

MEMORANDUM

DATE: April 21, 2022

TO: SLT, SMT, Managers and Supervisors

FROM: ITRM, Payroll and Human Resources

RE: New/Re-Hire Ceridian Dayforce Access and Onboarding Training

As we begin our seasonal staff onboarding, the ITRM, Payroll and HR teams would like to take this opportunity to provide you with a reminder of the steps involved in processing new hire/re-hire access to Ceridian Dayforce and onboarding training. Manager tactical calls will be arranged during the week of April 25th to address any questions or concerns.

Additional recruitment and onboarding resources can be found on the [StaffHub HR page](#) and the [HR- People Leader SharePoint Site](#).

Ceridian Dayforce:

In order for the employee to have full access to all the modules in the Ceridian Dayforce (i.e. Onboarding and Learning), the following must occur:

1. **Hiring Manager** submits new/re-hire form 2 weeks prior to employee's start date and works with HRBP to collect candidate documentation.
2. **HRBP** to approve new hire form, after they have received all candidate's forms (ID, signed offer letter, SIN, vaccination proof) - *at least 1 week prior to employee start date*.
3. **Payroll** to approve new hire form and sets-up Ceridian Dayforce profile, after they have received all candidate's forms (tax forms, direct deposit forms). - *approx. 2 days for processing*
4. **IT** to set-up computer access and send access information email to hiring manager prior to employee's first day. - *approx. 2 days for processing*
 - The information IT sends includes the new employee's TRCA email, computer login, Okta set-up instructions, and instructions on how to access TRCA email on personal device.
5. **Hiring Manager** to provide email received from IT to employee.
6. **Employee** to set-up Okta account using TRCA email address and password provided from manager as above.
7. **Employee** to log in to TRCA email.
 - Employees should be logging in to their TRCA email on a regular basis (weekly would be ideal)
 - Management should be communicating with their employees using their TRCA email address only for any work-related items (scheduling, supervisor contact information, etc.) for security purposes.

8. **Employee** to verify TRCA email by clicking on the verification link within the email sent to their TRCA email from notify@dayforce.com.
 - This must be done in order to complete timesheets and access all modules, including the Learning Module (LMS), within their Ceridian Dayforce account.
 - Note: this link expires 5 days after email has been sent to the employee's inbox. If link expires, contact payroll to have email re-sent.
9. **Employee** to open Ceridian Dayforce via StaffHub link (It is recommended that Chrome internet browser is used. If issues are experienced, try Microsoft Edge)

Access Training Courses in Ceridian Dayforce:

After the employee has full access to Ceridian Dayforce, per the above, they can now access the onboarding training courses automatically assigned to them in the LMS by navigating to their "My Courses and Learning Plans" within the "Learning" module.

An employee LMS guide is attached and available on the [StaffHub HR page](#), which provides step-by-step instructions on how to navigate to their training courses, enroll in training courses, and submit external training requests.

Note: if management would like to review the training with staff as a group, please do the following:

- Present the e-learning training presentation from the LMS in Ceridian Dayforce
- Take attendance
- Send attendance list via email to learning@trca.ca with the name of the training in the subject line and date of completion. (Completions will be manually uploaded into the LMS bi-weekly)

Onboarding Checklists:

Employees and supervisors/managers are able to view the list of required onboarding training, with associated timelines, in the onboarding checklists within the onboarding module in Ceridian Dayforce. HR also sends bi-weekly email reminders to management notifying them of training that is past due for their staff.

Therefore, HR Coordinators will discontinue sending first day training emails to any new hires with their supervisor/manager cc'd. This is simply removing a duplication of effort and one step towards streamlining the process.

Please see images below of the onboarding checklist showing the training information:

	Task	Due Date Type	Due Date Offset
▶	Set up Email Signature	First Day	0
▶	Record Voicemail Greeting	First Day	0
▶	Health and safety Training - Day 1	First Day	0
▶	Health and safety Training - Day 2	First Day	1
▶	Send Active Health and Safety Training Certificates	First Day	2
▶	Attend Your Orientation Session	First Day	4
▶	Review How To Submit First Timesheet	First Day	4
▶	Plan to Discuss your Job Responsibilities with you Supervisor	First Day	7
▶	Meet with Key Members	First Day	7
▶	Health and Safety Training - End of Week 1	First Day	7
▶	Online Security - Phishing and Security Awareness Training	First Day	7
▶	Commercial Vehicle Operator Training (if applicable)	First Day	14
▶	Explore Information and Resources on TRCA Staff Hub	First Day	14

The Health and Safety of all staff is of utmost importance at TRCA.

You are required to complete the following mandatory Health and Safety trainings by the end of your first day.

If you are in a non- supervisory/manager role:

- Workers Health and Safety Awareness
- Health and Safety Job Hazard Assessment and Controls
- Workplace Incidents
- TRCA Employee COVID-19 Re-integration to the Workplace Training

If you are in a supervisory/manager role, you are required to complete the following courses:

- Supervisor Health and Safety Awareness
- Health and Safety Job Hazard Assessment and Controls
- Workplace Incidents
- TRCA Employee COVID-19 Re-integration to the Workplace Training

For any questions, please send email to Human Resources at hr@trca.ca.

For any issues related to computer access/passwords or Okta set-up, please email IT at support@trca.ca.

- Note: IT Operations team is available to provide group support during onboarding days for Okta set-up, when requested.

For any issues related to Ceridian Dayforce profile activation, please email Payroll at payroll@trca.ca

For any issues related to training courses when in the Learning module, please email HR, with screenshots, at hr@trca.ca.

Thank you,
ITRM, Payroll and Human Resources