ON

7 Tips for

BUILDING AN ONBOARD PORTAL THAT INSPIRES NEW HIRES

Your Onboard portal is one of the first impressions a new hire will get about your organization's values and culture. The portal provides an opportunity to highlight unique aspects of your workplace and distribute helpful information, while engaging new hires before their first day on the job.

In addition to including the "day one" details and ongoing reference resources (such as IT contacts or weblinks), make sure you add some sizzle by spotlighting the personality of your organization and individual departments. Although HR maintains access and editing rights, assigning department heads as portal administrators can allow each department to convey their team's charisma and useful information.

THERE'S NO "MAGIC FORMULA" FOR A GREAT PORTAL, BUT HERE ARE SOME ELEMENTS THAT WILL HELP EXCITE YOUR NEW HIRES AND GET THEM ORIENTED:

1. **A welcome message** from an executive leader or city manager. Especially with a smiling face!
2. **Pictures or a video** of the people they need to know and what they do can help put a face to the name.
3. A **video about your organization** or location with fun facts about the community. Share restaurants, museums, great hikes, and more to get the new hire excited about their location!
4. A **recap of their job duties and responsibilities** so they can start thinking about how they'll manage their time effectively.
5. **Tips for a successful first day** to reduce nerves. Maybe the team takes the new hire out for lunch on their first day and they don't need to bring lunch. Tidbits like this reduce first day jitters.
6. **FAQs that remain relevant** throughout the employee lifecycle. How do you log a ticket with IT? Who do you contact if your parking card won't work? Making evergreen information like this handy saves time for both employees and managers.
7. **Quick facts** about your organization. Contact your Marketing team - they typically have fun facts to boast about your organization!

Continue reading to see some standout examples of portals NEOGOV customers have created to help get your creative juices flowing.



Onboarding Portal

Welcome from your City Manager!

Welcome to the City of Grand Prairie! We **Live Life Grand** here – about 189,430 residents call Grand Prairie home, and we're still growing. Grand Prairie is the 15th largest city in Texas and the 125th largest city in the United States, but we still have small town values. We are rated the **#1 Best Place to Retire** in the U.S., **2nd Happiest City** in Texas, **5th Best City for First-Time Home Buyers** in Texas, **7th Safest City in Texas** because crime in Grand Prairie has fallen by 47% from 2010 to 2018 (19% drop from 2017 to 2018), **City on Patrol Program** winning the award for **Best Large Agency Program in Texas for the 5th time,** and in the **Top 50 U.S. Best Place to Raise a Family**!

We have attractions that draw almost **10 million visitors a year** such as Epic **2-acre park** that is home to:

- **Epic** – Arts, Fitness and Entertainment Center with five lakes, a grand lawn with an amphitheater, boardwalk, retails spaces, art gallery, $1 million in cardio and strength training equipment, indoor walking/jogging track, group fitness and more.
- **Epic Waters Indoor Water Park** – DFW's newest indoor waterpark showcasing 80,000 square feet of year-round water fun referred to as a "cruise ship on land".
- **The Summit**, Grand Prairie Parks and Recreation Department's $23 million dollar, 60,000 square foot facility located in Central Park designed specifically for active adults ages 50 or older. It has state-of-the-art fitness areas, gym, indoor infinity edge pool with lap lanes and exercise vortex, theater, locker rooms with sauna and more. This will be the talk of Texas for years to come!
- **Epic Reads** 24/7 automated library at The Epic
- **PlayGrand Adventures** (10-acre, all-accessible playground) is an exciting opportunity to provide a safe and fun playground experience for all ages and abilities.
- Almost 5,000 acres of park land
- Firehouse Gastro Pub restaurant (conversion of historic Firehouse #1)
- **Skymates Flight School** at the Grand Prairie Airport training about 150 pilots a year from around the world

Grand Prairie recently welcomed more than **50 new restaurants and retail stores**, launched the city's first **Big Event** (a city-wide volunteer day) with over 1,000 volunteers tackling 100+ service projects around the city, launched **1,000 Books Before Kindergarten** program in libraries to enhance early literacy, and launched the **Healthy Babies campaign** to reduce infant mortality. We also kicked off **Love Water, Love Life educational watershed campaign**, found homes for 1,846 grateful Prairie Paws Animal Shelter, started construction to build a new City implemented new wellness programming for employees to continue their path to overall health, and championed Airbus Helicopters plans to build a $40 million at its headquarters at Grand Prairie Municipal Airport training more than 1,500 pilots and mechanics a year.

