

CLO TEL AVIV - OFFICE SPONSOR CHECKLIST

PRIOR TO ARRIVAL

In light of COVID, please be sure to work with the travel office to ensure the most up to date procedures are being adhered to and that the newcomer has all of the required paperwork to enter Israel before making the move.

ASAP:

As soon as possible, reach out to the newcomer. Introduce yourself (and your family, if applicable) and explain your role as the Office Sponsor. Establish a connection and serve as a resource to address the newcomer's needs and answer any questions.

REQUESTS TO MAKE ON BEHALF OF NEWCOMER

UPON BEING ASSIGNED OFFICE SPONSOR:

DPO Box:

Email TelAvivMailRoom@state.gov to request a DPO box for the newcomer. Include the following information in the email:

- Newcomer's first and last name
- Newcomer's section
- Newcomer's anticipated arrival date

OpenNet/ClassNet Account:

Submit a myServices Request – "Technology Support" then "IT Services" to establish a new OpenNet account.

- You must also attach the "ISC New OpenNet User Account request Form" (found below) to the myServices request: <https://clotelaviv.files.wordpress.com/2021/07/isc-new-opennet-user-account-request-form-sbu-003.docx>

Cell Phone:

An American supervisor needs to approve this request. Once approved, the supervisor needs to send an email stating approval for the newcomer's device to telavivisc@state.gov and to torrosianw@state.gov, stating that s/he grants the newcomer permission to be given a government cell phone. Once supervisor approves and email has been sent, submit a myServices Request – "Technology Support" for an iPhone or BlackBerry.

ONCE ARRIVAL DATE IS CONFIRMED:

EBO Access:

Submit a myServices Request. This request is required for all newcomers to enter the EBO prior to receiving badges from RSO.

- Go to: <https://myservices.servicenowservices.com/home>, select "Security" then "Visitor Access Request."
- Under "Purpose of Visit," type "new arrival"
- Under "Visitor Type," select "Official Business"
- Under "Location of Visit," select "Chancery"
- Under "Point of Entry," select "Main CAC"
- Under "Visitors," include the names of the new employee and all family members over the age of 16
- Under "ID Type," type "Passport"

RSO Badge/Brief:

Both Jerusalem and Tel Aviv RSOs provide security briefings on Wednesdays. To be issued a permanent post badge, all personnel, to include family members and members of household ages 16 years and older, are required to attend the security briefing in its entirety. Please see below for location specific information on briefing and badging in Tel Aviv.

CLO TEL AVIV - OFFICE SPONSOR CHECKLIST

For questions regarding RSO briefing and badging, **American and USSC staff** should contact the Regional Security Office at their assigned duty location. Tel Aviv RSO: TelAvivRSO@state.gov

- The security briefing for Tel Aviv based personnel is every **Wednesday at 1:00 p.m.**
- To sign up for the Tel Aviv RSO security briefing and to submit requests to Tel Aviv RSO for badges/PINs, **office sponsors** should submit a Badge/PIN Request (American) through the RSO Requests Manager on the Tel Aviv RSO SharePoint site **on behalf of the newcomer**. If signing up for a security briefing, the request must be submitted at least two business days prior to the requested briefing date.
- RSO Requests Manager: <http://telaviweb02.neasa.state.sbu/RSOREQUESTS/Home/AllForms>
- **Please note:** The RSO Requests Manager for badging and briefing is separate from the myServices Visitor Access Request. A myServices Visitor Access Request must be submitted **in addition to** the request for a badge/brief.
- When submitting requests for DoD personnel to receive RSO badge and brief and for EBO access, clearances must be passed to RSO through DAO Ops prior to arrival.
- The RSO Security Briefing is virtual via Webex. If you happen to be in the EBO, you are welcome to join the briefing in person in the Seaside Conference Room on the first floor.
- After attending the security briefing, personnel should email TelAvivRSO@state.gov to schedule a badging appointment during regular badging hours (listed below). Employees must sign the security briefing acknowledgement form at the Pass and ID office prior to being issued a post badge. Forms will only be provided to personnel who have attended the security briefing in its entirety.
- For badge/PIN requests which do not require the employee to attend the security briefing, employees will be notified via email when their badge and access have been updated. Employees with expired badges may be allowed to keep their expired badge until they are able to pick up their new badge from RSO, however, an expired badge does not authorize access to mission facilities. A VAR must be submitted on the employee's behalf for continued access to mission facilities until they are able to exchange their expired badge for their new one.
- Badges are issued at the Pass and ID office, located on the mezzanine level in the annex stairwell of the EBO between the ground and first floors.

Tel Aviv RSO Badging Hours (by appointment only)	
Monday	10:00 a.m. - noon
Tuesday	10:00 a.m. - noon
Wednesday	1:00 p.m. – 3:00 p.m.
Thursday	1:00 p.m. – 3:00 p.m.
NOTE: Badge hours are based on availability of RSO personnel.	

Airport Motorpool:

CLO TEL AVIV - OFFICE SPONSOR CHECKLIST

Submit a myServices Request – “Travel, Transportation, and Shipping” for Motorpool to pick up the newcomer at the airport. In the description section, please be sure you request an expeditor as well and note that the vehicle needs to be large enough to accommodate the entire family, including pets (plus cages), and luggage.

- For families with students attending WBAIS, submit a myServices Request – “Travel, Transportation, and Shipping” for Motorpool to provide transportation to WBAIS for school interviews and placement testing appointments.

HR Check-In Appointment:

Email HR at TelAvivAmericanProgram@state.gov to schedule a check-in appointment for the newcomer’s first day in the EBO.

