

# Welcome to the Forest Service – Temporary Hire Onboarding Guide

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## **Real Jobs. Real Impact.**

You are one step closer to caring for the land and serving people. This guide will help you navigate the onboarding process and prepare for your new temporary job with the Forest Service. It includes tips, webpage links, and resources that explain aspects of becoming a temporary Forest Service employee.

Temporary employees have always played an important role in the Forest Service's ability to achieve its mission. A significant number of permanent Forest Service employees started their careers in temporary positions in fire, recreation, timber, and wildlife. Seasonal or temporary work is a time-honored way for prospective employees to get their foot in the door and gain valuable work experience.

We appreciate your interest in working for the Forest Service!

This guide is designed specifically for new hires in temporary positions with the Forest Service.

Welcome! Whether you are just starting to explore temporary employment opportunities, or you are a successful applicant who has been selected for a temporary position with the Forest Service, this web-based guide is built for you.

The Temporary New Hire Onboarding Guide explains the onboarding process, highlights the steps you need to take to keep your onboarding process moving forward, and provides helpful information about resources and potential benefits for which you may qualify. The onboarding process can take approximately 60-days from the time you are selected for a position until you report to work.

In Phase 4, you will find information about how your temporary employment with the Forest Service can potentially position you to have non-competitive temporary rehire rights in future years and be eligible to compete for future permanent jobs!

# Temporary Hire Onboarding Guide |

## Phase 1: Temporary Pre-Employment



A Forest Service hiring manager has selected you for a temporary position. Congratulations! Phase 1 starts when you receive a Tentative Selection Notification (TSN) and brings you one step closer to your new temporary job.

1. You will receive a TSN via email from a Human Resource Management (HRM) case manager. The notification provides the title, series, pay grade, duty station of the job and instructions for completing your pre-employment requirements.
2. Follow the instructions in the TSN to complete your pre-employment forms and other requirements within the timeframes indicated.
3. All Forest Service employees are required to complete United States Department of Agriculture (USDA) Information Security Awareness (ISA) Training prior to reporting to work. Your TSN contains a time-sensitive link for your use to access the ISA training. Your TSN outlines instructions for completing the ISA training and sharing your certificate of completion with human resource officials. Please ensure you use the same personal email address you have used throughout your selection/onboarding process and complete the training as soon as it is feasible.
4. Read through the Helpful Resources and Potential Requirements, listed below, to identify and learn more about potential pre-employment requirements – which may be included in your TSN, depending on the position and type of appointment for which you are selected.

5. Like many organizations, the Forest Service (FS) often uses acronyms. Throughout this document, we will introduce a new acronym by pairing it with the full name or phrase it represents. Case in point: Forest Service (FS) and Tentative Selection Notification (TSN).

➔ **Tip:** Since the TSN is NOT a confirmed job offer, you should wait until you receive an Official Job Offer in Phase 2 before you resign or give a departure notice to your current employer.

## Helpful Resources and Potential Requirements

### *Helpful Terms*

- **Effective Date:** Your effective date is the first day of your appointment with the Forest Service (FS) and will likely fall on a Sunday as pay-periods start on Sundays and run for 14 days.
  - **Important Note:** If your appointment starts after the second day of the pay period, you will not accrue annual or sick leave for your initial pay period.
- **Entry on Duty Date (EOD):** The EOD, also referred to as the reporting date, is your first day on-the-job, and is often a Monday.
- **1039 Appointments** are used for seasonal work that requires less than 1,040 hours of duty, excluding overtime and eligible training. Employees may have up to 685 additional hours of training in the first year of their appointment and up to 80 hours each subsequent year. Temporary employees are limited to six months in pay status per year starting on the service year date (SYD), the date of the initial appointment or "anniversary date," excluding overtime and training. Individuals in a 1039 appointment may potentially be non-competitively rehired for the same position or a position with the same series, grade and basic duties if the break in service is less than three years from the date of separation.
- **Not to Exceed (NTE) Appointments** are temporary appointments where work is not expected to exceed one year. NTE One Year appointments may be extended for a maximum of one additional year for a total of 24 months.

### *Drug Testing*

Drug testing is only required for certain types of positions. Drug Testing Designated Positions (TDP) generally include jobs related to public health and safety, the protection of life and property, law enforcement, or national security. If your position requires drug testing, you must complete and pass a pre-employment drug test prior to receiving an Official Job Offer. If you fail the pre-employment drug test, your tentative job offer will be

rescinded, and you will be restricted from employment in any FS position for a minimum of six months.

