

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, mobile device or YubiKey.	
3.	Request a Citrix access P number from the State WIC office. <ul style="list-style-type: none"> Local Coordinators must email WIC.APP-SUPPORT@odhsoha.oregon.gov with the employee’s name, job title, physical address, email address, and phone number. The Citrix access P number, state issued email and password instructions will be emailed directly to the new user. This takes <u>up to a week</u>, so plan accordingly. 	
4.	New staff must reset their password within 7 days of receipt from the state. <ul style="list-style-type: none"> Passwords must be at least 10 characters, and include an uppercase letter, a lowercase letter, a number, and a special character (%@#\$!*?/+<>{}[]\~). If they do not reset their password, they will need to call OIS Service Desk for assistance 503-945-5623. 	
5.	New staff must set up Multi-Factor Authentication (MFA) <ul style="list-style-type: none"> New staff must have a mobile device or a YubiKey to initiate the process. Follow the instructions on how to register the Microsoft Authenticator app or YubiKey. (MFA Questions and Answers) 	
6.	Ask the WIC coordinator to create a TWIST User ID and password for the new staff person. Assign the appropriate TWIST user roles for their job. <ul style="list-style-type: none"> See TWIST training manual, Chapter 6 Lesson 100 for instructions. See Policy 90¹ – TWIST Data System Security for information. 	

¹ | Oregon WIC Training Supervisors Guide, August 2023

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7.	<p>Ask the WIC coordinator to create staff record in the Operations Module of TWIST.</p> <ul style="list-style-type: none"> • 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. 	
8.	<p>Orient the new staff person to the WIC staff resources webpage.</p> <ul style="list-style-type: none"> • Include the Training modules and online courses page. • TWIST manual and training resources • Policy and procedure manual 	
9.	<p>Help the new staff person set up a Workday Learning account by following the instructions on the Training modules and online courses page. They will need an email address to do this.</p>	
10.	<p>All courses are available in Workday Learning. Print versions of self paced pdf courses (previously referred to as “paper modules”) may be ordered from Oregon WIC Publications Shopify store.</p>	
11.	<p>Schedule time to complete required training and make sure the new staff person is able to access all training modules, online courses, and posttests.</p> <ul style="list-style-type: none"> • Use the training checklists to plan time needed. 	
12.	<p>Provide any additional training materials required to complete training (e.g. copies of Food List, local materials).</p>	
13.	<p>Schedule time to meet regularly with the staff person during training, especially as they complete each module or course.</p>	