SAFE Account:

As soon as the newcomer (and family members) have a cell phone number(s), submit a myServices Request – “Technology Support” to set up a SAFE account and [to initiate registration into the system](#). In the request, include the following information:

- Newcomer and family member name(s)
- Email address (where newcomer wishes to receive alerts)
- Cell phone number (where newcomer wishes to receive SMS messages)

2 – 6 MONTHS OUT

Communicate with Community Sponsor:

Reach out to the Community Sponsor. Make sure you are working together to communicate with the newcomer and answer any questions and address any needs.

Communicate with CLO:

Email CLO when you have any updated information about the newcomer’s arrival date and/or changes in family circumstances (delays in passports or visas, for example).

1 MONTH OUT

Email CLO Flight Itinerary:

Upon receiving newcomer’s confirmed flight itinerary, you must forward this to CLOTelAviv@state.gov. This is required to register the newcomer for the Wednesday Newcomer Briefings. These briefings are held every other Wednesday in the First Floor Conference Room at the EBO. All family members over the age of 16 are encouraged to attend. The newcomers will be **automatically** signed up for the next in-person briefing after their arrival. An email will be sent out to the newcomer after their arrival to remind them of this briefing and confirm the next in-person briefing date. If, at that time, the newcomer determines s/he is unable to attend that briefing, please send an email to CLO. If the newcomer is unable to attend an in-person briefing within the first month of their arrival, please contact the CLO office for Webex details.

Briefing schedule:

- 8:30 am – Information Resource Management (IRM)
- 9:00 am – Facilities Maintenance (FAC)
- 9:30 am – General Services Office (GSO)
- 10:00 am – Financial Management Office (FMO)
- 10:30 am – Health Unit (HU)
- 11:00 am – Human Resources (HR)
- 11:30 am – Community Liaison Office (CLO)
- 12:00 pm – Lunch Break

CLO TEL AVIV - OFFICE SPONSOR CHECKLIST

- 13:00 pm – Regional Security Office (RSO) – Every Wednesday (Please review RSO guidelines above)
- **Reconfirm with Motorpool:**
Two weeks prior to arrival, email Motorpool and confirm that the Motorpool request has been received. Find out if a driver has been assigned yet and get the driver's name and phone number.
- **Phone:**
Pick up iPhone/BlackBerry for newcomer from Vartou Torrosian (1st Floor, just to the right of the IT Help Window). Program into Contacts important numbers including: your contact information, community sponsor numbers, section chief, CLO office, Post One, Health Unit, Embassy Branch Office switchboard, and RSO.
- **Radio:**
Please send an email to TelAvivIPC@state.gov to arrange a time to pick up the newcomer's radio. Information Programs Center (IPC) is located on the 5th floor. IPC will then email the paperwork to the newcomer at their OpenNet email address.
- **Mail:**
Collect the newcomer's mail from the mailroom.
- **Shekels:**
Ask if the newcomer would like shekels upon arrival. 300 shekels is often sufficient. Visit the Cashier on the 2nd floor and obtain shekels, or visit an ATM. The newcomer must reimburse you at the earliest opportunity.
- **Transfer Phone, Radio, Mail:**
Contact the Community Sponsor to coordinate passing them the cell phone, radio, and mail. They will need these items in advance in order to place them in the residence.

ARRIVAL

- **Airport Pick Up:**
Motorpool will pick up the newcomer/s alone at the airport and drop them off at their residence. (Community sponsors will have coordinated the transference of the house keys to the Motorpool Driver ahead of time.)
- **Call:**
Please call the newcomer immediately after s/he arrives in the home to welcome them to Israel and to ensure s/he has everything needed during quarantine.

AFTER ARRIVAL

During Quarantine:

- **SAFE:**
As noted in the above "Requests" section, as soon as the employee and family members have a cell phone number, please submit a "Technology Support" myServices request on their behalf to set up a SAFE account. Assist with downloading the SAFE app onto the phone, if necessary.
- **Communication:**

CLO TEL AVIV - OFFICE SPONSOR CHECKLIST

Please communicate with the newcomer during quarantine, especially if s/he is working remotely. Make sure s/he has the IT support and information needed to work successfully. Confirm internet is working well.

Office Set Up

Ensure the new employee's desk space is ready. Have necessary supplies on hand such as pens, stapler, scissors, and any other pertinent office supplies. Provide the employee with a current copy of the "Quick List" of Embassy contacts (phone directory).

After Quarantine:

Transportation to Work:

Arrange transportation for the employee to get to work on the first day in the office. Either pick him/her up in the morning (if you are both on the same Team A/B schedule), or you can help him/her book the shuttle by contacting Motorpool at 09-519-7590 or by emailing TelAvivMotorpool@state.gov.

After Hours Shuttle Request Line: 03-519-7577.

1st Day in the Office:

Remind employee to take the following items on the first day:

- For access to building: passport
- For HU: medical records to drop-off (appointments must be made ahead of time due to COVID-19)
- For Cashier: voided personal check
- For HR check-in appointment: copies of passport and visa for employee and each family member, 6 copies of a passport picture for employee and each family member, completed pre-arrival form, Border Control Access cards (received at airport) for employee and each family member, and copy of Travel Authorization.

EBO Building Tour

Show the newcomer around the office space and the EBO. Introduce him/her to office colleagues and those in other sections.

Surrounding EBO Area Tour

Have lunch with the newcomer during the first week and show him/her around the EBO area. Point out locations of interest near the EBO (local post office, restaurants, parking options, convenience stores, dry cleaners, etc.). Also make note of area restaurants that offer embassy employee discounts.

Ongoing and Follow Up:

Please follow up with the newcomer/s with extra phone calls, video chats, messages, etc. Please let them know they are not alone and there is a whole community here to help them if needed. Always reach out to CLO and let us know about any unique or special needs.

THANK YOU!