



**New Hire  
Summary  
&  
Checklist  
for Onboarding,  
Training,  
and Benefits**



## **Welcome to the City of Bloomington!!!**

*Included in this document is a summary and checklist of action items for you to review to organize your navigation of Onboarding topics, Training, and Benefits Enrollment. Following each section, you'll see a Quick Response (QR) code that you can use to access more information on these topics. If you're not familiar with how to open a QR code using your phone, please see the note below\*. If you're opening this document in email, you can hover over the QR Code, hold down the ctrl key on your keyboard, and then click the mouse to open the link to find more information on each topic.*

*\*Quick Response (QR) codes are a type of barcode that are easily readable by digital devices such as your mobile phone. If you open the camera on your phone and hover over any QR code, you will see a yellow web address appear on your camera below the code. Touch that yellow web address with your finger, and you will be led directly to the site that contains the document pertaining to the topic related to the QR code.*

## TABLE OF CONTENTS

### Start Here to Enable your Access to SharePoint Onboarding Documents:

Logging into your City Email Account through Microsoft Outlook	p. 5
Multi-factor Authentication	p. 5
Technology Security Training	p. 5

### Information about the City, our Departments, and the ESS Payroll Portal:

Accessing the City's Website for General Information	p. 6
Accessing the City's Organizational Chart	p. 6
Accessing the City's SharePoint (Intranet) Site	p. 6
Accessing the City's Employee Self Service Portal (for Payroll)	p. 7
ESS Password Reset Instructions	p. 7

### Information about Microsoft Outlook and Teams, and your Phone:

Freedom of Information Act (FOIA) Reminder	p. 7
Microsoft Outlook Setup and Basic Tutorial for Outlook	p. 7
Work Phone (Desk or Soft Phone) Set-Up and Use	p. 8
Accessing the City Directory	p. 8
Microsoft Teams and Teams Video Training	p. 8
Information Technology Support Portal	p. 9

### Information about Other Training:

NeoGov Learn	p. 9
Excel, Word, Teams, FoxIt, OneNote, Outlook, OneDrive, PowerPoint, SharePoint, and Access Training	p. 9

### Information about Policies and Procedures:

Labor Contracts Location	p. 10
Classified (Non-Union) Employee Benefits Handbook	p. 10
Employee Handbook	p. 10

### Information about Employee Perks:

Tuition Reimbursement	p. 11
Employee Referral Bonus Program	p. 11
Wellness Program	p. 11
Paid Wellness Day Off	p. 11
Fitness Reimbursement	p. 11
BC/BS Gym Network Discount	p. 11
City Logo Apparel	p. 11

**Information about City Services Perks:**

**Free or Discounted City Services for *Full-time Staff*:**

Holiday Pool & O’Neil Aquatics Center p. 12

Open Skate at the Bloomington Ice Center (BIC) p. 12

Paddle Boat Rental at Miller Park p. 12

Discounted Admission to Miller Park Zoo p. 12

**Discounted City Services for *Full-time and Part-time Staff*:**

15% Discount on Events and Performances at  
Grossinger Motors Arena & the BCPA p. 13

**Information about your Medical/Dental/Vision/Life Insurance/  
Employee Assistance Program (EAP) Benefits:**

The “Talk to Alex” Interactive Benefits Selection Tool p. 14

Blue Cross/Blue Shield Paperwork p. 14

Vision Service Plan (VSP) p. 14

Standard Life Insurance p. 14

IMRF Voluntary Life Insurance p. 14

Flex Medical and Dependent Care p. 14

Employee Assistance Program p. 15

**Information about your Retirement Benefits:**

IMRF Pension, Police Pension, and Fire Pension p. 15

MissionSquare 457 and Roth IRA Contributions p. 15

IMRF Voluntary Additional Contributions Plan p. 15

## Start Here to Enable your Access to SharePoint Onboarding Documents:

*Most of the following information and links in this document are housed on SharePoint, our City's Intranet, accessible only to City staff. **To access SharePoint, you will first need to create the password for your City email address, so the segment below is the most important place to start on your Onboarding path.***

- Login to your **City Email Account** through **Microsoft Outlook** and establish your email password. Before your start date, Information Technology (IT) has already emailed your supervisor your email login information and password, so your supervisor can help you with this task, or you can click on the QR Code below for Email Login Instructions. Your email address format will most likely be your first initial, last name, @cityblm.org (i.e. [thenry@cityblm.org](mailto:thenry@cityblm.org)); however, in the case where a new staff member has the same first initial and last name as another staff member, the newer staff member may have their middle initial in their email address as a distinction.



