead time to setup a New Hire in BU's SAP system?

- A. As early as possible! As soon as prospective employee commits to the BU offer, forward them I-9 form and have them complete Part 1 immediately. Setup a new hire in SAP atleast a couple weeks/ten business days before employment start date.

8. Is the I-9 form available online?

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A. Yes. The I-9 form can be obtained at the URL:

<https://www.formi9.com/formi9verify/Integration/BostonUniversity/BostonUniversitySectionOne.aspx>

9. Are there deadlines for I-9 form to be completed?

A. ***Yes. It is imperative for new hires to complete the federally mandated I-9 form within 3 days of employment. Part 1 must be completed on or prior to first day of employment.*** Part 2 of I-9 must be completed in person at BU's Human Resources Office and documents that prove eligibility to work must be provided. If Part 2 is not completed within 3 days of employment, the BU login is de-activated at the end of the third day.

10. Is there a list of approved work authorization documents that need to be provided at the Human Resources Office?

A. Yes. The list can be found at <http://www.uscis.gov/i-9-central/acceptable-documents>

11. I want to hire a student employee into a full time position. What do I need to do?

A. You need to terminate the student employee first in the student employment system and then re-hire him/her into SAP thru BUworks portal.

12. When do employees lose birthright privileges?

A. If the employee is terminated, retired or goes on Long Term Disability, they lose birthright privileges. Alumni and retirees can keep their BUID and are also entitled to a fresh gmail account (emp_name@gmail.bu.edu) for life.

13. Does moving an employee from a paid position to a non-compensated position affect their birth-right privileges?

A. Depending on the local birthright privileges, representation in Active Directory may be affected. Other than that, birth-right privileges stay.

14. Do employees on a Leave of Absence lose their birthright privileges?

A. No. They do not lose their birthright privileges if they are on a long leave of absence. They are still active employees of BU.

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15. When does the BU Login get disabled for terminated/retired employees?

A. Deactivation of BU Login will be effective on termination date unless employee has remaining affiliations with the university (e.g. student, alumni or retiree). In addition, ex-employees with Research Computing accounts will not be disabled.

16. When does the Exchange email get deactivated?

A. Deactivation of Exchange email will be effective on termination date. Retirees, Students, and Alumni are entitled to Gmail, which will be provisioned at termination, unless email is forwarded to off-campus mailbox. A terminated employee will not have access to their historical work email. This includes employees who terminate and transition to a student affiliation.

17. Do retired/terminated employees keep their Wireless/VPN access?

A. Deactivation of wireless/VPN access will be effective on termination date unless their remaining affiliations entitle access (Students). VPN will remain available to EMERITUS retirees as well as ex-employees with Research Computing accounts. Non-Emeritus status retirees (as well as Alumni and Unregistered/Withdrawn students) can use guest wireless. Please note that to use library resources, a VPN connection is not required. Guest wireless is sufficient to access library resources.

18. A retiree wants their emails to be exported to a personal account or to their BU Gmail account. How can this be done?

A. In general, it is not a good practice to give access to prior emails to employees that have left the university. However if the department decides that the request is an exception, IS&T help desk should be requested via a help ticket.

19. What is the time line from creating/maintaining a position to getting it approved to hiring an employee into it?

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A. It takes 3-5 business days for a newly created position within SAP to get approved. Jobs must be posted for at least 5 days on HR recruitment website. Once a prospective employee is identified, it takes 3 business days for the hire to be approved within SAP. BUID is created at the completion of hire form approval within SAP.

20. If an employee is being terminated, do I need to call IS&T to disable their login?

A. No. This will happen automatically on the day after termination. If there is an exception, please get in touch with IS&T office at (617-353-HELP)

21. My information does not appear correct in the BU Online or Exchange Directory. What should I do?

A. Depending on the information that needs to be changed, most fields can be updated in either BUworks Central or on the Online Directory itself. You can find more information at <http://www.bu.edu/directory/change-entry.html> If the incorrect information is related to position. The employee should contact their Manager or Payroll Coordinator.

22. If a terminated employee needs to continue their affiliation with the University as a guest, what will need to be done to keep their access enabled?

A. The employee should be terminated from their SAP position and moved into a non-compensated position by the department as necessary. This will give the terminated employee guest affiliation and they will be able to retain their birthright privileges without any interruptions in access. A Manager or Payroll Coordinator can perform these actions. Additionally, the ex-employee can be sponsored as a guest by filling out the <http://www.bu.edu/help/tech/accounts> form.

