

Job Aid: Onboarding Communications & Deadlines

Communication		From	To	When	Deadline	Purpose and Any Action Required
1.	Offer Letter		Personal Email	Pre-Hire / Before You Arrive	As indicated	Sign and return to accept the terms of your employment.
2.	PeopleAdmin Email	University of South Carolina <do-not-reply>@ted.peopleadmin.com			ASAP - Upon receipt	Complete your hire. Time sensitive pre-hire tasks for system access; triggers all other steps. Reminder emails will continue to arrive until completed.
3.	I-9 Advantage	service@peopleadmin.com			1 by 1st Day 2 by 3rd Day	Complete to verify your identity and employment authorization. (Section 1 = by 1st day & 2 = 3rd day)
4.	HireRight	noreply@hireright.com			5 business days from receipt	Complete your background screening. If expires, will have to reinitiate & could delay hire.
5.	University Account Claiming	noreply@mailbox.sc.edu			48 hours from receipt	Claim your Network Username, set your password, and register for the Carolina Alert Notification System.
6.	PeopleSoft Email #1	HPRD@mailbox.sc.edu	USC email	First Day	Complete upon receipt	Indicates your hire is finalized, and you are entered into our HR/Payroll system (HCM PeopleSoft). Log into ESS now to complete onboarding tasks. PeopleSoft will send completion notification to you and your manager. <i>Late hires will only receive this email.</i>
7.	PeopleSoft Email #2	HPRD@mailbox.sc.edu			Complete on your first day	Happy first day! Complete onboarding tasks in ESS. <i>Late hires do not receive this email. They will only receive PeopleSoft Email #1 indicating to complete onboarding tasks on their start date. PeopleSoft will send reminders if you have not completed your onboarding tasks as indicated in PeopleSoft Emails #1 and #2.</i>
8.	PeopleSoft Email #3	HPRD@mailbox.sc.edu		Pre-hire /Before you Arrive to First Week	31 days from hire date	Benefits enrollment email. <i>Eligible employees may refuse or enroll in state insurance benefits within 31 days of their date of hire or you will miss your opportunity for initial enrollment until the next open enrollment or a qualifying life event.</i>
9.	If Eligible: PEBA Retirement Email	Noreply@retirement.sc.gov	USC or Personal		30 days from hire date	Eligible employees have 30 days from their date of hire or date of eligibility to make a selection in state retirement benefits or elect non-membership if applicable. If you do not respond to the email from PEBA within 30 days of your initial date of hire you will default into SCRS (or PORS if applicable), which is irrevocable .
10.	If enrolled in Benefits: PEBA Insurance Email	Noreply@peba.sc.gov	USC or Personal email	3-7 days after Benefits eForm is executed in PeopleSoft	31 days from hire date	PEBA Insurance Benefits notification. You may be instructed to review/approve the transaction and upload required documentation if applicable in MyBenefits (PEBA's online system for insurance).
11.	Onboarding Survey Email	HPRD@mailbox.sc.edu	USC email	45 days	14 days from receipt	Assessment about your onboarding experience. Aids in future onboarding improvements decisions. <Columbia campus only currently.>

*Caution: December hires – benefits timelines include days the university may be closed for the holiday. Enrollments may be due prior to closure to process in time. Please check Junk/Spam mail then contact your HR Representative if an email is missing. Job Aid: Employee Onboarding Communications Division of Human Resources | December 2025