IBM: BrassRing and Onboard

BrassRing and Onboard Release Notes October 2019

Note

Before using this information and the product it supports, read the information in "Notices" on page 17.

This edition applies to the current release, and to all subsequent releases and modifications until otherwise indicated in new editions.

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Contents

Chapter 1. BrassRing and Onboard Release Notes, October 2019

This is a common Release Notes document for BrassRing and Onboard. .

Training and Enablement Sessions:

To access training and enablement sessions for IBM Talent Management Solutions and Watson Talent products (which includes BrassRing and Onboard), refer to Training and Enablement Sessions.

eLearning and User Documentation:

To access eLearning and user documentation for IBM Talent Management Solutions and Watson Talent products (which includes BrassRing and Onboard), refer to the IBM Knowledge Center.

Browser and Language Support:

- BrassRing on Cloud and Lead Manager on Cloud Supported Browsers and Languages.
- Onboard on Cloud Supported Browsers and Languages.

Badge and Training Courses:

- BrassRing on Cloud and Workbench Badge Courses.
- BrassRing Addon Training Courses.
- Onboard on Cloud Training and Badges.
- Lead Manager and Watson Campaign Automation Training and Badges.

Downloadable Release Notes:

- BrassRing on Cloud and Lead Manager on Cloud Downloadable PDF Release Notes.
- Onboard browser Downloadable PDF Release Notes.

BrassRing

BrassRing release features are added to this document at **US Production**.

Refer to the BrassRing Welcome page on the IBM Knowledge Center for a **Pre-Release** version of the BrassRing Release Notes.

Onboard

Client Reminders

The current Onboard release includes the following client reminders. Client reminders remind clients of recently distributed important notices and links to comprehensive documentation and training for the special features recently introduced.

This document presents changes for the **October 2019 release of Onboard on Cloud**:

- Staging - October 10, 2019
- US Production - October 19, 2019

Dark Launch Features

The current Onboard release includes the following Dark Launch features. Such features are released to Staging environment - Only and are NOT released to Production environment for a considerable amount of time. This process gives an opportunity and enough time to test these features thoroughly before they are available in the production environment.

Third-Party Approval - Overview

This is a **dark launch feature**. The Third-Party Approval enhancement allows people other than the onboard manager or new hire to approve I-9 Section 2.

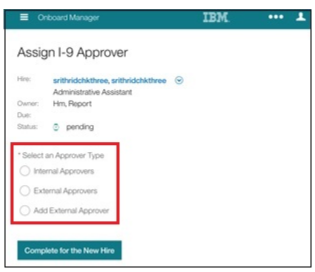
USE IN ONBOARD NEW HIRE

When this feature is enabled, the new hire will no longer need to enter third-party approver details for I-9 Section 2. These fields will be removed from the interface.

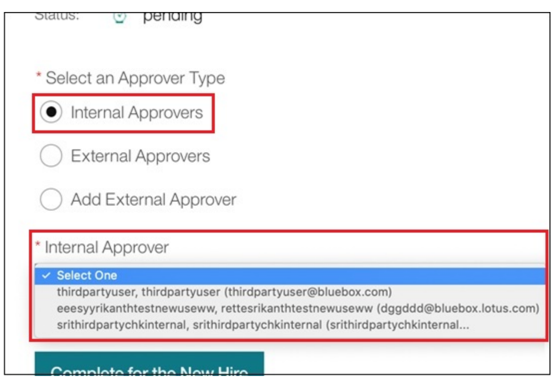
USE IN ONBOARD MANAGER

Onboarding managers are assigned an **Assign I-9 Approver** task where they can select the approver type (internal/external) for the I-9, and also add external approvers. (Note: During the dark launch, Assign I-9 Approver activity is inactive and read-only by default. Clients who need it can make it active through a maintenance ticket using DB script.)

- **Internal Approvers**. This is a prepopulated list of internal third-party approvers. Note: Administrators must use the user import feature in the Admin application to do a one-time sync to give all their necessary Talent Suite users access to Onboard and assign them to the third party approvers user group.
- **External Approvers**. This is a prepopulated list of external third-party approvers. They are not employees, but need to approve I-9 Section 2 (for example, external legal counsel). Note: All existing third-party approvers who were previously created from I-9 Section 1 are shown as External Approvers. If clients want to move any of the approvers from External to Internal, they must create a maintenance ticket that contains the list of users who will be assigned as internal approvers.
- **Add External Approvers**. This allows users to add external approvers on the fly. Users cannot use this option to add existing employees who do not have access to Onboard.

