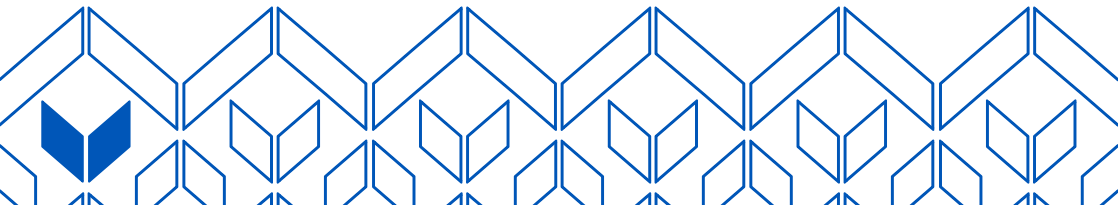




HCD Onboarding Guide for New Employees



Prepared by: Human Capital Department
Last revised on: June 2026





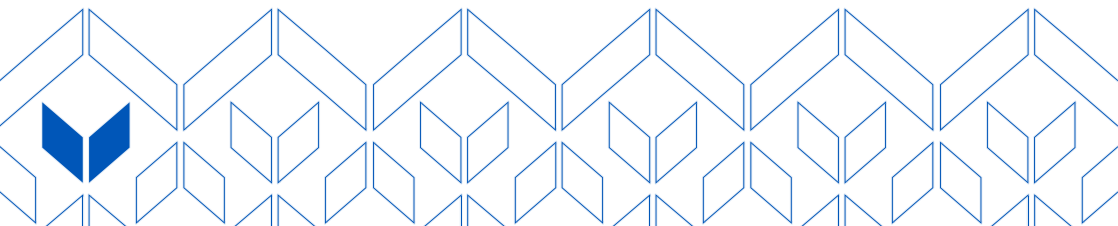
WELCOME MESSAGE

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

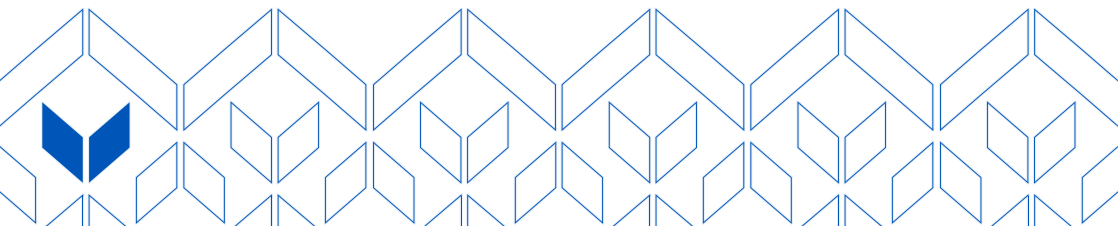
**Please note that the appointment could take up to 72 hours.*

Step 2

Fingerprint

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.



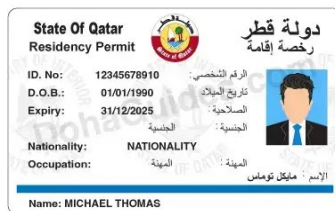


Step 3

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.



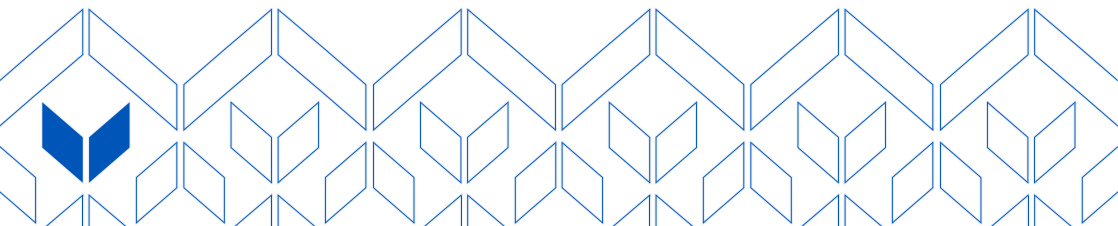
After the issuance of your QID:

Employee can process the following:

- Family Visa
- 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).