**(City Email Login Instructions)**

- Once you log in to your City email the first time, you will be prompted to set up your **Multi-factor Authentication (MFA)**, a process that is part of the City's technology security protocol. Multi-factor authentication is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism. Details about the MFA process are below.



**(Multi-factor Authentication Instructions)**

**New staff will be enrolled in and have 30 days to complete a self-guided training for Cyber Security Training.** You will receive this training module over email from a firm called KnowB4 and you will be asked to take a quiz at the end of the module.

## Information about the City, our Departments, and the ESS Payroll Portal:

- To get a complete view of the City’s functions as well as your department and other departments’ roles in our City, it is highly encouraged that you take some time to peruse our **City Website**. The “Government” and “Departments” tabs at the top of the site contain especially helpful information. If you are new to the Bloomington area, the “Community” tab will also be very helpful to you.



(the City of Bloomington Website)

- Look over the **City’s Organizational Chart**, particularly the staff in your department. All Directors report to either the City Manager or one of the two Deputy City Managers, so you can click on those three positions individually and drill down to see which departments fall where in the reporting relationship.



(the City’s Organizational Chart)

- Peruse the **City’s SharePoint Site** (our Intranet, viewable only by City staff), which houses many of the Onboarding resources that are linked in this document. When you open SharePoint, you will be asked to enter your City email address (i.e. thenry@cityblm.org), followed by the password that you have established for your email account (from page 1). SharePoint is a Microsoft web-based application that serves as a centralized information center for our City staff, with many departments having their own portals housing a variety of information. Becoming familiar with what is present on SharePoint will be very helpful, as many departments will point you to their SharePoint site for documents, videos, and other types of information down the road. Pay special attention to what documents your own department is housing, if your department has a presence on SharePoint.



(the City’s SharePoint Site)

- While you were in Orientation you would have logged into the **Employee Self Service (ESS)** portal to create your payroll profile. However, if you need to make changes or update your personal information thereafter, you can access the ESS portal in two different ways:
  - From the public City website: [www.bloomingtonil.gov](http://www.bloomingtonil.gov), and you can click on “Employees” on the bottom right of the City homepage to login. Your ESS username is your first initial, middle initial, and last name (i.e. “tHenry”), and your password will be the one that you created during Orientation. If you forget your password, you can request that it be reset by using the **ESS Password Reset Instructions**. If you get locked out of ESS completely, you can call HR at x3215. If you’d like to sign up for direct deposit for payroll, please include a voided check with your form.



**(ESS Password Reset Instructions)**

- You can also access ESS through HR’s SharePoint site (the City’s Intranet - QR code is in the segment above). Click on the HR tab in the portal, and the link to ESS is on the right side of the page under “Useful Links”. ***Always remember to log off after signing into ESS (you can logoff in the upper right corner) so no one can obtain access to your personal information.***

## **Information about Microsoft Outlook and Teams, and your Phone:**

***Please remember our conversation during orientation about the Freedom of Information Act (FOIA) and the importance of communicating in all formats (email, Teams, phone, and City-issued phone texting) in a transparent and professional manner.***

- Become familiar with your **Microsoft Outlook Setup** and departmental folders on the left side of the page. You can also customize your Email Signature line in Outlook with your direct extension, your office’s physical location, etc. Your supervisor can help you with this, as some departments have specific branding/messaging that they like to include in their signature lines. You can also add your photo or some other image to your Outlook profile. Outlook will default to making your profile your initials if you don’t alter your default profile. You will receive most of the Outlook direction that you need through your supervisor and department, but there is a **Basic Tutorial for Accessing and Using Outlook** on the HR SharePoint site (the Training & Development tab).

If you would like additional Outlook training, please reach out to your supervisor, who will reach out to Tara Henry.



**(Tutorial for Microsoft Outlook)**

- Confirm your **Work Phone** number/extension with your supervisor and set up your voicemail on your phone. Some staff have desk phones, and some have Cisco Communicator “soft phones”, which are applications on their laptop that they use with a chargeable headset for audio. Either way, you can utilize the training guide and/or your supervisor can help you navigate your phone set up and use.



