TULANE UNIVERSITY



WaveWorks!

Contingent Worker

User Guide

Table of Contents

Contingent Workers 3

Contingent Worker Types 3

Contingent Worker Access 4

Contingent Worker Request Timeline 4

Contingent Worker Basics 5

Information Needed for the Request 5

Pre-provisioning 5

Transitioning an Employee or Student to a Contingent Worker 5

Terminations 6

What Information can Contingent Workers update in WaveWorks 6

Contingent Worker Request vs. Extension Request 6

Contingent Worker Requests 8

New Contingent Worker Requests for Affiliates 8

New Contingent Worker Requests for Non-Paid Faculty 11

New Contingent Worker Requests for ROTC 14

New Contingent Worker Requests for Visiting Scholar 17

Contingent Worker Extension Request 20

Contingent Worker Termination 22

This guide explains what a **Contingent Worker** is in **WaveWorks**, when to use a **Contingent Worker Request** versus a **Contingent Worker Extension Request**, and the basic processes for creating, extending, and terminating contingent worker accounts.

Contingent Workers

A Contingent Worker is a system type in WaveWorks used for individuals who are not Tulane employees but require Tulane account access.

Contingent Workers were previously referred to as Affiliates.

WaveWorks allows for two system types- Employees and Contingent Worker.

- Employees-- paid through Tulane payroll
- Contingent Workers-- do not receive Tulane payroll payments

Please note: that Adjuncts can be included in the Contingent Worker system type. If the adjunct is not paid through Tulane payroll they should be referred to as a Contingent Worker when contacting the IT Help Desk for Support.

Contingent Worker Types

Affiliate- An affiliate is a non-employee who has an official Tulane relationship that may justify access to certain university resources or systems.

Non-Paid Faculty- A faculty member who performs instructional, research, clinical, or other faculty-related duties for Tulane without receiving compensation from Tulane payroll. Calling Non-Paid Faculty Adjuncts may delay routing of requests.

ROTC-An individual participating in Tulane's Reserve Officers' Training Corps program who requires a university affiliation for their ROTC role or related access.

Visiting Scholar-A scholar, researcher, or academic professional temporarily affiliated with Tulane to conduct research, collaborate, teach, or participate in academic activities, typically without being a regular Tulane employee.

Simple distinction:

- **Affiliate** = General non-employee university affiliation
- **Non-Paid Faculty** = Faculty role without Tulane pay
- **ROTC** = ROTC program affiliation
- **Visiting Scholar** = Temporary academic/research affiliation

Contingent Worker Access

Access for Contingent Workers to Tulane systems varies depending on the Contingent Worker type. For specific information about account access and eligibility, please refer to Tulane's **User Account Policy**:

https://it.tulane.edu/user-account-policy

Contingent Worker Request Timeline

1. Request made through Service Now.
2. Request approved by the Sponsor/Line Manager. If the Sponsor is the requester, they will still need to approve the request. This request is sent immediately after the Service Now Request is submitted.
3. Request provisioned in the system. There will be an email notifying the requester that the contingent worker is approved and they are being provisioned within the system.
4. **Please note:** even if the request is approved and the ServiceNow ticket is marked completed, the process is **not fully complete** until the **Sponsor/Line Manager** receives an email from **FIMAdmin@tulane.edu** with the subject line: **Tulane University Account Notification - (Name of Contingent Worker)**
5. This email is typically received within the **48-hour provisioning window** after final approval.
6. If the email is not found in the inbox, the Sponsor/Line Manager should also check the **Spam** or **Junk** folder.

Contingent Worker Basics

- Contingent Workers must have a Tulane Sponsor (employee).
- Contingent Workers cannot be Sponsored by another Contingent Worker.
- The Tulane Sponsor will become the Contingent Worker's line manager, and they will be added to their Tulane organizational chart in WaveWorks.
- Contingent Worker accounts are created for a period of one year and need to be renewed annually. Please complete a Service Now Extension Request for this- see steps below.