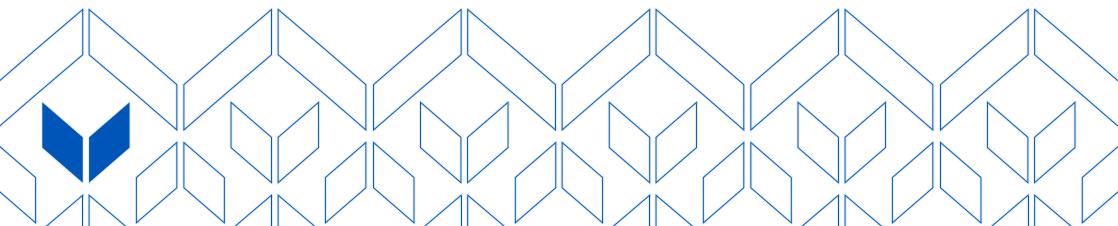
Requirements for Spouse and Child medical checkup:

- 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.

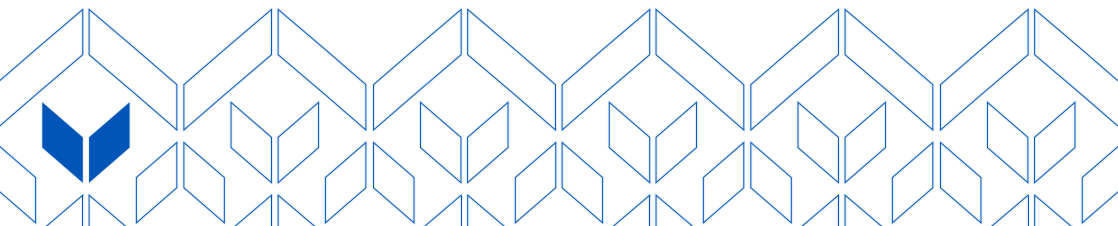
Pet Permit



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:

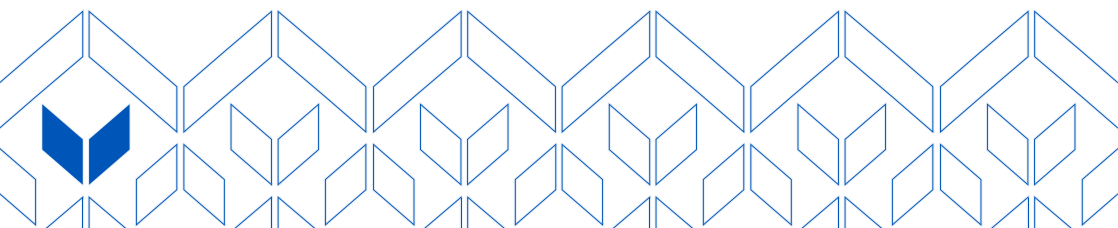
- Al Khebra Driving Academy
- Alijarah Driving Academy
- Dallah Driving Academy
- Doha Driving Academy
- Gulf Driving School
- Karwa Driving School
- United Driving School
- Qatar Driving Learning Institute

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



HUKOOMI
Qatar e-Government

دولة قطر
State of Qatar





Public Healthcare Services

Citizens and residents of Qatar are eligible to register for public healthcare services provided by the Primary Health Care Corporation (PHCC) and Hamad Medical Corporation (HMC).

A valid Qatar ID (QID) is now used to access government healthcare services, as the Health Card is linked electronically to the QID. Patients' Health Numbers are verified electronically at PHCC health centers and HMC healthcare facilities.

Consultations and certain non-emergency treatments may be subject to applicable fees; however, eligible patients benefit from subsidized healthcare services.

Prescriptions issued through government healthcare facilities can also be filled at government pharmacies at subsidized rates, in accordance with the applicable regulations.