City employees work hard to ensure Grand Prairie is known as an organization that cares and makes a difference. Our employee family and elected officials constantly live our values, aggressively move toward our vision, create raving fans at every opportunity, and are always looking for ways to make the business of running a city even better. As you begin your new career here, I hope you will share our goal of creating raving fans by delivering world class service. Your hard work, positive input and optimism all play a key role in our success. Thank you for joining our team!

-**Tom Hart, City Manager**



How To Use This Site

Checklist

Preview Checklist Timeline

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VIEW ALL (0) >

Get Connected:

- **Download the Grand Prairie App!**
- **Grand Prairie Social Media Pages**
- **City's YouTube channel**
- **City's Facebook Page**
- **Free Library Card Application**

VIEW ALL (7) >

GPTX State of the City Recap 2017



City of Grand Prairie: State of the City Recap 2017 01:28

Grand Prairie in Pictures!

A few pictures for you to see all the great things happening around Grand Prairie!









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First Day Jitters?

So, you're a little nervous about your first day. Don't worry, we've all been there before. All of us here have learned a few things since our first day and thought we'd pass them along to you so you can hopefully eliminate those first day jitter bugs...

Step 1: BREATHE (Hey! You need to get the basics down first)
Step 2: RELAX (We've all had a first day before - it's nothing new)
Step 3: BE CONFIDENT (Hold your head high and be proud of your new job)
Step 4: SHOW UP ON TIME! (It's an obvious one, but it's true)
Step 5: ASK QUESTIONS (It's okay if you don't know something)
Step 6: BE RESPECTFUL OF OTHERS (Again, an obvious one)
Step 7: SMILE AND LAUGH (Find joy in the work you are doing)
Step 8: COMMUNICATE WITH YOUR SUPERVISOR (Communication is key to success)
Step 9: GO HOME AT END OF SHIFT (Yes, the day must come to an end)
Step 10: REFLECT ON DAY AND REPEAT STEP 1.

Awards to showcase city success

Welcome message from the city manager

Short video recap of the previous year

Pictures to get new hires excited about their location

Tips for a successful first day



Bright, welcoming banner

Onboarding Portal

Welcome from the City Manager

Congratulations and welcome to the City of San Marcos!

As a team, we are helping residents and businesses discover life's possibilities right here in San Marcos. Every day, more than 90,000 people will be depending on you. Whether your job is front-and-center or behind-the-scenes, your work will greater good.

one of the area's most desirable places to live—and that's largely thanks effort of our city team working toward a greater goal.

Again, on behalf of our entire team, I would like to welcome you and wish you much success in your career at the City of San Marcos. We hope you will take great pride in being a member of our team.

All the best,
Jack Griffin



Inspirational message from the City Manager

About your OnBoard Portal

This OnBoard portal is designed to provide new employees with an overview of the city with regards to employment, benefits, policies, and customer service while offering you some insights into your new work environment. It is also a chance for you to complete your new employee forms (check list to the right) in advance of your first day, so you can arrive ready to hit the ground running.

Tips for Your First Day

During your first day, expect to spend your morning reviewing orientation materials with Human Resources/Risk, IT and other departments that support your on-boarding process. Once orientation is completed, you will then be greeted by a member of your new work team to get acclimated to your department.

What to wear:
The dress code on orientation day is business casual.

What to bring:

Checklist

Preview Checklist Timeline

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VIEW ALL (0) >

Target Solutions - Mandatory Trainings and Policy Acknowledgement

TargetSolutionsTM is an Internet-based training and compliance program. The City of San Marcos is committed to providing each employee with a safe and healthy work environment and our goal is to provide training solutions to help em work safely and effectively by broadening their knowledge of safety issues.