Information Required for the Request

- Contingent Worker's Date of birth
- Contingent Worker's personal email
- Contingent Worker's personal phone number
- CV and Appointment Letter will be required for Visiting Scholars and Non-Paid Faculty

This information should be accurate and specific to the Contingent Worker to ensure that they can be contacted in case of a campus emergency and to prevent duplicate accounts from being created.

Pre-provisioning

- If a newly hired staff or faculty member needs to be pre-provisioned (provided their TU email before their start date), there should not be a request for a contingent worker.
- Please contact Talent Acquisition at TUCareers@tulane.edu to discuss the timeline.
- If a contingent worker request is made for a candidate that will be onboarded as an employee, it will delay the hiring process for that employee longer.

Transitioning an Employee or Student to a Contingent Worker

- Tulane students are assigned system access based on their active enrollment or alumni status.
- If a student worker separates from the University due to unenrollment or graduation but still needs to maintain more than an alumni affiliation with Tulane, a Contingent Worker request may be submitted

only after the student's status has changed from active to inactive student.

- Tulane Employees that have separated from the university but still require account access (i.e. research related), a Contingent Worker request may be fulfilled only after their employee status is Inactive in WaveWorks.

Terminations

- Contingent workers who are no longer active should be terminated within WaveWorks- see steps below.

What Information can Contingent Workers update in WaveWorks

- The Contingent Worker will be able to update their contact information including chosen name, personal email, and phone number in WaveWorks.
- Please note: the chosen name will be displayed in their profile, global address list and in teams. Contingent workers follow the same process as other employees to make these changes.
- Contingent Workers will receive training notices from various departments. Please contact the issuing department with questions about if the training is required.

Contingent Worker Request vs. Extension Request

The correct form depends on whether the individual already has an **active Tulane account**.

- Use the **Contingent Worker Request** form if the individual is **new to Tulane** or if the individual was previously affiliated with Tulane but their account is now **expired or inactive**.
- Use the **Contingent Worker Extension Request** form only if the individual already has a **current active account** that has not yet expired.

Important Notes

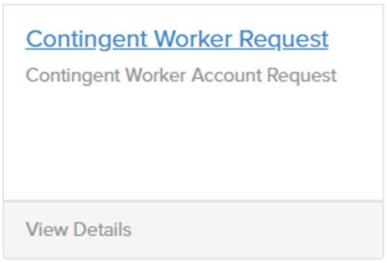
- You will not be allowed to submit an extension request for a Contingent Worker if the account is **expired**. The **Affiliate** field in the Extension Request form will **not populate the username**. Use a **Contingent Worker Request** form instead.

- When submitting a **Contingent Worker Extension Request**, be sure to enter the length of extension needed, up to a **maximum of 12 months**.
- When submitting a **Contingent Worker Request** for someone who has previously been affiliated with Tulane, include a **prior Tulane Splash ID** whenever possible. This helps prevent duplicate accounts and may support more timely processing.

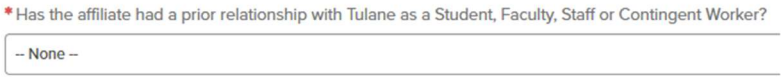
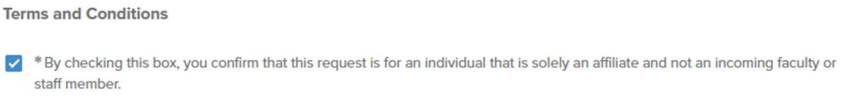
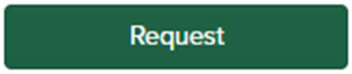
Contingent Worker Requests

New Contingent Worker Requests for Affiliates

Please follow these steps to complete an Affiliate request.