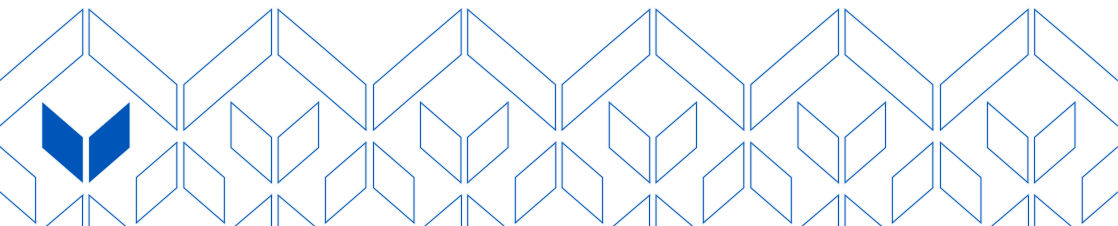
Once the QID issued:

- Your QID will serve as your identification when accessing services at PHCC and HMC facilities.
- Your Health Number will be linked electronically to your QID and verified by the healthcare provider at the time of your visit.
- Health card registration and renewal requirements remain applicable in accordance with Ministry of Public Health regulations.

**Eligible dependents (spouse and children) may also register for public healthcare services once their QIDs have been issued.*



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





Employee Education Credentials

Academic degree certificate 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).
- ☒ Ministry of Education and Higher Education in Qatar (MoEHE) (for Non-Academic employees)*

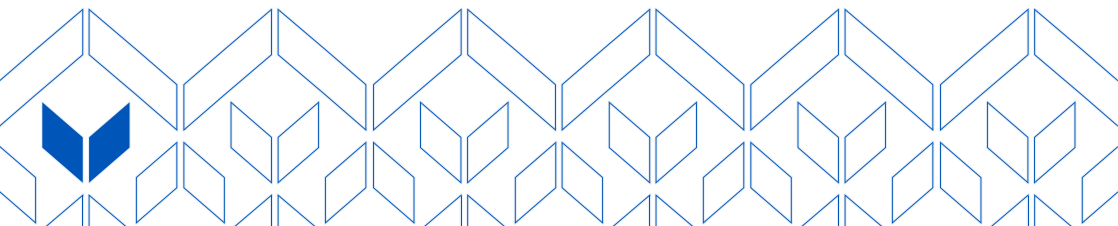
Note: If the certificate has been issued by Qatar University or UDST, the above steps may be skipped.

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

Step 1: Visit HC Reception with your Original attested certificates

Step 2: Kindly await further instructions from the HC Operations team regarding the upload of your credentials in PeopleSoft.

Note: **Non-Academic employees must comply with the standards of the Ministry of Education and Higher Education (MoEHE).*



Patriation Shipping (If applicable)

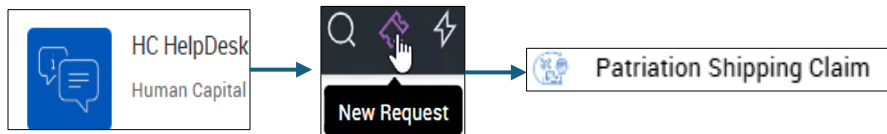
All sponsored Employees recruited from outside the State of Qatar (**international hires**) are eligible to receive a **one-time reimbursement claim** related to Patriation Shipping Allowance.

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.

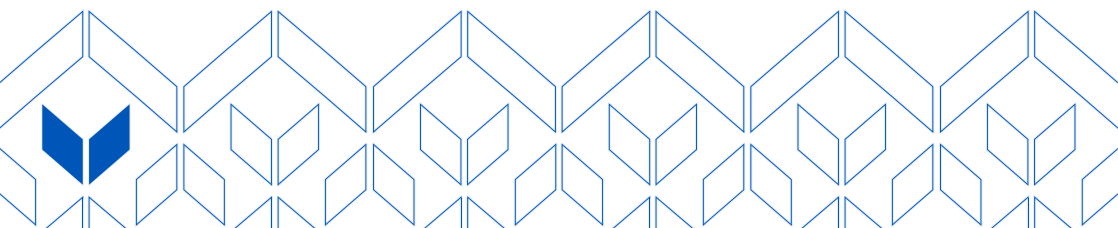
For clarity, eligible dependents include a spouse and up to three children under 18 years of age.

- 2) Refer to the Shipping log 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.



