Employee Onboarding and Enrollment FAQ

What is Paylocity?

Great Strides utilizes Paylocity to manage our human resources and payroll processes. You'll complete your onboarding and benefit enrollment in Paylocity, and once you're active, you'll also use it to access your timesheets, pay stubs, tax forms, and expense reports.

How do I access Paylocity?

You can log in to Paylocity at access.paylocity.com using the Great Strides **Company ID: 145906**.

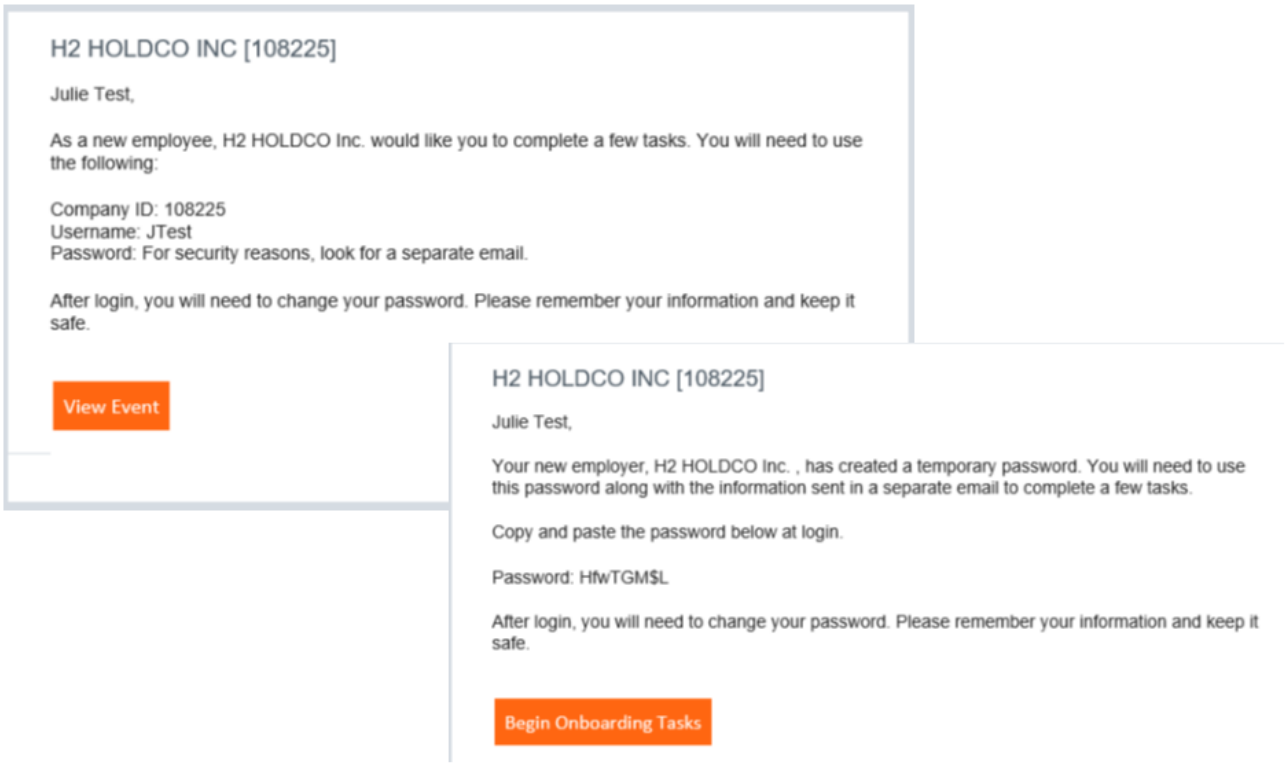
For the best experience, we recommend completing onboarding on a desktop computer using Google Chrome. After your onboarding is complete, you can download and access the Paylocity mobile app (available for Apple and Android devices) to manage your account on the go. The app becomes fully functional once your employment with H2 Health begins.

How do I start the onboarding process?

You will receive two emails from Paylocity to begin onboarding:

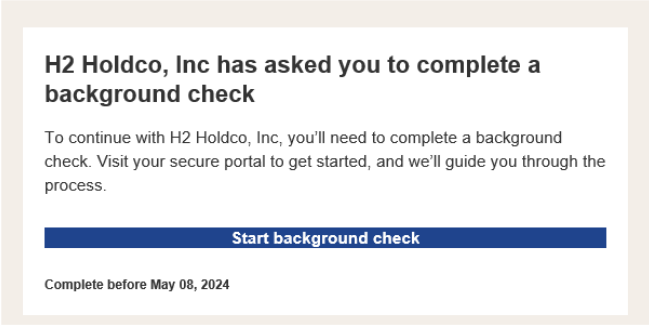
- The first email will invite you to create your Paylocity account.
- The second email will include your temporary password to complete login.

Once logged in, follow the prompts to complete all required onboarding tasks.



What is Checkr?

As part of your onboarding, you'll be asked to complete a quick background check through **Checkr**. You'll receive an email from Checkr inviting you to authorize the screening – just follow the link in that message to get started. Checkr is the secure system we use to safely collect the information needed for your background check. (See below for a sample of the email you'll receive).