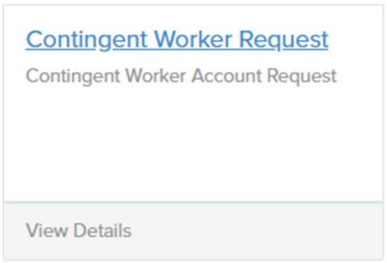
From the Gibson Portal, click on the Tulane IT Portal.	
Click on the WaveWorks Support Page.	
Click on the Contingent Worker Request link.	
Enter the Supervisor/Primary Point of Contact.	 This person will become the contingent worker's sponsor/line manager and may be different than the employee making the request The Tulane employee's splash id number will auto populate
Enter the Contingent Worker's First Name.	 Please only enter the legal first name here Refrain from using pronunciation or better known as language, example "William known as Bill"

Enter the Contingent Worker's Chosen First Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks Refrain from using pronunciation or better known as language, example "William known as Bill" The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Last Name.	 Please only enter the legal last name here No suffixes allowed in this field
Enter the Contingent Worker's Chosen Last Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Preferred Pronouns (if applicable/known).	
Enter the Contingent Worker's Personal Email.	 It is important that this is ***not*** a departmental email in case of emergency
Enter the Contingent Worker's Personal Phone Number.	 It is important that this is ***not*** a departmental phone number in case of emergency

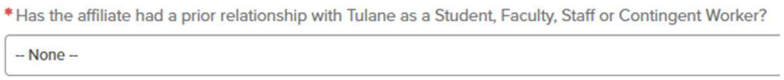
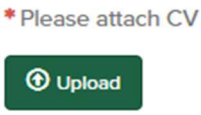
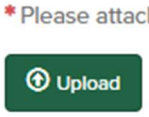
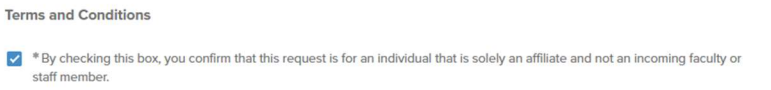
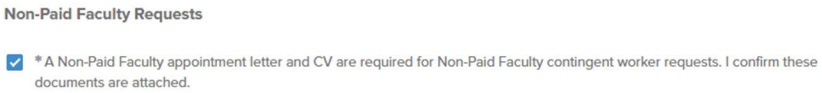
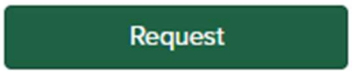
Enter the Contingent Worker's Date of Birth.	 This should be accurate to prevent duplication in WaveWorks
Choose Affiliate in the Affiliation box.	
Answer if the affiliate has a prior relationship with Tulane.	 If yes, provide the Tulane Splash ID if known
Agree to the Terms and Conditions.	 Requesting an affiliate account for an incoming employee will delay the hiring process
Click Request.	

New Contingent Worker Requests for Non-Paid Faculty

Please follow these steps to complete a Non-Paid Faculty request.

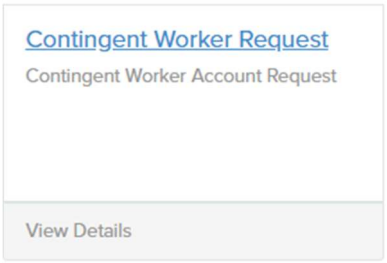
From the Gibson Portal, click on the Tulane IT Portal.	
Click on the WaveWorks Support Page.	
Click on the Contingent Worker Request link.	
Enter the Supervisor/Primary Point of Contact.	 This person will become the contingent worker's sponsor/line manager and may be different than the employee making the request The Tulane employee's splash id number will auto populate
Enter the Contingent Worker's First Name.	 Please only enter the legal first name here Refrain from using pronunciation or better known as language, example "William known as Bill"

Enter the Contingent Worker's Chosen First Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks Refrain from using pronunciation or better known as language, example "William known as Bill" The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Last Name.	 Please only enter the legal last name here No suffixes allowed in this field
Enter the Contingent Worker's Chosen Last Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Preferred Pronouns (if applicable/known).	
Enter the Contingent Worker's Personal Email.	 It is important that this is ***not*** a departmental email in case of emergency
Enter the Contingent Worker's Personal Phone Number.	 It is important that this is ***not*** a departmental phone number in case of emergency

