

DIGITAL ONBOARDING FOR NEW EMPLOYEES: INFORMATION FOR SUPERVISORS AND TEAMS



Since staff members are working from home in order to minimize physical contact, teams and supervisors are having to change the way they communicate. It is a particular challenge to digitally welcome a new team member and set up their induction into the workplace. In the following, you will find helpful guidelines on how to digitally onboard new employees.

ONBOARDING FROM A DISTANCE WITH DIGITAL TECHNOLOGY

1. Make an onboarding plan

Before the new staff member has their first official day of work, make an onboarding plan that includes technical and content aspects. Depending on the workplace and tasks, there will be various options to consider (listed below):

a. Planning content

- (1) **Welcome Presentation:** We encourage you to use the Welcome Presentation template (available as a download). Be aware that you will need to adapt it to meet your own needs, for example, by inserting content where there are placeholders for information about your team (and perhaps adding a personalized video message).
- (2) **Preparing first meeting and initial tasks:** Since the first meeting about the responsibilities the position entails will take place by phone or video, it is important to have all of the necessary documents and links ready in advance. In addition, it is helpful to make a plan within the team (establish who can meet with the new employee when and what content will be discussed). In addition to a general description of the areas of responsibility, it is best to give the new employee their first work packages at this point, which should include tasks that they can easily complete from home.
- (3) **Professional development opportunities:** One way to help prepare a new team member for their new tasks is through online professional development that can also be done while working from home. Find suitable opportunities under [Personalentwicklung](#) in the Staff Service Portal (KUS).

b. Planning technology

To work from home, the following is required:

- (1) **Uni username (*B-Kennung*):** HR Services creates this automatically for new employees. Ask HR Services to send the letter with your uni username (*B-Kennung*) and initial password to your private address rather than your work address. For certain groups (such as adjunct lecturers and visiting scholars), HR Services does not automatically assign a uni username; these groups must make a separate [application](#).
- (2) For staff who access drives on the administrative network: Apply to the RRZ for a [FHHNet username](#).



- (3) For staff in the University Administration and faculty administrations: Order [an FMD20 notebook for home use and a docking station](#) as soon as you have your uni username (B-Kennung).
- (4) If necessary, order a [work SIM card](#) for your mobile phone from the Telefondienste (telephone services) team.
- (5) Fill in the RRZ [application form for new employees](#).

The following should be requested for working on-site at Universität Hamburg:

- (6) if necessary, [a telephone and new telephone number](#) so that calls can be [forwarded](#)
- (7) [transponder](#)
- (8) [copy card](#)

2. The first day should be special.

- a. **Welcome by supervisor:** Please make an appointment to welcome new employees either by telephone or video call. Send a link to the video or telephone call to the employee's private email address. Often, new employees must make their first call with their private computer, because their work notebook will only be put into operation on their first day.
- b. **Getting to know the team, work area, and section:** A [video conference](#) call is the ideal opportunity for new employees to meet the team. Alternatively, a video introducing the team can be created in advance and added to the Welcome Presentation (see above).
- c. **First meeting about responsibilities, Universität Hamburg, and working from home:** A video or telephone call is also recommended here. It may be helpful to refer to the checklist "Working From Home—Week 1".
- d. **Information on communication tools, coronavirus-specific information, risk assessments, professional development opportunities:** This information may be communicated as part of the above conversation. It is important that new employees are provided with all of the necessary information regarding communication tools (links, programs, and log-in details), information about the current situation (e.g., links to the coronavirus FAQ page), and the numerous opportunities for professional development. See the information in the Welcome Presentation.

3. The first few weeks are crucial for the orientation period.

- a. **Regular contact and exchange of ideas and information:** During the initial period, it is especially important to make sure that there is regular contact between new employees and the team. This way, new employees can quickly feel like they are part of the team and become comfortable with their new responsibilities.
- b. **Virtual team activities:** Various activities can be carried out virtually to promote team building— for example, a regular virtual team lunch with employees. Contact Section 61— Strategic HR Development and Recruiting (see the last page for contact details) if you have any suggestions.
- c. **Advance planning:** The first weeks should be well planned and structured. For example, it may work well to split up the topics that need to be covered during the onboarding period and assign team members who have been responsible for these in the past to lead the relevant training sessions.



- d. **List of links and file sharing:** It is helpful for new employees to have a list of links on hand for each topic. This way, even after the virtual training takes place, employees can continue to learn more about the topics related to their position independently. If access to a shared drive is not possible at first, it is important to share all relevant documents with new employees via UHHShare and to name these in a clear manner.

CHECKLIST: WORKING FROM HOME — WEEK 1

- Send the Welcome Presentation
- Send email confirming start of employment to HR Services
- Explain [how to use IT and Microsoft Office applications from home](#)
 - Explain IT infrastructure (use of scientific network and/or administration network, use of private computer or one administered by the RRZ)
 - Check if all required usernames are available
 - If first access is from a private computer: explain Outlook Web App Exchange and assist with first log-in (see also welcome presentation)
 - Create signature (information in welcome presentation)
 - Explain the calendar
 - Add the new employee to the shared calendar
- Give the employee the phone list for your team, department, or work area
- Brief on the current [risk assessment](#) and hygiene regulations at Universität Hamburg
- Discuss working hours, workplace (at home / at the University), and availability; [confirm agreement to work from home in writing](#)
- Explain [records of hours worked and attendance](#) (especially for technical and administrative staff)
- Explain the [sick leave policy](#)
- Vacation:
 - Explain [vacation and leave regulations at Universität Hamburg](#) as well as any internal processes used in your team
 - Application form
 - List of team's internal processes if used
- Send regular and team appointments (e.g., team meetings and strategy days)
- Give the new employee a Universität Hamburg [Corporate Manual](#), and request that they [order Universität Hamburg's font](#) so that they can work on files from home using the correct font.
- Show [letterhead](#) if applicable, and ask the new employee to prepare their template
- Create [business cards](#) if applicable



RETURNING TO WORK ON THE UNIVERSITÄT HAMBURG CAMPUS

After successful digital onboarding, new employees will be well positioned to work from home; however, once normal operations resume on the Universität Hamburg campus, you and the new employees will need to take additional steps. It is important to familiarize new employees with the conditions on-site at Universität Hamburg. The checklist “Returning to Work on the Universität Hamburg Campus” can help you here but will only become relevant when the return to campus is imminent. Since it is not possible to predict exactly when this will happen, and because this differs greatly depending on the areas in terms of their tasks, it may be helpful to schedule a recurring appointment as a reminder to complete the onboarding plan when you are back on campus.

CHECKLIST: RETURNING TO WORK ON THE UNIVERSITÄT HAMBURG CAMPUS

- Issue transponder/key
- Organize guided tour of the building, for example:
 - Kitchen
 - Copy room
 - Meeting rooms
 - Laboratories
 - Entrances
 - Cafés and student cafeterias
- Explain copy card
 - Explain the photocopier
 - Register the copy card
- Show escape routes
- Show fire extinguishers
- Show first aid kit and other safety regulations
- Brief on the current [risk assessment](#) and on hygiene regulations at Universität Hamburg
- Show fire doors
- Explain where to get office supplies

Questions or comments about this document? Contact:

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www.uni-hamburg.de/personalentwicklung

<https://www.kus.uni-hamburg.de/themen/personalentwicklung.html>