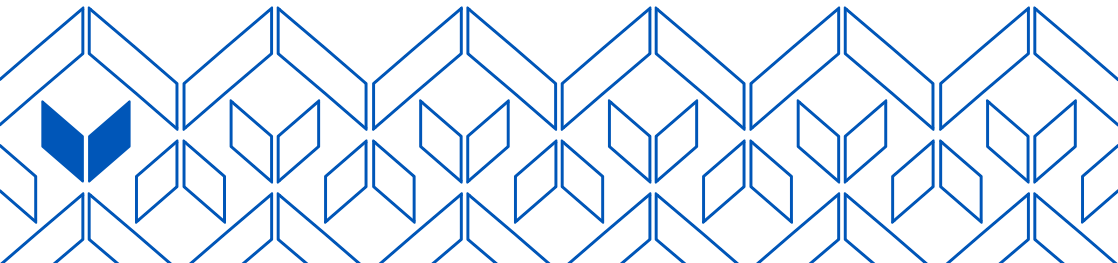




HCD Onboarding Guide for New Employees



Prepared by: Human Capital Department
Last revised on: May 2025



WELCOME MESSAGE



Dear Colleague,

Congratulations on your new position at UDST.

This guide provides the information you will need when the university starts processing your Residency Permit. Once you sign your contract of employment with UDST, you will have to go through a set of procedures to fulfill the immigration requirements. We have gathered all the necessary information for your reference after your arrival in Qatar.

Please note that any amendments to immigration laws or updates to UDST policies could affect the information in this document.





Step 1

Medical Commission (MC)

The university will register their employees through the Ministry of Public Health website www.moph.gov.qa to book an appointment for a medical check-up.

Requirements for the medical check-up:

- 3 Photos Passport Size (blue background)
- The Original Passport
- 1 Copy of the Residence Visa

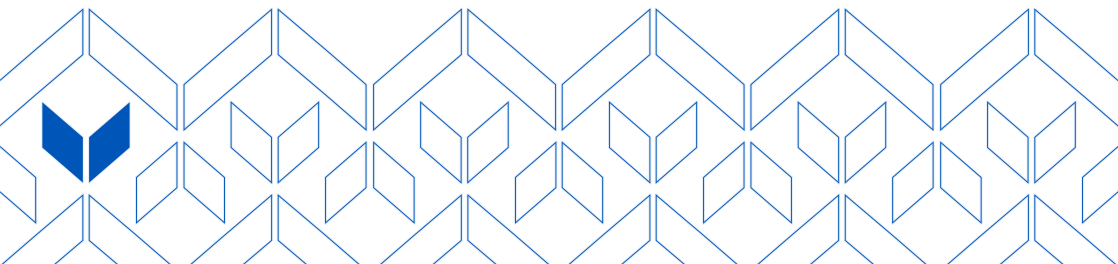
**Please note that the appointment could take up to 72 hours.*

Step 2

Finger Print

The Criminal Evidences and Information Department (CEID) processes fingerprints for all of those in Qatar who are on personal, employer, or government sponsorship.

- Upon receiving a clear medical result, an appointment for fingerprinting will be booked by our immigration team.
- You will be informed of the time and day, and our immigration team will accompany you to process the fingerprints and biometrics.



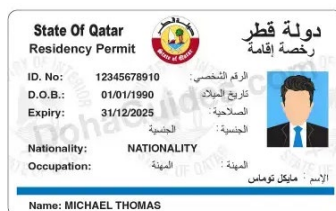


Step 3

Qatar Identity Card (QID):

QIDs are issued based on the information from your passport. They officially recognize you as a resident for a specified period, typically ranging from one to three years. Additionally, QIDs are renewable.

- Upon receiving fingerprint clearance, we will call you to pass by the Human Capital Directorate to sign a form to process the QID.
- Once we receive the QID we will dispatch it to you.