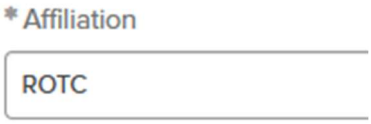
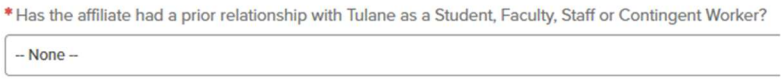
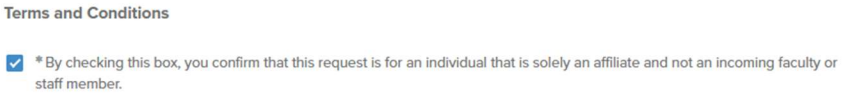
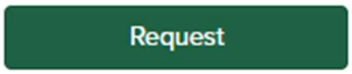
Enter the Contingent Worker's Date of Birth.	 This should be accurate to prevent duplication in WaveWorks
Choose Non-Paid Faculty in the Affiliation box.	
Answer if the Non-Paid Faculty is a U.S. Citizen or Green Card Holder.	
Answer if the Non-Paid Faculty has a prior relationship with Tulane.	 If yes, provide the Tulane Splash ID if known
Attach the CV.	
Attach the Appointment Letter.	
Agree to the Terms and Conditions.	 Requesting an affiliate account for an incoming employee will delay the hiring process
Agree to the Non-Paid Faculty Requests.	
Click Request.	

New Contingent Worker Requests for ROTC

Please follow these steps to complete a ROTC request.

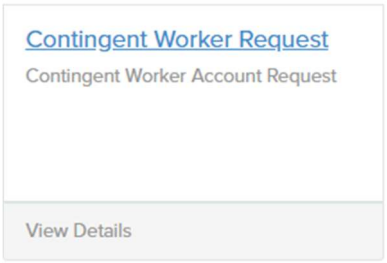
From the Gibson Portal, click on the Tulane IT Portal.	
Click on the WaveWorks Support Page.	
Click on the Contingent Worker Request link.	
Enter the Supervisor/Primary Point of Contact.	 This person will become the contingent worker's sponsor/line manager and may be different than the employee making the request The Tulane employee's splash id number will auto populate
Enter the Contingent Worker's First Name.	 Please only enter the legal first name here Refrain from using pronunciation or better known as language, example "William known as Bill"

Enter the Contingent Worker's Chosen First Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks Refrain from using pronunciation or better known as language, example "William known as Bill" The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Last Name.	 Please only enter the legal last name here No suffixes allowed in this field
Enter the Contingent Worker's Chosen Last Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Preferred Pronouns (if applicable/known).	
Enter the Contingent Worker's Personal Email.	 It is important that this is ***not*** a departmental email in case of emergency
Enter the Contingent Worker's Personal Phone Number.	 It is important that this is ***not*** a departmental phone number in case of emergency