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) dependent children between the ages of four (4) and eighteen (18) years to receive the Children's Education Allowance. This choice must be made at the beginning of the school's academic year. The dependent child must be under the sponsorship of the eligible employee and must be attending schools in the State of Qatar .

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
- A graphic titled "Children's Education Claim" showing a stack of gold coins, a green banknote, and a yellow receipt with a blue stamp.
- 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.

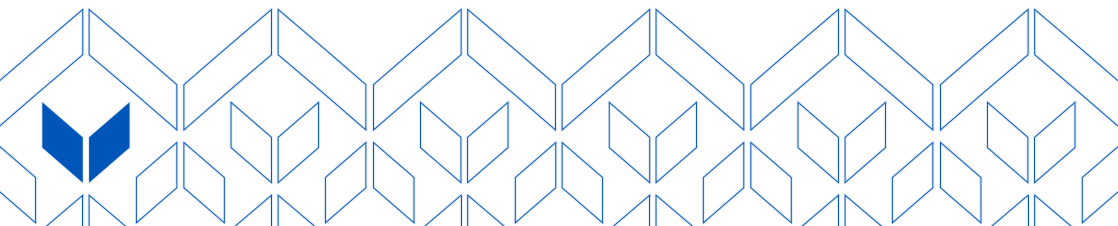
Failure to submit the necessary documents before the cut-off date may result in delays in your salary disbursement.

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.*



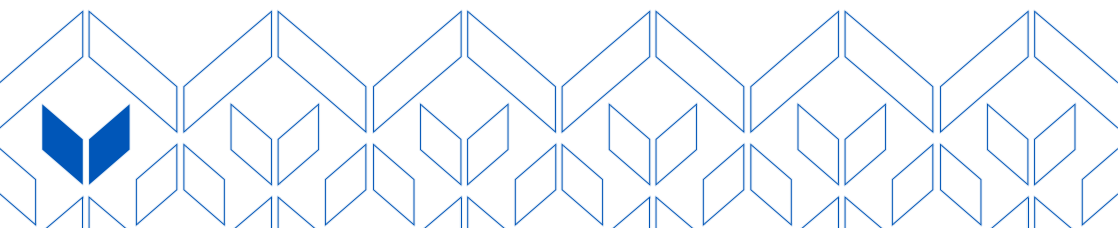


2026 SCHEDULE OF PAYROLL CUT-OFF DATES

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.

	<i>Cut-off dates</i> مواعيد القطع	<i>Monthly pay period begins and end dates</i> نوااريخ بدء وانتهاء فترة الدفع الشهرية		<i>Pay date</i> نوااريخ الدفع
	(unless otherwise stated*) 15 (بمااام بئكر اءاف ذاك*)	From من	To الى	(unless otherwise stated*) 28 (بمااام بئكر اءاف ذاك*)
1	2026, January 15 2026 يناير 15	January 1, 2026 2026 يناير 1	January 31, 2026 2026 يناير 31	January 28, 2026 2026 يناير 28
2	2026, February 15 2026 فبراير 15	February 1, 2026 2026 فبراير 01	February 28, 2026 2026 فبراير 28	February 26, 2026 2026 فبراير 26
3	2026, March 12* 2026 مارس 12*	March 1, 2026 2026 مارس 01	March 31, 2026 2026 مارس 31	March 26*, 2026 2026 مارس 26*
4	2026, April 15 2026 ابريل 15	April 1, 2026 2026 ابريل 01	April 30, 2026 2026 ابريل 30	April 28, 2026 2026 ابريل 28
5	2026, May 14* 2026 مايو 14*	May 1, 2026 2026 مايو 01	May 31, 2026 2026 مايو 31	May 25*, 2026 2026 مايو 25*
6	2026, June 15 2026 يونيو 15	June 1, 2026 2026 يونيو 01	June 30, 2026 2026 يونيو 30	June 28, 2026 2026 يونيو 28
7	2026, July 15 2026 يوليو 15	July 1, 2026 2026 يوليو 01	July 31, 2026 2026 يوليو 31	July 28, 2026 2026 يوليو 28
8	2026, August 13 2026 أغسطس 13	August 1, 2026 2026 أغسطس 01	August 31, 2026 2026 أغسطس 31	August 27, 2026 2026 أغسطس 27
9	2026, September 15 2026 سبتمبر 15	September 1, 2026 2026 سبتمبر 01	September 30, 2026 2026 سبتمبر 30	September 28, 2026 2026 سبتمبر 28
10	2026, October 15 2026 أكتوبر 15	October 1, 2026 2026 أكتوبر 01	October 31, 2026 2026 أكتوبر 31	October 28, 2026 2026 أكتوبر 28
11	2026, November 15 2026 نوفمبر 15	November 1, 2026 2026 نوفمبر 01	November 30, 2026 2026 نوفمبر 30	November 26, 2026 2026 نوفمبر 26
12	2026, December 15 2026 ديسمبر 15	December 1, 2026 2026 ديسمبر 01	December 31, 2026 2026 ديسمبر 31	December 28, 2026 2026 ديسمبر 28
13	2027, January 14 2027 يناير 14	January 1, 2027 2027 يناير 01	January 31, 2027 2027 يناير 31	January 28, 2027 2027 يناير 28