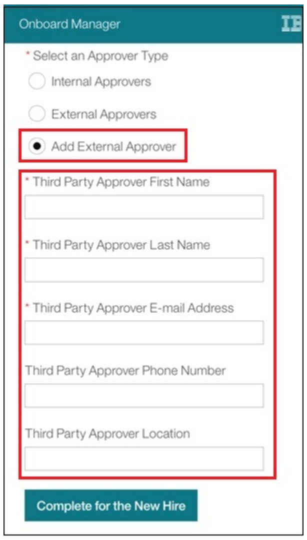


Select an Approver Type: Internal Approvers:

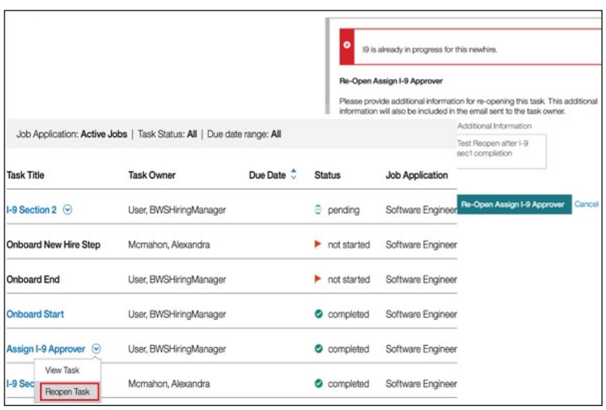


Select an Approver Type: External Approvers: Note: When an onboarding manager selects an External Approver, that person receives an email with a link to access and complete Form I-9. The approver can copy the URL into their browser and complete the form. If approvers have not used Onboard, they receive a separate email with login credentials.

Add External Approver:



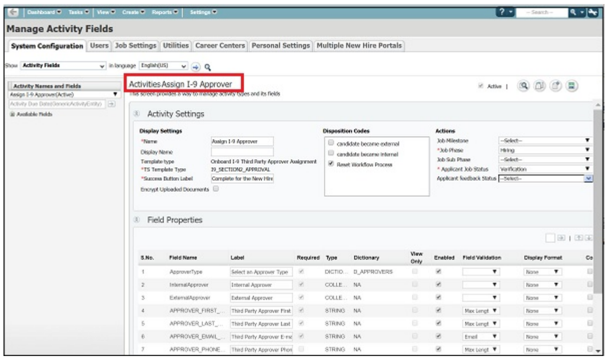
Reopen Assign I-9 Approver:



PROCESS AND CONFIGURATION

1. Transfer the responsibility of assigning a third-party approver from the new hire to the employer. This means new hires will no longer need to enter the third-party approver details in the I-9. These fields will be removed.
2. Split existing third-party approver into two new approver types: internal approvers (actual employees and existing users) and external approvers (for example, external legal counsel).
    - All existing third-party approvers that were previously created from I-9 Section 1 are shown as External Approvers.
    - If clients want to move any of the approvers from External to Internal, they must create a maintenance ticket that contains the list of users who will be assigned as internal approvers.

3. On the **Manage Activity Fields** screen, there is a new activity called **Assign I-9 Approver**. It is a standard activity like I-9 Section 1 and Onboarding US W4, so is already created and cannot be duplicated. It allows clients to configure who the third-party approver for the respective new hire should be.



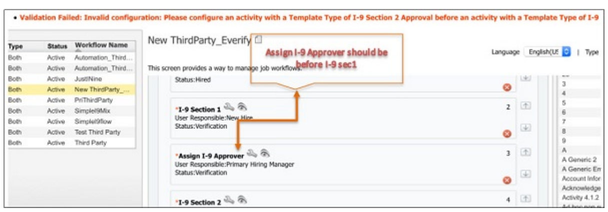
4. On the **Manage Job Workflow** screen, add a new workflow activity called **Assign I-9 Approver** into the workflow. This activity allows clients to configure who the third-party approver for the respective new hire should be.

   a. During the dark launch, the Assign I-9 Approver activity is **inactive and read-only** by default. Clients who need it can make it active through a maintenance ticket using DB script.

