

Work instruction IAM - How to register a new external worker?

This work instruction explains how a Supplier Manager Workforce can register a new external worker on behalf of the supplier in IAM. This process must also be used if the external worker already had an IAM-registration in the past which should be re-activated.

For instructions on how to register a Supplier Manager Workforce or how to manage your external workers, please refer to other instructions.

Note: As Supplier Manager Workforce, you will only register workers that perform work under a Purchase Order or Contract that you have with KPN. If your personnel works via another company, that has the contract and order with KPN, please refer to that company to have its Supplier Manager Workforce register your personnel as their third party personnel with reference to your company as third party.

Preparation

We strongly advise you to discuss the following aspects with your KPN-contact (the contact who is responsible for the work to be performed) before you start the registration process:

- the department code of the external worker (also named as centercode within KPN),
- if the external worker needs a Company card enabling the external worker to access KPN premises or a personal account.
- if the external worker needs an extra PoP card (usually provided for fiber activities),

Please make sure you have collected

- the personal data of the worker
- contractual relation that your company has with the worker (employed by your company, self employed or employed by a third party)

This information is required during the registration process of a new external worker.

Step 1: Log in via <https://iamportal.mysmartxs.com>.

Step 2: Once logged in, go to “Identity (IDR)” -> “Create new external employee”.

You will see the following screen:

Step 3: Please provide the data of the external worker you would like to register. It is important that all data corresponds with the personal information from the passport/ID of the external worker.

The screenshot shows a registration form with the following fields and options:

- Initials ***: A text input field with a dropdown arrow.
- Prefix**: A text input field.
- Last name ***: A text input field.
- Gender ***: Radio buttons for Male, Female, and Non-binary.
- Birthday ***: A date input field in the format __-__-__.
- Save**: A green button with a floppy disk icon.

Step 4: Once the data is provided, press “Save”. The system will validate if the external worker has been registered before. If IAM recognizes the external worker, the following notification will be provided:

Note: Person is already present in the personnel registration system

If the external worker is not registered in IAM, you will receive the following notification:

Person is not yet present in the personnel registration system and can be added

If IAM does not recognize the new external worker, please continue at the next page (page 3 of this instruction): **“Register a new external worker, who is not yet in IAM”**.

If IAM does recognize the new external worker, please skip to page 4: **“Register a new workrelation, for an existing worker in IAM”**.

Register a new external worker, who is not yet in IAM

Step 5. Press the button “Add Person”.

You will see the screen below. The grey fields cannot be changed. For changes in these fields, please press the button “back”.

The screenshot shows a registration form with the following fields and values:

- Initials: W (greyed out)
- Prefix: (greyed out)
- Last name: ABC (greyed out)
- First names *: (empty)
- Call name *: (empty)
- Suffix: (empty)
- Title: (empty)
- Prefix Partner: (empty)
- Last name Partner: (empty)
- Last name pref: ABC (dropdown)
- Gender: Male (selected), Female, Non-binary
- Birthday: 09-02-1993 (greyed out)
- Nationality *: (empty dropdown)
- Language preference: Dutch (dropdown)

At the bottom left, there are two buttons: "Back" and "Save".

All * fields are required.

Step 6. Validate the provided data and press “Save”. Continue the process with **step 7** as described at page 5 of this instruction.

Register a new workrelation, for an existing worker in IAM

The notification “Person is already present in the personnel registration system” means that the external worker already has been registered in the IAM system. It is not necessary to provide the basic personal data of the external worker again.

Step 5: We do need to add a new workrelation for that person between you as supplier and the KPN department/manager. To do so, press the button “Add Workrelation” and continue the process as described at the next page (page 5).

Note: Person is already present in the personnel registration system

Company **Employment number**

KPN	028432
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KPN	918152
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+ Add Workrelation

Continue to **step 7** at the next page

Continue: The next steps in the registration process

The following steps are the same for both a new worker and an existing worker.

Step 7: The next screen will be showed. Please select the right supplier. Please note that only suppliers will be listed for which you are responsible in your Supplier Manager Workforce role.

The supplier can be selected by pressing the magnifier glass.

Select Supplier

Supplier

🔍 Search

Company	Supplier code	Supplier name ▲	Address
🔍 KPN			

1 results

Step 8. Once the right supplier has been selected, you must select a contract. An overview will be showed of the available contract.

Explanation of the contract field

The contracts in this screen do not corresponding with the contracts between your organization and KPN. KPN uses this field for internal purposes. However, it is important that you select the right contract. Please select the type of work that will be performed by the external worker in this screen. Mostly three contracts will be available:

- Default 122: Service Level Delivery: Please use this contract if a payment takes place for the work that will be performed by the external worker.
- Default 170: Supplier Manager workforce: Please use this contract if you register a new Supplier Manager Workforce for your organization.
- Default 140: Supplier Non Worker: Please use this contract if no payment takes place for the work that will be performed by the external worker.