### *Fingerprints and Background Investigation*

A Federal Bureau of Investigation (FBI) criminal history check is required for all federal employees. Fingerprints are required to initiate this process, and soon after you receive the TSN, an HRM Personnel Security official will contact you to explain how to submit your fingerprints. While noting the timeframe in which the fingerprints usually need to be submitted, also realize the fingerprinting process may be delayed due to complications presented by COVID-19. If you have recently completed this process for another FS job, or you already have a current federal background investigation on record from the military or another Federal agency, this step may not be necessary.

### *Form OF-306 Declaration for Federal Employment*

This information is used to determine your suitability for federal employment and was included in your TSN. It is required for all new hires unless you are a current/recent federal employee with a current federal background check, investigation, or clearance record at the required level of your position. Watch a short video reviewing the [Suitability](#) process.

### *Information Security Awareness (ISA) Training*

All Forest Service employees are required to complete USDA Information Security Awareness (ISA) Training prior to reporting to work. You will be provided a link and instructions in your TSN. The email will include time-sensitive instructions for completing the training and sharing your certificate of completion with human resource officials. Make sure you use the same personal email address you have used throughout your selection and onboarding process and complete the training as soon as its feasible.

### *Maximum Entry Age (MEA) Waiver*

A waiver may be required for selectees who exceed the maximum entry age (MEA) for certain public safety jobs such as firefighter and law enforcement positions, that are subject to a maximum entry age requirement. Your human resources case manager will inform you if you must sign an MEA waiver request.

### *Medical Evaluation*

If a medical evaluation is required for your position, your HRM case manager will inform you of the process for completing medical requirements.

### *Official Transcripts*

Official transcripts may be required to verify qualifications for some occupations with defined education requirements or to verify eligibility for appointments such as Pathways student intern or recent graduate positions.

### *Pay*

The pay for most temporary federal positions is based on the Government Schedule, or GS, pay rate or 'grade'. Steps within each pay grade create a structure for periodic, modest pay increases. Pay rates vary based primarily on the responsibilities of the position; however,

the geographic location of the position can also affect the rate of pay. Visit the Office of Personnel Management (OPM) [Salaries and Wages](#) webpage to learn more.

#### *Transferring from Another Federal Agency*

If you are transferring as a current federal employee from another agency, your human resources case manager will contact your current agency to complete a Standard Form 75 Request for Preliminary Employment Data.

# Temporary Hire Onboarding Guide |

## Phase 2: Employment



### Make a Lasting Impact

Congratulations! With the receipt of your Official Job Offer, you are ready to initiate plans for your new temporary position with the Forest Service.

Once you have successfully completed the pre-employment activities, you will move into Phase 2 when you receive an Official Job Offer.

1. You will receive the Official Job Offer via email from an HRM case manager. This notice will confirm the position title, series, pay grade, duty station, length of appointment, and salary being offered to you. It will include your effective date designating the beginning of your temporary appointment to the FS, the date you report to work, which is also referred to as your entry on duty (EOD), and your supervisor's name and contact information.
2. The Official Job Offer will also include instructions on additional forms and actions required before you can begin your new job. Carefully follow the instructions in your Official Job Offer to complete and submit documents within the timeframes indicated to avoid delays starting your new job. Links to the documents and forms are included in your Official Job Offer.
  - ➔ Tip: It's important to use your *newly assigned* username and password, which is generated by our USA Onboarding system, for the upcoming season of work as you complete the forms.