23. What are the emails that get sent to prospective BU employees regarding the I-9 process?

A. Please refer to the ten cases mentioned below:

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I. Pre-Approve Email – No existing account

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com

Subject: Welcome to Boston University! Next Steps

Reply-To: onboard@bu.edu

Dear Frank,

Congratulations and welcome to the dynamic, energetic and diverse campus of Boston University!

Please follow the below steps to get your personal, online account with the University. It is extremely important that you setup your account as soon as possible. This will only take you a couple of minutes.

1. Complete Part 1 of your I-9 at the below URL: ·

<https://www.formi9.com/formi9verify/Integration/BostonUniversity/BostonUniversitySectionOne.aspx>

2. Create your BU login and password through this URL: ·

<https://weblogin.bu.edu/accounts/verifypin?p eemployee12345678>

3. Complete Part 2 of your I-9 in person at Human Resources by the end of your third day (or earlier)

· Charles River Campus location: 25 Buick Street, 2nd Floor

· BU Medical Campus location: 801 Massachusetts Avenue, 4th Floor

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website (<http://www.bu.edu/isso/>).

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If you have any questions regarding the account creation process, please contact: ithelp@bu.edu or 617-353-4357 (HELP)

If you have any questions regarding your employment with the university, please contact: onboard@bu.edu or 617-353-2380

II. Pre-Approve Email – Account Upgrade

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com Subject: Boston University Account Upgrade

Reply-To: onboard@bu.edu

Dear Frank,

Please follow the below steps to update your personal, online account with the University. It is extremely important that you update your account as soon as possible and complete your I-9 with Human Resources.

1. Complete Part 1 of your I-9 at the below URL: ·

<https://www.formi9.com/formi9verify/Integration/BostonUniversity/BostonUniversitySectionOne.aspx>

2. Upgrade your BU login and password through this URL: ·

<https://weblogin.bu.edu/accounts/verifypin?p=employee12345678>

3. Complete Part 2 of your I-9 in person at Human Resources by the end of your third day (or earlier)

· Charles River Campus location: 25 Buick Street, 2nd Floor

· BU Medical Campus location: 801 Massachusetts Avenue, 4th Floor

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website (<http://www.bu.edu/isso/>).

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If you have any questions regarding the account upgrade process, please contact: ithelp@bu.edu or 617-353-4357 (HELP)

If you have any questions regarding your employment with the university, please contact: onboard@bu.edu or 617-353-2380

III.Pre-Approve Email – High Level

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com Subject: Boston University Account Upgrade (High Level)

Reply-To: onboard@bu.edu

Dear Frank,

Please follow the below steps to update your personal, online account with the University. It is extremely important that you update your account as soon as possible and complete your I-9 with Human Resources.

1. Complete Part 1 of your I-9 at the below URL: ·

<https://www.formi9.com/formi9verify/Integration/BostonUniversity/BostonUniversitySectionOne.aspx>

2. Complete Part 2 of your I-9 in person at Human Resources by the end of your third day (or earlier)

· Charles River Campus location: 25 Buick Street, 2nd Floor

· BU Medical Campus location: 801 Massachusetts Avenue, 4th Floor

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website (<http://www.bu.edu/isso/>).

If you have any questions regarding the account upgrade process, please contact: ithelp@bu.edu or 617-353-4357 (HELP)

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Identity Access Management (IAM) FAQs

If you have any questions regarding your employment with the university, please contact: onboard@bu.edu or 617-353-2380

IV. Success Email to New Hire – Regular Employees (RC)

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com AND fsmith@bu.edu

CC: [employees manager and whoever submitted the hire form]

Subject: Boston University Account Creation Success, Next Steps Reply-To: onboard@bu.edu

Dear Frank,

Congratulations! Your BU login name and kerberos password have been successfully created and registered with the university.

Important Note: your access was granted contingent upon the completion of both parts of your I-9 (a federal requirement).

1. Access Red Carpet to review your onboarding tasks and complete Part 1 of your I-9. You will use your newly created BU login to access this portal.

· <https://bu.onboarding.silkroad.com>

2. Complete Part 2 of your I-9 in person at Human Resources by the end of your third day (or earlier)

· Charles River Campus location: 25 Buick Street, 2nd Floor

· BU Medical Campus location: 801 Massachusetts Avenue, 4th Floor

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website (<http://www.bu.edu/isso/>).

