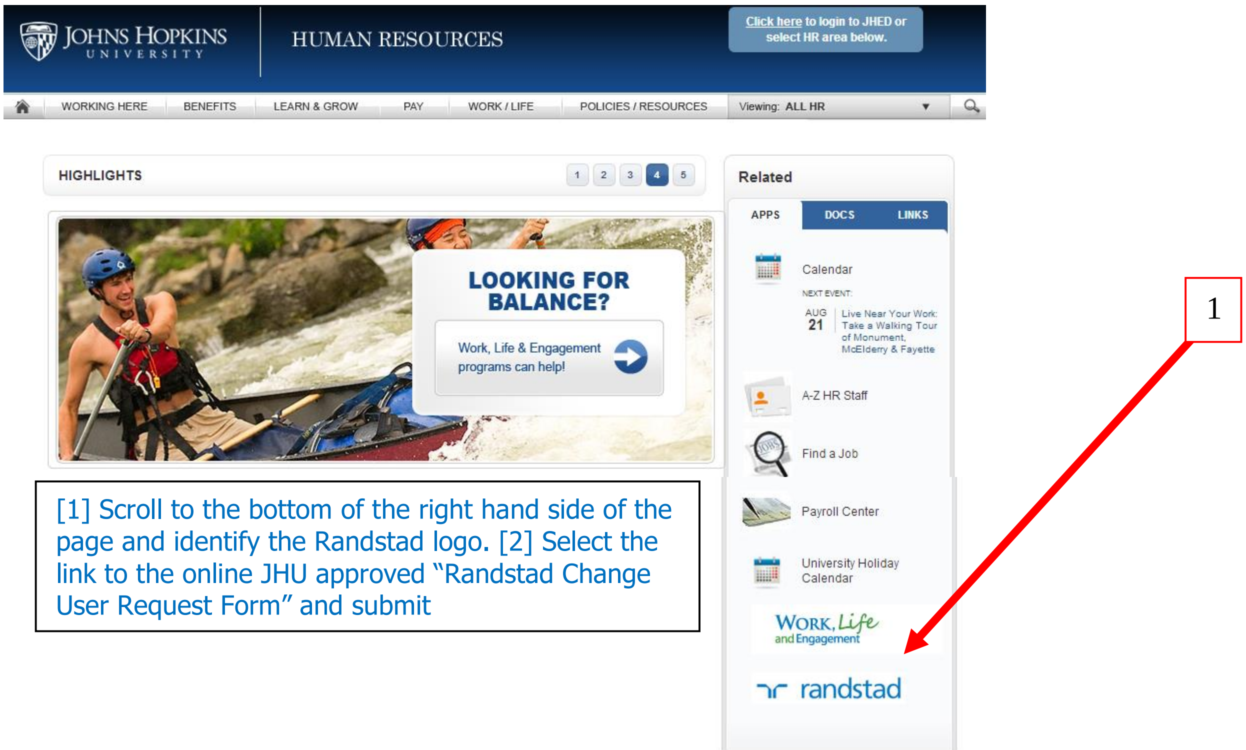
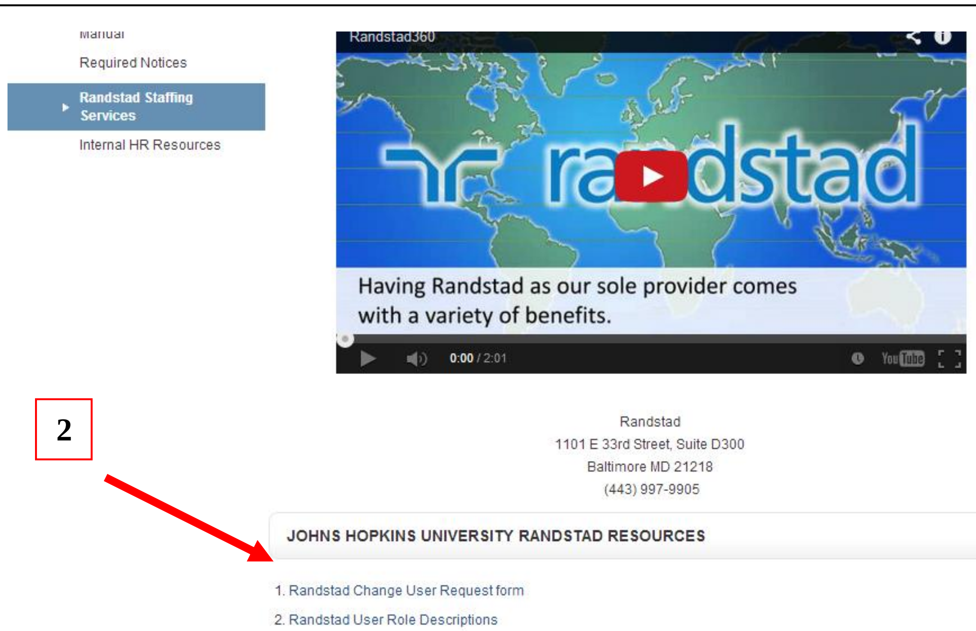
Randstad Program FAQs