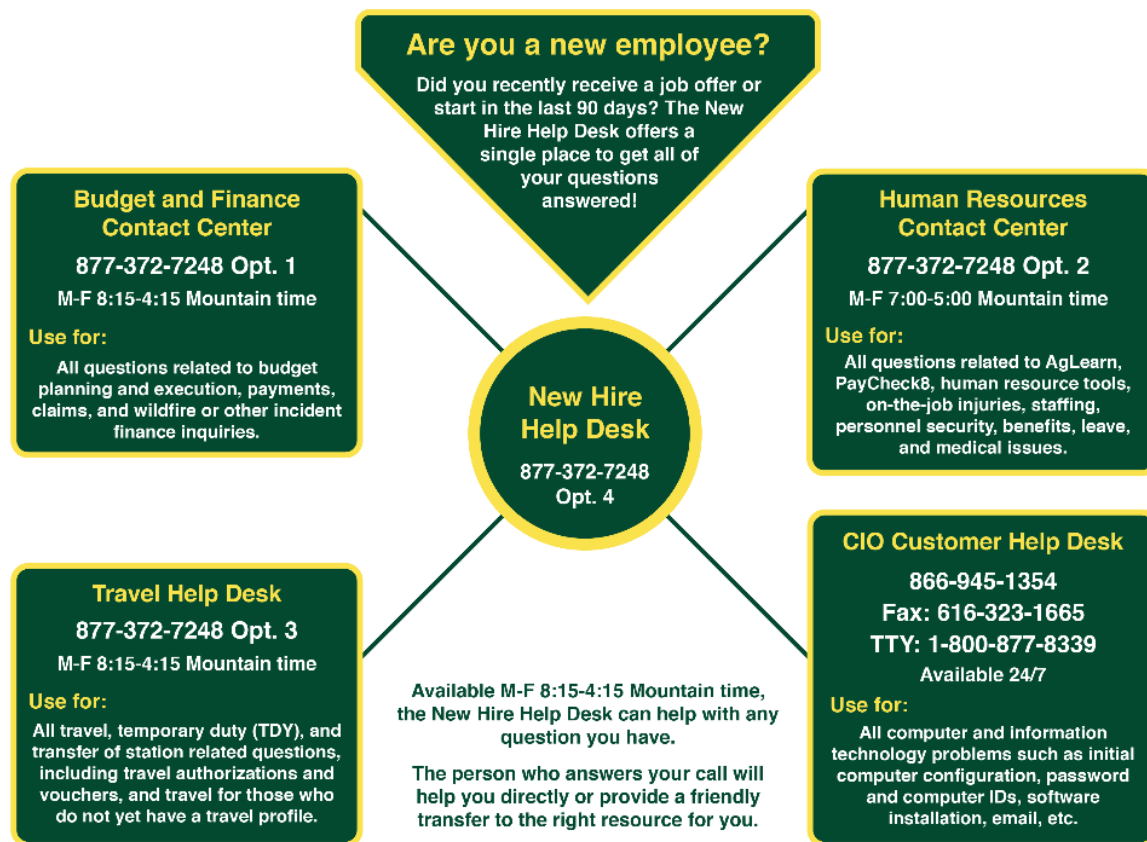
3. Refer to your Official Job Offer for your reporting date and supervisor contact information. If you have not received instructions on where to report to work at least one week before your first day, please contact your supervisor. If you are unable to reach your supervisor, call the New Hire Help Desk at 877-372-7248, option #4 between the hours of 8:15 and 4:15 Mountain Time, Monday through Friday.
4. During this timeframe, you may be contacted by Personnel Security officials who will provide instructions to initiate the credentialing process for your AltLinc, if one is required for your position. The AltLinc is a personal identity verification (PIV) card that is required for all USDA employees to access Forest Service computer systems and facilities. Please promptly provide the info needed to ensure the lengthy process of LincPass issuance goes smoothly.

## Helpful Resources and Potential Requirements

### *Help Desks*

There are several Help Desks staffed with knowledgeable people who can assist you with your questions. The graphic below explains who to call.





If you are not sure which Help Desk to contact, the New Hire Help Desk can help you find the answers to your questions. If the staffer who answers your call cannot help you directly, you will receive a live transfer to the right person. You can reach a staff member at the New Hire Help Desk by calling 877-372-7248, option #4 between the hours of 8:15 and 4:15 Mountain Time, Monday through Friday.

### *Beginning a New Job During a Pandemic*

As a result of ongoing concerns surrounding the COVID-19 pandemic, the FS has re-imagined what it means to 'report for work'. The situation challenges us to be creative in how we welcome new employees, how we work individually and collaboratively with others to complete critical work in the office and in the field, and how we serve the public.

Depending on the nature of your temporary appointment, your interaction with your supervisor and new colleagues may feel more distant. Especially as a new employee, you may find it challenging to connect and engage. We understand this, and we want to work with you to ensure your onboarding goes smoothly and that you feel welcomed and valued.



[A Field Leader's Comprehensive Perspective on Safety and Wellness](#). Deputy Regional Forester Sandy Watts shares her perspectives regarding the importance of safety and wellness for all employees. While some of the contact information she shares is specific to those who work on National Forests within Arizona and New Mexico, we each have access to similar resources. Most importantly, her message about the importance of safety should resonate with all of us.

