



## Thrive SPC Dayforce Onboarding Process Guide

### Activate Your Dayforce Account

Dayforce is Thrive SPC's system of record for personal, organizational, benefits, banking, tax, and payroll information. Once you are hired into Dayforce, you will receive a Dayforce account activation email at your personal email address (see email example at the end of this document). Dayforce will send an email to you every three (3) days, up to six (6) times, until you activate your account. **The activation link will be different in each email and only the most recent link will be valid for activation.**

If you do not see an onboarding email in your inbox, please check your spam/junk folders. If you do not have the email, please log in as follows:

- Go to the [Dayforce](#) website and enter the following information:
  - Company: thrivespc
  - User Name: FirstName.LastName (example: Ann.Smith)
  - Password: thrive + last 4 digits of your SSN (example: thrive1234)

If you still cannot log into Dayforce, please call Dayforce Customer Support at 1-800-965-5226.

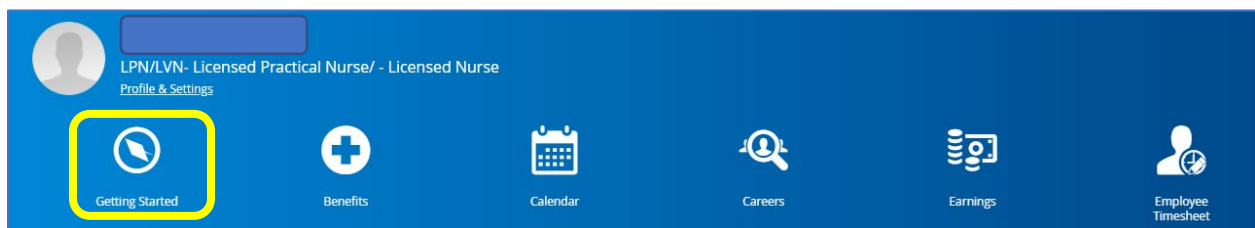
### Complete Your Onboarding Process

All steps in the onboarding process must be completed during your first thirty (30) days of employment.

#### IMPORTANT NOTES:

- **We strongly recommend completing this process via a computer or tablet browser. Onboarding is not available for completion in the Dayforce Mobile App.**
- **You will be logged out of Dayforce after twenty (20) minutes of inactivity.**

From the Dayforce Home Page, click the **Getting Started** icon.



### Section 1 – Welcome Page

This section includes a welcome note to all new hires from Tricia Duncan, VP of Thrive SPC's People & Culture Team.

## Section 2 – Onboarding Process Guide

This section includes this guide, which explains what is required in each section of the Onboarding Process.

## Section 3 – Employee Checklist

This section includes a checklist which specifies all tasks you must complete during your first 30 days of employment.

## Section 4 – Your Onboarding Forms

### *Part 1 – Company Policy Acknowledgements / Line of Business-Specific Acknowledgements*

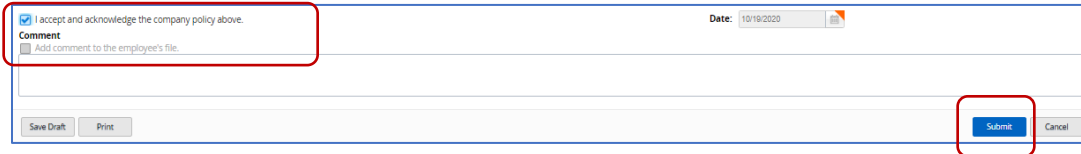
Click on each section link below and acknowledge all policies in the group. **All subsections are mandatory.**

The screenshot shows a light blue header with a circular progress indicator containing '0/2' and the text 'Company Policy Acknowledgement'. Below the header, there are two items listed, each with an information icon (i) to its left and a right-pointing arrow (>) to its right. The first item is 'Company Policy Acknowledgement' with the status 'Not Started' and 'Due Date : 11/15/2020'. The second item is 'Service Company Acknowledgement' with the status 'Not Started' and 'Due Date : 11/15/2020'. A red rectangular box highlights the first item.

Click **Start** in each acknowledgement box. This will open a screen with an attachment of the policy. You can download the policy for future reference if you wish, and your acknowledged copies will be attached to you record.

The screenshot shows a detailed view of the 'Company Policy Acknowledgement' section. At the top, there is an information icon (i) and a dropdown arrow (v) next to the title 'Company Policy Acknowledgement', with the status 'Not Started' and 'Due Date : 11/15/2020'. Below this, there are four rectangular boxes arranged in a 2x2 grid. Each box contains a document icon, a policy title, and a blue 'Start' button at the bottom right. The policies are: 'Texas Employee Handbook State Supplement', 'Employee Compliance Handbook' (with a sub-line 'Employee Compliance Handbook'), 'Thrive SPC Anti Harassment Policy', and 'Code of Conduct and Ethics'.

Check the acknowledgement box at the bottom of the page and then submit. You may enter comments as well.



Once all Company Policy acknowledgements are complete, you will go back into **Part 1** and acknowledge any other Company Acknowledgement specific to your line of work (Services, HME, etc.).