   b. The default task owner for this activity is: **Hiring Manager**.

   c. The **Allow Third Party I-9 Section 2 Approver** check box must be deselected to avoid the new hire entering third-party details again.

   d. The **Assign I-9 Approver workflow must precede the I-9 Section 1 workflow**. It should never be after the I-9 Section 1 workflow, but can be moved to an earlier place in the process.



   e. The **activity has three sections**:

      - **Assign Internal Approvers**: This is a prepopulated list of users who are assigned to the third-party user group. Responsible users can select a user and select Submit to assign Section 2 to that user for approval. Note: Administrators must use the user import feature in the Admin application to do a one-time sync to give all their necessary Talent Suite users access to Onboard and assign them to the **third party approvers** user group.
      - **Assign External Approvers**: This is a prepopulated list of external people who are not employees but need to approve I-9 Section 2 (for example, external legal counsel).
      - **Add External Approvers**: This allows users to add external approvers on the fly. Users cannot use this option to add existing employees who do not have access to Onboard.

5. Allow approvers to be assigned for a new hire from Brassring. Clients must pass the user name of the approver as part of the job application entity in the B-O integration. Within the XSL mapping:

```
<JobApplicationEntity>
<thirdPartyApproverName>
<xsl:value-of select="$Onboard/*:Candidate/*:UserArea/
*:Id[@idOwner='ThirdPartyApproverName']/*:IdValue" />
</thirdPartyApproverName>
```

   a. The user must already have access to Onboard as a third-party user. Otherwise, this user is not assigned, and an error message will display during the B-O integration.

b. Approvers can also be assigned via the V2 services.

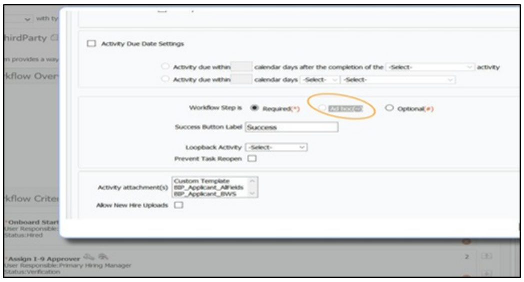
c. The user is assigned as an internal approver and the details are autopopulated in the approval activity. The responsible user type must review and complete the activity.

6. Add two new markers to the third-party approval communication template:

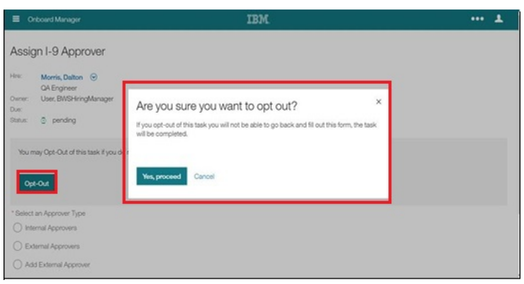
- <%=due.date%>. Displays due date for I-9 section 2 approval activity to be completed.
- <%=new hire.startdate%>. Displays the start date of the new hire.

Third-Party Approval - August Enhancements
There are enhancements to Third-Party Approval.

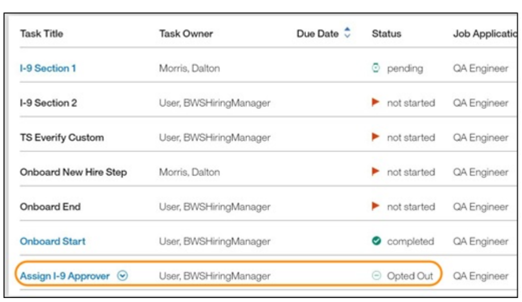
- For **Assign I-9 Approver** task:
  - The **Adhoc** workflow step option is disabled for the Assign I-9 Approver task.



  - The **Allow Third Party Approver** option is disabled if the Assign I-9 Approver is added into the workflow.
  - The **reopen of Assign I-9 Approver** task is not allowed if I-9 Section 2 is completed with receipts.
- On the Assign I-9 Approver page, there is an **Opt Out** button for a third-party task. If a task is opted out, the following message displays: *If you opt-out of this task you will not be able to go back and fill out this form; the task will be completed*.