### *[Commuting and Transit Subsidies](#)*

A subsidy for mass transit costs associated with your commute to work is available at some duty locations. Find out if a Transit Subsidy is authorized for your location and how to apply for a subsidy by visiting with your supervisor.

### *[Flexible Work Schedules and Locations](#)*

Due to COVID-19, some temporary positions are eligible for [Flexible Work Schedules](#). Your position may also accommodate a flexible place of work or [telework](#). Visit with your supervisor to determine whether your position allows for flexibility to the set schedule or to a set office location.

### *[Government Computer and IT Equipment](#)*

Your supervisor will determine which IT equipment you need for your job, and will submit the appropriate requests to the Chief Information Office (CIO) to initiate government computer access, and potentially issue computer or mobile devices such as cell phones, tablets, or radios, and any other necessary service or equipment.

If assistive technology will be needed, you should initiate a discussion with your supervisor or human resources case manager so that equipment can be ordered.

### *[Government Quarters \(Housing\)](#)*

You will be notified if Forest Service housing, often referred to as government quarters, is available for you in your area. If government quarters are available and accepted, your supervisor will submit a request to Human Resources to initiate payroll deductions to align with your start date in government quarters. Ask questions if you need to clarify any terms of your Housing Assignment Agreement or rent payment obligation.

### *[Health Insurance](#)*

Temporary federal employees can secure medical insurance through the Forest Service via the Federal Employee Health Benefits (FEHB) program. Here are a few things to keep in mind:

- You may find FEHB medical insurance to be both comprehensive and affordable. There are many insurance options for self-only and for family coverage. You'll need to compare the benefits among these plans with others available on the marketplace and determine for yourself if FEHB coverage is best for you.

- While employed temporarily with the federal government, you pay approximately 25% of the total insurance premium and the balance is covered by the Forest Service. Your paycheck is automatically deducted to cover your portion of the premium.
- Once your temporary appointment ends, you may elect to retain the FEHB coverage for up to 18 months. However, the federal co-pay ends when your temporary job ends, and you are responsible for 100% of the ongoing insurance premiums.
- You can visit <https://www.opm.gov/healthcare-insurance/healthcare/> to learn more about coverage and prices offered through the FEHB plans.
- To sign up or change your insurance plan, call the HRM Contact Center at 877-372-7248, Option 2 for assistance.

### *Leave*

Temporary federal employees who work less than 90-days earn paid sick leave. Those who work 90-days or more earn paid sick and personal or annual leave. You will start your temporary appointment earning 4-hours per pay-period for sick and if applicable, personal leave. If you do not use all your personal leave prior to the end of your temporary appointment, you will be paid a lump sum for the balance of hours. Your sick leave will not be paid out in lump sum, but it will roll forward if you work for the federal government in another position sometime in the future. Visit these links to learn more about the leave you will earn and how it can be used:

- [Annual Leave OPM Annual Leave Fact Sheet](#)
- [Sick Leave OPM Sick Leave Fact Sheet](#)
- [Family Friendly Leave OPM Website](#)

### *Official Travel Required within First Week or Two of Reporting*

If you are required to travel for work within the first few days or weeks after reporting to your new job, the Travel Help Desk can assist with securing needed authorizations and arrangements.

You may be eligible for reimbursement for groceries needed for overnight or multi-night field trips if those trips are 50 or more miles away from your duty station.

Individuals who do not need to travel immediately should wait to submit the ETS2 profile request until after they are on board and have received their first paycheck. You can reach the Travel Help Desk at 877-372-7248, Option 3.

### *Paid Holidays for Federal Employees*

Forest Service (FS) employees can be eligible to receive up to 10 paid holidays during the year. Eligibility for paid holidays varies, depending on the type of appointment you have

and when you are scheduled to work. For instance, a part-time temporary employee may only be eligible for a paid holiday if the holiday falls on a day the part-time employee would normally be working. Visit with your supervisor or call the New Hire Help Desk to learn more about if you are eligible for paid holidays and how to code your time sheet for those days.

### *[Pay Grade and Schedules](#)*

The following pay schedule links will take you to information provided by the Office of Personnel Management (OPM). Your Official Job Offer contains your 'grade' and 'step' which determine the amount you will be paid. In some cases, your pay rate is increased to reflect higher costs of living; this is referred to as Locality Pay rates.

You can find your grade and step in these pay tables. Most employees will be paid using the rates in the General Schedule and Locality Pay tables. You can visit with your case manager or your supervisor if you have questions.

