



NEW EMPLOYEE ONBOARDING

FREQUENTLY ASKED QUESTIONS

Form Due Dates

What is the entry on duty (EOD) date?

Your first day of employment with the FBI. In most cases, this is a Sunday.

What is the due date for Payroll and Personnel forms?

You should submit your Payroll and Personnel forms as soon as possible after accepting your final offer letter. The forms **must** be received no later than the day **before** you attend the Onboarding New Employees (ONE) Seminar.

What is the due date for Benefits forms?

Benefits forms are due within 60 days of your EOD date. We encourage you to complete the Benefits paperwork as soon as possible (after the specialists review the forms, they will also reach out to you if updates are required). A Benefits presentation will be provided at the ONE Seminar regarding forms and benefits eligibility.

How to Complete Forms

How do I know which forms are digitally fillable?

Digitally fillable forms will have a Form icon under the Online Form column. To complete a digitally fillable form, follow the steps below:

1. Click the **Form icon** under the **Online Form column** for the form you would like to complete.
2. Review the pre-populated information and fill in the required information.
3. Click the **Submit** button.
4. A pop-up window will appear. To acknowledge your digital signature, select the **OK** button.
5. The form name will appear under the **Attachment File** column. View the attachment to see your completed form.

How do I know which forms are not digitally fillable and need to be downloaded, filled in, and uploaded?

Forms to be downloaded will have a Download Icon under the Download column. To complete a download and upload form, follow the steps below:

1. Click the **Download icon** under the **Download column** for the form you would like to complete and save to your computer.
2. Fill in the form using a free PDF reader, such as Adobe Acrobat, and save your filled in form.
3. Click the **Upload icon** under the **Upload column** for the form.

4. Search for the form and upload. We recommend uploading the completed form as a PDF. Other acceptable extensions include: .doc, .docx, .jpeg, .jpg, .png, .rtf, and .txt up to a 10MB size limit.
5. The form name appears in the **Attached File** column.
6. Click the **Attachment Icon** under the **Attached File column** to view the completed form. After clicking the form, it will open in a new tab.

If I receive a request for corrections for a form, what are the steps I take to re-submit the corrected form?

If you receive a request for corrections for a form, the form will be unlocked so you can resubmit it with the corrections. To resubmit a form:

Digitally Fillable Form Resubmission Steps

1. Click the **Form icon** under the **Online Form column** for the form you would like to complete.
2. Review the pre-populated information and fill in the required information.
3. Click the **Submit** button.
4. A pop-up window will appear. To acknowledge your digital signature, select the **OK** button.
5. The form name will appear under the **Attachment File** column. View the attachment to see your completed form.

Download and Upload Form Resubmission Steps

1. Click the **Download icon** under the **Download column** for the form you would like to complete and save to your computer.
2. Fill in the form using a free PDF reader, such as Adobe Acrobat, and save your filled in form.
3. Click the **Upload icon** under the **Upload column** for the form. We recommend uploading the completed form as a PDF. Other acceptable extensions include: .doc, .docx, .jpeg, .jpg, .png, .rtf, and .txt up to a 10MB size limit.
4. The form name appears in the **Attached File** column.
5. Click the **Document Icon** under the **Attached File** column to view the completed form. After clicking the form, it will open in a new tab.

Can I make corrections or updates to the forms before I have received corrections?

To resubmit a form without first receiving a request for corrections, you must unlock the form:

1. Click the **vertical triple dot icon** on the upper right-hand corner of the page.
2. Select **Contact Us** from the dropdown and select **Onboarding** as the **Issue Type**.
 - If you have a question about Payroll forms, select **Payroll Forms** from the Issue dropdown and **provide details in the Message text box**. Provide the form name and number you wish to have unlocked to allow you to make changes.
 - If you have a question about Benefits forms, select **Benefits Forms** from the Issue dropdown and **provide details in the Message text box**. Provide the form name and number you wish to have unlocked to allow you to make changes.
3. Click **Send** button.

