

THE ACADEMY

New Hire Portal for Candidates FAQ

April 2026

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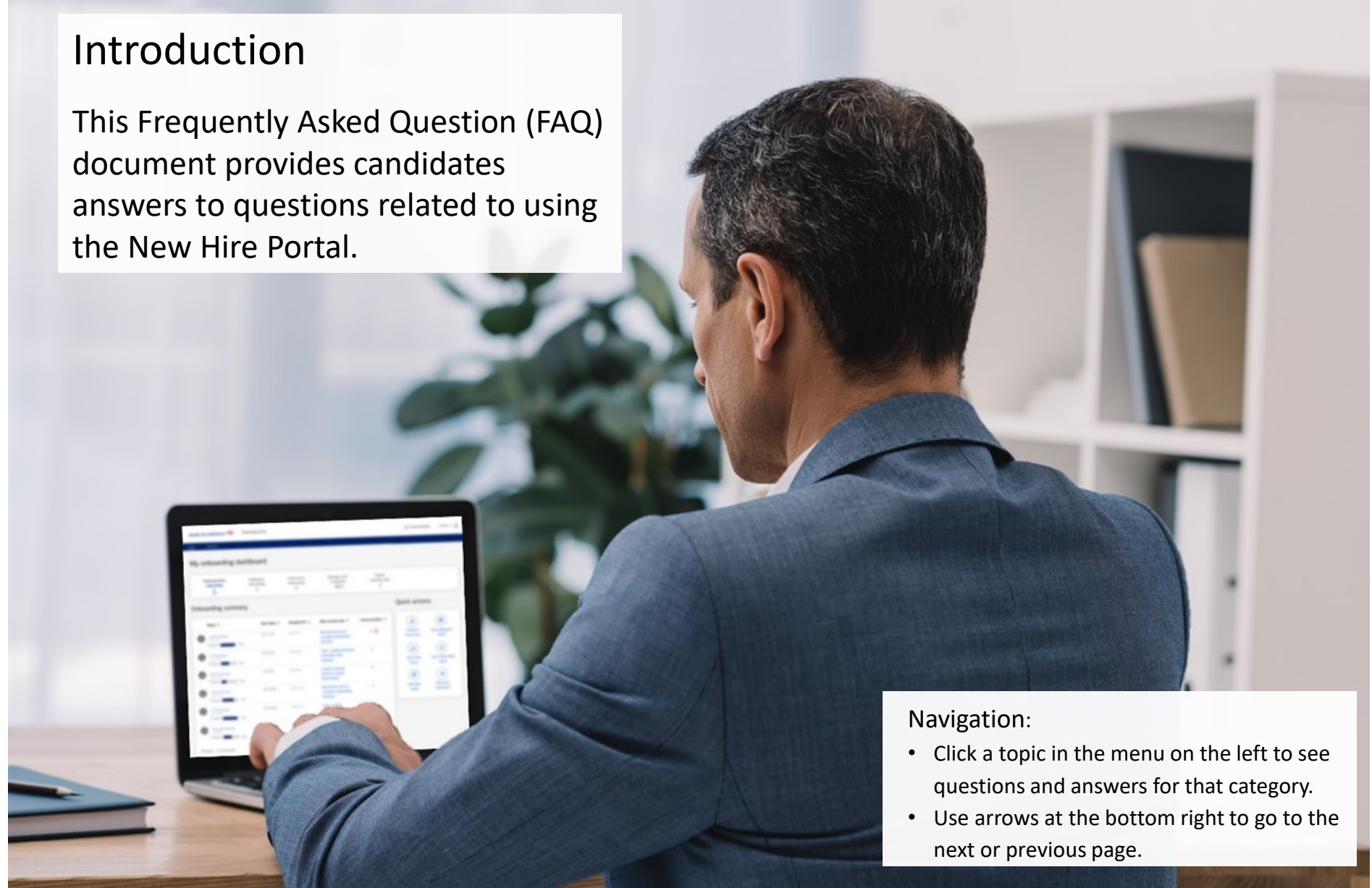
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Introduction

This Frequently Asked Question (FAQ) document provides candidates answers to questions related to using the New Hire Portal.