Assign I-9 Approver Task - Status: Opted Out:



Task Title	Task Owner	Due Date	Status	Job Applicatio
I-9 Section 1	Morris, Dalton		pending	QA Engineer
I-9 Section 2	User, BWSHiringManager		not started	QA Engineer
TS Everify Custom	User, BWSHiringManager		not started	QA Engineer
Onboard New Hire Step	Morris, Dalton		not started	QA Engineer
Onboard End	User, BWSHiringManager		not started	QA Engineer
Onboard Start	User, BWSHiringManager		completed	QA Engineer
Assign I-9 Approver	User, BWSHiringManager		Opted Out	QA Engineer

- Change **Completed By** for a third-party task.

Third-Party Approval - Reassign Approver When I-9 Section 2 Is Open

A user can **reassign/update the I-9 Section 2 approver** (either internal or external) while I-9 Section 2 is open (draft, in progress, or overdue). This is useful in scenarios where the initial approver is not able to approve or is unavailable.

Two validations were added:

- When the approval activity is reopened, the link for active/in-progress I-9 Section 2 activity in the **My Task**s page is disabled. Once the approval activity is completed, the link is again enabled.
- When the user tries to complete I-9 Section 2, the system checks the **status** of the approval activity:
  - If approval activity exists (in the workflow) and is complete, then I-9 Section 2 is marked as complete.
  - If the approval activity exists and is not complete, then the following error message displays: *The current activity cannot be completed as a preceding I-9 approval activity has been reopened. Please contact the hiring manager and have them close the earlier activity*.

Visible Changes

The current Onboard release includes the following visible changes.

I-9: Section 3 Standard Report

There is a **new standard report for I-9 Section 3 data** in **Standard Reports** in the **Reports** tab of the **Onboard Configuration** application.

I-9 Section 3 Standard Report:

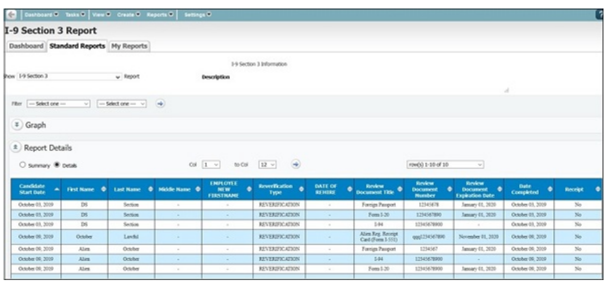
The I-9 Section 3 standard report contains:

- New Hire First Name - First Name (Applicant)
- New Hire Last Name - Last Name (Applicant)
- New Hire Middle Initial - Middle Name (Applicant)
- New Hire New Name (in case of name change) - Employee New Firstname (Reverification)
- Candidate Start Date - Candidate Start Date (Job Application)
- Rehire/Reverification - ReverificationType (Reverification)
- Date of Rehire - Date of Rehire (Reverification)
- Type A-1 Document title - Review Document Title (ReviewDocument)
- Type A-1 Document number - Review Document Number (ReviewDocument)
- Type A-1 Expiration date - Review Document Expiration Date (ReviewDocument)

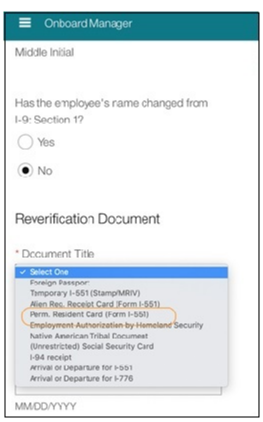
- Type A-2 Document title
- Type A-2 Document number
- Type A-2 Expiration date
- Type A-3 Document title
- Type A-3 Document number
- Type A-3 Expiration date
- Type C Document title
- Type C Document number
- Type C Expiration date
- Activity Completed date - Date Completed (Activity)
- Receipt flag - Receipt (ReviewDocument)
- Duration of Status flag (if applicable)
- Default date range: 1 year

The following are the new combinations that are supported to pull the I-9 Section 3 data:

- #I9, #Reverification
- #Applicant, #GenericActivityEntity, #JOBAPPLICATION, #JOBREQUISITION, #I9, #Reverification
- #Applicant, #GenericActivityEntity, #JOBAPPLICATION, #JOBREQUISITION, #I9, #Reverification, #ReviewDocument, #EmployerReview



I-9: Section 3 Permanent Resident Card Added
Permanent Resident Card (Form I-551) has been added to the I-9 Section 3 list A documents.



