

SOUTHERN SCREAMS · NEW & RETURNING TEAM MEMBERS

Scream Team Systems Guide

Six things to set up. Do them once, do them right.



01

E-VERIFY+

Work authorization

15 MIN

02

ADP

Payroll

10 MIN

03

THE HUB

Handbooks

BOOKMARK

04

PAPERWORK

Packet & quiz

35 MIN

05

SITHON

Scheduling

5 MIN

06

FACEBOOK

Team community

OPTIONAL

Welcome to the Scream Team. Before you can be scheduled, paid, or put in a costume, six things need to be squared away. None of them are complicated, and doing them in order keeps it painless. This guide applies to every Southern Screams event, whether you are brand new or coming back.

Two deadlines to keep straight

DEADLINE	WHAT IS DUE
Your first day of work (Orientation)	E-Verify+ only. Section 1 of your Form I-9 is due by your first day, and we must see your original documents in person within three business days. Federal law sets this one, so there is no flexibility.
Before Dress Rehearsal	Everything else: ADP, your onboarding packet, the Handbook Quiz, and your Sithon profile. You will not be cleared to work an event night until all of it is done.

At events without a Dress Rehearsal, the second deadline is your final training before your first event night. Leadership will tell you the date.

Four things that will save you a headache

Use one email. Every invitation goes to the address on your application. A second address is the number one reason people cannot log in later.

Check your spam. Automated mail from ADP, E-Verify+, and Adobe often lands there. Look before you call us.

Use a computer. Phones work, but the document upload, tax forms, and packet are all easier on a laptop.

Gather documents first. Your ID documents, Social Security number, and bank routing and account numbers.

What each system is for

SYSTEM	YOU USE IT FOR	HOW OFTEN	REQUIRED
E-Verify+	Confirming you are authorized to work in the U.S.	Once, at hire	Yes
ADP	Tax forms, direct deposit, pay stubs, and your W-2	Setup, then every payday	Yes
Scream Team Hub	Company Handbook, Event Guides, training, and resources	Before every event night	Yes
Paperwork & Quiz	Your onboarding packet and the Handbook Quiz	Each season; a new Hire Sheet for each event	Yes
Sithon	Your schedule, profile, and availability	All season	Yes
Facebook Group	Team photos, celebrations, and camaraderie	Up to you	No

Coming back, or moving to another event?

SYSTEM	NEW TEAM MEMBER	RETURNING OR MOVING EVENTS
E-Verify+	Complete in full	Leadership will tell you if anything is needed. Many returning team members do not need a new I-9.
ADP	Register and complete setup	Same account. Log in and update your W-4, bank, or address if anything changed.
Paperwork	Full onboarding packet	Full packet each new season. Moving to another event in the same season? Just a new one-page Hire Sheet.
Handbook Quiz	Required	Required each season, and before your first night at a new event.
Sithon	Finish setup	Same account. Update your availability for the new event.

01 E-Verify+

WHAT IT IS	The federal system that confirms you are authorized to work in the United States. It combines your Form I-9 and the E-Verify check.
DUE	By your first day of work (Orientation). This is the one item that cannot wait for Dress Rehearsal.
TIME NEEDED	About 15 minutes, plus photographing your documents.
BRING	Your original documents to Orientation.

Why this one is different

Every employer in the country is legally required to verify work authorization for every new hire on a federal timetable. Section 1 of your Form I-9 is due no later than your first day of work, and we must physically examine your original documents within three business days of that date. Until it is complete, you cannot be scheduled and you cannot be paid.

Which documents you need

Bring **one** document from List A, **or** one from List B together with one from List C. Most people use a driver's license plus a Social Security card.

LIST A: ONE IS ENOUGH	LIST B: IDENTITY	LIST C: WORK AUTHORIZATION
U.S. Passport or Passport Card	Driver's license	Social Security card (unrestricted)
Permanent Resident Card	State-issued ID card	Certified birth certificate
Employment Authorization Document	Other government-issued photo ID	Certification of Birth Abroad

Originals only, and they must be unexpired. Photocopies are not acceptable, though you will upload clear images during setup. The full list of acceptable documents is on the Form I-9 itself; you choose which to present.