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V.Success Email to New Hire – Temporary Employees (non RC)

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com AND fsmith@bu.edu

CC: [employees manager and whoever submitted the hire form]

Subject: Boston University Account Creation Success, Next Steps

Reply-To: onboard@bu.edu

Dear Frank,

Congratulations! Your BU login name and kerberos password have been successfully created and registered with the university.

Important Note: your access was granted contingent upon the completion of both parts of your I-9 (a federal requirement). If you haven't completed one or both of these steps yet, follow the steps below.

3. Complete Part 1 of your I-9 at the below URL: ·

<https://www.formi9.com/formi9verify/Integration/BostonUniversity/BostonUniversitySectionOne.aspx>

4. Complete Part 2 of your I-9 in person at Human Resources by the end of your third day (or earlier)

- Charles River Campus location: 25 Buick Street, 2nd Floor
- BU Medical Campus location: 801 Massachusetts Avenue, 4th Floor

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website (<http://www.bu.edu/isso/>).

Other recommended first steps, now that you have access to university resources:

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* Add your BU email to your phone [link here]

* Enroll in direct deposit [link here]

VI. Success Email to Manager and Form Submitter

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com Subject: BU Account Confirmation

Reply-To: onboard@bu.edu

Manager/Form Submitter,

The hiring form you recently submitted has been approved, and the account for [NAME] – [BUID#] has been successfully created.

Their Kerberos account name is: [USERNAME] Their email address is: [username@bu.edu]

If you have any questions regarding the account creation process, please contact: ithelp@bu.edu or 617-353-4357 (HELP)

VII. Account setup reminder email

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com Subject: Boston University Account Creation Reminder

Reply-To: onboard@bu.edu

Dear Frank,

This is an automatic reminder to create your BU login and password.

Create your BU login and password through this URL:
<https://weblogin.bu.edu/accounts/verifypin?pemployee12345678>

If you have any questions regarding the account creation process, please contact: ithelp@bu.edu or 617-353-4357 (HELP)

VIII. Account auto-expire reminder email (i9 incomplete)

From: onboard@bu.edu (Human Resources, BU)

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To: fsmith@gmail.com AND fsmith@bu.edu

CC: [employees manager and whoever submitted the hire form]

Subject: Boston University I-9 not yet completed (action required) Reply-To: onboard@bu.edu

Dear Frank,

You recently created a BU login account to access University resources.

Important Note: your access is contingent upon the completion of both parts of your I-9 (a federal requirement). If you haven't completed one or both of these steps yet, follow the steps below.

1. Complete Part 1 of your I-9 at the below URL: ·

<https://www.formi9.com/formi9verify/Integration/BostonUniversity/BostonUniversitySectionOne.aspx>

2. Complete Part 2 of your I-9 in person at Human Resources by the end of your third day (or earlier)

· Charles River Campus location: 25 Buick Street, 2nd Floor

· BU Medical Campus location: 801 Massachusetts Avenue, 4th Floor

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website (<http://www.bu.edu/isso/>).

IX. Access auto-expired email (access disabled)

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com

CC: [employees manager, whoever submitted the hire form, onboard@bu.edu, blazic@bu.edu]

Subject: Boston University I-9 not completed, account deprovisioned (action required)

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Reply-To: onboard@bu.edu

Dear Frank,

The BU account you recently created will be disabled overnight because our records indicate that you have not yet completed your I-9 with Human Resources.

To reinstate access you will have to complete your I-9.

X. Account reinstated email

From: onboard@bu.edu (Human Resources, BU)

To: fsmith@gmail.com

CC: [employees manager, whoever submitted the hire form, onboard@bu.edu , blazic@bu.edu]

Subject: Boston University I-9 completed, account reinstated

Reply-To: onboard@bu.edu

Dear Frank,

Your BU account has been reinstated effective [MM/DD/YYYY of I-9 completion].

If you have any questions regarding your account, please contact: ithelp@bu.edu or 617-353-4357 (HELP)

If you have any questions regarding your employment with the university, please contact: onboard@bu.edu or 617-353-2380

Thank you for your assistance in this!