Q: How do I request access to FieldGlass if I do not already have access to the system?

A: Visit hrnt.jhu.edu. From the HR Home Page, you may click on the Randstad logo at the bottom right of the page. This link will launch a second webpage where the Randstad video can be viewed. Below the video link is the location of the CHANGE USER REQUEST form.





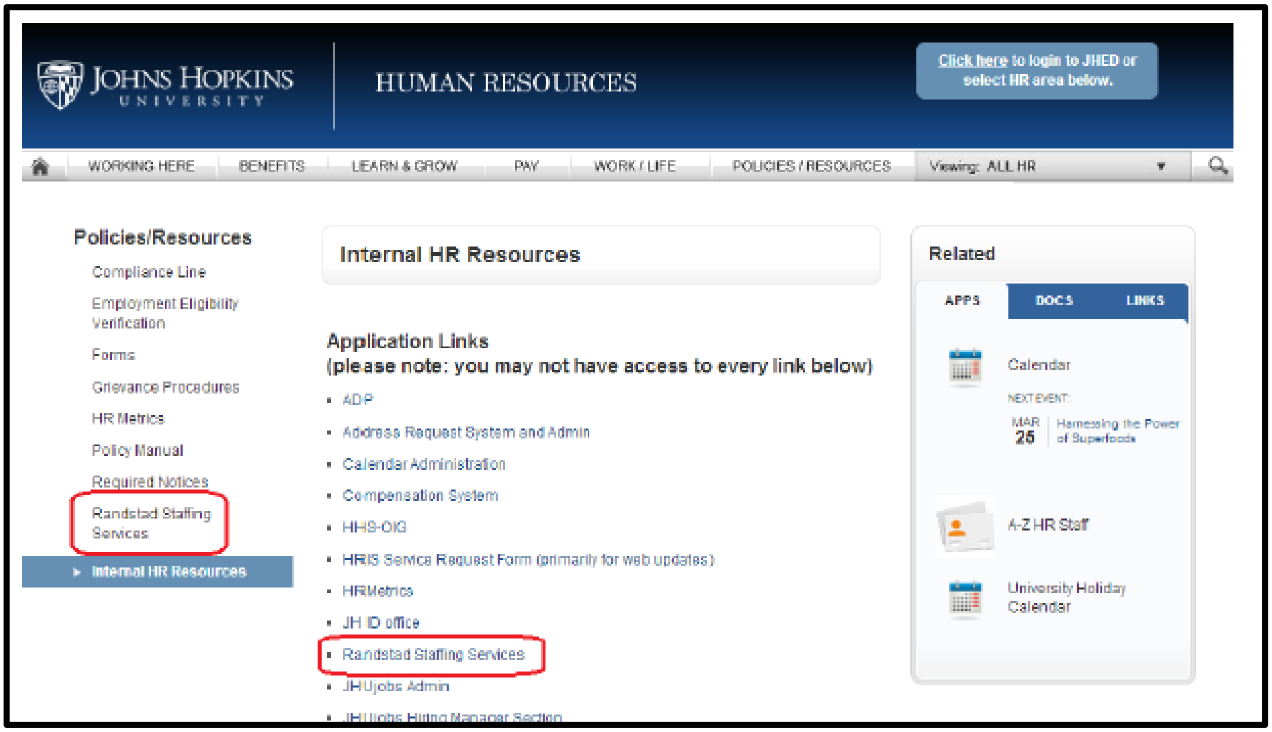
Randstad Program FAQs

Q1. How do I access FieldGlass?

A1: You may access FieldGlass via links throughout the HR website OR you may log in directly via https://login.johnshopkins.edu/fieldglass.

