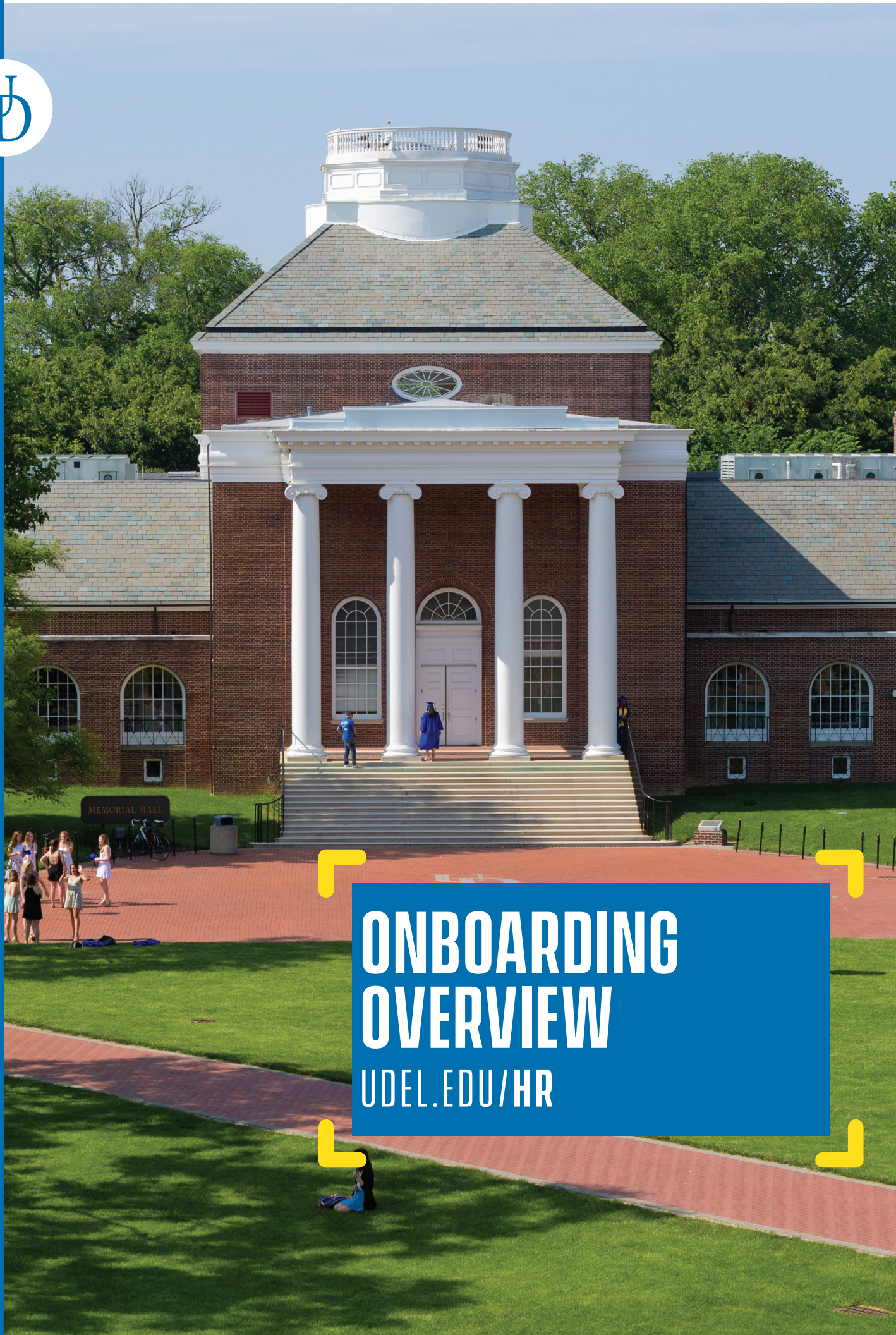
UNIVERSITY OF DELAWARE



ONBOARDING OVERVIEW

UDEL.EDU/HR

Onboarding Overview

CREATING YOUR UD ACCOUNT

- Upon accepting an offer, an email will be sent with the subject line "**Create your University of Delaware Accoun**t." Click the link in the email to create your UD ID and email address. This should be done at your earliest convenience.
- International Employees without a permanent Social Security number will need to contact the Human Resources Office for a temporary social security number, hr-onboard@udel.edu.