I-9: Continue Use of Current Form for Employment Eligibility Verification
Until further notice, employers should **continue using the Form I-9 currently available on I-9 Central**, even after the **expiration date of August 31** has passed. The Onboard team will provide updated information about the new version of the Form I-9 as it becomes available.

Updates to State and Federal Forms
There are updates to maintained forms.

Form Updates

Illinois (IL-W-4) update:

- Exempt check box precedes the three allowance fields.
- Exempt check box has instructional text.

Illinois (IL-W-4) Exempt Check Box instructional text:

Check the box if you are exempt from federal and Illinois Income Tax withholding. Do not complete Lines 1 through 3 if you are claiming exempt status from Illinois withholding.

1. The total number of basic allowances that you are claiming (refer to form for more information).
2. The total number of additional allowances that you are claiming (refer to form for more information).
3. The additional amount you want withheld (deducted) from each pay.

E-Verify: V30 Modernization Enhancements
There are enhancements to E-Verify V30.

E-Verify: Duplicate Case Check for the New Hire
A **duplicate case check** is performed before E-Verify case creation for the new hire on the basis of Social Security Number (SSN).

Once I-9 Section 2 is completed, a duplicate case check is performed.

- DHS has enhanced the duplicate check process and will display a list of existing E-Verify cases (if they exist) for a new hire before an E-Verify case can be created. This is done by sending the SSN of the new hire to DHS.
- When there are duplicate cases existing for the new hire, when the onboarding manager selects the E-Verify task, the link named Hide Existing E-Verify Cases with the Same SSN displays. This list provides the Case Number, Created On Date and Status of the E-Verify cases.

Hide Existing E-Verify Cases with the Same SSN:

- Hide Existing E-Verify Cases with the same SSN

Case Number	Created on	Status
2019263085238LH	September 20, 2019 12:00:00 AM EDT	CLOSED
2019263091917AD	September 20, 2019 12:00:00 AM EDT	UNCONFIRMED_DATA
2019263092320AJ	September 20, 2019 12:00:00 AM EDT	CLOSED
2019263121717GH	September 20, 2019 12:00:00 AM EDT	DRAFT
2019263121735HD	September 20, 2019 12:00:00 AM EDT	CLOSED
2019264093330LL	September 21, 2019 12:00:00 AM EDT	CLOSED
2019266091547LE	September 23, 2019 12:00:00 AM EDT	CLOSED
2019262041531CF	September 19, 2019 12:00:00 AM EDT	CLOSED

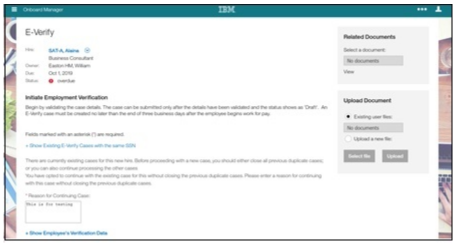
When there are duplicate cases existing for the new hire, when the onboarding manager selects Validate I-9, a text field displays that allows you to enter a reason to continue with case creation. Enter a reason before selecting Create Draft.

- The text entered into the text field is sent to DHS for any case creation where a duplicate case already exists.
- The text field allows a maximum of 255 characters.
- If more than the maximum number of characters are entered, then the following message displays:*Invalid value for "duplicate_continue_reason", the character length must be smaller than or equal to 255*.
- If no duplicate reason text is provided, then the following message displays: *Invalid value for "duplicate_continue_reason", a reason is required*.

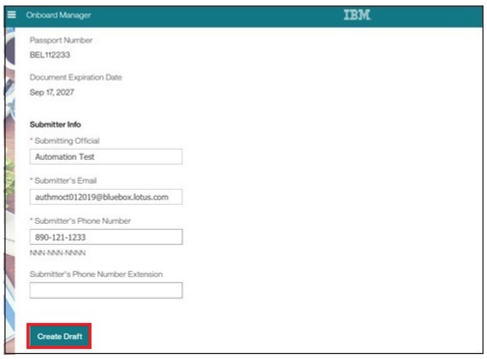
E-Verify: Draft Case Creation

The process of case submission has now been split into case creation and case submission. This was done to help minimize human error as well as reduce the amount of prematurely submitted or abandoned cases.