Identity Access Management (IAM) FAQs

Human Capital Management (HCM) FAQs

CREATING POSITIONS

1. Can I create new positions well in advance of time?

A. Yes. It is highly recommended.

2. Does terminating an employee automatically vacate his/her position?

A. Only in the case of a temporary employee. In case of exempt employees, one must maintain position and open it up for hire by doing an OM action.

3. How do I find vacant positions in my department to hire a new employee?

A. Login to Buworks. Click on MSS/Payroll Coordinator → Organization tab → Organization Profile. You will find vacant positions listed here.

4. How long does it take for a position to be approved in SAP once it is submitted?

A. Typically 3-5 business days.

5. Do temporary positions become available as soon as employee leaves the position OR should I maintain the position using an OM action?

A. Yes. Temporary positions do become available as soon as an employee is terminated from the position. You do not have to do an OM action of Maintain Position for such a position.

6. Could I look up position descriptions from other departments?

A. Not at the present time.

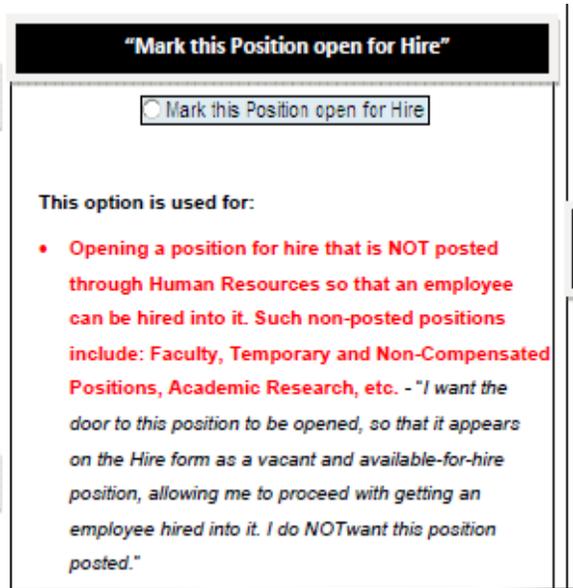
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HIRING and RE-HIRING EMPLOYEES

1. An employee who was filling a position in my department was recently terminated. How do I fill his position with a new candidate?

A. You will need to maintain his position via an OM action MSS/Payroll Coordinator -> Organization tab -> Maintain position

You have two options. 1. Post it to HR Recruitment website if you want to hire an external candidate 2. Mark it for hire to hire an internal candidate



The screenshot shows a user interface for marking a position as open for hire. At the top, there is a black header with the text "Mark this Position open for Hire" in white. Below the header is a white box containing a radio button and the text "Mark this Position open for Hire". Underneath this box, the text "This option is used for:" is followed by a red bullet point. The bullet point text reads: "Opening a position for hire that is NOT posted through Human Resources so that an employee can be hired into it. Such non-posted positions include: Faculty, Temporary and Non-Compensated Positions, Academic Research, etc. - 'I want the door to this position to be opened, so that it appears on the Hire form as a vacant and available-for-hire position, allowing me to proceed with getting an employee hired into it. I do NOT want this position posted.'"

2. I am entering a BUID in the Hiring form but get an error message "Check the number". Why is this happening and what should I do about it?

A. The BUID is not matching with any record in SAP. Please find out Social Security number for employee from HR and hire using SS#.

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TRANSFERS AND POSITION CHANGES

1. A position has become 75% from full-time. What form or form should I use to change percent time?

A. OM action Maintain Position (to reduce hours) followed by PA action Employee Position Update. Please put in a descriptive note explaining reason for reduction in Comments area. Always check in with HR ahead of making a change. Refer to Quick Reference Guide at <http://bu.edu/buworks/hcm-help/>

2. An employee wants to go from part-time (25%) to full-time (100%). What form or form should I use to change percent time?

A. OM action Maintain Position (to increase hours) followed by PA action Emp. Position Update. Please put in a descriptive note explaining reason for reduction in Comments area. Always check in with HR ahead of making a change to ensure employee group and sub-group settings are properly updated.

3. If an employee is staying within same department (org-unit) but is moving to a different position within it, what forms are to be used?

A. Use the Maintain Position to ensure employee group, salary and essential duties are correctly updated. Then use the Position Change form.

4. If an employee is moving to a different org unit managed by an employee other than current manager, what forms are to be used?

A. In this case, use the Maintain Position to ensure employee group, org unit, salary and essential duties are correctly updated on OM side. Then, use the Transfer form.