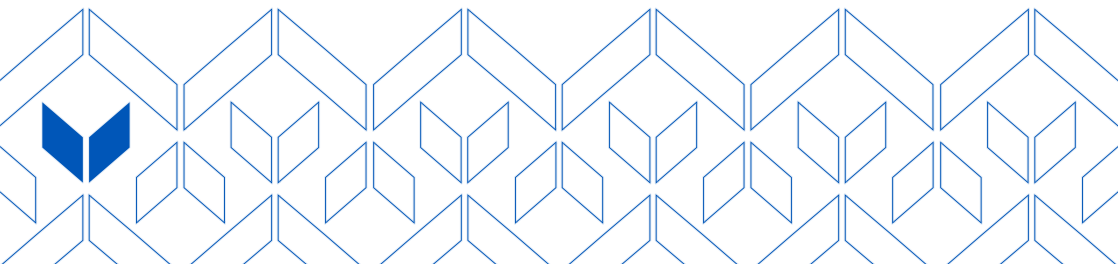
After the issuance of your QID:

Employee can process the following:

- Family Visa
- Medical Health Card (Hamad Health Card)
- Driver's License
- Car Registration

The process normally takes 2-3 weeks, but delays are not common.

***Note:** Please download the Metrash application on your mobile device to enable the processing of government services.





Family Process

Once your QID is ready, the same steps will be followed to process your family's RP.

Documents Required for family joining you in Qatar permanently:

Marriage Certificate duly attested by:

- Qatari Embassy in country of origin.
- Ministry of Foreign Affairs in Qatar (MOFA).

Academic degrees with transcripts and letter from University confirming completion of studies duly attested by:

- Qatari Embassy in country of origin.
- Ministry of Foreign Affairs in Qatar (MOFA).

Children's Birth Certificate attested by:

- Qatari Embassy in country of origin.
- Ministry of Foreign Affairs in Qatar (MOFA).

Police Clearance Certificate of the candidate from his/her country duly attested by:

- Qatari Embassy in country of origin.
- Ministry of Foreign Affairs in Qatar (MOFA).

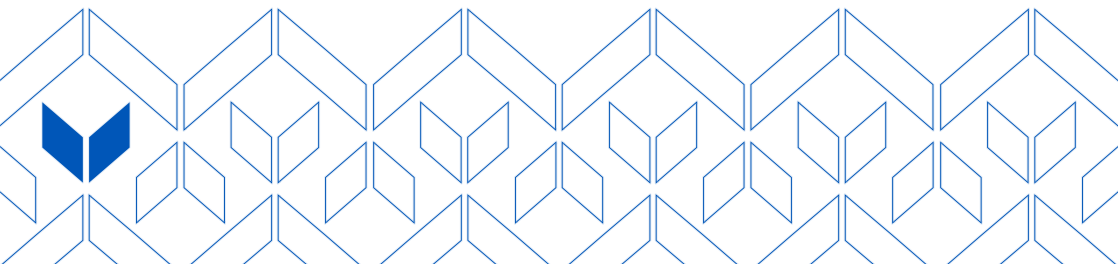
Requirements for Spouse and Child medical checkup:

- 2 Photos Passport Size (blue background)
- The Original Passport
- Copy of the Residence Visa

**For the attestation from MOFA you have to visit government service offices.*

**Family RP Process takes 3 - 4 weeks (delay is expected for some cases)*

**The employee and family must remain in Qatar until the RP process is completed.*





Letters*

Open New Bank Account



This type of letter is requested once you decide which bank you will be transferring your salary to in Qatar.

List of Banks

- Qatar National Bank
- Qatar Islamic Bank
- Qatar International Islamic Bank
- Dukhan Bank
- Doha Bank
- Masraf Al Rayan
- Ahli Bank
- Commercial bank
- HSBC

Family Visa



To obtain family visa, please provide a No Objection Letter from HC along with the other related documents to upload on Metrash2.

School Registration



Confirmation of employment letter, this type of letter is requested for the registration of your children in a school in Qatar.

Release Personal Shipping



This type of letter is requested for your personal items to be shipped to Doha.

Pet Permit



No Objection Letter is required for pet permit. You can apply for import permit for pet through HUKOOMI website.

**You have to request all types of letters online through HC help Desk.*

**When you submit the request provide the address.*



Apply for New Driving License

Individuals, may submit a request to the General Directorate of Traffic at the Ministry of Interior (MOI) to issue a new driving license.

The license issuance procedures include several steps to ensure the applicant meets all the legal terms and technical standards required to obtain a driving license.

The following terms shall be met

- Age and physical fitness
- Passing the driving test
- For non-Qataris and GCC citizens:
obtaining legal residence permit in the country



Before issuing driving licenses to people who are coming to Qatar for work and have a residence permit and driving license in another country, applicants are referred to driving schools to be tested by an MOI success committee in order to ensure their ability to drive a vehicle.