**(Cisco Phone Instructions)**

If you’re looking for the email address, phone number, or title of someone who works for the City, you can access the **City Directory** through two options:

- You can use your Cisco desk phone or digital soft phone to look up an internal phone number. Tap the Directories button (it looks like an open book) and select “Corporate Directory”. At this point you can search by first and/or last name to obtain the phone number and dial the person from that screen if desired.
  - You can also search for someone’s contact information through Microsoft Outlook (your email). You can simply start typing an employee’s name in the “to:” line of a new email, and often their email address will populate. If you hit return to accept their name and then hover over their email address, their title, phone number, etc. will appear.
- Locate on your computer desktop the **Microsoft Teams** icon, as you will use it frequently. Microsoft Teams is part of the Microsoft 365 Office Suite, and functions as an application that allows you to make and receive calls from your desktop (an additional alternative to your desk phone or soft phone), host and attend Teams meetings through video and enable filesharing, create instant messaging chats to your co-workers, and many other functions. Each department uses the Teams function in varying degrees of functionality, and *your supervisor will show you how to use the application in the ways that your work team uses most*. In addition to your supervisor’s tutorial, there are good video training links on how to use Teams on the HR Training portal of SharePoint.



**(Microsoft Teams Video Training)**

- You can also access the **Information Technology (IT) Support Portal** in SharePoint to access a variety of Software Links (see the middle of the home page) that will provide more training resources. From this portal you can also use the “Report an Issue” tab to contact IT support if you’re having a computer issue.



**(IT Support Portal)**

**Information about Other Training:**

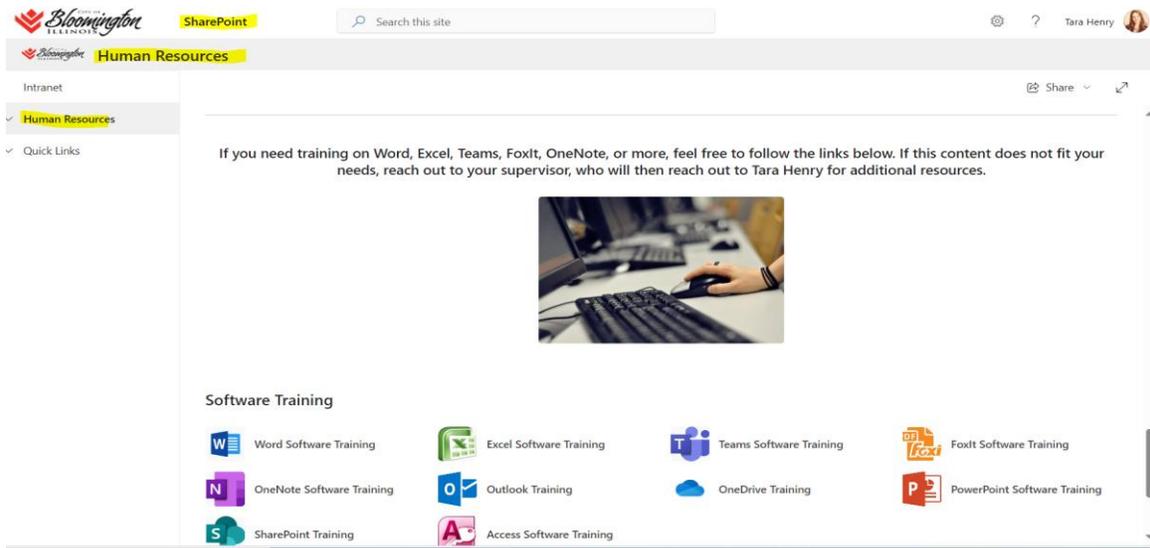
- You will be emailed several training modules your first day or two with the City, and these will be delivered through our training software, **NeoGov Learn** (unless you are a part of the Police Department, in which case your training will be sent through PowerDMS, or if you are a part of the Fire Department, in which case your training will be sent through Vector/Target Solutions). You will receive an email containing a link to the application and directions on how to login to the software, followed by a separate email with your actual training modules to view. The content of these modules varies by position, so not everyone gets the same training content. Please watch these videos in your first week, and if you have any questions about the content, reach out to Tara Henry.
- **Excel and Word** are vital software resources for most staff. There are good tutorials for these programs on the HR Training portal of SharePoint.