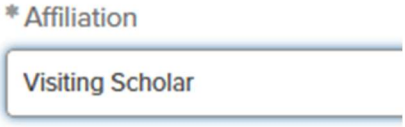
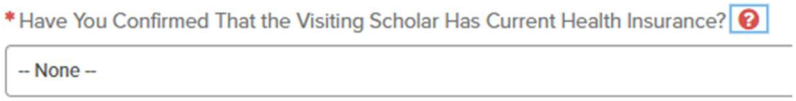
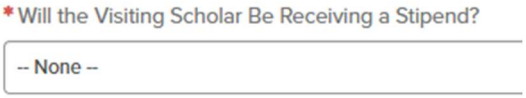
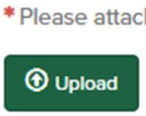
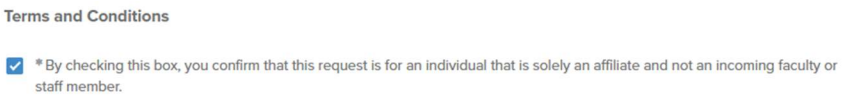
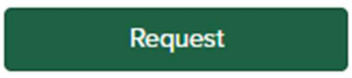
Enter the Contingent Worker's Date of Birth.	 This should be accurate to prevent duplication in WaveWorks
Choose ROTC in the Affiliation box.	
Answer if the affiliate has a prior relationship with Tulane.	 If yes, provide the Tulane Splash ID if known
Agree to the Terms and Conditions.	 Requesting an affiliate account for an incoming employee will delay the hiring process
Click Request.	

New Contingent Worker Requests for Visiting Scholar

Please follow these steps to complete a Visiting Scholar request.

From the Gibson Portal, click on the Tulane IT Portal.	
Click on the WaveWorks Support Page.	
Click on the Contingent Worker Request link.	
Enter the Supervisor/Primary Point of Contact.	 This person will become the contingent worker's sponsor/line manager and may be different than the employee making the request The Tulane employee's splash id number will auto populate
Enter the Contingent Worker's First Name.	 Please only enter the legal first name here Refrain from using pronunciation or better known as language, example "William known as Bill"

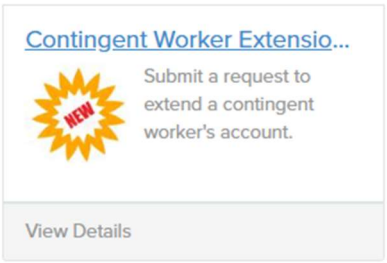
Enter the Contingent Worker's Chosen First Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks Refrain from using pronunciation or better known as language, example "William known as Bill" The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Last Name.	 Please only enter the legal last name here No suffixes allowed in this field
Enter the Contingent Worker's Chosen Last Name (if applicable).	 This may be updated by the Contingent Worker once they have access to WaveWorks The chosen name will be displayed in their profile, global address list and in teams
Enter the Contingent Worker's Preferred Pronouns (if applicable/known).	
Enter the Contingent Worker's Personal Email.	 It is important that this is ***not*** a departmental email in case of emergency
Enter the Contingent Worker's Personal Phone Number.	 It is important that this is ***not*** a departmental phone number in case of emergency

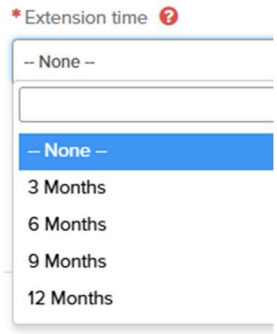
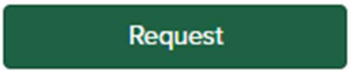
Enter the Contingent Worker's Date of Birth.	 This should be accurate to prevent duplication in WaveWorks
Choose Visiting Scholar in the Affiliation box.	
Answer if the Visiting Scholar will perform research during their appointment.	
Answer if the Visiting Scholar has Current Health Insurance.	 Visiting Scholars are required to have active health insurance
Answer Will the Visiting Scholar be receiving a Stipend.	
Attach the Visiting Scholar's CV.	
Attach the Visiting Scholar's appointment letter.	
Answer if the affiliate has a prior relationship with Tulane.	 If yes, provide the Tulane Splash ID if known
Agree to the Terms and Conditions.	 Requesting an affiliate account for an incoming employee will delay the hiring process
Click Request.	

Contingent Worker Extension Request

Please follow these steps to complete a Contingent Worker extension request.