List of Driving Schools:

- Al Khebra Driving Academy
- Alijarah Driving Academy
- Dallah Driving Academy
- Doha Driving Academy
- Gulf Driving School
- Karwa Driving School
- United Driving School
- Qatar Driving Learning Institute

You can also visit [HUKOOMI](https://hukoomi.gov.qa) website for more information.



HUKOOMI
Qatar e-Government

دولة قطر
State of Qatar





Health Card (Hamad Health Card)

Citizens and residents of Qatar can apply for a health card to access services at any of PHCC's health centers and Hamad Medical Corporation's healthcare facilities or hospitals.

The card is the same size as a driving license. It contains your ID number, nationality, photo and date of issue are available to all citizens and residents of Qatar. (validity of the health card is 1 year)

Consultations or non-emergency treatments may cost extra but will be subsidized for those who hold a valid health card.

Holders of a health card can also have their prescriptions filled at a government-run pharmacy at subsidized rates.

Once the QID issued:

- We will get approval from Health Center to issue to Hamad Health Card.
- Hamad Health Card will be received after 7 days.
- Card will be dispatched by HC once received.
- You are required to inform HC once the Health Card is about to expire.



**Spouse and 3 children below 18 will be granted health card after processing the QID.*

You can also download **Nar'aakom** application for more inquires.





Employee Education Credentials

Academic degrees with transcripts and letter from University confirming completion of studies.

Attested by:

- ☒ Qatari Embassy in country of origin.
- ☒ Ministry of Foreign Affairs in Qatar (MOFA).

Please follow the following steps once your credentials have been attested:

Step 1: Visit HC Reception with a copy of your MOFA attested certificate

Step 2: Personal profile update in the system - we kindly request you to upload your credentials through **Peoplesoft HR – Employee Self Service**.

Please ensure the MOFA stamp is visible when uploading the necessary documents.

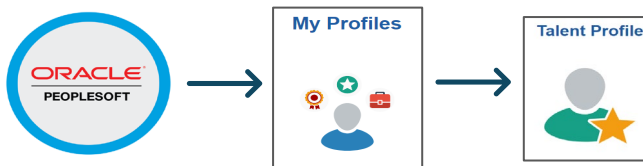
Once you upload a copy of your MOFA attested certificate, they will be reviewed and approved digitally by **Manager, HC Operations**.

Please ensure to attach copies of your certificates along with the transcripts while submitting your request.

Please refer to the below video for uploading credentials:

[myudst.udst.edu.qa/stafftraining/Employee Self Service Video Library/Talent Profile2 - UDST.mp4](https://myudst.udst.edu.qa/stafftraining/Employee%20Self%20Service%20Library/Talent%20Profile2%20-%20UDST.mp4)

PeopleSoft – My Profiles – Talent Profile



Patriation Shipping *(If applicable)*

All sponsored Employees recruited from outside the State of Qatar (**international hires**) are eligible to receive a **one-time reimbursement claim** related to Patriation Shipping Allowance.

Patriation Shipping Allowance must be paid to eligible Employees within six (6) months of their arrival at the University.

- 1) Once you secure all your shipping items and extra luggage have arrived in Qatar, you can apply for patriation shipping only once. Also, if your family will join you in Qatar, you must wait until they have arrived and secured their QIDs before placing the request.
- 2) Refer to the form in the folder to fill in and attach all receipts with proof of payment.
- 3) Scan all the documents and place a request online through the HC help Desk.



HC HelpDesk

Human Capital Directorate Ser...

Note: **Locally hired** sponsored Employees who are residents in the State of Qatar at the time of receiving the employment offer will not be eligible for the Patriation Shipping Allowance.

Please contact the HC Operations in regard to allowance eligibility.



Children's Education Allowance *(If applicable)*

Eligible employees can choose up to three (3) children for whom he/she would like to receive the Children's Education Allowance coverage. This choice must be made at the beginning of the school's academic year.

Children's Education Allowance can be claimed and is restricted to the following:

- Tuition fees
- Registration fee
- Exam fee
- Reservation fee
- Capital fee
- Books or e-books
- Transportation



- The original invoice/receipt must be signed and stamped by the school in order to be eligible for processing.
- The employee claiming his/her Children's Education Allowance must submit the original schooling invoice/receipt online through Peoplesoft.

Education Claims can be either a direct payment to school or a reimbursement to the employee.

