

## Welcome to the City of Covington

### Frequently Asked Questions

If you don't see a specific question, feel free to call, email or stop by the HR Office located at

**City Hall 2194 Emory Street Covington, Georgia 30014**

**Main telephone:** 770-385-2097

**Human Resources email:** [hrdept@cityofcovington.org](mailto:hrdept@cityofcovington.org)

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#### **Q. How long does it take for a new hire to be added to the time clock system?**

**A:** New hires starting at the beginning of a pay period usually take up to 3 days due to the processing of the current payroll. Your immediate supervisor will receive an email when the employee is in the time clock system. The days that the new hire is not in the system, their time will be manually recorded by the supervisor then input in the system when available.

#### **Q. Whom do I need to contact to be able to clock in/out on my phone?**

**A:** The IT department will be able to assist you in downloading the payroll application onto your phone. However, based on your department's process, you may be required to clock in on the physical time clock only.

#### **Q. How will I receive my first paycheck?**

**A:** Your first check will be a paper check and can be picked up in the HR office on payday Friday. Going forward your check will be deposited in the account(s) you provided. This gives our payroll department a chance to verify that your account information is accurate.

#### **Q. What if I need to change my direct deposit or my Federal/State taxes?**

**A:** All employees must come to the HR office and complete the required forms. NOTE: Emails are **not** accepted due to identity fraud/scams. Any changes to direct deposits will result in the next check being a paper check and the remaining checks will be direct deposited in the new account.

#### **Q. How long is my probationary period and what does that mean?**

**A:** All new employees' probationary period is 12 months. During this time, you will receive evaluations for 3, 6, 9, and 12 months. At the satisfactory completion of your 12 months, employees will be eligible for a merit increase.

#### **Q: What about my benefit eligibility? If an employee selects medical, dental, vision etc.**

**A:** All employees are eligible the 1<sup>st</sup> of the month after the hire date

- Employee hired March 3, 202x: Benefits eligibility date > April 1, 202x
- Employee hired March 31, 202x: Benefits eligibility date > April 1, 202x 😊

**Q: How do I access the Employee Portal Self-Service?**

**A:** Logon to [www.cityofcovington.org](http://www.cityofcovington.org) and scroll to the bottom of the page. You will log in with your credentials. For questions, see a member of the HR team.

**Q: Whom will I need to speak with about a uniform?**

**A:** Based on your department, you will speak with your immediate supervisor/manager.

**Q: Whom will I need to speak with about my building access badge?**

**A:** Based on your department and area of work, your supervisor/manager will send a request to Facilities Maintenance to assign and issue you a badge for your designated work areas.

**Q: Whom will I need to speak with about my company email address?**

**A:** A request will be sent to the IT department @ [helpdesk@cityofcovington.org](mailto:helpdesk@cityofcovington.org) and your supervisor/manager will be notified upon completion.

**Q: How do I access my email on my phone?**

**A:** The IT department will be able to assist you in adding the exchange email link on your phone.

**Q. How long does it take to get my ID badge?**

**A:** Badges are submitted to a third-party vendor monthly. Depending on the number of new hires, it should take 2-4 weeks to receive your badge. Once delivered, employees will be notified to come to the HR office for pickup.