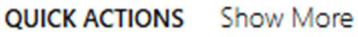
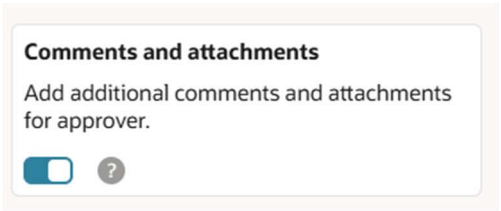
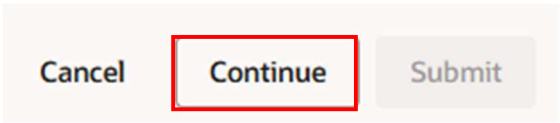
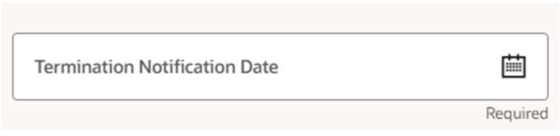
Use the **Contingent Worker Extension Request** form only if the individual already has a **current active account** that has not yet expired.

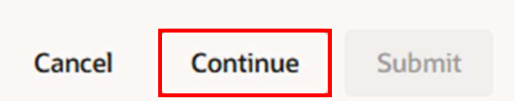
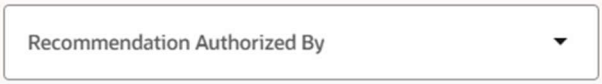
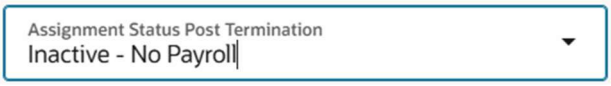
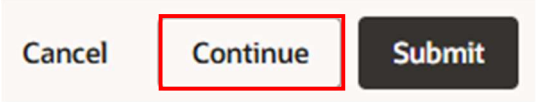
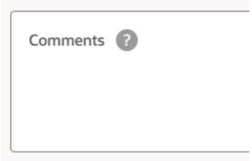
From the Gibson Portal, click on the Tulane IT Portal.	
Click on the WaveWorks Support Page.	
Click on the Contingent Worker Extension Request link.	
Enter the Supervisor/Primary Point of Contact.	 This person will become the contingent worker's sponsor/line manager and may be different than the employee making the request The Tulane employee's splash id number will auto populate
Enter the Contingent Worker's Name.	 Search for a Contingent Worker in this field, their Tulane splash ID will auto populate Must already be an active Contingent Worker

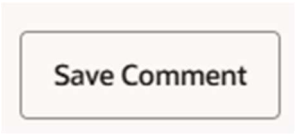
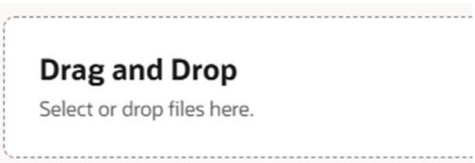
Choose the length of the extension	 The new expiration date will autopopulate 12 Months is the longest extension time available
Click Request.	

Contingent Worker Termination

Please follow these steps to complete a Contingent Worker termination.

Once signed into WaveWorks, navigate to either My Team or My Client Groups.	 My Team is for Managers with direct reports My Client Groups is for HR Department Admins
Click Show More Under the Quick Actions.	
Select Terminate Employment under the Employment Section.	
Search for the Contingent Worker.	
Click on the Contingent Worker name to open their record.	
Toggle the Comments and attachments to on to add attachments (if applicable).	
Click Continue.	
Add the Termination Notification Date.	

The Termination Date will auto populate.	 This is the Contingent Worker's actual last day This date may differ from the Termination Notifcation Date
Choose Resignation in Termination Action.	
Choose the most appropriate reason as the Termination Reason.	
Click Continue.	
Choose After termination as the Revoke User Access.	
Choose Not Specified as Recommended for Rehire.	
Enter your name here.	
Enter the Last Working Day.	
Update to Inactive- No Payroll as the Assignment Status Post Termination.	
Click Continue.	
Add Comments (if applicable).	

Click Save Comment (if applicable).	
Attach Documents (if applicable).	
Click Submit.	