- [General Schedule \(GS\) Locality Pay Tables](#)
- [Federal Wage System Pay Schedules](#)
- [Law Enforcement Officer \(LEO\) General Schedule Locality Pay Tables](#)

### *[Uniform and Safety Boot Allowances](#)*

Check with your supervisor to determine if your position qualifies you for a uniform allowance or a safety boot allowance. If you qualify for a boot allowance, you must submit your reimbursement request within 45 days of the purchase of your safety boots.

### *[Wellness Program](#)*

Work-life is the business practice of creating a flexible, supportive environment to engage employees & maximize organizational performance. Work-life programs are critical management tools for the federal community as we strive to maintain an excellent, engaged workforce. Key work-life programs offered to federal employees include worksite health and wellness, Employee Assistance Programs (EAP), workplace flexibilities, telework, and dependent care. Wellness Programs vary by location and position; check with your supervisor to learn what may be available to you.

## **Help Is Available: New Hire Help Desk**

877-372-7248, Option 4

[HRM\\_contact\\_center@usda.gov](mailto:HRM_contact_center@usda.gov)

Available weekdays from 8:15 a.m. to 4:15 p.m. Mountain Time.

# Temporary Hire Onboarding Guide | Phase 3: Start Your Temporary Job



## Values Based. Purpose Driven. Relationship Focused.

Welcome to the Forest Service, and your first two weeks on the job. You are now part of the important mission of the Forest Service.

You've completed all the requirements and are ready to start contributing to the important mission of the Forest Service!

1. **Your First Day:** Your supervisor will guide you through your first day onboarding activities. Among other things, you will need to:
  - Complete the Standard Form 61 (SF-61), Federal Oath of Office and Appointment Affidavit.
  - Update and re-sign the OF-306, Declaration for Federal Employment.
  - Review your position description (PD). Your supervisor can provide a copy of your PD and explain the duties assigned in your new job.
  - Ensure you have registered or recovered your eAuthentication account, and you are able to log in to eAuthentication-required applications such as AgLearn, our official virtual training program, and PayCheck8, our time and attendance reporting system.

- If you are a new, first-time temporary Forest Service (FS) employee, you will receive an email to register your eAuthentication account. The subject line states, "eAuthentication: Action Required – Internal User Account Registration."
  - If you were previously employed by the FS or another USDA agency, you will need to recover your account through the forgotten password link.
  - In either case, visit the [eAuthentication webpage](#) or call the Human Resources Help Desk at 877-372-7248, Option 2 and ask for the Hunt Group if you need assistance.
2. **Your First Two Weeks:** Your supervisor will show you around the office and introduce you to your colleagues, either virtually or in person, and familiarize you with local office procedures.

Your responsibilities and your need for certain tools and computer access will vary depending on the temporary job for which you were hired. The following are potential actions you may expect to complete during the first week or two on the job; do not expect each of these to apply to your temporary position. Additional details about each of these possible actions are included below in the Helpful Resources section:

- Set up your profile in PayCheck8, our time and attendance system. Then, submit your timesheet on the last workday of the pay period.
- Obtain access to necessary computer systems.
- Attend live or view recorded onboarding webinars and local orientation sessions.
- Review your position description and performance plan with your supervisor.
- Visit with your supervisor about your work location and schedule, and sign a telework agreement, if appropriate.
- Obtain or initiate a request for your AltLinc or LincPass.
- Submit your receipt for safety boot reimbursement.

## Helpful Resources and Potential Requirements

Note: Some of the links included in the information, below, are only accessible on the Forest Service network intranet webpages. Prior to getting your computer access, you can always call the New Hire Help Desk to request information that you are not able to access directly. Your supervisor or a colleague may also be able to access the link and copy the information for your reference.

### *Computer Access and Setup*

Depending on whether you are assigned a computer or not, connect your computer to the network, then log in and setup your email account. Your supervisor will receive an email from the Chief Information Office (CIO) with your initial account login information. Here are a few quick setup items that may or may not be applicable to you. Visit with your supervisor to determine which steps you should take.

- Log in to your computer. If you have not received your LincPass, contact the [CIO Customer Help Desk](#) to request a temporary LincPass exception for your computer, you will need to request an exception every 30 days until you receive your LincPass.
- Setup your Outlook email.
- Setup your official [email signature block](#).
- Sign into Skype, Adobe Connect, and MS Teams web conferencing tools.
- Access [Pinyon \(Box\)](#) for sharing files (Pinyon Knowledge Article)
- Set up Virtual Private Network (VPN) for remote access.
- Install local printers.
- Work with your supervisor to gain access to SharePoint sites or other systems needed for your job.