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





Medical Insurance *(If applicable)*

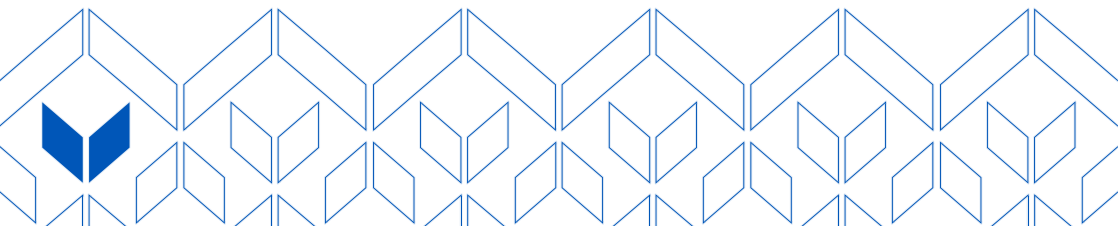
Coverage

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:

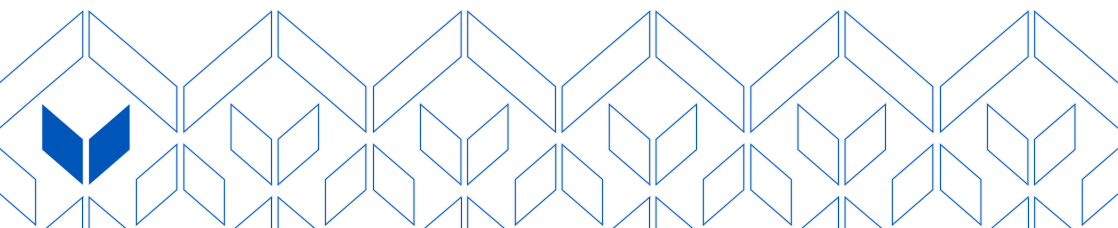
- Birth certificate
- Valid Qatar Residence Permit
- Attested marriage or divorce certificate
- Death certificate
- Updated spousal/sponsor declaration form
- Updated Medical Insurance form (& Life Insurance form, if needed)

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

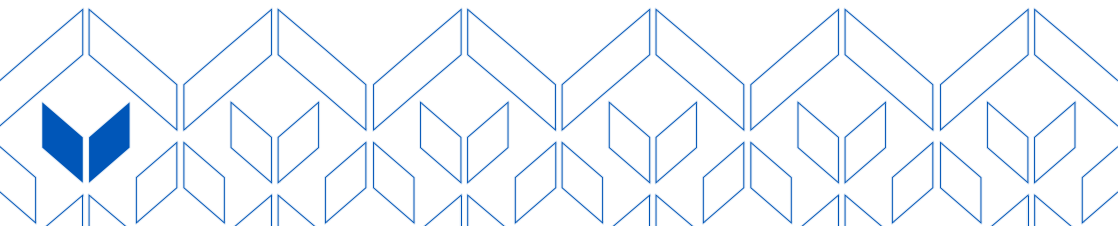
Initial Enrollment

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

