



GETTING STARTED AS A NEW BENEFITED EMPLOYEE

Congratulations and welcome to the University of Massachusetts Lowell! We are thrilled to have you join our dynamic team and embark on a journey of growth, collaboration, and success. This document has been thoughtfully created to provide you with essential information that will help ensure a successful beginning to your journey with us. The following items are of utmost importance and require your careful attention.

Human Resources

Pre-Employment Tasks:

*****Please note all communications regarding pre-employment tasks are sent to your email that was listed on your application. If you have not received any communication, please check your junk folder.***

☐ **Background Check**

Please review the email you will receive from our background check vendor, Truescreen, and **fill out the mandatory background and CORI check forms as soon as possible to prevent any delay in your start date.** Please be aware that your employment offer by UMass Lowell is subject to the satisfactory completion of a background and CORI check. Commencement of employment for new employees is only allowed upon the successful clearance of the background and CORI check process and review.

☐ **Pre-Employment Paperwork**

Please review and complete all necessary pre-employment paperwork that will be sent to you via DocuSign.

☐ **I-9 Employment Eligibility Verification**

I-9 Section 1: In compliance with the Immigration Reform and Control Act, employees must provide proof of eligibility to work in the United States by completing the I-9 form. You will receive a separate email from i9complete@trackercorp.com requesting that you complete Section 1 of the Form I-9 no later than the first day of employment by using an electronic system to verify your eligibility to work in the United States.

I-9 Section 2: Schedule your required **remote** I-9 Section 2 verification appointment with HR before or within three (3) business days of your start date by using our [online scheduler](#). Please have the proper unexpired documentation available at your appointment as described on the list of [Acceptable Documents](#).

☐ **Benefit Review Session**

The Benefits office will contact you to schedule your **remote** new employee benefit review session. If you have any questions about benefits, please contact our benefits team, by email Benefits@uml.edu, or call (978) 934-4100.



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☐ Required Online Trainings

State Ethics Commission: Conflict of Interest Law - Complete within 30 days of hire and every two years thereafter. You will learn about Massachusetts conflict-of-interest requirements and your responsibilities as a public employee. **Note:** if you have completed this training within the last 90 days, please submit your certificate to [AskHR](#).

Harassment Prevention and Title IX - Learn about university expectations for preventing harassment and discrimination, including Title IX requirements.

Security Awareness for End Users - Complete upon hire and annually thereafter. Covers cybersecurity basics, online safety, and protecting university systems and data.

FERPA for Higher Education - Complete when granted SiS access and annually thereafter. Learn how to protect student education records and comply with FERPA requirements.

Access Your Training - After your UML email account is activated, you will receive an email from [Percipio Skillsoft](#) with access to the New Employee Onboarding Journey. Sign in using your campus credentials.

For a complete list of training opportunities, visit [Employee Learning, Engagement & Development](#).

☐ HR Direct

The UMass Lowell email address will be your login for [HR Direct](#). HR Direct is the application that Human Resource office uses. This application is where employees can enter hours worked on their timesheet, approve time for employees if they are a manager, add or update personal or payroll information on the Employee Self Service dashboard in HR Direct. Here are some features that can be viewed or updated on the dashboard.

☐ Pay Information

Employees are paid on a biweekly basis every other Friday. The [Pay Schedule](#) contains information regarding payroll periods. On payday, you will have access to view, print and/or save your pay advice in HR Direct. Get help on how to [view your paycheck](#) online. Please see [Payroll FAQ](#) for more details.

UCard, Access and Parking Services (UCAPS)

☐ UCard / Identification Card

Please visit [UCard, Access and Parking Services \(UCAPS\)](#) in University Crossing (220 Pawtucket St., Suite 190 [parking/building entrance on Salem Street]), with your driver's license or other form of identification. A staff member will take your picture and give you your UCard within a few minutes.
UCAPS contact information: phone: (978) 934-2800 / email: UCAPS@uml.edu.

☐ Parking Decals & Permits

Every vehicle requiring a license to operate that is parked in a university parking lot must have a parking permit. Student parking permits have moved to a virtual format. There is a fine for parking without a permit (see [Parking Citations](#)). For your convenience, you may apply for a [parking permit](#) online, and your permit will be delivered to you.



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Having a parking permit allows card access for parking lots; it does not guarantee an available spot. Parking lot access will not be provided to students, faculty, or staff unless a parking permit is ordered. All faculty, staff and students may order an **annual** parking permit in August for the period of September 1st through August 31st of the following year. You will be prompted for your university e-mail address and password to log into the self-service site. If you have any issues logging in, please contact TechServices at (978) 934-4357. Please see [Parking Information](#) for more details.

Information Technology

☐ **User Account / Email**

You can claim your UMass Lowell account, including your email address, when **all** your information is processed by HR. Access to services and accounts is automatically generated once you have been fully processed.

If you have been given your Employee ID number by your manager, you can move forward with looking up your email address by accessing the [UMass Email Lookup Tool](#) and continue with next steps. In addition to your Employee ID, you will also need to enter your date of birth and last name to find your email address. If you have not been provided with your Employee ID number, please reach out to your manager.

Once you have your email address, please call TechServices at 978-934-4357 to set up your temporary password. Your email address and temporary password are required to claim your account, and can be done by accessing [Account Assistance](#) and selecting “**I am claiming my account for the first time**” and follow the provided instructions.

***Typically email addresses are generated 24-48 hours from the date of entry into HR Direct (Employee ID # is created).**

Important Contact information

Human Resources

(978) 934-3560

UCard, Access and Parking Services (UCAPS)

University Crossing Suite 190
220 Pawtucket Street, Lowell, MA 01854

UCAPS@uml.edu

(978) 934-2800

Information Technology

University Crossing, Suite M50
220 Pawtucket Street, Lowell, MA 01854

help@uml.edu

(978) 934-4357 (ext. 4-HELP)