How to complete it

- 1 Watch for the invitation**
An email from E-Verify+ invites you to create a myE-Verify account.
- 2 Create your account**
Verify your identity when prompted.
- 3 Complete Section 1 of Form I-9**
Legal name, address, date of birth, Social Security number, and citizenship or immigration status.

- 4 Upload your documents**
Clear, well-lit images, flat on a table, all four corners visible, no glare.
- 5 Pack the originals**
Bring the physical documents to Orientation.

UPLOADING IS NOT THE FINISH LINE

We are required by law to examine your original documents in person. Put them somewhere you will not forget them on Orientation day. Without them we cannot complete your file, and without a complete file we cannot put you on a schedule.

02 ADP

WHAT IT IS	Our payroll system. Tax withholding, direct deposit, pay stubs, and your year-end W-2 all live here.
DUE	Before Dress Rehearsal.
TIME NEEDED	About 10 minutes.
HAVE READY	Filing status and dependent info, bank routing and account numbers, and an emergency contact.

Setting up your account

- 1 Find the registration email**
It comes from ADP and contains your personal registration code.
- 2 Create your login**
Choose a username and password, and turn on multi-factor authentication.
- 3 Get the app (optional)**
ADP Mobile lets you check pay stubs and W-2s from your phone.
- 4 Complete the four items below**
Your first paycheck depends on them.

What you need to complete

ITEM	WHAT IT DOES	WHAT YOU NEED
Federal W-4	Sets your federal income tax withholding	Filing status and dependent information
SC W-4	Sets your South Carolina withholding	Same as above
Direct deposit	Sends your pay straight to your bank	Routing and account numbers (your banking app or a voided check has both)
Emergency contact	Who payroll can reach if needed	Name, relationship, and phone number

Getting paid

- Each event has **two pay periods**. Your pay dates are listed on your Hire Sheet.
- Pay stubs appear in ADP the day payment is issued.
- If something looks wrong, tell your leader right away rather than waiting for the next cycle. Corrections are quick when caught early.
- Changed banks or moved? Update it in ADP yourself, and tell leadership before the next payday.

KEEP YOUR OWN RECORD OF HOURS

Jot down your in and out times each night, or snap a photo of the clock. It takes seconds and turns any payroll question into a two-minute conversation instead of a reconstruction project.

Your ADP account stays with you after the season ends. Do not delete it, because your W-2 is posted there in January.

03 Scream Team Hub

WHAT IT IS

A page on our website built for the team. Handbooks, training materials, policies, links, and resources all live in one place.

DUE

Bookmark it now. You need the Handbook and your Event Guide from here before you can take the quiz.

LOGIN

None. No app to install.

BOOKMARK THIS PAGE

southernscreams.com/screamteam

Save it to your phone's home screen and it is one tap away on event nights.

What you will find there

RESOURCE	WHAT IT IS FOR
Company Handbook	Policies, conduct standards, pay, safety, and emergencies for every event. Read it before the Handbook Quiz.
Event Guides	The Haunted House Guide and Holy City Christmas Guide: how each event runs, guest contact rules, and event-specific safety. Read the one for each event you work.
Training materials	Role and character guidance, scene notes, and performance standards.
Safety procedures	Emergency codes, evacuation routes, the Rally Point, and incident reporting.
BooBucks	How the team referral program works and how to earn.
Links & resources	Quick access to every system in this guide, plus anything else you need during the season.

What we expect

- Read the Company Handbook and your Event Guide properly. The quiz comes straight out of them.
- Check the Hub before each event night in case something has been updated.
- Treat the Hub as the official version. If you see conflicting information somewhere else, the Hub wins.

WHAT HAPPENS HERE STAYS HERE

Material on the Hub is internal. Scene designs, character reveals, scare sequences, and operational details do not go on social media, into group chats, or out to friends. A big part of what makes our events work is that guests walk in not knowing what is coming.