If there are more contracts available than described above, please limit your selection to these three contracts, unless you have received another instruction from your KPN-manager.

Step 9: Select the right KPN-manager and department (centercode).

The next step is to select a KPN-manager. This is the person who receives a request to approve the external worker's registration. Please contact your KPN contact person if you do not know who will be the KPN-manager.

If you are unable to select the right KPN-manager, please contact cpo@kpn.com.

If you are unable to select the right KPN-department, please contact your KPN-contact.

Company	Last name	Name	E-mail	Phone number	Mobile number	Departments
KPN						WS NL-IX - 19932 WS Services Directeur - 17765
KPN						CC Investor Relations - 49514

25 rows per p
2 results

Step 10. Please provide all requested data. The field marked with * are mandatory.

At "Role" select the job description that is most applicable to the work to be carried out. Please note! The role "222249 - Other" is only used when a Supplier Manager Workforce is entered into IAM.

At "Contract relationship" you select the relationship that the external worker has with your company, not with KPN. There are three options for this:

1. The external worker is employed by your company.
2. The external is hired as a freelancer (ZZP'er)
3. The external worker is employed via a third party. In this case, a field will appear for entering the third party's supplier name.

Supplier [redacted]	Contract Default Contract - [redacted] - Service level Delivery (SD) (DEFAULT 122)
Manager [redacted]	Employment type Service level Delivery (SD) (122)
Department * <input type="text"/>	Role * <input type="text"/>
Contract relation * <input type="text"/>	
<i>Your company's contractual relationship with this employee</i>	
Date employed * 02-12-2021	Date termination * 01-12-2022
Identification type * <input type="text"/>	Identification number * <input type="text"/>

Today's date is automatically selected for the "Date employed". If you do not know when contract relation will be terminated, leave the maximum term of 1 year as it is filled in automatically.

Please note: when filling in the mobile number, a + is automatically shown in the grey box. Make sure the mobile number always starts with 316 (or another country code) and not with 06, because SMS verification will not be possible in that case.

In the section "Options" you can request a KPN access card (Company Card), PoP pass or an account for access to KPN-systems. Please discuss these options with your KPN-contact in advance.

Options

KPN access card required? *

Yes No/Unknown

Does fiber roll-out require an additional PoP pass? *

Yes No

Is an account required to log in to KPN systems? *

Yes No/Unknown

Agreement

I declare that I have established the identity of this person on the basis of a valid ID. *

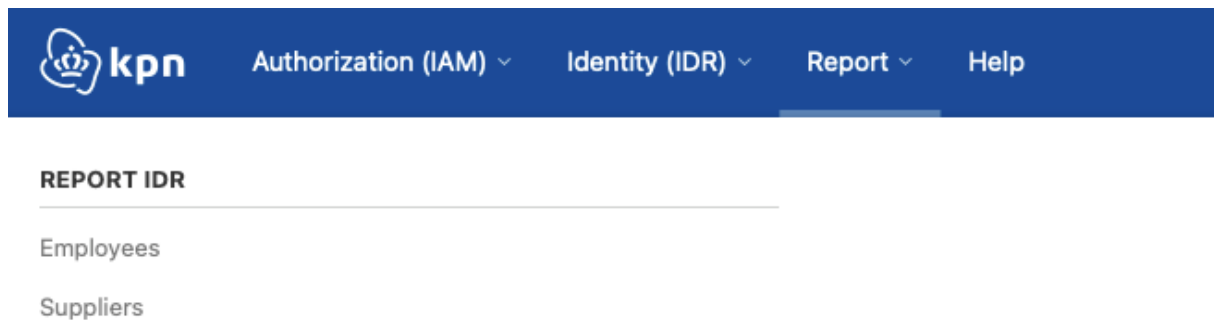
Yes

Press on “Save” and the registration of your external worker has been completed.

The selected KPN-manager will receive a notification and this person must validate the external worker. Once the external worker has been approved, the relevant processes will be automatically started.

How can I monitor the progress of the validation process?

Go to Report -> Employees.



Leave the search criteria blank and press “Search”. You will get an overview of all employees registered on behalf of your organization. In the column “Status” the progress of the validation process is shown. If this column displays a “P” it means that the registration is still “Pending” and the validation process and not yet approved.

Once the external worker has been approved, the credentials will be sent to the responsible KPN-manager. This manager will forward these credentials to the external worker. We realize that this process includes an opportunity for improvement. We are working on that.

Useful tip: the work instruction [“The validation process explained”](#) includes more information on the validation process.

Useful tip 2: the work instruction [“How to manage workers?”](#) provides you with some useful tips and more information on managing your externals.