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| **Frequently Asked Questions** | **Answer** |
| What is 321 Forms? | 321 Forms is an entirely digital process that allows new hires to complete the necessary pre-employment forms & documents electronically, creating a more efficient, timely, and streamlined onboarding 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 2-step process:* **STEP 1**: The AWC Enrollment Specialist will set you up in the system and initiate your onboarding.
* **Step 2:** You will receive an email from the 321 Forms system to login and begin completing your pre-employments documents.
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| How will I know when I have completed my pre-employment documents? | Once all required documents are completed, the system will notify you of successful completion. |
| What is the employee dashboard? | The Employee Dashboard provides a home page that allows employees 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](file:///C%3A%5CUsers%5Cnellis%5CDownloads%5CSupport%40321forms.com) |
| When am I cleared to start working? | Employees cannot start working until the onboarding portion is complete, including drug, background, and compliance screenings. This is one part of the hiring process. |
| How will I receive my timesheets? | Once all pre-employment requirements are complete and the SDR plan draft has been approved, the AwC Verification team will send the Managing Employer an email with the SDE(s) start date and Temporary Timesheet(s). It is the responsibility of the Managing Employer to disperse the SDE(s) timesheet(s).  |
| Whom should I contact with questions regarding my onboarding? | Contact your AwC Enrollment SpecialistOr an AwC Contact Customer Service Representative: 1-800-471-3086 |
| What if I am not cleared to start working? | Your Enrollment Specialist will inform you of any next steps. |
| What do I do if I need CPR/First Aid training?  | Please contact an AwC Contact Customer Service Representative to schedule your in-person CPR/FA skills check. Please be advised that you must complete the online portion of your CPR/ FA requirement before attending the in-person class. AwC Contact Customer Service Representative: 1-800-471-3086AwC Contact Customer Service Representative:awccustomerservice@nj.easterseals.com  |