If you need assistance with your computer login or setup, contact the [CIO Customer Help Desk](#) directly, at 866-945-1354. Help Desk Staffers are available 24/7.

### *ConnectHR and AgLearn*

This single sign on application allows you to access all your human resource-related applications through a centralized portal. Make sure you have access to ConnectHR workforce tools including Paycheck8 for time and attendance reporting, AgLearn for our training system, eSafety for reporting on the job injuries, your Employee Personal Page (EPP), and other tools.

You can also access some segments of ConnectHR from a personal computer, if you do not yet have access to a FS computer. You can call the New Hire Help Desk if you need assistance to complete this task.

### *Employee Assistance Program*

The FS contracts with private organizations to provide a variety of counseling and support services. You can learn more about the program via the [Employee Assistance Program link](#). The support and services are available to all active FS employees.

### *Government Driver's License*

Check with your supervisor to determine if a government driver's license is required for your job. Your supervisor or your unit's fleet manager or safety officer can explain the licensing process for you.

### *Government Quarters and Payroll Deductions*

If you are assigned FS housing, you will need to code the quarters deduction in Paycheck8 following these instructions:

- In Paycheck 8 under 'Personal Information' choose a 'Time and Attendance (T&A) Contact Point that matches the location of your quarters unit and click save. You may need to get this information from your Supervisor.
- In Paycheck8 under 'Pay Options' enter the number of days in quarters and click save. If a quarters action has not been processed for you yet, you will not be able to code days in quarters. In that case, have your supervisor contact human resources to confirm the status of processing an action for quarters. You can call the New Hire Help Desk if you need assistance to complete this task.

### *Government Travel*

If your job requires travel, you will need to apply for a [Government Travel Charge Card](#) and request access to the [Travel System](#). Staff members on the Travel Help Desk, 877-372-7248, option #3, can provide support as you learn to use the travel authorization online tools.

### *Hosted Employees*

If you work in an office that is different from the organization to which you are assigned, you may be considered "hosted" by the local unit. Examples of this could be a Wilderness Ranger who is assigned to one District but works out of a District that has better trail access into the Wilderness Area. Ask your supervisor if you need to complete a hosted employee agreement and follow the local unit's check in procedures.

### *Job Description and Performance Plan*

Your supervisor will provide you a written performance plan after you report for duty. More information is available on the Human Resources Management intranet page: [HRM Performance](#).

### *Onboarding Webinars*

Onboarding webinars for temporary new hires are in the works, but as of December 2020, not yet finalized. The Forest Service [WEPO Training & Employee Development website](#) will list a schedule for Temporary New Employee Onboarding Webinars once these are ready for your use.



### *Paycheck8 Time and Attendance System*

You will need to set up your profile in Paycheck8 to input your time and attendance, so you get paid on time. Your supervisor or an administrator for your unit can help you secure the following information you will need to create your profile: your supervisor's full name and email, your work schedule, job code, override code, and the time & attendance contact point for your unit. This can be updated in Paycheck8 under "Profile Information" or you will be prompted to make the update when you first login.

You can access Paycheck8 from a personal computer, if you do not yet have access to a Forest Service computer. You can call the New Hire Help Desk to receive assistance.

Our pay periods are two weeks long, beginning on a Sunday and ending on Saturday. You will find it helpful to record the hours you work on a daily basis on your phone or in a pocket calendar, then transfer your work hours to your timesheet in Paycheck8 on your last workday in each pay period. You will be paid by direct deposit every two weeks, starting one week after the end of the first pay period.

### *Personnel Records*

The Human Resources Management (HRM) Personnel Actions Request (PAR) staff will establish and maintain your Electronic Official Personnel Folder (eOPF). Access your eOPF via the ConnectHR to view your Notification of Personnel Action (SF 50) for your appointment to federal service, promotions and job changes, annual pay adjustments, and other personnel records. You should download and keep a copy of your latest SF 50 for your records, and you will need it to apply for other federal jobs in the future.

Check your SF 50 to ensure you understand your appointment type, tenure, salary, retirement plan, effective date, and other details. Be sure to review your eOPF periodically to confirm your annual pay adjustments, changes made to your health or life insurance, within grade increases, and position changes.