From the Internal HR Resources section of Policies/Resources (http://hrnt.jhu.edu/admin/HR/):

- Note that the Randstad link under the Application Links section goes to the Randstad Fieldgass page.



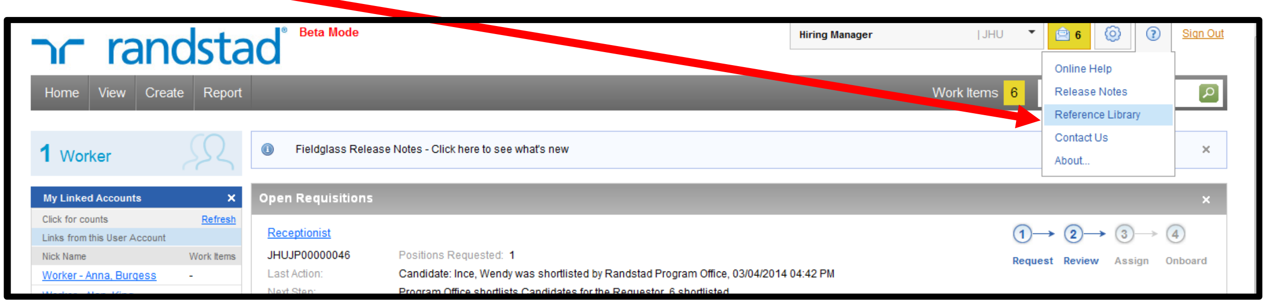
Q2: I am a new user but I am unfamiliar with my password.

A2: Your access to FieldGlass is established through Single Sign On; Your JHED credentials will be sufficient to log into the system.

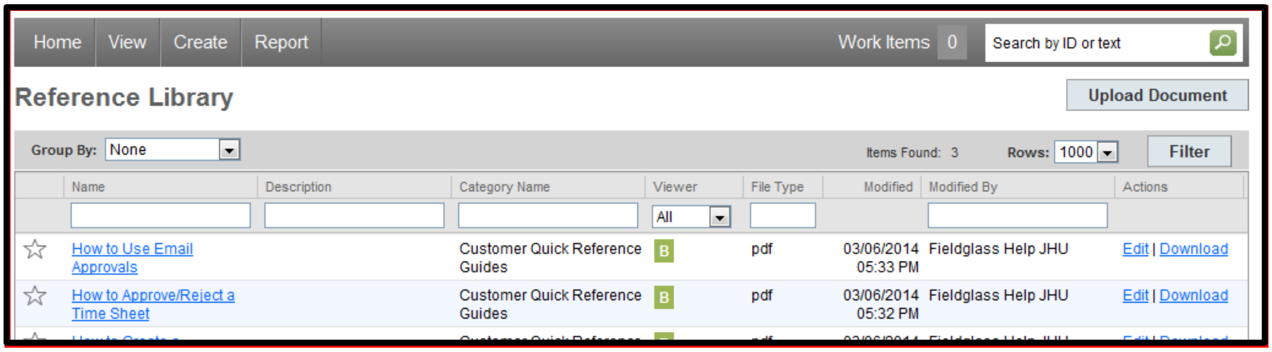
Q3. Is there training available for me on the FieldGlass system?