E-Verify: Initiate Employment Verification:



As a first step, onboarding managers create a case by selecting **Create Draft**. This assigns a case number and returns a Draft case status. This signifies the case was created, but not submitted. Onboarding managers can submit the case or reopen the case to make any updates then submit the case.



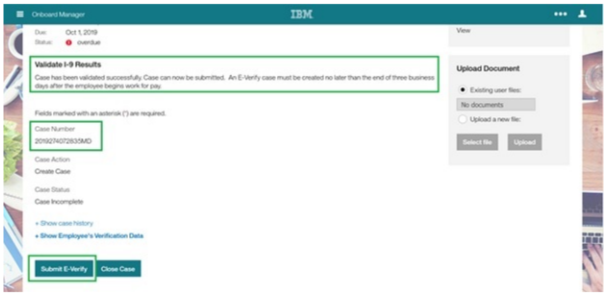
Note: A case can only be submitted if there are no errors and the case status is Draft.

Initially, onboarding managers only see a **Create Draft** option, but later they have other options: **Submit E-Verify**, **Re-open I-9**, and **Close Case**

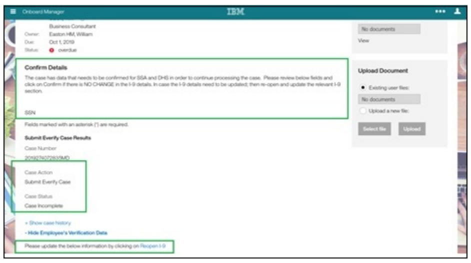
When onboarding managers select **Create Draft**, the following message displays: *Begin by validating the case details. The case can be submitted only after the details have been validated and the status shows as Draft. An E-Verify case must be created no later than the end of three business days after the employee begins work for pay*.

The **Draft Case** service call validates the I-9 details and generates a case number. A response is received from DHS: *I-9 details validated. In case of errors, please re-open I-9 to make the necessary updates; or click 'Submit E-Verify' to submit the case details to DHS*.

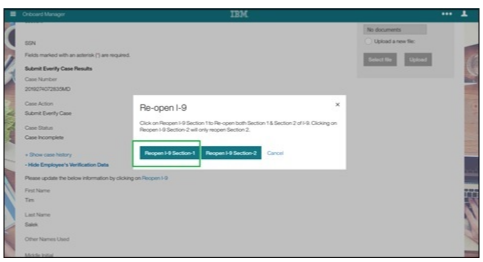
If the **I-9 is validated successfully**, then the following message displays: *Case has been validated successfully. Case can now be submitted. An E-Verify case must be created no later than the end of three business days after the employee begins work for pay*.

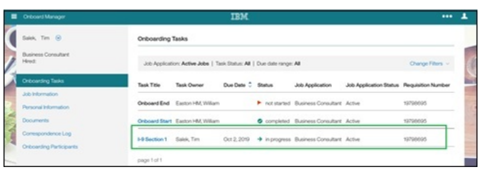


If the **I-9 is not validated successfully** (there is unconfirmed data), then the following message displays: *The following list of fields that must be confirmed for SSA/DHS in order to continue processing the case. In case of discrepancies, re-open I-9 and update the necessary fields; Else, go ahead and submit the e-verify case.*



When onboarding managers select **Re-open I-9** after a case number is generated, then the **Edit Case** service call updates the I-9 details.