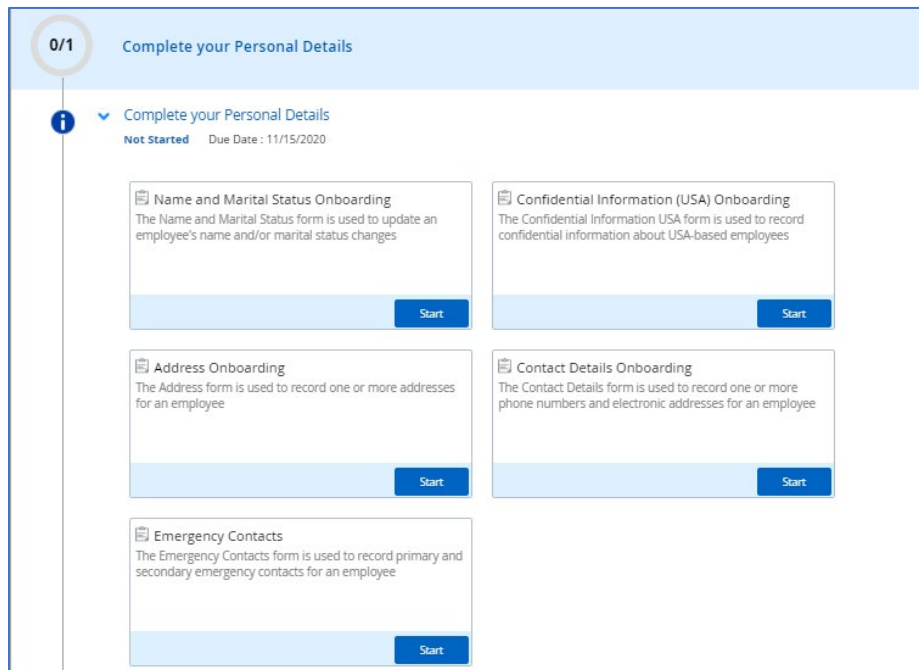
### Part 2 – Confidentiality and Non-Solicitation Agreement

Acknowledge this agreement following the same process as you did in Section 1 above. **This section is mandatory.**



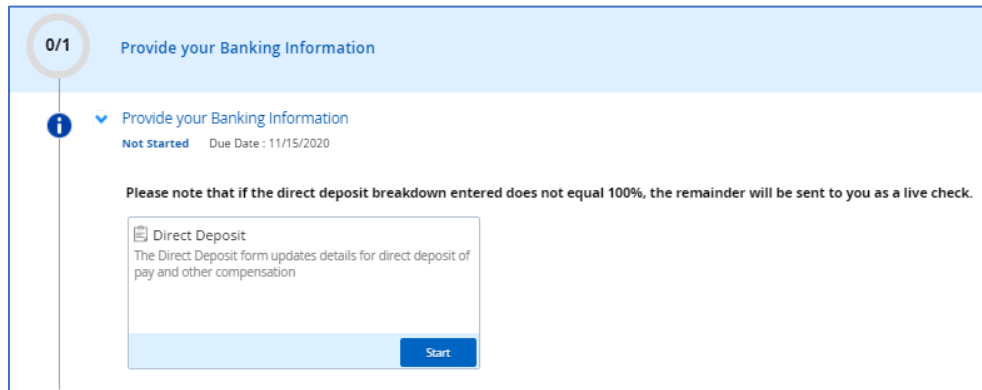
### Part 3 – Complete Your Personal Details

Click **Start** to verify/add/update your personal information. **All subsections are mandatory.**



## Part 4 – Provide your Banking Information

Click **Start** to enter direct deposit information. Thrive SPC cannot mandate use of direct deposit but strongly encourages all employees to use direct deposit. If you do not have direct deposit information, you may skip this section.

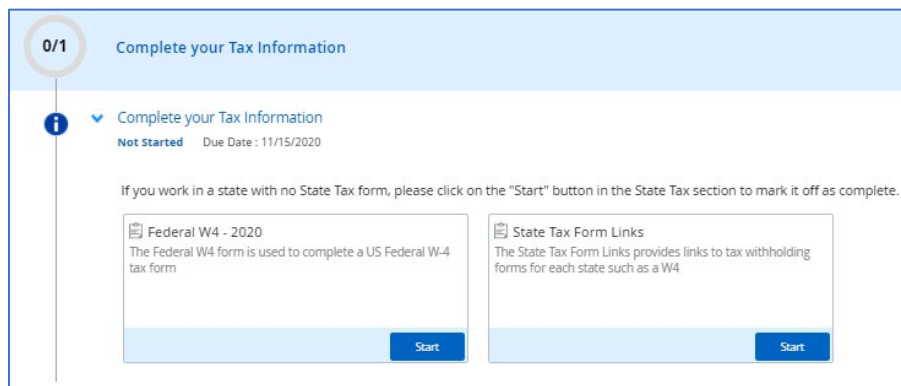


The screenshot shows a web interface for 'Provide your Banking Information'. At the top, it says '0/1 Provide your Banking Information'. Below that, there is a section header 'Provide your Banking Information' with a status of 'Not Started' and a due date of '11/15/2020'. A note states: 'Please note that if the direct deposit breakdown entered does not equal 100%, the remainder will be sent to you as a live check.' Below the note is a box for 'Direct Deposit' with the text: 'The Direct Deposit form updates details for direct deposit of pay and other compensation'. At the bottom right of this box is a blue 'Start' button.