Follow the instructions below to access your profile and complete trainings that are assigned to you:

*Go to: **http://www.targetsolutions.com/cityofsanmarcos** and log in using your current username and password.*

Username

- ***For staff with a City email address:** Use your City's email as your username*
- ***For staff without a City email address:** Use your first initial, last name and employee number (for example if employee's name is Sarah Brown with employee number 5555, then her username will be sbrown5555)*

***Password**: sanmarcos*

TS Login Instructions with Email as Username.pdf

TS Login Instructions without email as Username.pdf

ACCESSIBILITY TOOLS >

Mandatory training information

Job Duties and Responsibilities

We want you to be succesful and be happy at work. And if you need a little re of the job duties and responsibilities you recently got hired for, please review below. As always, HR/Risk is here to assist you - call or email should you have any qu

Job Duties VIEW >

Reminder of the new hire's job duties

Helpful Links & Resources

Employee Self Service (ESS): The City's online time keeping portal that also tracks important tax information and leave time. Activate your ESS profile within the first 3 days of employment.

CONTINUED ▶

Tips for Your First Day

During your first day, expect to spend your morning reviewing orientation materials with Human Resources/Risk, IT and other departments that support your on-boarding process. Once orientation is completed, you will then be greeted by a member of your new work team to get acclimated to your department.

What to wear:
The dress code on orientation day is business casual.

What to bring:

- *Verifying/Supporting documentation for your I9 form.* Per the Immigration Reform and Control Act, all employers must verify within three (3) days of employment that all newly hired employees are eligible for employment in the United States Examples of acceptable forms of documentation are as follows:
    1. A valid United States Passport/Passport Card.
    2. A certificate of U.S. Citizenship or Naturalization.
    3. An unexpired foreign passport with a work visa.
    4. A resident alien card.
    5. A combination of a social security card or birth certificate plus a driver's license or state-issued identification card
- *Voided check or Direct Deposit authorization letter from your bank.* In order to enroll in Direct Deposit.
- *Lunch.* If you would like to bring lunch with you on your first day, we will be happy to show you where the refrigerator and microwaves are located for staff use. There are also several lunchtime dining options within walking distance of City Hall including Subway, Pizza Nova, Ahi Sushi, Robek's Juice and Ryan Bro's coffee shop, to name a few.

Meet your Human Resources Department

Welcome to San Marcos and congratulations!

We're raising the bar of public service by empowering our employees to use their talents to innovate, learn and lead so that San Marcos can discover a brighter future.

You were selected as the best candidate for your position. Our goal as your Human [illegible] team is to provide you with the tools to succeed in your role by [illegible] you with the resources to smoothly transition into and navigate in this new work environment.

We do things a little differently than most cities, and we're proud of that. So, bring your fresh ideas. You're going to need them here.

As you complete your checklist, your HR team is here to help. If you have questions about getting started, send us an email to HumanResources@san-marcos.net or give us a call at (760) 744-1050, ext. 3200.



About San Marcos

Located in the beautiful foothills of northern San Diego County is San Marcos, a progressive community of nearly 90,000 residents who enjoy a fantastic quality of life.

From miles of trails in the local hills, to unique dining and shopping opportunities in its retail centers, San Marcos has all the ingredients that make living enjoyable.

If our approach feels less like your typical government and more like a business, that's because it is. In fact, our city was founded on that philosophy.



Discover an exciting future, yours! 01:38

Job Duties VIEW >

Helpful Links & Resources

Employee Self Service (ESS): The City's online time keeping portal that also tracks important tax information and leave time. Activate your ESS profile within the first 5 days of employment.

IT Help Desk: Get familiar with the IT Help Desk, a one-stop online support system where you can submit all IT services requests.

City Intranet: The City's internal communication tool that keeps employees better informed about City news, benefits, shared department resources and other internal information.

City Website: Often the first stop for anyone interested in learning more about San Marcos, the City's website, www.san-marcos.net, serves as a comprehensive information hub for residents, businesses and visitors while also providing access to online city services.

Get to Know Our Team

Think everyone here has a background in government? Think again. There's been quite a mix of career paths that have led to San Marcos City Hall — and we think that varied experience is a big plus.



Mike Estrada | Landscape Inspector 00:47



Dahvia Lynch | Development Services Director



Jennifer Overman | Recreation Supervisor

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Connect with us

The City of San Marcos is using social media as a way to provide information to the San Marcos community about city services, issues, news and events.