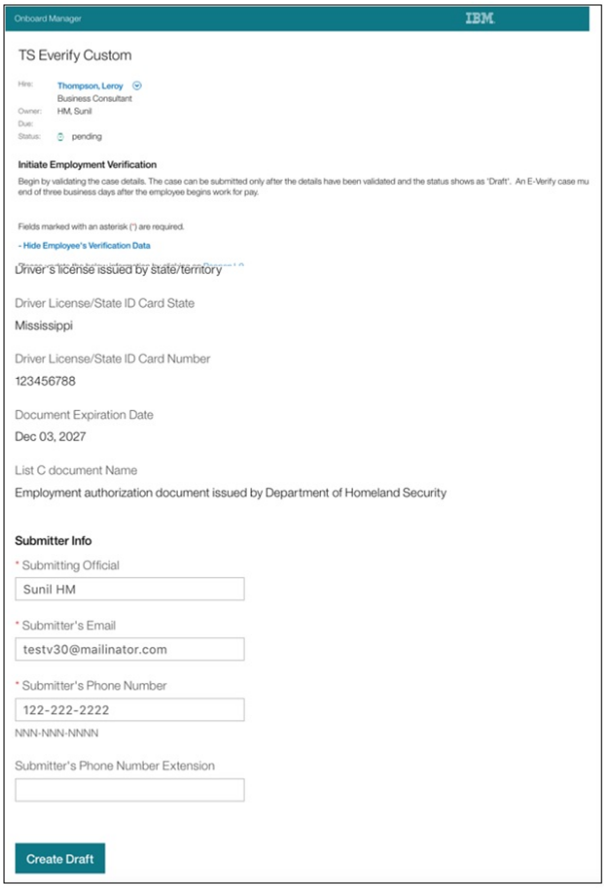


Once a case number is generated, then the **Submit E-Verify**, **Re-open I-9**, and **Close Case** options display.

Onboarding managers can **close the case while in Draft status** by providing the case closure reasons.

OVERVIEW

Create Case:



Validate and Submit Case:

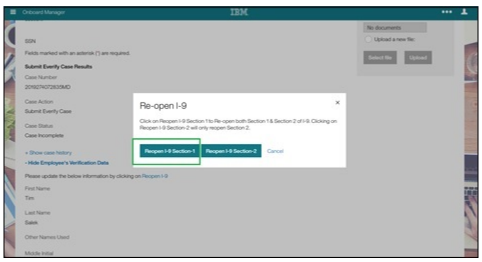
Complete Task:

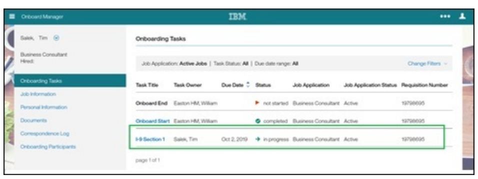
E-Verify: Status Returns as Unconfirmed

There is a new E-Verify status: **Unconfirmed Data**, where users must confirm and/or update I-9 data.

Along with the status, a list of fields displays on the screen, which must be confirmed for SSA and DHS in order to continue processing the case. Onboarding managers must review the I-9 information for the fields displayed and, if necessary, make changes.

If there are no changes, the onboarding manager can select **Confirm** or **re-open the relevant I-9 sections** and update the required fields. Note: For Section 1, the new hire updates it.





E-Verify: New Photo Match Option

In the E-Verify process, there is a new photo matching option.

Previously, there were two photo options: **Not Matching** and **Matching**.

Now, there is a third option: **No Photo Displayed**.

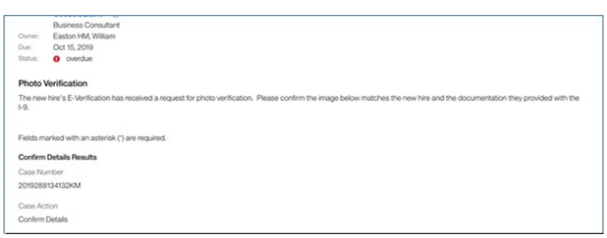
This new option can be selected when E-Verify either displays no photo or it displays an image of something other than a photo of a person (for example, an image of the back of a passport).

Additionally, when the Scan and Upload portion of the case creation is reached, the user must upload both a front and back picture in two separate fields.

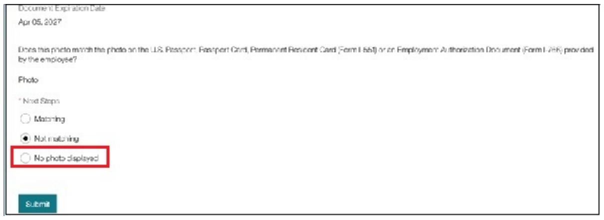
A photo can be uploaded:

- Acceptable formats are jpg, pdf, and png.
- File size should not be more than 5MB.