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General Information

Question	Answer
What is the New Hire Portal?	The New Hire Portal (NHP) guides external candidates through pre-hire (and pre-onboarding if applicable) activities from offer accept to day one. It provides the candidate with a centralized activity list with due dates and reminders.
How do I launch the New Hire Portal?	You'll access the NHP using the link within your new hire candidate welcome email. Emails are system generated and will be sent from nhp@bofa.com .
How long is the New Hire Portal available for me to use?	You'll maintain access to the NHP until your start date.

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Question	Answer
What type of files can be uploaded into the NHP?	Only file types .pdf, .jpeg, .jpg, and .png can be uploaded into the NHP, if requested:
Is there a size limit?	<ul style="list-style-type: none">• Applicant Form activity max attachment size is 5MB• All other activities max attachment size is 10MB
Is my personal information safe on the New Hire Portal?	Yes. Bank of America uses industry-standard security protocols to protect your information.
How do I make a web page fit on my mobile phone?	Change the orientation of your mobile phone to landscape.

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Troubleshooting

Question	Answer
<p>What if I'm having trouble logging in?</p>	<p>You're required to create a password using the link to the NHP in your welcome email. The top of the email states "Start your onboarding activities today..." If you have already created your password and are having issues logging in or your account is locked, please follow below instructions:</p> <ul style="list-style-type: none"> • Clear browser cache/cookies and relaunch any open browser windows. • After four consecutive failed attempts of answering the security questions, your account will lock and the following message will display: "Your account is now locked, in order to reset your profile, Click here." • Once you select Click here on the webpage, a message will display stating: "An email will be sent to your registered email address, please follow the instructions in that email to setup your account". • You'll receive an email titled "Action required: Get started with the New Hire Portal". • You must follow the steps to recreate your account and continue using the NHP. • If you continue to experience issues, send a screenshot of the error message to nhp@bofa.com for review.

Who do I contact if I have technology issues?

Send an email to [Technology Support](#), including your name, contact information, and a brief description of the issue.





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Troubleshooting, continued

Question Scenario	Answer
What if I have issues opening the Applicant form?	Please check your browser applications; the NHP operates best using Google Chrome or Microsoft Edge browsers. Also ensure your pop-up blocker is turned off, then retry.
What if I get a timeout error completing the Applicant Form?	Access the NHP again and relaunch the Applicant Form from the Pre-hire activity list.

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US Candidate Role

Question	Answer
What if I do not complete my New Hire Portal activities prior to my start date?	Please contact your recruiter if you are unable to complete the required activities by your projected start date, as your start date may be impacted. You can find your recruiter listed under your Candidate Profile.
Who do I contact if I have questions about any of the activities listed?	Please contact your recruiter if you have any questions about the activities listed in the NHP. You can find your recruiter listed under your Candidate Profile.
What if I can't start on the start date displayed in the New Hire Portal?	Please reach out to your recruiter as soon as possible if you have issues starting on your assigned date. You can find your recruiter listed under your Candidate Profile.
Can I revise the applicant form once it's been submitted?	No. Please contact your recruiter if you need to revise any details on the applicant form once it's been submitted. You can find your recruiter listed under your Candidate Profile.

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Question	Answer
Can I revise the applicant form once it's been submitted?	No changes can be made to Applicant Form once submitted. If you need to revise any details, please email your Onboarding Partner: GBS India Onboarding Partner@bofa.com .
Can I revise the pre-hire forms or pre-onboarding forms after they have been submitted?	All pre-hire forms and pre-onboarding forms can be revised and resubmitted if required. Email your Onboarding Partner before submitting the revised forms: GBS India Onboarding Partner@bofa.com .
How do I check if I completed an activity accurately?	The activity will change to Complete status once the file/form is updated. Additionally, you can email your Onboarding Partner to verify if the activity is completed: GBS India Onboarding Partner@bofa.com .
What if I do not complete my New Hire Portal activities prior to my start date?	Email your Onboarding Partner at GBS India Onboarding Partner@bofa.com if you're unable to complete the required activities by your projected start date, as your start date may be impacted.
Who do I contact if I have questions about any of the activities listed?	Email your Onboarding Partner if you have any questions about the activities listed in the New Hire Portal: GBS India Onboarding Partner@bofa.com
What if I can't start on the start date displayed in the New Hire Portal?	Email your Onboarding Partner as soon as possible if you have issues starting on your assigned date: GBS India Onboarding Partner@bofa.com

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