COMPLETING YOUR ONBOARDING FORMS

- The onboarding portal will list the required onboarding forms. These forms should be completed prior to attending an onboarding appointment.
- You will not be approved and active in the system until all 4 forms have been submitted and approved.

- Incoming employees with a previous association with UD may notice historical information on the onboarding forms. The information will be updated once onboarding is complete. The forms should still be completed as expected. Name changes can be completed during the onboarding appointment. The requested name should match the name listed on the social security card.

COMPLETING THE CRIMINAL BACKGROUND CHECK

- Background checks are initiated via an email from HireRight with the subject line "University of Delaware Background Verification Request" This should be completed upon receiving the email.

COMPLETING PART 1 OF THE I-9

- Once the criminal background check is complete, an email from HireRight with the subject line "University of Delaware - Action Required: Complete I-9 Employment Eligibility Form " is sent. After receiving the email, start the online I-9 form.

TIP: The documents used to complete part one of the I-9 will be needed to complete part two during the onboarding appointment. These should be original and unexpired government issued documents.

ATTENDING AN ONBOARDING APPOINTMENT

- An email will be sent with the subject line "UD In-Person Onboarding Appointment" to provide the date and time of the onboarding appointment. The appointments are scheduled prior to the first day of work.
- Remote Appointments are available only upon request for U.S. citizens who are unable to attend in person.
- Requests to reschedule should be sent to HR-Onboard@udel.edu

GETTING A UD ID CARD

- In-Person Onboarding: You will receive your Faculty & Staff ID Card during your appointment.
- Remote Onboarding: You will need to visit the Card Office to receive

- UD One Card Office: 401 Academy Street | 302-831-2273 | id-card@udel.edu
- Schedule an ID Card Appointment Here

ENROLLING IN BENEFITS

- During your first official week of work you will receive an email to your UD email account with the subject line: "GET STARTED WITH YOUR UD BENEFITS," containing a link to enroll in benefits will be sent within the first week of employment.

ATTENDING NEW EMPLOYEE ORIENTATION

- New Employee Orientation is held on the second Wednesday of each month from 9-10:00, via zoom.
- The invitation will be sent by email to the new employee's UD email account.

Onboarding Appointment

WHAT TO BRING

The documents used to complete part one of the I-9 will be needed to complete part two of the I-9 during the onboarding appointment. These should be original and unexpired government issued documents.

WHERE TO GO

Human Resources is located at 550 S. College Avenue, Suite 201. We value inclusion and access for all people coming to Human Resources and we are pleased to provide reasonable accommodations for meeting with us. Please contact hr-onboard@udel.edu to make a request to meet with one of our team members on the 1st floor. There are visitor parking spots available in the parking lot outside of the Human Resources entrance. If parked in any other parking section, payment is required.

Enter from the intersection of S. College Avenue and Discovery Boulevard. Parking for the HR office will be in the smaller parking lot to the right. Once inside the building, use the door on the left to access the HR office located on the 2nd floor. Stairs and elevators are available. If you take the elevator, the entrance to the office will be on the left. If you take the stairs, the entrance to the office will be on the right. Please check in at the front desk when you arrive.

WHAT TO EXPECT

The onboarding appointment will consist of completing the I-9 form, reviewing the online onboarding forms and an explanation of the New Employee Good to Know Information Followed with the taking and printing of your Faculty & Staff ID Card.

The onboarding team is available to provide information and resources to acclimate new hires to the University in a quick and efficient manner. Any questions before or after an onboarding appointment can be emailed to HR-Onboard@udel.edu

ADDITIONAL SUPPORT:

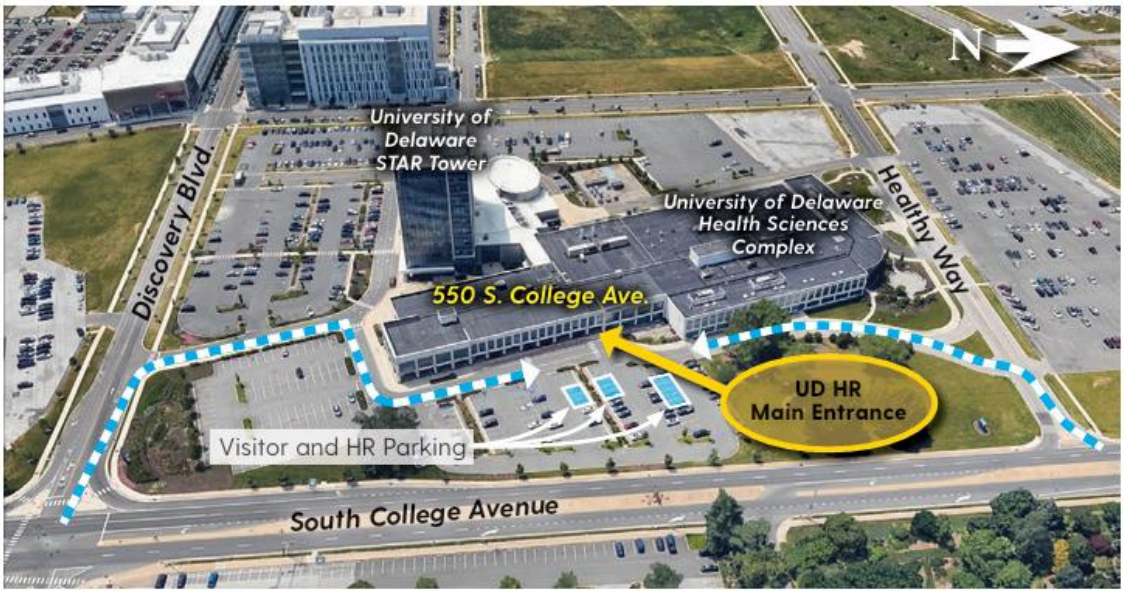
- Benefits: HRhelp@udel.edu
- Payroll: PR-staff@udel.edu

- Parking: Parking@udel.edu
- IT Support: AskIT@udel.edu
- Center for Global Programs and Services: oiss@udel.edu

Campus Map

For an interactive map experience please visit our digital campus map.

UNIVERSITY OF DELAWARE
HUMAN RESOURCES



Human Resources at the University of Delaware
is located on the second floor of 550 South College Avenue.

What's Next?

BENEFITS ENROLLMENT

New employees must select benefit plans within 30 days of the hire date. If the hire date is the first day of the month, the benefits will be effective the first day of employment. If the hire date is after the first day of the month, benefits will be effective the first day of the following month. The links below will provide information about the benefits and additional resources available to full-time employees of the University of Delaware.

- 2026-2027 Benefits Guide
- Introduction to UD Benefits
- Medical Insurance and Prescription Plans
- Core Benefits & Spousal Policy
- Flexible Spending Accounts
- Retirement Plans
- Tuition Benefits
- Employee Engagement | HR
- Onboarding Checklist
- ACA Notice
- TIAA: Account Set Up for 403(b) eligible employees

The University of Delaware provides access to job-protected leave benefits through the Family and Medical Leave Act (FMLA) and Delaware's Paid Family and Medical Leave (PFML) program for eligible employees. We encourage you to review the FMLA Notice and PFML Notice for important information about eligibility and coverage.

UD will make available funds for mortgage assistance to eligible employees who choose to purchase homes in specific neighborhoods within the City of Newark. All full-time employees are eligible to apply for mortgage assistance immediately upon employment.

UD also continues to assist in the recruitment and retention of faculty and staff through the Home Purchase Assistance (HPA) program. The HPA program provides a one-time $5,000 payment to be paid at settlement on the purchase of a primary residence. This program is only available to benefitted exempt employees.

NEW EMPLOYEE ORIENTATION

NEO takes place the second Wednesday of each month on Zoom. This is an hour long session where the benefits team will briefly review the plan options and the nuances to our provided benefits. The rest of the session will then be Q & A.

Frequently Asked Questions

Q: When I try to complete the Quick Bio, it says that my information cannot be processed at this time. What does this mean?

A: This is common if you have an existing ID in our system, or if you have done anything affiliated with UD (camp, program, student application, student, etc.). Please email hr-onboard@udel.edu with your full legal name and any names you may have used and your birth date. We will locate your previous ID and reset your account.

Q: My onboarding forms are showing the incorrect information (i.e., name, address, social, etc.). How do I update this?

A: Incoming employees with a previous association with UD may notice historical information on the onboarding forms. The information will be updated once onboarding is complete. The forms should still be completed as expected. Name changes can be completed during the onboarding appointment. The requested name should match the name listed on the social security card.

