

## GatorStart: Frequently Asked Questions

- **How long does it take to send out after I create an ePAF?**
  - Packets do not deploy immediately after submitting an ePAF as they go out at various points throughout the day. Typically, packets will deploy around six times a day between the hours of 8am-6pm.
- **Will an employee have to complete a packet even if they had a one-day break in service?**
  - Yes all paid appointments will have to complete GatorStart even if there is a short break in service.
- **I created a new hire ePAF but the packet was never sent; how should I proceed?**
  - First, confirm whether the Social Security Number (SSN)/UF Temp ID was entered. If it is missing then the hire will have to be withdrawn and recreated with that identifier. If an identifier is present and it has been more than 24hrs, please email [Employment Operations & Records](#).
- **An employee is unable to access their packet as their login password is invalid; what should I do?**
  - If the employee's date of birth and SSN/UF Temp ID are correct, then the next step is to reset their password. In the event something is incorrect then you may edit their packet on the employee profile screen. After the correction is made, save, and reset the password prior to having them reattempt their login.
- **What is the employee's login and password; can their UFID be used?**
  - The UFID cannot be used as the login is automatically generated by our third-party vendor—Equifax. Passwords vary since they are based on an employee's last four of their SSN/UF TempID and birth year.
- **How long are packets valid for and when exactly do they expire?**
  - GatorStart packets are valid until the 60<sup>th</sup> day, after which they will not be salvageable. In the event a packet expires, the hiring department will have to withdraw the hire ePAF and recreate another one.
- **An employee proceeded past the Personal Information section of the packet but now realized some of their personal information is incorrect; what should they do?**
  - Depending on what is incorrect, the employee may still be able to proceed. For example, if their address is incorrect and they now have to complete an additional state income tax form. The employee should continue with their packet but must update their address in [ONE.UF](#). The system will base tax residency off of the address listed in [ONE.UF](#) and what they indicated under the State Residency section of their packet.
  - If information such as date of birth, SSN, or first/last name is incorrect then the hiring department should withdraw the ePAF and recreate a new one with the correct information; [Employment Operations & Records](#) will also need to be alerted in order to cancel the original packet.