Can I save my progress and complete the forms later?

You will not be able to save your progress. We recommend gathering all necessary information and documents to complete the forms (e.g., government issued identification, passport, bank account information, etc.)

Can I make changes to my submitted forms if necessary?

Yes, you will be able to resubmit an updated form until the deadline for the form. For Payroll and personnel forms, the deadline is the day before attending the Onboarding New Employees Program. For Benefits forms, the deadline is 60 days after your EOD date.

What Department, Agency, Division, Location should I put in the Payroll, Personnel, and Benefits forms?

DOJ or FBI

I am transferring from another federal agency, what forms should I complete?

You will only need to complete the Payroll and Personnel forms listed on your apply.fbijobs.gov account. You do not need to complete Benefits forms.

I am an RSP hire, do I need to complete payroll and benefits forms again? If not, are there any other forms I need to complete?

You must complete Payroll Forms as an RSP employee (to include the oath of office received with your final offer). You are not required to complete Benefits forms.

I am currently serving or prior military, are there any additional forms I need to complete?

Please submit your most recent Member-4 copy of your DD-214 and, if applicable, your Veteran's Disability Award Letter in your [FBIJobs](https://fbijobs.gov) account.

Benefits Questions

I have questions about Benefits. When will I learn more about what benefits are available to me?

You will attend a Benefits brief on the Monday after you arrive at Quantico as part of the ONE Program.

What if I don't have my child(ren)'s birth certificate?

You must submit a copy of your child(ren)'s birth certificate for your child(ren) to be added as dependent(s) to your benefits. You must submit your benefits forms, including any required birth certificates, within 60 days of your EOD.

What if I don't have my marriage certificate?

You must submit a copy of your marriage certificate for your spouse to be added as a dependent to your benefits. You must submit your benefits forms, including any required marriage certificate, within 60 days of your EOD.

I have TRI-CARE, do I need to sign up for health insurance?

Please call TRI-CARE to confirm whether or not you can keep your coverage. Most people will be dropped within 60 days of receiving Federal Employment.

How long does it take for me to get an insurance card?

Typically, between 45 and 60 days after your benefits submission. You will receive your insurance card directly from your provider, not the FBI.

I am transferring from another federal agency, can I change my benefits?

You cannot make any adjustments to your current health benefits or life insurance elections until open enrollment. In rare instances where your current health care provider is no longer available to you in your new job location (I.e. you have a state specific plan and your new job is re-locating you), you may switch your health benefit election. We encourage you to discuss with a Benefits Specialist during the ONE Program benefits briefing. Remember to upload your termination SF-50 and latest Leave & Earnings Statement (LES) into the supplemental forms section in My Hiring Documents.

Who to Contact

Who do I contact for questions about Payroll and Benefits forms, ONE Program travel logistics, or technical issues?

Follow the steps below to ask a question:

1. Click the vertical **triple dot icon** in the upper right-hand corner of the page.
2. Select **Contact Us** from the dropdown, and select **Onboarding** as the **Issue Type**.
 - If you have a question about Payroll forms, select **Payroll Forms** from the Issue dropdown.
 - If you have a question about Benefits forms, select **Benefits Forms** from the Issue dropdown.
 - If you have a question about the **ONE Program travel logistics**, select **Quantico Travel** from the Issue dropdown.
 - If you are experiencing technical issues, select **Onboarding Technical Issues** from the Issue Dropdown.
3. Enter the summary of your question or issue in the **Subject text box**.
4. Provide details about your question or issue in the **Message text box**.
5. Click **Send** button.
6. Someone will follow up with you directly depending on the nature of your question or issue.

Who do I contact for orientation or ONE Program related questions?

For orientation or ONE Program related questions, contact a member of the ONE staff at 703-632-4546 or [ONEPROGRAM ASU@FBI.GOV](mailto:ONEPROGRAM_ASU@FBI.GOV).

Who do I contact for job specific questions?

For job specific questions, contact the field office representative listed in your final offer letter.