FAQ REMOTE ONBOARDING
(FOR NEW HIRES)

How will my onboarding appointment be conducted?

You will receive an email from the onboarding team detailing the date and time of your onboarding appointment. The appointment will take place virtually using the Zoom video system. The Zoom system also allows for phone participation for those without video.

What onboarding documents should I expect to receive?

Your onboarding email will include attachments of the I9 form with notary instructions, a UD benefits guide, a new employee checklist, TIAA account information sheet, Affordable Care Act (ACA) notice, and a benefits checklist.

What steps should I take to complete the I9 Employment Eligibility Form?

I9 forms will be completed remotely, using a notary service. Instructions for using a notary will be included in the communication following your acceptance of an offer.

*Only original documents may be presented to the notary - no copies.

Please mail the notarized I-9 to:

University of Delaware
Human Resources
413 Academy Street
Newark, DE 19716-5304
Attn: Krissy Hickman
How do I find a notary?

Financial services firms, such as banks, credit unions, thrifts, real estate firms, tax preparation firms, or insurance company offices commonly have notaries available. They usually provide that service to clients at no charge. Additional places that commonly have a notary on staff include law offices, local clerk of courts offices, and some public libraries. Pharmacies or doctor offices may also offer free notary service for medical records.

Also, UPS, FedEx stores, and your local AAA office often perform notary services for a nominal fee. When considering these options, it is usually a good idea to call ahead to make sure a staff notary is available. Some companies may also limit their notary services to customers only. For more information on a notary near you: https://thervo.com/notary-public

Will I be able to attend New Employee Orientation?

New Employee Orientation will take place using the Zoom video system. New-Hires will receive an email from the onboarding team which will include the Zoom link and attachments for campus resources, contact information, and other resources regarding the explanation of benefits. The Zoom system also allows for phone participation for those without video.

How do I learn about my benefits?

Benefits information will be reviewed during the onboarding appointment and new employee orientation. A benefits guide will be attached to your onboarding email. Additional online resources are available at www.udel.edu/benefits Urgent questions should be directed to HRhelp@udel.edu

How long will the remote onboarding process take to complete?

We encourage you to begin the online portion of your onboarding and identify a notary location at your earliest convenience. Once all required items are received, you can expect to be active in the UD system within 2 - 4 business days.
**Will onboarding remotely impact my first pay?**

If all required items are received in a timely manner, onboarding remotely will not affect your first pay. Salaried employees are paid on a semi-monthly schedule (15th and last business day of every month) and hourly employees are paid bi-weekly (every two weeks). Confirmation of your first scheduled pay will be included in your onboarding appointment.

**How will I receive my UD ID card?**

If your new role is deemed as essential personnel, you can visit the ID card office, in the Student Services building, to receive their ID after completing their onboarding appointment. More details regarding this task will be included in the new hire checklist at the time of the onboarding appointment via Zoom. All other new-hires can visit the ID card office once normal campus operations have resumed.

**How will the Covid-19 outbreak impact my new role?**

The University has a dedicated website to provide real time information and updates regarding Covid-19. [https://www.udel.edu/home/coronavirus/](https://www.udel.edu/home/coronavirus/) If you find that you need additional assistance to deal with the impact, UD provides resources to help full time faculty and staff employees and eligible dependents cope with these types of life events through its Employee Assistance Program (EAP). Call 1-800.343.2186

For additional questions or assistance with your onboarding, email hr-onboard@udel.edu