****If you have any inquiries regarding children's education allowance, such as the school not being listed in PeopleSoft, you may send an email to ceallowance@udst.edu.qa.***





Bank Account Certificate IBAN

Salary Direct Deposit Setup Requirements:

Original IBAN Certificate: This document should clearly display your IBAN details. Please submit a copy of this at the HC Reception Helpdesk.

Or

Digital IBAN Certificate: If your bank's mobile application generates a digital IBAN certificate, please submit a copy of this at the HC Reception Helpdesk.

Important Note:

Please ensure you submit the required documentation before the payroll cut-off date as outlined in the Schedule of Payroll Cut-off Dates.

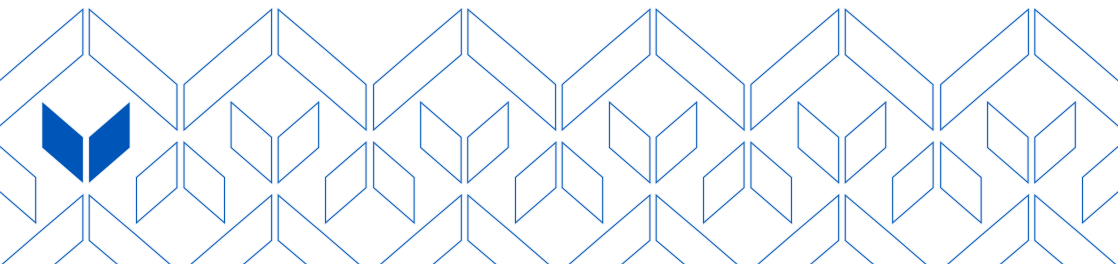
Failure to submit the necessary documents before the cut-off date may result in delays in your salary disbursement.

Bank Account Details Update

To modify your bank account information, please submit the following original documents to the Compensation and Benefits team:

- **Clearance Letter/No Liabilities Certificate** from your current bank.
- **Salary Transfer Certificate** from your preferred bank.

***Important:** To ensure changes are processed in the current pay period, please submit these documents before the payroll cut-off date as outlined in the Schedule of Payroll Cut-off Dates.*

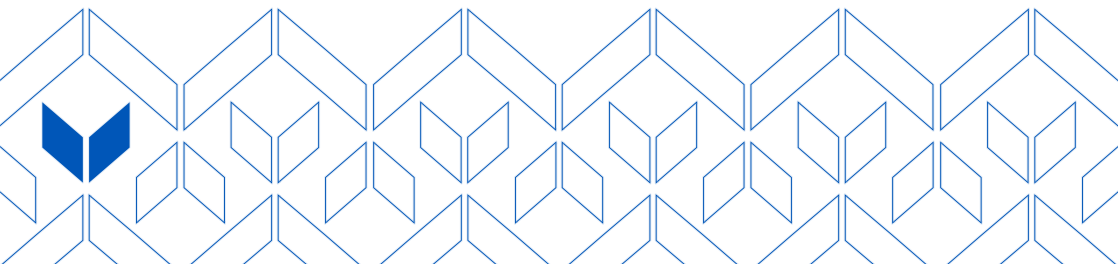


2025 SCHEDULE OF PAYROLL CUT-OFF DATES

Timesheets and other payroll related document must be received in the Payroll Office by 1:00 PM on the day of the cut-off shown below in order for the forms to be processed for the corresponding pay date. Please submit forms earlier when available.

	Cut-off dates عطفا ديعاوم	Monthly pay period begins and end dates		Pay date عطفا خيرات
	(unless otherwise stated*) 15 (كله فلاح ركذي ملام*)	From نم	To نلا	(unless otherwise stated*) 28 (كله فلاح ركذي ملام*)
1	January 15, 2025	January 1, 2025	31-Jan-25	January 28, 2025
2	February 13, 2025 *	February 1, 2025	February 28, 2025	February 27, 2025 *
3	March 13, 2025 *	March 1, 2025	March 31, 2025	March 27, 2025 *
4	April 15, 2025	April 1, 2025	April 30, 2025	April 28, 2025
5	May 15, 2025	May 1, 2025	May 31, 2025	May 28, 2025
6	June 15, 2025	June 1, 2025	June 30, 2025	June 26, 2025 *
7	July 15, 2025	July 1, 2025	July 31, 2025	July 28, 2025
8	August 14, 2025 *	August 1, 2025	August 31, 2025	August 28, 2025
9	September 15, 2025	September 1, 2025	September 30, 2025	September 28, 2025
10	October 15, 2025	October 1, 2025	October 31, 2025	October 28, 2025
11	November 13, 2025 *	November 1, 2025	November 30, 2025	November 27, 2025 *
12	December 15, 2025	December 1, 2025	December 31, 2025	December 28, 2025
13	January 15, 2026	January 1, 2026	January 31, 2026	January 28, 2026

Note: The deadlines during the months of Eid are subject to change due to University closure days.