04 Paperwork & Handbook Quiz

WHAT IT IS

Your onboarding packet, plus a short quiz confirming you know the Handbook. Everyone completes both, returning team members included.

DUE

Before Dress Rehearsal. You will not be cleared to work an event night until both are done.

TIME NEEDED

About 20 minutes for the packet and 15 for the quiz.

Your onboarding packet

Your packet arrives by email from **Adobe**. Everything is signed electronically, so you do not need a printer. Some documents need initials as well as a signature.

DOCUMENT	WHAT IT COVERS
Hire Sheet	Your event, role, start and end dates, pay rate, and pay dates. The only page that changes from person to person.
Seasonal Employment Agreement	The standing terms of your employment at every Southern Screams event.
Confidentiality & Creative Property	Protects scene designs, character reveals, and guest privacy.
Media & Likeness Release	Permission to use photos and video taken on site.
Safety Acknowledgment	What the work involves at each event, and your safety obligations.
Handbook Acknowledgment	Confirms you read the Company Handbook and will read your Event Guide.
Emergency Contacts & Medical Consent	Who we call if something happens to you on a shift. Returning with no changes? Check the box and sign.

READ BEFORE YOU SIGN

These are real agreements, not formalities. Read them, and ask us about anything you are unsure of before you sign rather than after. Moving to another event later in the season? You will only need to sign a new Hire Sheet.

The Handbook Quiz

A short quiz on the parts of the Handbook that matter most on an event night. It is open book, so keep the Handbook up in another tab. What we are checking is that you know the rules cold, because on a dark night with a full queue there is no time to look them up.

WHERE	PASSING SCORE	RETAKES	TIME
southernscreams.com/quiz	90%	Unlimited	About 15 min

What it covers

- **Safety and emergencies.** Code Red, Code Green, evacuation, the Rally Point, and what to do when a guest is hurt or in distress.
- **Guest contact rules.** The no-touch rule at the haunt, guest-led contact at Holy City Christmas, and what to do when a guest touches you.
- **Conduct and professionalism.** Staying in character, staying in your assigned area, and how we treat each other backstage.
- **Attendance.** Clocking in, check-in, huddles, call-outs, and who to contact when you cannot make a shift.

05 Sithon

WHAT IT IS	Our scheduling system. You check your shifts here and keep your profile and availability current.
DUE	Before Dress Rehearsal. You created your account when you applied, so this is just finishing setup.
TIME NEEDED	About 5 minutes.

Finish your setup

- 1 Turn on push and email notifications**
The single most important setting. Schedule postings, changes, and callouts all come through here.
- 2 Check your availability**
Make sure it still matches your real life. If your classes or another job changed since you applied, update it now, before schedules are built around it.
- 3 Confirm your contact details**
Your phone number and email should match what you gave us.

How scheduling works

WHEN	WHAT HAPPENS	WHAT YOU DO
5 to 7 days out	Schedules are posted in Sithon	Open the app and confirm your shifts so we know you have seen them.
Any time	Your availability changes	Update your profile as far ahead as you can. Changes cannot be applied once a schedule is locked.
Event night	You are on the schedule	Arrive on time, clock in, and check in with your leader before anything else.

SHIFTS ARE ASSIGNED, NOT TRADED

We build the schedule around the availability you gave us, and we do not use shift swapping. You cannot hand a shift to another team member, and an agreement you make with someone by text is not a schedule change. If you cannot work an assigned shift, contact leadership directly and as early as you possibly can: call (843) 310-5942 or email team@southernscreams.com. Do not assume a message passed through a coworker got to us.

Our seasons are short and every night is staffed to the person. One unexpected absence is felt across the whole show, which is why we ask for as much notice as you can give and why your availability needs to be honest.

06 Facebook Group

WHAT IT IS	A private group for the team: photos, celebrations, reminders, and general camaraderie.
DUE	Never. This one is truly optional.
TIME NEEDED	Two minutes, if you want in.