Q: I cannot access the UD Email Account that I made during onboarding.

A: Prior to completion of the onboarding, you will only be able to access your UD email account via Gmail. Once onboarding is complete and you have started working, your department will handle the migration over to Microsoft.

Q: Can I reschedule my New Employee Orientation session?

A: Yes, there is a session available the second Wednesday of each month. To change sessions, email HR-Onboard@udel.edu. If you join a different session, it will not extend your benefit enrollment clock. You will still have 30 days from your official first day to enroll.

Q: When will I receive my Relocation/Bonus Pay?

A: Relocation and bonus pays are included on the first or second pay distribution.

Q: When will I get paid?

A: You can review the pay schedules at the following link: UD Payroll Schedules

Q: When are my benefits active?

A: Benefits are active on the first day of the first full month of employment. A January 1 start date will have a January 1 effective date. A January 2 start date will have a February 1 start date. Benefits should be selected within 30 days of the hire date.

Q: How do I contact the Benefits team?

A: The benefits team can be reached by email HRhelp@udel.edu or by phone 302-831-2171.

Q: What retirement plan do I have?

A: Retirement plans are assigned by role. Confirmation of which retirement plan (TIAA 403B or State Pension) can be found in the offer letter. State Pension participants may contribute to the 403B without employer match

Q: When will I have access to WebViews, WebForms, and UD Workforce?

A: Once you have completed onboarding and have been approved in the HR and Payroll Systems you will begin to have access within 24 hours.

Local Amenities

Local Transport

Amtrak, Cecil Transit, DART, SEPTA, DART Connect

- Wilmington Train Station
- Newark Train Station

Local Airports

- Philadelphia International Airport
- Baltimore/Washington International Airport
- New Castle Airport

UD Shuttle – Bus Routes

- UD Transit Website
- UD Shuttle Route Map

ETA Transit App- Apple Store & Google Play Store

Dining

- Perkins Student Center
  - Employee Meal Plan
  - Dunkin Donuts
  - The Den by Denny's
  - Flip Kitchen
- Trabant University Center
  - Vita Nova Restaurant
  - Chick-fil-A
  - Greens to Go
  - Quiznos Wild Blue

Local Restaurant Row

- Brew Haha!
- Little Goat Coffee Roasting Co.
- Grain on Main
- The Peach Blossom Eatery
- Café Gelato
- The Greenhouse Gastropub
- Homegrown
- Taverna
- Grotto Pizza
- Deer Park Tavern
- Santa Fe Mexican Grill
- Klondike Kate's
- El Diablo
- Ugly Dumpling
- Honeygrow
- Roots
- Playa Bowls
- Qdoba
- Snap Pizza

Lodging Area & Activities

- Hyatt Place Main Street Newark
- Courtyard by Marriott Newark at the University of Delaware

- UDairy Creamery
- UD Group Exercise
- Rittenhouse Park
- The Virden Retreat Center *(Lewes, DE)*
- Longwood Gardens *(Kennett Square, PA)*
- Winterthur *(Winterthur, DE)*
- Milburn Orchards *(Elkton, MD)*

Discounts

These discounts are provided solely at the discretion of the listed retailer and are subject to change or end without notice. Review the retailers webpage for eligibility, terms and conditions.

- Adidas
- Apple
- AT&T
- Cole Haan
- Michaels
- Puma
- Rothy's
- T Mobile
- The Loft
- Verizon FiOS
- Verizon Wireless

Welcome to the University of Delaware



Look-out for the Moo-Mobile on our 954 acre campus. Visit both Creamy locations: The Flag Ship UDairy Creamery on the South Campus next to the Fred Rust Ice Arena, and the on Main Street in the UD Barnes & Noble Bookstore.

Visit the Carpenter Sports Building located on North College Avenue. Workout in our Employee Fitness Center, play racquetball or squash, drop in for some basketball or enjoy one of the many fitness classes that we offer. Use your wellness dollars to take classes.





The University of Delaware is a land-grant, sea-grant and space-grant university, tackling the biggest challenges facing our state, nation and the world. Established in 1743, our UD motto is ***Knowledge is the Light of the Mind.*** We employ over 4,746 Proud Blue Hens.

WELCOME TO UD!

UNIVERSITY OF DELAWARE
HUMAN RESOURCES