A3: Yes. There are recordings available on FastFacts which demonstrate use of the tool as well as several quick reference guides developed specifically for JHU. Visit www.hopkinsfastfacts.org for more details.

While in the FieldGlass tool, there are also a myriad of training resources available via the reference library.

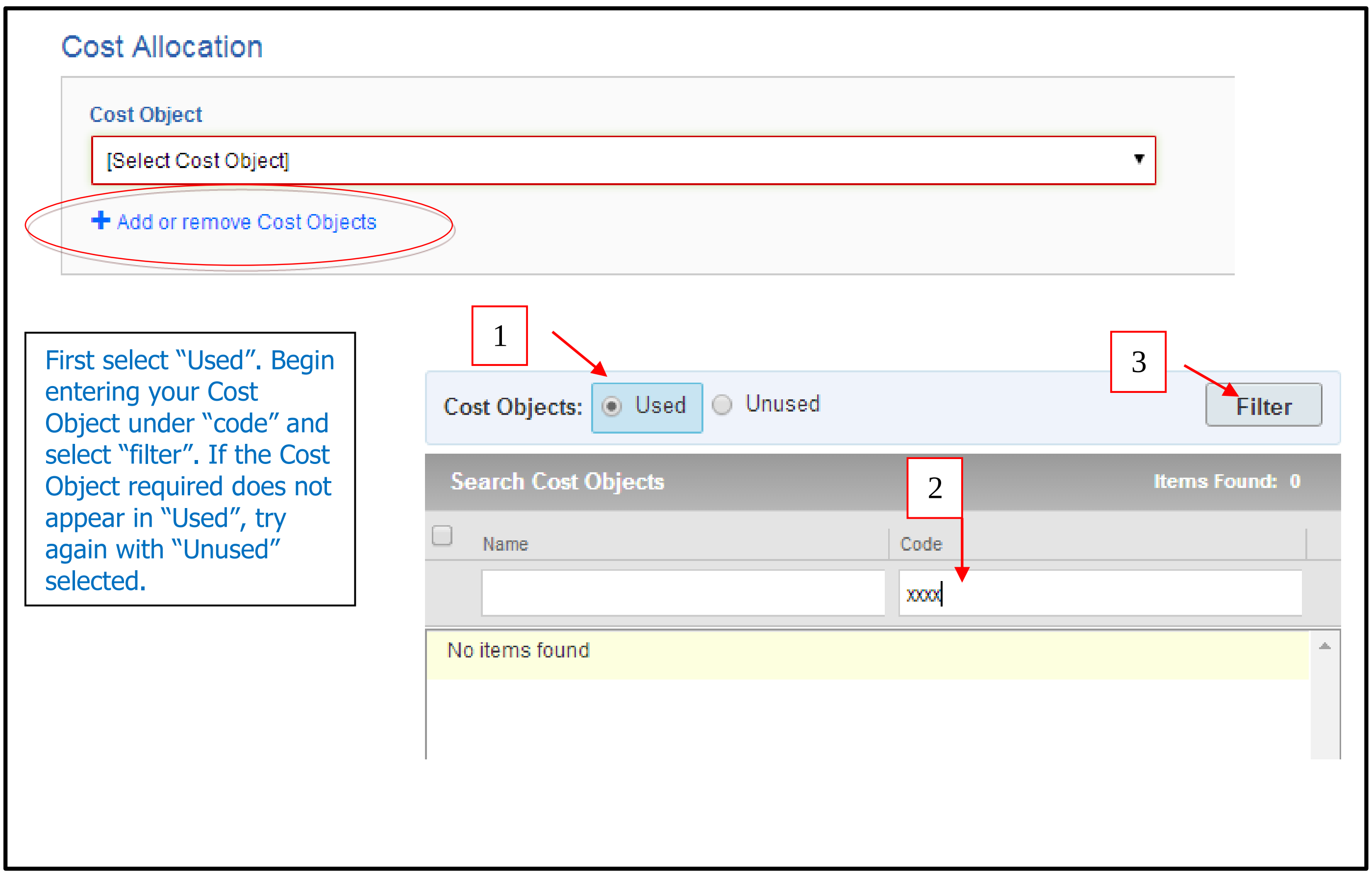


Randstad Program FAQs

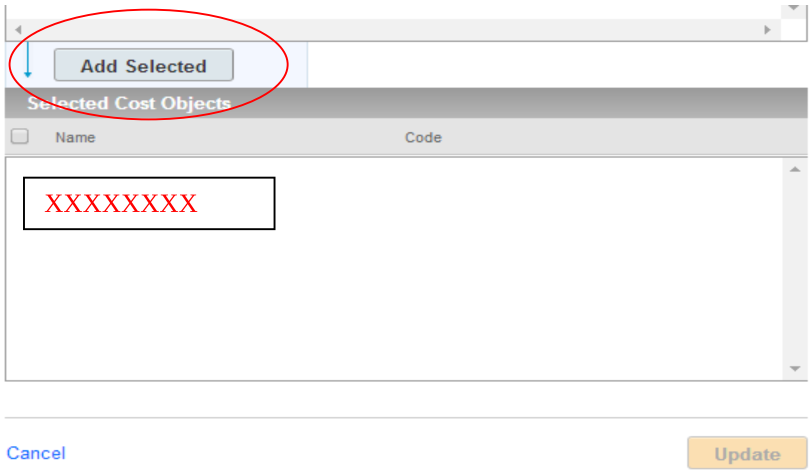


Q4: I am creating a new requisition and don't see my cost object immediately available in the drop down selection listed under Cost Object Allocation.

A4: You may select the blue [+ Add or Remove Cost Objects] field. Scroll through until your Cost Object is identified and select accordingly.



Randstad Program FAQs



Once the Cost Object is identified, please use the "Add Selected" button to add to the list below. Hit the "Update" button to move forward in the requisition process.

Q5: If I have a talent working for me and expect to be out of town or unavailable when timecard approvals are due, what is suggested to ensure the talent still be approved and paid on time?

A5: **Time Cards MUST be approved no later than Tuesdays at 5pm**. If you expect to be out of the office and unable to approve time by the deadline, *please* assign a proxy in FieldGlass to approve the time on your behalf.