Optional means optional

The Facebook Group is where a lot of team culture lives, and most of the Scream Team is in it. It is not a requirement of employment, and nothing you need to do your job will appear only there. Anything affecting your schedule, pay, or responsibilities always reaches you through Sithon, email, text, or leadership directly.

Ground rules

DO

Keep it fun and keep it in the family.

- Share the fun: behind-the-scenes camaraderie, wrap party photos, and celebrating each other
- Keep it inside the group; it is private for a reason
- Follow leadership guidance on what can be posted during the season
- Hold the same standards you would on site; the Company Handbook applies here too

DON'T

These hurt the show or your teammates.

- Post spoilers: no scenes, sets, or characters before we open
- Photograph guests or complain about them
- Use it for scheduling; that goes to Sithon or leadership
- Screenshot or repost anything outside the group

HOW TO JOIN

Southern Screams Scream Team

Search for the group on Facebook and request to join. Requests are approved by hand against the roster, so use the name we know you by.

Your Checklist

Work through this as things arrive; you can check the boxes right in the PDF. If anything is still unchecked as Dress Rehearsal approaches, contact us rather than hoping to sort it out on the night.

WORK AUTHORIZATION · DUE BY YOUR FIRST DAY OF WORK

-
- ☐ E-Verify+ account created and Section 1 of Form I-9 completed
 - ☐ Documents uploaded
 - ☐ Original documents brought to Orientation and inspected

PAYROLL · DUE BEFORE DRESS REHEARSAL

-
- ☐ ADP account registered, with multi-factor authentication on
 - ☐ Federal W-4 and SC W-4 completed
 - ☐ Direct deposit set up
 - ☐ Emergency contact added

HANDBOOK & PAPERWORK · DUE BEFORE DRESS REHEARSAL

-
- ☐ Scream Team Hub bookmarked
 - ☐ Company Handbook read
 - ☐ Event Guide for my event read
 - ☐ Onboarding packet signed in Adobe, including all initials
 - ☐ Handbook Quiz passed (90% or higher)

SCHEDULING · DUE BEFORE DRESS REHEARSAL

-
- ☐ Logged into Sithon with push and email notifications on
 - ☐ Availability and contact details confirmed and current

OPTIONAL

-
- ☐ Facebook Group joined

What Happens When

MILESTONE	WHAT IS DUE	WHAT TO BRING
Orientation Your first day of work	E-Verify+ complete. Everything else can still be in progress.	Original ID and work authorization documents. We are required to inspect them in person.
Between the two	ADP, your onboarding packet, the Handbook Quiz, and your Sithon profile.	Nothing. This is all done from home.
Dress Rehearsal	Everything on the checklist. This is the hard deadline.	Closed-toe shoes you can move in, a water bottle, and a phone with Sithon and ADP working.
First event night	Nothing new. You are cleared and on the schedule.	Yourself, on time and ready. Clock in and check in with your leader first.

Stuck? Try this first

PROBLEM	TRY THIS
I never got an invitation email	Check spam and promotions folders, and search for the system's name. Still nothing after 48 hours? Email us from the address on your application.
I'm locked out of ADP	Use "Forgot your user ID/password" on the ADP login page. ADP support handles resets; we cannot see or change your password.
My registration code expired	Email us and we will send a new invitation.
My document upload keeps failing	Use a computer, retake the photo in good light with no glare, and make sure all four corners are visible.
I can't see my schedule in Sithon	Schedules post 5 to 7 days out. Confirm you are logged into the right account and notifications are on.
I failed the quiz	Retake it as many times as you need. Review the sections you missed in the Handbook first.
My pay looks wrong	Compare it to your own record of hours, then tell your leader right away.

Who to contact

IF YOU NEED	REACH OUT TO
Help with any system in this guide	team@southernscreams.com
Something urgent, or you cannot work an assigned shift	Personnel line (843) 310-5942
Anything you are unsure about	Ask early. We would rather answer a question now than untangle a problem later.

WELCOME TO THE SCREAM TEAM

We cannot wait to create something unforgettable with you.