Job Aid – Onboarding Checklist

What you need to do

This list includes tasks for the coordinator and training supervisor, that are necessary for staff to work in WIC. There will be additional onboarding or orientation tasks needed by your organization to ensure a new staff person is ready to work.

#	Onboarding task	✓
1.	Set up an email address.	
2.	Provide a computer with internet access.	
3.	Request a Citrix access P number from the State WIC office. • Local Coordinators must email WIC.APP-SUPPORT@dhsoha.state.or.us with the employee's name and email address. (If employee does not have a work email yet, you can send their personal email.) • The Citrix access P number and password instructions will be emailed directly to the new user. • This takes up to a week, so plan accordingly.	
4.	New staff must reset their password within 7 days of receipt from the state. • Passwords must be at least 10 characters, and include an uppercase letter, a lowercase letter, a number, and a special character (%@#$!*?/+<>{}[]\-).	
5.	Ask the WIC coordinator to create a TWIST User ID and password for the new staff person, and assign the appropriate TWIST user roles for their job. • See TWIST training manual, Chapter 6 Lesson 100 for instructions. • See Policy 901 – TWIST Data System Security for information.	

#	Onboarding task	✓
6.	Ask the WIC coordinator to create staff record in the Operations Module of TWIST. • The user ID in the User Roles and in Operations Management sections of TWIST must match exactly. • See TWIST Training Manual, Chapter 8, Lesson 101 for instructions. • If the staff person is a certifier, be sure to assign them a language spoken, risk level, and clinics. This allows them to be scheduled to see participants.	
7.	Orient the new staff person to the WIC staff resources webpage. • Include the Training modules and online courses page. • TWIST manual and training resources • Policy and procedure manual	
8.	Help the new staff person set up their computer using the Technical Requirements and Troubleshooting document.	
9.	Help the new staff person set up a Workday Learning Oregon account by following the instructions on the Job aid: Create a Local Agency Staff Workday Learning account. They will need an email address to do this.	
10.	Either order hard copies of paper training modules from the Oregon WIC Publications Shopify store or access them electronically from the Training modules and online courses webpage.	
11.	Schedule time to complete required training and make sure the new staff person is able to access all training modules, online courses, and posttests. • Use the training checklists to plan time needed.	
12.	Provide any additional training materials required to complete training (e.g. copies of Food List, local materials).	
13.	Schedule time to meet regularly with the staff person during training, especially as they complete each module or course.	