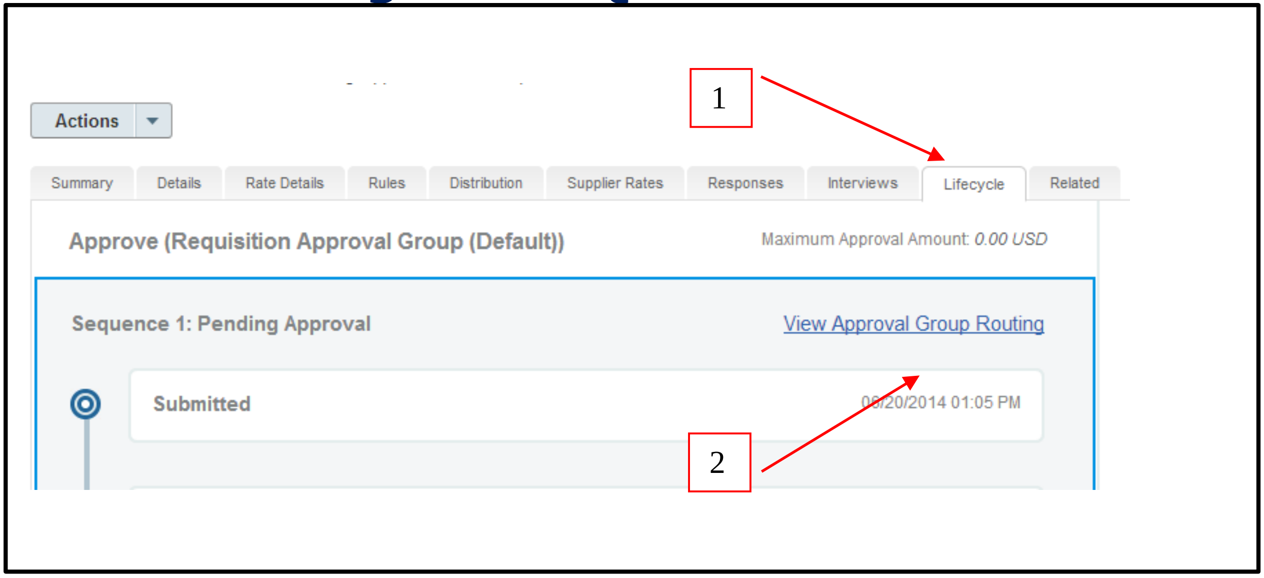
Client_Fieldglass Quick Reference Guid

Q6: How can I check the status of my requisition once I have generated my request through the FieldGlass system?

A6: You can check the status of your requisition any time by reviewing the approval chain from the requisition. To review your specific approval chain and identify the status of the approval process, view the (1) life cycle tab of the requisition and then (2) view approval group routing. The work item will sit in the action items of the next level approver until reviewed and approved. While an initial email will be generated from FieldGlass notifying the individual of the work item for review, best practice should always be to follow up with an internal communication to qualify the need with the individual directly. This is especially helpful for those who are not frequent FieldGlass users.

IMPORTANT NOTE: Work Order Extensions are subject to the same approval path as the initial requisition review. *Please* consider that work order extensions are time sensitive and must be approved prior to the original estimated end date. Without prompt approvals through the entire approval chain, the worker is unable to enter hours towards their work order and will not be processed timely for payroll. While disruption to the business is not the goal, if a worker's hours can't be entered for payroll, the PMO cannot permit them to report to work until the extension is complete. (Refer to Question 16 for more information)

Randstad Program FAQs



Q7: What do I do if my worker will need a JHED ID for this position?

A7: The PMO is able to grant JHED access to a worker. Based on position and work location, this may be a prerequisite but early notice will help ensure their JHED is issued as soon as possible and prior to their first day of work.

Q8: What do I do if an email address or access badge is required for my worker?

A8: Badging and email addresses are administered by your departmental administrator or other authority and will not be managed by the PMO.

Q9: What do I do if there is specific training for my department?

A9: The PMO has access to an online course catalog designed specifically for the temporary workforce population. Please communicate the exact departmental needs to the PMO during the time of requisition or once the worker is selected to communicate the specific departmental needs.

Q10: How long does a worker need to be on assignment with the University before they are eligible for full time hire directly?

A10: The conversion schedule is listed below for reference.

Hours Accrued by Worker	% of Annual Compensation
< 160 Hours	15%
161- 320 Hours	13%
321-480 Hours	10%
481- 640 Hours	5%
> 640 Hours	0%

Q11: What should I expect when **Health Screening** is required for my requisition?

A11: Generally speaking, ALL positions in a clinical role or work location, in contact with human or primate subjects, or working within the School of Medicine are subject to a full health screen prior to start. Based on the nature of these screens, we recommend as much notice as possible of your requisition to properly manage the time commitments required. Please direct any more specific questions to our PMO to understand your specific departmental needs.

