The Academy at Bank of America

The Academy is our award-winning onboarding, education and professional development organization dedicated to the growth and success of all teammates.

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Overview

Description	Within this Frequently Asked Question (FAQ) document you will find answers to questions about the New Hire Portal as it relates to Candidates.

Questions

All Candidate Roles

1. What is the New Hire Portal?
2. How do I launch the New Hire Portal?
3. What if I am having trouble logging in?
4. What type of files can be uploaded into the New Hire Portal? Is there a size limit?
5. Who do I contact if I have technology issues?
6. Is my personal information safe on the New Hire Portal?
7. How long is the New Hire Portal available for me to use?
8. What if I have issues opening the Applicant form?
9. What if I get a timeout error completing the Applicant form?
10. How do I make a web page fit on my mobile phone?

United States (US) Candidate Role

1. What if I do not complete my New Hire Portal activities prior to my start date?
2. Who do I contact if I have questions about any of the activities listed?
3. What if I can't start on the start date displayed in the New Hire Portal?
4. Can I revise the applicant form once it's been submitted?

Global Business Support (GBS) Candidate Role

1. Can I revise the applicant form once it's been submitted?
2. Can I revise the pre-hire forms or pre-onboarding forms after they have been submitted?
3. How do I check if I completed a task accurately?
4. What if I do not complete my New Hire Portal activities prior to my start date?
5. Who do I contact if I have questions about any of the activities listed?
6. What if I can't start on the start date displayed in the New Hire Portal?

Answers

All Candidate Roles

1. What is the New Hire Portal?

The New Hire Portal guides external candidates through the pre-hire activities (from offer accept to day one). It will provide the candidate with a centralized activity list with due dates and reminders.

2. How do I launch the New Hire Portal?

You will access the New Hire Portal via a link within your new hire candidate welcome email. Emails are system generated and will be sent from nhp@bofa.com.

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3. What if I am having trouble logging in?

It's very important that you created a password using the link to the New Hire Portal that is in your welcome email. The top of the email states: Start your onboarding activities today, etc. If you have already created your password and are having issues logging in or your account is locked, please follow below instructions:

1. Clear your browser cache/cookies and relaunch any open browser windows.
2. After four consecutive attempts of answering the security questions, if you failed to provide right answers, then your account will lock and you should see the following message: "Your account is now locked, in order to reset your profile, **click here**."
3. Once you click on the "Click here" link on the webpage, you will get a message stating: "An email will be sent to your registered email address, please follow the instructions in that email to setup your account".
4. You will receive an email titled "Action required: Get started with the New Hire Portal".
5. Review the new email and follow the steps to setup your account again and continue using the New Hire Portal.
6. If you still experience issues, please send a screenshot of the error message to mailto:nhp@bofa.com for review.

4. What type of files can be uploaded into the New Hire Portal? Is there a file size limit?

Only file types .pdf, .jpeg, .jpg, and .png can be uploaded into the New Hire Portal, if requested (there is no file size limit).

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5. **Who do I contact if I have technology issues?**

Send an email to Technology Support. Please share your name, contact information, and a brief description of the issue.

6. **Is my personal information safe on the New Hire Portal?**

Yes. Bank of America uses industry-standard security protocols to protect your information.

7. **How long is the New Hire Portal available for me to use?**

You will maintain access to the New Hire Portal until your start date.

8. **What if I have issues opening the Applicant form?**

Please check your browser applications. The New Hire Portal operates best using Google Chrome or Microsoft Edge browsers. If you are unable to launch the Applicant Form, please be sure to turn off your pop-up blocker and retry.

9. **What if I get a timeout error completing the Applicant Form?**

Reenter the New Hire Portal and relaunch the Applicant form from the Pre-hire activity list.

10. How do I make a web page fit on my mobile phone?

Change the orientation of your mobile phone to landscape.

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US Candidate Role

1. **What if I do not complete my New Hire Portal activities prior to my start date?**

   Please contact your recruiter if you are unable to complete the required activities by your projected start date, as your start date may be impacted. You can find your recruiter listed under your Candidate Profile.

2. **Who do I contact if I have questions about any of the activities listed?**

   Please contact your recruiter if you have any questions about the activities listed in the New Hire Portal. You can find your recruiter listed under your Candidate Profile.

3. **What if I can't start on the start date displayed in the New Hire Portal?**

   Please reach out to your recruiter as soon as possible if you have issues starting on your assigned date. You can find your recruiter listed under your Candidate Profile.

4. **Can I revise the applicant form once it's been submitted?**

   No. Please contact your recruiter if you need to revise any details on the applicant form once it's been submitted. You can find your recruiter listed under your Candidate Profile.

GBS Candidate Role

1. **Can I revise the applicant form once it's been submitted?**

   No changes can be made to Applicant Form once submitted. If you need to revise any details, please contact your Onboarding Partner. You can send an email to GBS_India_Onboarding_Partner@bofa.com.

2. **Can I revise the pre-hire forms or pre-onboarding forms after they have been submitted?**

   All pre-hire forms and pre-onboarding forms can be revised and resubmitted if required. Please contact your Onboarding Partner before submitting the revised forms. You can send an email to GBS_India_Onboarding_Partner@bofa.com.

3. **How do I check if I completed a task accurately?**

   The task will change to "complete" status once the file/form is updated. Additionally, you can contact your Onboarding Partner to verify if the task is completed accurately. You can send an email to GBS_India_Onboarding_Partner@bofa.com.

4. **What if I do not complete my New Hire Portal activities prior to my start date?**

   Please contact your Onboarding Partner if you are unable to complete the required activities by your projected start date, as your start date may be impacted. You can send an email to: GBS_India_Onboarding_Partner@bofa.com.

5. **Who do I contact if I have questions about any of the activities listed?**

   Please contact your Onboarding Partner if you have any questions about the activities listed in the New Hire Portal. You can send an email to GBS_India_Onboarding_Partner@bofa.com.

6. **What if I can't start on the start date displayed in the New Hire Portal?**

Please contact your Onboarding Partner as soon as possible if you have issues starting on your assigned date. You can send an email to GBS_India_Onboarding_Partner@bofa.com.

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