**(SharePoint Training location - See snip below to continue training for many other applications)**

If you scroll to the bottom of the Training page above, you’ll see links for video tutorials on **Excel, Word, Teams, FoxIt, OneNote, Outlook, OneDrive, PowerPoint, SharePoint, and Access** (see the image below). You can select general training on the software, or drill down to select

training on a specific function in either software program to see training on that topic only, if you choose.



If you need assistance with Excel and/or Word beyond these resources, let your supervisor know. Human Resources contracts with an external training provider and there are courses that are available for you to take, at varying levels of skill for each software product. Your supervisor can reach out to Tara Henry to ask that you be enrolled for one or more of these courses.

### Information about Policies and Procedures:

- If you are part of a bargaining unit (a union), review (or at least become aware of the location of) your **Labor Contract**. You can find your current agreement as well as past agreements on the City website. If you're not sure to which bargaining unit you belong, please ask your supervisor.



(Labor Contracts)

- If you are a Classified Employee, access the **Classified (Non-Union) Employee Benefits Handbook**. The Employee Handbook will be included as part of a training module that you receive through Target Solutions your first week, but if you want to reference it in the future, you can find it on SharePoint as well.



**(Classified Employee Benefits Handbook)**



**(Employee Handbook)**

**Information about Employee Perks:**

- Access the **Tuition Reimbursement** policy for future reference. It is located in the Employee Handbook on page 35 (the QR Code is above). Please be aware that if you are part of a collective bargaining unit, your contract may differ. Please refer to your agreement, using the instructions in the segment above.



**(Request for Tuition Reimbursement)**

- Access the **Employee Referral Bonus Program**. This is an incentive award to current full-time employees who bring new talent to the City by referring applicants who are subsequently hired into a full-time position. See the program details below.



**(New Employee Referral Bonus Program)**

- Learn about the City's **Wellness Program**.



**(City's Wellness Program)**

- Through the Wellness Program you can earn a **Paid Wellness Day Off** (all full-time staff are eligible except Local 49 (Fire) and Unit 21 (Police) due to their bargaining agreements). Reference the Wellness Program link above for the general details, and the Application Form on SharePoint. Watch your email and SharePoint for announcements for ongoing wellness challenges, seminars, educational events, etc. throughout the year.



**(Paid Wellness Day Off Application)**

- Also through the Wellness Program you can receive a **Fitness Reimbursement**. Details about the criteria of the program are included on the Application Form on SharePoint.



**(Fitness Reimbursement Form)**

- If you are a member of **Blue Cross/Blue Shield** medical plan through the City, you have the option to join a **Network of Local Gyms, at a steep discount**. As of 2023, the gyms included in this network include: Planet Fitness in **Bloomington**; Crunch Fitness, The Workout Company, Anytime Fitness in **Normal**; and Replex in **LeRoy**. However, this network can change, so please confirm the current network before joining. Details about the criteria of the program are included on the document below.



**(Blue Cross/Blue Shield Gym Network)**

- Check out the options to order City of Bloomington **Logo Apparel** (completely optional) on SharePoint. You also have the option to take any piece(s) of plain apparel to Kat's Embroidery to have the COB logo embroidered onto the item. Kat's has our logo on-hand and your cost to have the logo embroidered is around \$10 per logo. Their phone number is 309-828-5270 and their address is 1224 Towanda Avenue #21, Bloomington, 61704.



**(COB Logo Apparel options)**

## Information about City Services Perks:

- All **full-time City Staff** are eligible for the following free or discounted City services. *Employees must show their employee ID and/or have on City logo wear at the time of admission. These perks are for employees only and do not apply to family members or guests of employees.*

- Free daily admission to **both Holiday Pool and O'Neil Aquatics Center**, including one hour before the pool opens to the public, along with season passholders.



(Holiday Pool/O'Neil Website)

- Free admission and skate rental for **Open Skate at the Bloomington Ice Center** from 11:30am to 1pm, Monday through Friday.



(Bloomington Ice Center Website)

- Free **Paddle Boat Rental at Miller Park**.



(Miller Park Paddle Boat Website)

- 50% discount for **Admission to Miller Park Zoo**.