Follow us on the city's official social media sites:

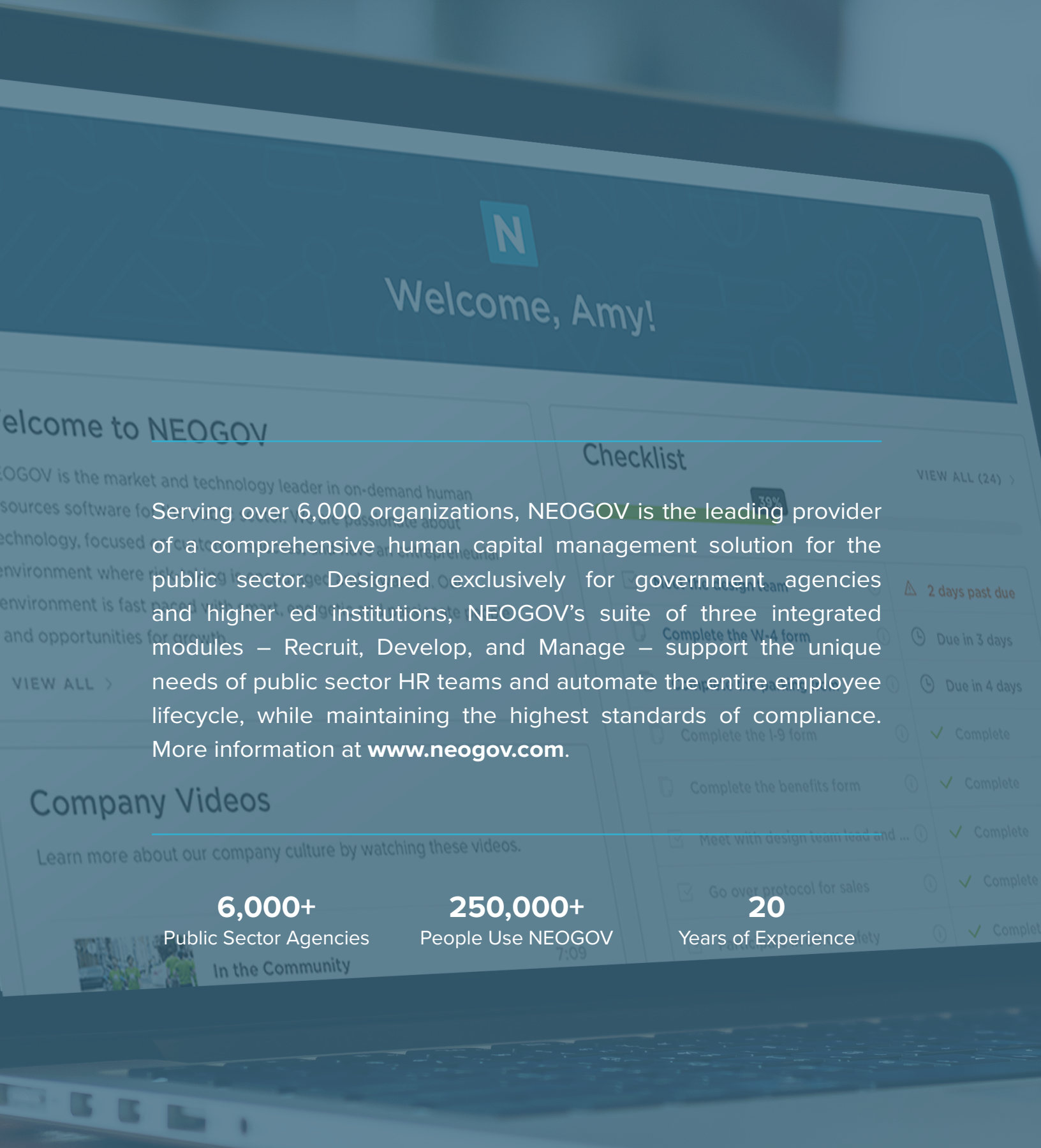
- City of San Marcos Facebook
- City of San Marcos Instagram
- City of San Marcos Twitter
- City of San Marcos LinkedIn
- City of San Marcos YouTube

HR welcome message and team picture

Short welcome videos from team members

Helpful links and resources

Links to connect on social media



Serving over 6,000 organizations, NEOGOV is the leading provider of a comprehensive human capital management solution for the public sector. Designed exclusively for government agencies and higher ed institutions, NEOGOV's suite of three integrated modules – Recruit, Develop, and Manage – support the unique needs of public sector HR teams and automate the entire employee lifecycle, while maintaining the highest standards of compliance. More information at **www.neogov.com**.

6,000+
Public Sector Agencies

250,000+
People Use NEOGOV

20
Years of Experience

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