**SAMPLE EMAIL**

Dear Dr. [academic's name],

On behalf of the [Dean's Office], please let me welcome you to the [Department/Faculty of X] and the University of Calgary. Navigating the processes and systems required to get up and running in your new position can be complex, so my role as onboarding coordinator is to facilitate that process for you. I will be working closely with your Department to ensure that you are set up and ready to work as close to your start date as possible and I will be your primary contact person through this process.

The first important step is to set up your IT user account. **This process will require your UCID (employee ID) number**, which is: [xxxxxxxx]. Please go to the Onboarding [web page](https://www.ucalgary.ca/hr/training-development/onboarding) and follow step one (Seven Onboarding Essentials) and step two (Role-specific Onboarding Checklists).

Please follow the instructions in this checklist to set up your IT account (which will also be your email account) and eID (which will provide access to the University's intranet, the myUCalgary portal). Once you have received your IT Username, **please reply all to this email** and confirm the IT Username that was assigned to you. This information is required in order to set-up access in other university systems prior to your first day.

If you have any questions as you go through your account setup, please do not hesitate to contact me.

**[For international hires, include the following]:**

You will be able to continue the onboarding process once you arrive in Canada and can provide your work permit and Social Insurance Number (SIN) to Human Resources. Under our immigration laws, you cannot begin any work for the university, nor can access to any university systems be provided, until both a valid work permit and SIN are provided to HR and an employment record is generated. **The best we can do is allow an international academic member to obtain an email address, so you can leave forwarding address information.**

As soon as you arrive, present your work permit and SIN to HR for immediate processing. Access to most University systems should be provisioned for you by the next day.

While some checklist items will require system access, many of the checklist sections link you to information on our public website which you might find useful before you arrive. For example, you may wish to visit our [Moving to Calgary](https://www.ucalgary.ca/hr/training-development/onboarding/new-calgary) website which has information on:

* immigrating to Canada
* finding a place to live in Calgary
* daycare options for children
* setting up a bank account
* finding a doctor
* applying for Alberta Health Insurance
* getting an Alberta driver's licence
* and much more ............

**[For Canadian Hires, include the following]:**

*If coming from out-of-town:*

Be sure to visit our [Moving to Calgary](https://www.ucalgary.ca/hr/training-development/onboarding/new-calgary) website which has helpful information around relocating to Calgary. Finally, regarding your house hunting trip to Calgary - please let me know when you are scheduled to be here in town and I can make myself available if you need any assistance. Also, remember to collect your original receipts so you can be reimbursed for your costs.

**[Include the following for all]:**

Your office is to be located [enter office number, building].

Your Faculty office will be equipped with standard furnishings (desk, chair, storage items, telephone, etc.). If you require any specialized items, please let me know.

It is expected that you will need to purchase a computer for your office [using your start-up funds]. If you would like, I can order that now to your specifications so that it is here when you arrive. Again, welcome to the [Department/Faculty of XXX], and please let me know how I can be of assistance.

[Onboarding Coordinator name][Department/Faculty][Contact Info]