## Part 5 – Complete your Tax Information

Click **Start** to enter Federal and State tax Withholdings. **Both subsections are mandatory.**

**Important Note:** If you work in a state that has state tax, the actual state tax form will show below. In this example, the employee is in Texas which does not have state tax. **Even if you do not live in a state that has a state tax, you must click Start and then Submit in the State Tax Form Links box to move beyond this step.**



The screenshot shows a web interface for 'Complete your Tax Information'. At the top, it says '0/1 Complete your Tax Information'. Below that, there is a section header 'Complete your Tax Information' with a status of 'Not Started' and a due date of '11/15/2020'. A note states: 'If you work in a state with no State Tax form, please click on the "Start" button in the State Tax section to mark it off as complete.' Below the note are two boxes. The first box is for 'Federal W4 - 2020' with the text: 'The Federal W4 form is used to complete a US Federal W-4 tax form'. The second box is for 'State Tax Form Links' with the text: 'The State Tax Form Links provides links to tax withholding forms for each state such as a W4'. Both boxes have a blue 'Start' button at the bottom right.

## Section 5 – Benefits Materials and Enrollment Instructions

This section provides benefit enrollment instructions and important benefit materials to help you understand our benefit offerings. An excerpt of this section is below.

If you are benefit-eligible (regularly scheduled for 30 or more hours/week) from your date of hire, you have 30 days from your hire date to elect or waive Thrive SPC benefits.

## Benefits Materials

Teammates who are scheduled to work at least 30 hours per week are eligible to elect Thrive SPC Benefits. This section includes links to important benefits information including our current benefit guide, benefit rate sheet, and plan summaries.

For more detailed benefit information and benefit-related news, access our Thrive SPC [Benefits Information Portal](#) (use class code TSPC to log in).

**IMPORTANT NOTE:** Your new hire enrollment window will be open for 30 days from your date of hire. If you do not elect Thrive SPC benefits before your enrollment window closes, your next opportunity to enroll will be during the Annual Benefits Open Enrollment period in the fall unless you experience a qualified life event (birth, marriage, etc.) at another time during the year.

## Section 6 – Resources

This area provides a collection of Thrive SPC links you can bookmark for future reference.

### Resources

The links below provide a wealth of information to help new employees transition smoothly into employment.

#### Thrive SPC Support

[Thrive Support Ticketing System URL Link](#)

[Thrive Support Ticketing System User Guide](#) (pdf, 2 MB)

[OnePath Support Email](#) (pdf, 37.4 KB)

#### Thrive Cares Foundation

[Thrive Cares Foundation URL](#)

## Section 7 – Key People

This section provides you with information and background on Thrive SPC's Executive Team members. Here is an example of a bio on that page.



**Patricia Duncan**  
Organizational Development - VP, Org...  
Wakefield, Massachusetts

**Why you should know Patricia Duncan**

Tricia has 20+ years' experience in Org Dev/HR in healthcare, tech, and financial services. She is former VP of Org Dev/HR at American Dental Partners, responsible for attracting and retaining people and cultivating leadership throughout the company. She believes in building high-performing teams and serving others so they can be effective and successful. She is purpose-driven and passionate about building cohesive teams, creating organizational clarity, driving engagement, and evolving leaders.

***Congratulations!***

***You have completed the Dayforce onboarding process.***

## SAMPLE OF DAYFORCE ACCOUNT ACTIVATION EMAIL



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### ACTION REQUIRED - Activate your Thrive SPC Dayforce account

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Thrive Skilled Pediatric Care <noreply@thrivespc.com>  
Reply-To: noreply@thrivespc.com  
To: testuser@gmail.com

Mon, Sep 21, 2020 at 4:00 PM



Dear <Employee First Name>,

You have been entered into **Thrive Skilled Pediatric Care's** HR, Benefits, and Payroll management system: Dayforce.

Please visit the site using the link below, log in, and click the Getting Started button to enter your personal and tax information and complete the required acknowledgements. This link will expire in 3 days.

To activate your account, you will need your **company** and **user name** identifiers.

**Your company is:** thrivespc  
**Your user name is: F** FirstName.LastName  
**Days before link expiration:** 3

In order to activate your account, click the link below.

[ACTIVATE YOUR ACCOUNT](#)

If you can't click the link above, paste the following link into your web browser:

<https://hotfix.dayforcehcm.com/MyDayforce/Onboard/validatetoken?tokenid=CynpqcVayNo%2fjm4zxqgGjRjRjHhb7W7%2fiKarSiF9wLma3Emp6uO8HZBsSd8RkaGwv&ns=thrivespchotfix>

If you have issues or questions when logging in, please contact your location supervisor or submit a [Thrive Support ticket](#).

We are happy to have you on the Thrive SPC team!

Sincerely,  
Tricia

Tricia Duncan  
VP, Organizational Development and HR

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