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| **Frequently Asked Questions** | **Answer** |
| What is 321 Forms? | 321 Forms is a completely digital process that allows new hires to complete the necessary pre-employment forms & documents electronically creating a more efficient, timely and streamlined on-boarding process. |
| Who needs to use 321 Forms? | All Newly hired or rehired Self-Directed Employees (SDEs) are required to complete any/all necessary pre-employment documents through this process. |
| If I don’t have a computer at home, do I still need to use 321 Forms? | Yes, the convenience of the 321 Forms automated system is that you can access the system from any device, including mobile phones & tablets. |
| How does 321 Forms work? | There is a 4 step process:   * **STEP 1**: The AWC HR On-Boarding Specialist will set you up in the system and initiate your on-boarding * **Step 2:** You will receive an email from the 321 Forms system to login and begin completing your pre-employments documents * **STEP 3**: Once completed the HR Specialist will review your forms for accuracy and complete the process by approving the forms in the system * **Step 4**: Pre-employment screenings (Drug & background, etc. is initiated |
| How will I know when I completed my pre-employment documents? | Once all documents are completed the system will prompt you to notify you of successful completion |
| What is the employee dashboard? | The Employee Dashboard provides a home page that allows employee’s quick links to easily view and manage their information, forms & documents, including the ability to upload any required documents effectively. |
| What do I do if I experience technical issues with the 321 Forms system? | 321 Forms provides Technical Support:  Monday through Friday, 10am-6:30pm EST <Support@321forms.com> |
| When am I cleared to start working? | Employees cannot start working until the onboarding process is completed including drug, background, and compliance screenings |
| How will I receive my timesheets? |  |
| Who should I contact with questions regarding my onboarding? | Contact Remiah Soto using the following email:  [AwCHR@nj.easterseals.com](mailto:AwCHR@nj.easterseals.com)  Or Contact Customer Service: 1-800-471-3086 |
| What if I am not cleared to start working? | The AWC On-Boarding Specialist will inform you of any next steps |
| What do I do if I need CPR/First Aid training? |  |
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