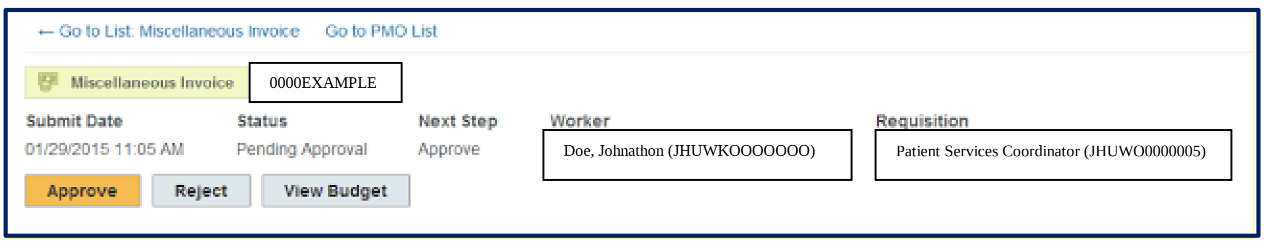
Q12. I have noticed a change in recent weeks with respect to the onboarding of contractors in my department. Are there any changes at the program level that I should be aware of and educate my coworkers on when considering how to plan our requisitions?

A12: Based on specific departmental requirements to meet the same standards as the Health System for applicable placements, an additional Joint Commission file review process may be necessary prior to onboarding. This process is done by a JHU 3rd party and will establish that all compliance measures are met and file standards are maintained accordingly.

Q13: I have received a miscellaneous invoice for an assigned contractor. How do I process this invoice for payment?

A13: One of the program team's top priorities is a focus on redeployment in an effort to increase retention rates and utilization goals for those who have already met the compliance demands associated with the program. In the event a newly recruited contractor is identified for your open requisition then some variation of screening charges *may* apply to appropriately vet the applicant for work based on position and departmental needs.

You can process these miscellaneous invoices the same way as you approve your weekly timesheets. From your Fieldglass dashboard, select "Work Items" and "Miscellaneous Invoice". You will also receive an email notification when the invoice is first available.



Q14: I have identified someone myself for my current open requisition. What process must I follow?

A14: Please contact the PMO office and they can support you in onboarding your identified candidate. During the onboarding process, the PMO will ensure that all pre-screening and pre-employment activities are performed as mandated by the University.

Q15: Can I refer someone to the PMO for placement consideration elsewhere within the University?

A15: The PMO will always welcome a referral or recommendation. Please assist us by making the initial introduction so that we can track the referral appropriately. The incumbent will be assessed, interviewed and screened by the PMO to determine qualifications and eligibility for hire.

Q16: Business needs have changed since my initial requisition was placed and I will need the assigned contractor longer than originally anticipated. What steps must be taken to communicate this expectation to the worker as well as to update the Fieldglass tool?

A16: This process is best managed by the Program team directly. Please initiate this request via email or phone as soon as you are aware of the need and be prepared to communicate the updated anticipated end date.

IMPORTANT NOTE: The extension process will route to the same list of initial approvers as your original request. Prompt and direct communication to those on the approval chain advising them of the pending extension request will help expedite the process *and* ensure no gaps in payroll coverage for the worker. If the original end date passes, the workers will not be able to report or collect working hours without final approver of the extension request. (Refer to Question 6 regarding the approval chain in FieldGlass for more information)

HELPFUL TIP: Plan ahead for your staffing needs whenever possible. Based on the critical requirements determined by JHU and the Randstad program compliance and consistency, a thorough pre-screening process is involved for every work order. This process includes several steps and the Program Team cannot deviate from their standardized process. Please anticipate this pre-screening timeframe when planning your requisition. Our commitment is to be sure that your talent is appropriately vetted and screened for success while working onsite at JHU.

Please remember, the Randstad Program Office is available for any questions. We consider ourselves your partner and resource for procuring and managing talent at JHU. We welcome your calls and emails and look forward to working with you!

Randstad Program Office
443-997-9905
jhustaffing@randstadusa.com

Eastern Campus
1101 East 33rd Street
Suite D300
Baltimore MD 21218