What is included in the Paylocity onboarding process?

During onboarding, you'll complete a few important steps to get set up in our system. These include:

1. Updating contact information – so we can keep everything current.
2. Completing a W-4 form/state tax form – for tax withholding purposes
3. Completing an I-9 form – please have your identification and work authorization documents ready to upload.
4. Reviewing and acknowledging your Job Description, Employee Handbook, and Standards of Business Conduct – these outline your role and values that guide our team.
5. Setting up direct deposit – you'll need your bank's routing and account numbers handy.

These steps ensure everything is ready for your first day and that you're paid correctly and on time!

My coworkers have received an email to start onboarding, but I haven't yet. What should I do?

First, double-check your spam or junk folder – sometimes the email lands there by mistake. If you still don't see it, please reach out to our Human Resources team at Peds-HRSupport@h2health.com, and we'll be happy to resend your onboarding invitation.

Benefits and Coverage Information

Great Strides Rehabilitation is proud to provide comprehensive benefits to our employees and to waive all waiting periods for eligibility. If you'd like to continue your current coverage through your previous employer, please contact your existing benefit provider directly to learn more about COBRA continuation options. Unfortunately, Great Strides cannot assist with questions or inquiries regarding prior benefit plans.

When does health insurance become effective?

All waiting periods for health benefits have been waived. Full-time, benefit eligible employees will have immediate access to all benefits – your health insurance coverage begins on your first day of employment with Great Strides Rehabilitation.

How does 401(k) eligibility and vesting work?

Great Strides Rehabilitation offers a 401(k) retirement plan to help employees save for the future. Employees' vesting schedules will be based on the date of acquisition, not your original date of hire with the prior company. Details regarding eligibility, enrollment, and plan options will be shared during onboarding.

I want to complete enrollment for benefits, but I don't have access. What do I do?

Before full-time, benefit eligible employees can access benefit enrollment, all onboarding tasks in Paylocity must be completed. Once onboarding is finalized and your enrollment window opens, you'll receive an email from Human Resources with detailed benefit information and step-by-step instructions for completing your elections in Bswift. If you believe you've completed onboarding but still don't have access, please reach out the Peds-HRSupport@h2health.com.

Please note that verification of eligibility is required for any covered dependents:

- **Spouse:** A copy of your most recent joint tax return or a marriage license
- **Dependent children:** A birth certificate

Having this documentation ready will help expediate the enrollment process and prevent any delays in coverage.

I have a medical appointment or prescription need immediately after my benefit start date. Will I have an insurance card?

Insurance ID cards are mailed shortly after your benefits begin. If you have a medical appointment or prescription need scheduled soon after your start date, please email Peds-HRSupport@h2health.com so we can help expedite your access to your insurance information.

The W-4 form is confusing. How can I ensure that I will have the same deductions under Great Strides?

The W-4 form is a federal requirement for all employees, and some states may also require a state-specific tax form. While Great Strides can't provide individual tax advice or guidance on how to complete these forms, you can reference the training materials available in Paylocity for help.

If you'd like your deductions to stay consistent, you can review your most recent W-4 and state tax forms from your prior employer and mirror those elections. You can update your W-4 or state tax form anytime through the Self-Service Portal in Paylocity.

Why are there 2 different payroll calendars?
All employees are paid semi-monthly on the 15th and the last day of the month. The difference in calendars reflects the payroll period for exempt versus non-exempt employees, as the workdays included in each payroll cycle vary depending on your classification.

How do I get my pay stub?
You can access your paystubs anytime through the Self-Service Portal in Paylocity.

What do I do if my personal information has changed?
If your address, phone number, email, tax forms, banking information, or other personal details change, you can update them directly in the Paylocity Self-Service Portal on your desktop or though the Paylocity mobile app.

How do I enter my work hours?
Hourly employees should enter all work hours in Paylocity, and their timesheets will be reviewed and approved by their supervisors before payroll is processed. Salaried employees generally do not need to track their hours, unless they need to allocate or charge time to additional locations. Detailed instructions and training will be provided once you start your employment with Great Strides.

My company reimburses me for out-of-pocket expenses. How do I submit them?
Employees can submit approved out-of-pocket expenses using Paylocity's Expense module. All expense reports require supervisor approval. Before making a purchase, it's strongly recommended to confirm with your supervisor that the expense is eligible for reimbursement. Expense reports should be submitted within 30 days of the expenditure. Reimbursements will be processed and paid along with the next payroll cycle after approval.

Will Great Strides Rehabilitation accept my company hire date for PTO calculation?
Yes! Great Strides will honor your hire date with your previous company for the purpose of calculating PTO.

How do I request Time Off?
All time off requests should be submitted through the Paylocity Self-Service Portal. Once submitted, your supervisor will be notified for approval. After approval, your PTO will automatically be reflected on your timesheet.

Is there a waiting period for PTO?
No – all waiting periods for benefits, including PTO, are waived to make your transition to Great Strides smooth. Your original date of hire will be honored when calculating PTO tiers. Your pro-rated PTO bank will be loaded on your first day of employment and can be used throughout the year. You'll also receive a personalized PTO plan document outlining the PTO available