



# Frequently Asked Questions for New Employees

## General

### ***Who do I contact if I have questions about scheduling an appointment?***

Please contact Human Resources at 540/568-6165.

### ***What if I need an accommodation?***

If you are an individual with a disability and need assistance with any part of the onboarding process, please contact us at 540/568-6165 or [humanresources@jmu.edu](mailto:humanresources@jmu.edu). You may also visit the JMU Human Resources Office located at 752 Ott Street, Harrisonburg, VA 22807, and we will be happy to assist you.

### ***Where is the Office of Human Resources located?***

The Office of Human Resources reception area is located on the 2nd floor in the Wine Price Building at 752 Ott Street, Harrisonburg, Virginia, 22807.

#### From South of Harrisonburg:

Travel north on Interstate 81

Take the Port Republic Road exit, exit 245

At the light turn left onto Port Republic Road, go 0.6 mile

Turn right onto South Main Street/US-11, go 0.6 mile

Turn right onto Martin Luther King, Jr. Way (historically known as Cantrell Avenue), go 0.3 mile

Turn right onto Ott Street; if you pass the painted/mural wall, you have gone too far  
Wine Price will be directly in front of you

#### From North of Harrisonburg:

Travel south on Interstate 81

Take the Port Republic Road exit, exit 245

Turn right onto Port Republic Road, go 0.6 mile

Turn right onto South Main Street/US-11, go 0.6 mile

Turn right onto Martin Luther King, Jr Way (historically known as Cantrell Avenue), go 0.3 mile

Turn right onto Ott Street; if you pass the painted/mural wall, you have gone too far  
Wine Price will be directly in front of you

There is parking located in front of the Wine Price building labeled “Reserved for Onboard” that you may park in

## **New Hire Paperwork**

### ***What does a new hire paperwork session include?***

During your appointment you will:

- Complete all required hiring paperwork
- Learn about account activation for system access
- Receive a temporary parking pass
- Learn how to obtain a JACard (JMU photo ID card)

The new hire paperwork session typically lasts 30 minutes.

### ***What paperwork will I be completing during my new hire paperwork session?***

During your appointment you will complete the following forms:

- Employee Information Form
- Form I-9
- W-4
- VA-4
- Direct Deposit Authorization Form
- Criminal Background Check Release and Authorization Form
- Selective Service Compliance Form (Male Employees Only)
- Parking Forms

### ***What do I need to bring with me to my new hire paperwork session?***

You will need to bring the following items:

- Your social security card—a copy is made and required for payroll purposes.
  - If you have lost, misplaced, or damaged your social security card you can request a new social security card at your local Social Security Office. Harrisonburg's Social Security Office is located at 351 North Mason Street, Harrisonburg, VA 22802.
- A voided check—to attach to your direct deposit form.
  - If checks are not available, other bank documentation verifying your routing and account numbers is acceptable.
- License plate number(s)—for parking pass purposes.
- Original, unexpired documents to verify your identity and eligibility to work in the United States for the Form I-9.
  - Please use the following link for a list of acceptable documents found on page 9: [http://www.jmu.edu/humanresources/wm\\_library/i-9.pdf](http://www.jmu.edu/humanresources/wm_library/i-9.pdf)

### ***Who do I contact if I have questions about new hire paperwork?***

Please don't hesitate to contact Alicia Proctor, Onboard Specialist, at 540/568-4473 or [proctoan@jmu.edu](mailto:proctoan@jmu.edu) with any questions you may have!

## **Benefits**

### ***Do I have to view the videos before I meet with a Benefits Specialist to complete my benefits enrollment?***

Yes, in order to maximize your 45-minute appointment and allow time to answer your questions, please make sure that you have viewed the online benefits orientation video before you meet with a Benefits Specialist to complete your enrollment paperwork. Failure to do so will result in having to re-schedule your appointment in order to provide the best customer service to all of our employees.

### ***Can the online modules be viewed on a mobile device?***

The modules are accessible from most tablets and smartphones. However, depending on the version of your operating system you may encounter difficulty when viewing the modules on a mobile device. We recommend viewing the modules on a PC or Mac.

### ***How much time is needed to view the online benefits presentation?***

Depending on your selections, it can take up to 90 minutes to view the entire presentation. You may stop, re-play and restart the presentation as needed.

### ***Who do I contact if I have trouble viewing online benefits presentation?***

If you have trouble viewing the videos, please contact Human Resources at 540/568-6165.

### ***What do I need to bring with me to my benefits enrollment session?***

Bring your benefits packet that you received at your New Hire Paperwork session with you. If you will be adding dependents to your health insurance, you must bring the following documentation:

- To add spouse: certified marriage certificate and first page of federal tax return showing spouse was listed
- To add children: birth certificate or court ordered documentation
- Social Security numbers for both spouse and children

### ***Who do I contact if I have question about the benefits enrollment process?***

Please don't hesitate to contact Raven King, Benefits Assistant, at 540/568-3593 with any questions you may have!

## **Policy, Practices and Compliance**

### ***Who do I contact if I have questions about the Policy, Practices and Compliance portion of the Dukes at Work program?***

Cathy Thomas, Communication, Policy and Compliance for Human Resources, at 540/568-3967 or [thomasce@jmu.edu](mailto:thomasce@jmu.edu) is available to answer any questions.