Medical Insurance *(If applicable)*

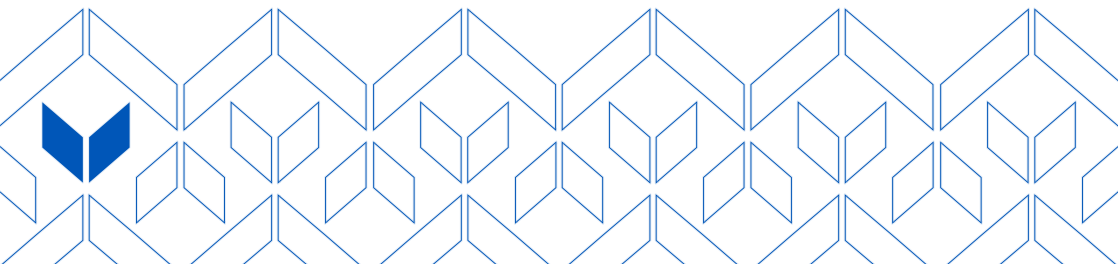
Coverage

All employees, their spouses, and children under the age of eighteen (18) residing in the State of Qatar are eligible for medical coverage under the university's medical insurance plan.

Children of sponsored employees must be under the employee's sponsorship and hold a valid Residence Permit (QID) in the State of Qatar.

Dependents who leave Qatar with the intention of residing elsewhere will no longer be eligible for coverage, i.e., do not hold a valid QID.

Dependents over eighteen (18) attending university or college full-time can continue coverage until age twenty-five (25) with proof of enrollment (a full-time student declaration certificate issued by the university).





Medical Insurance *(If applicable)*

Initial Enrollment

To enroll in medical insurance for the first time, please complete the form enclosed in this folder.

Changes to Coverage

You can only change your medical insurance coverage outside of the regular enrollment period if you experience a "Qualified Life Event."

If you experience a Qualified Life Event, you must request changes within 30 days of the event. To make changes, you will need to submit the following documents, where applicable:

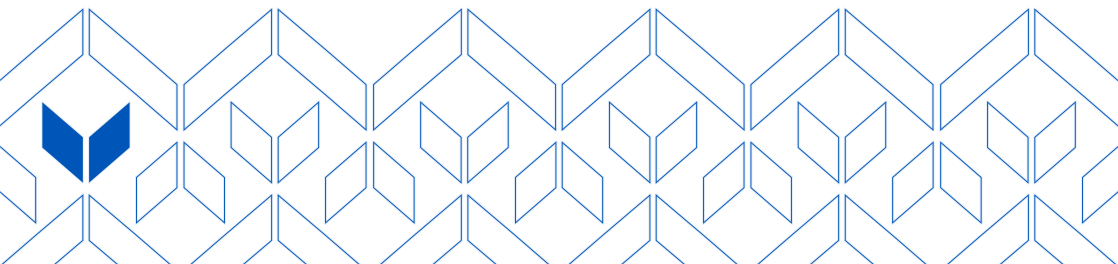
- Birth certificate
- Valid Qatar Residence Permit
- Attested marriage or divorce certificate
- Death certificate
- Updated spousal/sponsor declaration form
- Updated Medical Insurance form (& Life Insurance form, if needed)

Your new coverage will start on the date of the Qualified Life Event, provided all required documents are submitted.

Submission

To complete the process, please submit both:

- **Original copy** to the HC Reception Desk
- **Scanned copy** via HC Helpdesk





Employee Beneficiary

Completing Your Life Insurance Beneficiary Form

Initial Enrollment

To enroll in life insurance, please complete the beneficiary form enclosed in the folder.

To complete the process, please submit both:

- Original copy** to the HC Reception Desk
- Scanned copy** via HC Helpdesk

***Note:** Failure to submit all required pages or inaccurate information may result in delays or errors in beneficiary designation.*





LET'S GROW

TOGETHER

