

Henry Ford Health Onboarding: Frequently Asked Questions

Pre-Hire Tasks

- **I accepted my offer, but I don't see my pre-hire tasks on the career site:**
Contact Onboarding ASAP to ensure you can complete your tasks.

Background Check

- **I never received an email to complete the background check form:**
Check your email (including spam/junk folders). Confirm with Onboarding which email address was submitted with the background check.
- **Help! I can't log in to complete my background check:**
Enter your last name, email address, and last 4 digits of SSN (if applicable). If you're still having trouble, check with Onboarding to confirm your submitted information and contact Corporate Screening's Customer Care team.
- **How do I request a copy or dispute the result of my background check?**
Call Corporate Screening at **800-229-8606 x5** (7am–3pm EST) or email CScompliance@fadv.com. Include your full name, the company applied to, current address, and request details.
- **How do I check the status of my background check?**
Contact Corporate Screening Customer Care:
 - Chat: Select platform **Corporate Screening Services – EASE**
 - Phone: **800-229-8606** (Mon–Fri, 8am–8pm EST)
 - Email: css@fadv.com
- **Corporate Screening was unable to verify my employment:**
Provide one of the following documents:
 - A W-2 form with employer name
 - A check stub with employer name
 - A bank statement showing direct deposit and employer name
- **Corporate Screening was unable to verify my education:**
Send a copy of your high school diploma/college degree or transcripts with a graduation date.

Employee ID

- **What is my 6-digit Employee ID?**
Your Employee ID number will be in your New Hire Letter, sent to your personal email within 30 days of your start date. If not received by then, contact Onboarding.

Employee Health Screening

- **I need to reschedule my health screen, will it affect my start date?**
Call Onboarding ASAP. Aim to reschedule at least 10 days before your start date. Delays may affect your start date.

I-9 Verification

- **Who can be my second person for verification?**
Any person who is 21 or older.
- **I never received an email to complete the I-9:**
Check your email, including spam/junk folders. Reach out to Onboarding if you can't find the email.
- **Help! I can't log in to complete my I-9:**
The email link expires after 30 days. Contact Onboarding for a new link.
- **I don't have an in-person verifier to complete step 2 of the I-9:**
You can schedule an appointment with HR Onboarding to validate your documents remotely.
- **I am Canadian and do not have an SSN. How do I complete my I-9?**
When asked for an SSN, check "social security number applied for." Do not use your Social Insurance Number.

Employee Self-Service

- **What is the website for Employee Self-Service and how do I log in?**
Go to workforceconnect.hfhs.org. Use your Employee ID to log in. You will receive a temporary password via email. Contact Onboarding if you have trouble.
- **What is Employee Self-Service used for?**
It provides access to learning modules, emergency contact info, benefits, direct deposit, and more.

Learning Modules

- **What is the required onboarding module?**
Complete the **"Henry Ford Health Orientation On-line Training Curriculum"** by the end of your New Hire Orientation.

Employee Badge

- **When can I receive my badge and where do I pick it up?**
Badge pickup depends on your work location. Contact Onboarding to confirm where and when to receive your badge.
- **What if I lose my badge?**
Contact Onboarding for instructions, as this may vary by location.

New Hire Orientation (NHO)

- **Is NHO in person? When and where is it?**

NHO is virtual every Monday from **8-11am** on **Microsoft Teams**. Your position begins immediately after NHO.

- **I can't attend my scheduled NHO, can I attend another session?**

After consulting with your manager, you can attend a session within one month. Contact Onboarding to receive the new session link.

Position Information

- **What is my pay rate? Do I receive a sign-on bonus and when will I get it?**

Discuss pay rates and sign-on bonuses directly with your recruiter.

- **What is my work schedule? Can I adjust my hours? What scrubs do I wear and when do I get information about my uniform?**

All position-specific questions should be directed to your manager.

Human Resources: HR Onboarding & Retention Team



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