Norman Employee Account Creation *(Updated 3/22/2022)*

There are 4 different central accounts/IDs that are created at the beginning of a person's employment:

- Employee ID (6 digits, also called EMPL ID) – used for payroll, employee records, Employee Self-Service
- Sooner ID (9 digits) – printed on ID card, used for university business like parking, library, bursar, academic-related systems
- OU Network ID (also called the 4+4: first 4 letters of last name + 4 system-generated numbers) – used to access university computer systems
- Email account – used to access Outlook email and calendars and Office 365 among other services

How Accounts Are Created

1. The first step: both new and rehired employees must complete their hire paperwork in-person in HR. To ensure compliance with federal work authorization processes, the department must receive a confirmation email from HR Records <u>before</u> they submit the Hire ePAF. If the person is new to OU, then HR Records will provide the EMPL ID to the department in this email.
2. The accounts listed above are created the morning after their Hire ePAF <u>has been submitted</u>.
3. The employee can set up their email at https://one.ou.edu. They must click on "New to OU?" Most new employees won't know their OU username/OU Net ID, which is required in the next step. They can find their OU Net ID by clicking on **"What's this?"** and entering additional information. If they do not have a Social Security Number for this step, they must contact the IT Service Desk to validate their identity. Submit a ticket here https://itsupport.ou.edu or call (405) 325-HELP.

4. Starting on the employee's hire date, the network ID is available for department users in HR PeopleSoft through the Employee LookUp page (OU Main Menu > Records > Employee LookUp). Only the employee's Employee ID will be in Employee LookUp before their hire date.
5. The employee will not have the correct faculty/staff status showing in related systems (One.ou.edu, PeopleSoft, Canvas, Parking, Sooner ID card) until the morning <u>after their ePAF is fully executed</u>. Depending on the system, the status may not be updated to "employee" until their hire date.
6. The APR team in the Provost's office can manually setup access in Canvas before their hire date, if needed.
7. The employee cannot access PeopleSoft Self-Service until their hire date.
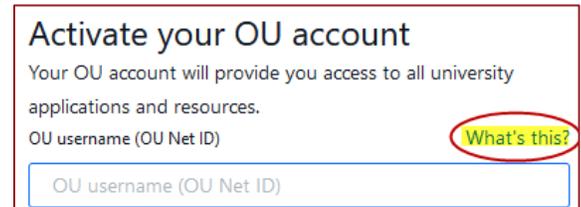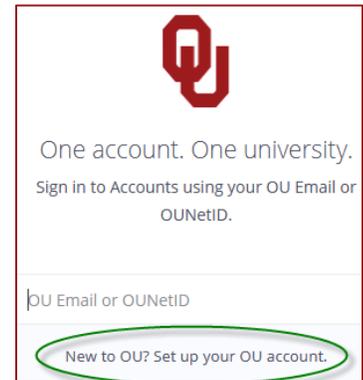
Troubleshooting Account Creation:

1. **Has the employee completed their new hire paperwork in HR?** The ePAF cannot be executed until the paperwork is complete.
2. **Is the new employee a current or past student or a previous employee?** These people usually already have a Sooner ID, which can sometimes cause an error in account creation. If there is an account issue for one of these people, please contact HrRecords@ou.edu for manual correction.
3. **Has their hire date arrived?** If it is before their hire date, while they have email, most other systems will not show their employee status until their hire date.
4. **Is it something else?** Contact HrRecords@ou.edu or the IT Service Desk (405) 325-HELP.