



Orientation Quick Reference Guide / FAQ'S

Thank you for joining our team! Below, you'll find key points of contact and the email addresses you'll need to complete your hiring process, along with answers to frequently asked questions. If you have any questions that aren't covered here, please reach out directly to your Hiring Coordinator.

Required Documents:

I-9 Document Verification:

- If you haven't done so already, please visit the Human Resources Department at 200 N WS Young Drive to have your documents verified and complete your I-9 form. Be sure to bring the necessary documentation to prove your authorization to work in the U.S. (The most commonly used documents are a **Driver's License** and **Social Security Card**.)
- Questions about I-9 completion? Email or Call:
ilya.anaya@killeenisd.org
254-336-0196

Official Transcripts:

- Official transcripts will only be accepted if they are sent directly from the college or university. They can be submitted either by email to TranscriptsProfessionalHR@killeenisd.org or by mail through the U.S. Postal Service to:
Killeen ISD
Attn: Human Resources
PO Box 967
Killeen, TX 76540-0967
- Transcript Questions? Email or Call:
TranscriptsProfessionalHR@killeenisd.org
254-336-0196

Service Records from Previous District (Only needed if you have prior education experience):

- If you have eligible prior professional-level education experience outside of Killeen ISD, please request that your service records be sent directly to EmploymentVerificationHR@killeenisd.org. For out-of-state experience, your previous district must complete both the **Service Record Form** and the **Accreditation Form** and send them directly to the same email address. For more information or to access the required out-of-state service forms, please visit the **Killeen ISD website** and navigate to:
Human Resources > Recruitment and Retention > Documents and Forms > Experience Verification
- Service Record Questions? Email or Call:
EmploymentVerificationHR@killeenisd.org
254-336-0052

Task to Complete in Employee Service Center (ESC):

Please refer to the "Welcome" email from your hiring coordinator; it contains information on when you will receive the email to set up your account access.

Complete Payroll Process:

- W4 & Direct Deposit Setup
- For pay details, including first check date, refer to the "My Pay Information" tab in ESC.
 - To determine your gross pay: $\text{Gross Pay} = \text{Total Effective Pay} \div \text{Number of Checks}$

Benefit Enrollment:

- Complete the Benefit Enrollment process within 30 days of your start date
 - You will receive an email from the Benefits Department **after** your start date with instructions.
- Questions? Didn't receive the email? Email or Call:
BenefitsHR@killeenisd.org
254-336-0165

Update Personal Information:

- Confirm the following are up to date and make changes if necessary:
 - Addresses, Phone Numbers, Email Addresses, Emergency Contacts

Campus or Department Information:

Staff ID / Badge:

- Your Campus will provide you with your Staff ID / Badge.
- If you are assigned to a department, you may come to the Human Resources office to get your employee ID.

Laptop / Email Access:

- If your position requires the issuance of a laptop, you should request the device from your Campus Technology Support Specialist or your Department Supervisor if you are not assigned to a campus.
- You will receive an email from AccountManagement@killeenisd.org with the subject "Killeen ISD Employee Account Creation" Once you receive the email, please follow instructions to reset your password. This action **MUST** be completed within 3 days of receiving the email or the account will be disabled. If you are unable to reset your password, please contact the **HelpDesk at 254-336-2999**.
- Contact your Campus Technology Support Specialist if you need help with your KISD login information including access to your KISD email.

Frequently Asked Questions:

Q: When will I have access to Employee Service Center and my district email?

- Please refer to your “Welcome” email from your hiring coordinator. This will provide you with information on when you will receive your email from AccountManagement@killeenisd.org. That email will guide you through setting up your password. Once your password is updated, you'll be able to access KISD applications.

Q: When and where can I submit an address change?

- Once you receive the email from AccountManagement@killeenisd.org and reset your password, you'll be able to access the **Employee Service Center (ESC)**. After logging in, you can update your personal information at any time.
 - **ESC > My Personal Information > Address Tab (across the top) > Click on the current address > Edit**

Q: How much will my monthly pay be?

- **Exempt employees** receive the same gross pay each month, regardless of the number of workdays in that month. For example, your December paycheck will be the same gross amount as January's, even though December may include fewer workdays due to winter break.
- Your **Total Effective Pay** is evenly distributed across the total number of paychecks in your contract. In a standard contract cycle, this means **12 paychecks**.
- You can view your Total Effective Pay and the number of paychecks you'll receive in the **Employee Service Center (ESC)**. To calculate your monthly gross pay, use the following formula:
Gross Pay = Total Effective Pay ÷ Number of Paychecks

Q: Do I need to wait till I earn leave days to use a leave day?

- Upon being hired by KISD, employees are granted **Local Sick Leave** and **State Personal Leave** days in advance.
- These leave days are accrued based on the number of compensated workdays each year. When added to your balance in the **Employee Service Center**, the days are converted into hours.
- If an employee separates from the district before completing their contract or assignment, they may be required to repay KISD for any unearned leave that was used in advance.
- For questions or clarification, please contact **Payroll** at **254-336-0025**.

Q: Can I take a sick day even if my days are not reflected in ESC?

- **Yes**, there can occasionally be a delay in updating your leave balances in the **Employee Service Center (ESC)**. At the beginning of the school year, leave is typically added with the **August payroll**.
- If you are transferring **State Leave** from another Texas district, please allow up to **one month** for your leave balance to be updated accordingly.
- For any questions or further clarification, please contact **Payroll** at **254-336-0025**.

Q: I am a teacher, when will I receive the “Teacher Classroom Supply” stipend, and do I need to turn in receipts?

- **Classroom teachers** are eligible to receive a **\$200 reimbursement** for classroom supplies they personally purchase. This amount is included in the **August paycheck** at the start of the school year.
- Teachers hired **after the 10th of the month** will receive the reimbursement in the **following month's paycheck**.
- Teachers who begin employment **after Spring Break** are **not eligible** for the reimbursement for that school year.
- **No receipts or proof of purchase** are required to receive the \$200.

Q: My previous district used Frontline Central, should I merge my prior account with KISD?

- **No**, it is best practice to use a different email address and password than the ones you used in your previous district.

Q: How can I setup my direct deposit information?

- You can set up **Direct Deposit** in the **Employee Service Center (ESC)** by navigating to “**My Payroll Information**” > “**My Direct Deposit**.”
- Direct deposit requests submitted to the Payroll Department **by the 10th of the month** will be processed in time for that month's end-of-month paycheck.
- Alternatively, you may complete a **Direct Deposit Authorization Form** in person at **Payroll Services**, located at the **Central Administration Building (200 N WS Young Dr)**.
- Be sure to bring a **voided check** or a **copy of your account card**. It must include your **preprinted name, account number, and routing number**. *(Please note: Screen prints and bank statements are not accepted.)*