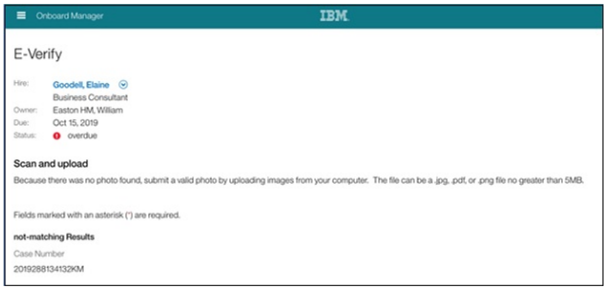
Photo Verification - Confirm Detail Results:



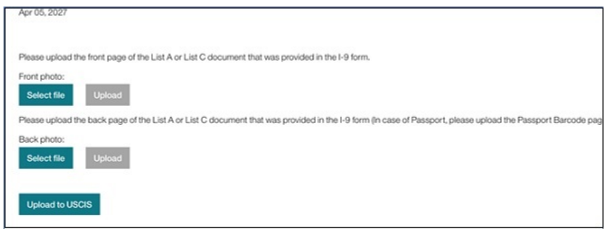
Not Matching:



Scan and Upload:



Select File and Upload:



E-Verify: Dual TNC/Simultaneous Verification
Both DHS and SSA are now verified together.

Previously, SSA TNCs were handled first, followed by DHS TNCs.

Now, with the V30 modernization, both **DHS and SSA are queried simultaneously** for their information, and the information from both sources is combined to create a case eligibility.

Additionally, there is **only one TNC phase**, where either (or both) DHS and SSA TNCs are handled. Employees have a combined total of eight days to contact the appropriate agency, regardless of whether it is a single or dual TNC.

TNC:

E-Verify

Further Action Notice
Tentative Nonconfirmation (TNC)
(Social Security Administration (SSA) and U.S. Department of Homeland Security (DHS))

For SSA Field Office Staff: use EV STAR and see POMS RM 10245.005ff

Salek, Tim	789-78-9788
Employee's Last Name, First Name	Employee's Social Security Number
A746546546	12/1979
Employee's A-Number	Employee's Month/Year of Birth
10/01/2019	2019274042140EA
Date of Tentative Nonconfirmation	Case Verification Number
Reason for this Notice:	SSN is invalid: The Social Security number entered in E-Verify is not valid according to Social Security Administration records. DHS TNC. The information entered for this employee did not match DHS records.

Your employer, International Business , participates in E-Verify. E-Verify compares the information that you provided on your Form I-9 (Employment Eligibility Verification) with Social Security Administration (SSA) and Department of Homeland Security (DHS) records to confirm that you are authorized to work in the United States.

Whv vou received this notice:

E-Verify: Consolidated FAN Letter
There is now only one FAN letter.

Previously, there could be **multiple FANs per TNC type**.

Now, there is only **one FAN per TNC type**, with some dynamically generated fields in the letter for employee instructions based on the type of TNC received.

E-Verify: Auto Close
There are changes to auto close. All Employment Authorized case statuses are automatically closed by DHS.

- Any case that receives an **Employment Authorization** case result during any step of the verification process is **automatically closed with standard closure reasons**. This means that a case status of EMPLOYMENT_AUTHORIZED will not be returned. Instead, that case is closed, a status of CLOSED is returned, and the user will not need to manually close the case.
- The E-Verify task is not automatically closed in this case. This is intentional, and allows the user to review the case status.
- In any other situation where a case does not receive Employment Authorized, manual closure is still required.

Configurable Changes

The current Onboard release does not include configurable changes. Configurable features must be configured or enabled to be visible and available to users.

Fixed Defects

In the current IBM Kenexa Onboard on Cloud release, the following defects were addressed.

RTC Jazz Number	Defect Description
222362	TS002552044 - Required field when View Only is not honored as Required. Note: Any read-only field that is configured as required will also be validated – meaning if an activity cannot be completed if a read-only field that is configured as required is blank.
222665	TS002517207 - Need to add Permanent Resident Card option to I-9 Section 3 document list.

RTC Jazz Number	Defect Description
223605	TS002624493 - Talent Suite user imports errors - need OB/IKE engineering.
224248	TS002664555 - New Hire Packet - Target cannot be loaded.
224277	TS002663155 - Invalid Case State for this Operation Error - cases not in sync between E-Verify and Onboard.
224401	TS002667602 - I-9 Section 2 List A enforcement follow-up not working.
225675	TS002725463 - Illinois IL-W-4 - Exempt issue.
227294	When selecting the Close button, an error immediately displays saying: The requested operation has encountered the following errors. Select a reason for closing this case. Value is required.
22701	In Resubmit Case: After selecting Create New Case, by Initiate Employment Verification screen, the reason for continuing the case and submitter information is prepopulated.

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