You may call the New Hire Help Desk if you have questions about your SF 50 records or find any errors that need to be corrected. The onboarding webinars cover personnel records. You can learn more about PAR actions in this short video: [PAR](#).

### *Forest Service Personal or Government Property*

You may be issued equipment such as an access badge to enter a building, a key to Forest Service gates, a computer or smart phone that you'll need to accomplish your work. These items are considered FS personal property; you will be responsible for safeguarding the equipment while its in your possession and returning it to your supervisor at the end of your appointment.

If you are issued such equipment, you will be a 'custodian of government personal property'. Your supervisor or a property management specialist can assist with the paperwork documenting the property issued to you and help you understand your

responsibilities. If any equipment assigned to you is lost, damaged, or stolen, report the loss to your supervisor right away.

#### *Personal Identity Verification (PIV) LincPass or AltLinc Card*

All USDA employees must obtain a Personal Identity Verification (PIV) card to access FS or USDA computer systems and many government buildings. Permanent employees get a LincPass while most temporary employees obtain an AltLinc card. Check in with your supervisor to determine if a request for your PIV card has already been initiated or if this is something you need to do. You will receive a username and password for temporary access to USDA systems when you start your job while you complete the steps required to obtain your AltLinc card.

#### *Temporary New Employee Orientation*

Visit with your supervisor to learn if there are local orientation sessions planned for temporary employees in your unit.

#### *Training and AgLearn: Virtual System for Mandatory and Optional Training*

You will need to sign into AgLearn through ConnectHR and verify that mandatory initial training has been loaded in your profile. Mandatory training must be completed in the established timeframes. Contact the New Hire Help Desk if you do not see mandatory training listed in your AgLearn account. Then, remember to check your AgLearn account occasionally throughout your appointment as additional, mandatory training is automatically uploaded.

In addition to the mandatory training, AgLearn is a valuable resource to explore a wide variety of optional training courses to expand your skills. Take time to explore the many learning opportunities that are available to you at no cost.

- [AgLearn](#)
- [Forest Service Mandatory Training](#)

#### *Uniform and Safety Boot Allowances and Transit Subsidies*

If your supervisor indicated you qualify for a uniform allowance or a safety boot allowance, you can request these through the fsweb-based ConnectHR tool. You will need to request the reimbursement within 45 days of purchase to get reimbursed. See [Boot Allowance](#) and [Uniform Allowance](#) for additional information and to submit requests. Also see instructions for [Uniform and Safety Boot Allowances](#) on the Chief Financial Office (CIO) intranet page. She or he can also advise you if there are transit subsidies to help offset the cost of your commute.

#### *Bargaining Unit Employees*

Your supervisor will inform and provide information to you if your position is included in a bargaining unit under the American Federation of Government Employees (AFGE), the

National Association of Government Employees (NAGE), or the National Federation of Federal Employees (NFFE).

- You can find Forest Service union and labor relations information, including the applicable collective bargaining agreements and the form to request union dues payroll withholding, on the Human Resources Management intranet page: [HRM Labor Relations](#).
- You may contact your union representative directly; their contact information can be found on the [HRM Labor Relations](#) page under Union Contact Information.

### [Useful Links](#)

During your onboarding process, you received a series of messages which hopefully helped you stay abreast of the onboarding process. Through these messages, you also received several helpful links to general information about the history and culture of the FS, and to specific topics. Here is a summary of those links:

- New Hire Onboarding Guide
- [Introduction to the Forest Service](#)
- [Who We Are](#)
- [Faces of the Forest Service](#)
- [Our History](#)
- Social media platforms: [Facebook](#), [Instagram](#), [Twitter](#), and [YouTube](#)
- [National Forest System](#)
- [Research & Development](#)
- [State & Private Forestry](#)
- [Job Corps Program](#)
- [Partnerships](#)
- [Collaboration](#)
- [Virtual work habits](#)
- [eAuthentication](#)
- [A Field Leader's Comprehensive Perspective on Safety and Wellness](#)

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## Help Is Available: New Hire Help Desk

877-372-7248, Option 4

[HRM\\_contact\\_center@usda.gov](mailto:HRM_contact_center@usda.gov)

Available weekdays from 8:15 a.m. to 4:15 p.m. Mountain Time.

## Phase 4: Temporary Orientation & Beyond



### This Is Who We Are

Make a lasting impact through meaningful work with the Forest Service. We continue to grow and learn together.