(Miller Park Zoo Website)

- All City Staff (**seasonal and full-time**) are eligible for a **15% Discount on Events and Performances held at Grossinger Motors Arena and the Bloomington Center for the Performing Arts (BCPA)**. This discount can be applied at the Box Office or over the phone but is not eligible for online purchases. \*Some events do not have discounts available based on individual performers' contract agreements. The Box Office can confirm if discounts are applicable to each performance.



(BCPA Website)



(Grossinger Motor Arena Website)

## Information about your Medical/Dental/Vision/Life Insurance/Employee Assistance Program (EAP) Benefits:

- If you'd like some guidance on which benefits plan may be best for you, you can utilize the **"Talk to Alex" Interactive Benefits Selection Tool**, which will help you assess your benefit needs before making a choice on which plan is best for your individual scenario. The Alex tool is located on the HR SharePoint site, under the *Benefits* tab, and then under the *Benefits Eligibility & Enrollment* tab. If you're early in your career and not familiar with medical plans and how they work, this is a great tool to use.



(Alex Benefits Tool)

- Review your **Blue Cross/Blue Shield Paperwork** (provided during Orientation) and indicate on your enrollment form:
  - Do you want to enroll for the HMO or one of the PPO plans? Use the code below to review the Summary of Benefits and Coverage for each of the plans.



(Medical Plan Basics)

- Do you want to enroll for Dental coverage? *You will receive a separate membership card in the mail for dental coverage.*
  - Do you want to add any Dependents (spouse, children) to your coverage?
  - If declining coverage, skip to the back page, and waive coverage by signing there.
- Review the **Vision Service Plan (VSP)** information for vision coverage and fill out the enrollment form if you choose to elect. *You will not receive a membership card for vision coverage; just mention to the vision provider that you are a COB employee under the VSP Plan, and they will ask for your social security number to confirm coverage.* The link to look for providers is on your VSP paperwork.

- Review The **Standard Life Insurance** information (premium paid for by the City) and complete your beneficiary information.
- Review the **Illinois Municipal Retirement Fund (IMRF) Voluntary Life Insurance** information and complete the enrollment form if you choose to enroll.
- Review **Flex Medical and Dependent Care** information and complete the enrollment form only if you'd like to participate.

*\*Elected contribution amounts for Flexible Spending Accounts cannot be adjusted after enrollment. The elected funds must be used in the calendar year they are elected, or they will be forfeited.*

- Review your **Employee Assistance Program (EAP)** information. The City provides an EAP to ensure that employees encountering problems in their personal or professional lives receive the confidential, professional counseling they need. The EAP is designed to deal with employee's personal problems up to and including marriage and family difficulties, financial or legal troubles, alcoholism, drug abuse, and emotional or psychological problems. This benefit is available to all full-time employees and their family members.



(Employee Assistance Program)

### Information about your Retirement Benefits:

- All full-time City employees are automatically enrolled in the Pension Plan. Depending on your position, you'll be enrolled in the **IMRF (Illinois Municipal Retirement Fund) Pension, Police Pension, or Fire Pension**. There is no paperwork required on your part to enroll. You will receive information in the mail from IMRF to set up your online account and elect your beneficiaries.
- Review the **MissionSquare 457, Roth IRA and IMRF Voluntary Additional Contributions (VAC)** information.
  - Do you want to contribute to the **457 Plan** (before tax) or **Roth IRA** (after tax)? Create your account at [www.missionsq.org](http://www.missionsq.org) and [complete this form](#) to confirm your contributions for payroll.



(MissionSquare 457 Information)



(MissionSquare Roth IRA Information)

- Do you want to contribute to the **IMRF Voluntary Additional Contributions (VAC) Plan**, after tax? Please reach out to Josh Hansen in HR at x2504 with any questions before enrolling.



**(IMRF Website with Voluntary Additional Contributions Information)**



**(VAC Summary on SharePoint)**



**(Enrollment Form to Make or Change Voluntary Additional Contributions)**

*\*IMRF will send a packet of information (including a beneficiary form) in the mail once you initially complete the VAC Enrollment Form.*

**Benefit forms are due back to HR no later than 31 calendar days after your date of hire.**

If you don't complete all of your forms on your first day after Orientation, please email or call Lynn Meuser at [lmeuser@cityblm.org](mailto:lmeuser@cityblm.org) or 309-434-2311 to arrange a time to drop them off in the HR Department.

**Please do NOT place your benefits documents in interoffice mail due to the confidential information contained on your enrollment forms.**