



# Norman Employee Account Creation

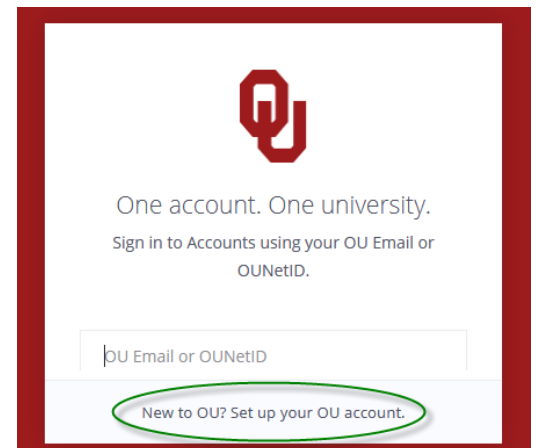
(Updated 9/16/2021)

There are 4 different central accounts/IDs that are created at the beginning of a person's employment:

- Employee ID (6 digits, also called EMPL ID) – used for payroll, employee records, Employee Self-Service
- Sooner ID (9 digits) – printed on ID card, used for university business like parking, library, bursar, academic-related systems
- OU Network ID (also called the 4+4: first 4 letters of last name + 4 system-generated numbers) – used to access university computer systems
- Email account – used to access Outlook email and calendars and Office 365 among other services

## How Accounts Are Created

1. The first step is for the new employee to complete their new hire paperwork with HR. Once the department receives the EMPL ID from HR, they may submit the Hire ePAF.
2. The accounts listed above are created the morning after their Hire ePAF has been submitted.
3. The employee can set up their email at <https://accounts.ou.edu>. They must click on “New to OU?” at the bottom. NOTE: The employee will need to know their OU Network ID to set up their email. The employee must get this from the IT Help Desk at (405) 325-HELP. Starting on the employee's hire date, the network ID is available for department users in HR PeopleSoft through the Employee LookUp page (OU Main Menu > Records > Employee LookUp).
4. The employee will not have the correct faculty/staff status showing in related systems (One.ou.edu, PeopleSoft, Canvas, Parking, Sooner ID card) until the morning after their ePAF is fully executed. Depending on the system, the status may not be updated to “employee” until their hire date.
5. The APR team in the Provost's office can manually setup access in Canvas before their hire date, if needed.
6. Except for their Employee ID, their other ID numbers do not populate in HR PeopleSoft's Employee Lookup page until their hire date. If the employee needs their Sooner ID number or network ID before that, they can contact the IT Help Desk.
7. The employee cannot access PeopleSoft Self-Service until their hire date.



## Troubleshooting Account Creation:

1. **Has the employee completed their new hire paperwork in HR?** The ePAF cannot be executed until the paperwork is complete.
2. **Is the new employee a current or past student or a previous employee?** These people usually already have a Sooner ID, which can sometimes cause an error in account creation. If there is an account issue for one of these people, please contact [HrRecords@ou.edu](mailto:HrRecords@ou.edu) for manual correction.
3. **Has their hire date arrived?** If it is before their hire date, while they have email, most other systems will not show their employee status until their hire date.
4. **Is it something else?** Contact [HrRecords@ou.edu](mailto:HrRecords@ou.edu) or the IT Help Desk (405) 325-HELP.