Temporary employees seem to have a knack for being able to hit the ground running, and quickly become important and productive members of the local Forest Service (FS) team. We are grateful to you!

We truly hope you enjoy your temporary appointment with us. Whether a current permanent employee or a friend who spent one summer decades ago working for the FS, we find that most previous temporary employees look back on their first seasons with the FS with great fondness. They often share stories of how the adventures they experienced, the beautiful landscapes they worked on, and the lifelong friendships they established still influence them today. We hope this is true for you, as well.

If you successfully complete your temporary appointment this year, you may be eligible to return next year with non-competitive rehire status. Individuals in a 1039 appointment may potentially be non-competitively rehired for the same position or a position with the same series, grade and basic duties if the break in service is less than three years from the date of separation. You can learn more about this and many other aspects of temporary hiring including Veterans' preference, by reading the [HRM Hiring Guide](#). This guide is posted on the FS intranet and may not be accessible to you until you have access through a FS computer. Your supervisor can also print a copy for you. An important added benefit is that your time invested as a temporary employee may make you eligible to compete for permanent jobs under 'merit promotion', essentially as an internal candidate. Two key qualifications you must meet are that you worked for 24 months in 1039 appointments, and you are applying within two years of your last temporary appointment. Visit the Forest Service [Land Management Workforce Flexibility Act Webpage](#) to learn more about this opportunity.

Just remember, as you settle into this new job, your supervisor, colleagues in your office and on your crew, and specialists who staff our Help Desks are here to help you be successful.

Help Desk	Description	Hours of Operation and Contact Options
<b>Chief Information Office (CIO)</b>	All information technology and computer support needs such as initial computer setup, user ID and password, email setup, software installation, phones, and much more.	7 days a week, 24 hours per day. 866-945-1354 Fax: 616-323-1665 TTY: 1-800-877-8339 Website: <a href="http://fsweb.chd.fs.fed.us">http://fsweb.chd.fs.fed.us</a> with 'Chat with a Live Agent' feature Email: <a href="mailto:chd@usda.gov">chd@usda.gov</a>
<b>Budget and Finance (B&amp;F)</b>	All questions related to transfer of station (TOS), government-issued travel credit cards, budget planning and execution, payments, claims, and wildfire or other incident finance inquiries.	M-F 8:15 am – 4:15 pm Mountain time 877-372-7248 Option 1 SharePoint: <a href="https://usdagcc.sharepoint.com/sites/fs-cfo-bfp/Lists/ContactCenterLinks/Tiles.aspx">https://usdagcc.sharepoint.com/sites/fs-cfo-bfp/Lists/ContactCenterLinks/Tiles.aspx</a> Email: <a href="mailto:asc_support@usda.gov">asc_support@usda.gov</a>

<b>Human Resources Management (HRM)</b>	All questions related to AgLearn, PayCheck8, human resource tools, on-the-job injuries, staffing, personnel security, benefits, leave, and medical issues.	M-F 7:00 am – 5:00 pm Mountain time 877-372-7248 Option 2 Website: <a href="http://fsweb.wo.fs.fed.us/hrm/">http://fsweb.wo.fs.fed.us/hrm/</a> Email: <a href="mailto:HRM_Contact_Center@usda.gov">HRM_Contact_Center@usda.gov</a>
<b>Travel</b>	All temporary duty travel (TDY) such as short-term travel to conferences, meetings, overnight field trips, and all-risk incidents; financial arrangements for long-term details; travel arrangements, authorizations and vouchers; and travel for those without a travel profile.	M-F 8:15 am – 4:15 pm Mountain time 87-372-7248 Option 3 SharePoint: <a href="https://usdagcc.sharepoint.com/sites/fs-cfo-bfp/travelhd/Pages/default.aspx">https://usdagcc.sharepoint.com/sites/fs-cfo-bfp/travelhd/Pages/default.aspx</a> Email: <a href="mailto:SM.FS.ETS2@usda.gov">SM.FS.ETS2@usda.gov</a>
<b>New Hire Help Desk</b>	A service for newly hired employees to get connected to the correct resource for assistance. For employees who have recently received a job offer or have started in a new position within the past 90 days.	M-F, 8:15 am – 4:15 pm Mountain time 877-372-7248 Option 4

## Help Is Available: New Hire Help Desk

877-372-7248, Option 4

[HRM\\_contact\\_center@usda.gov](mailto:HRM_contact_center@usda.gov)

Available weekdays from 8:15 a.m. to 4:15 p.m. Mountain Time.