جامعة الملك فهد للبترول والمعادن
King Fahd University of Petroleum & Minerals

2025
Onboarding Manual for Employees

The Deanship of Faculty & Personnel Affairs, KFUPM

Introduction

This manual is designed to welcome new employees to KFUPM.

It includes information on the University's history, culture, and onboarding procedures. Thus, ensuring a smooth transition into the KFUPM community and providing a foundation for a successful start.
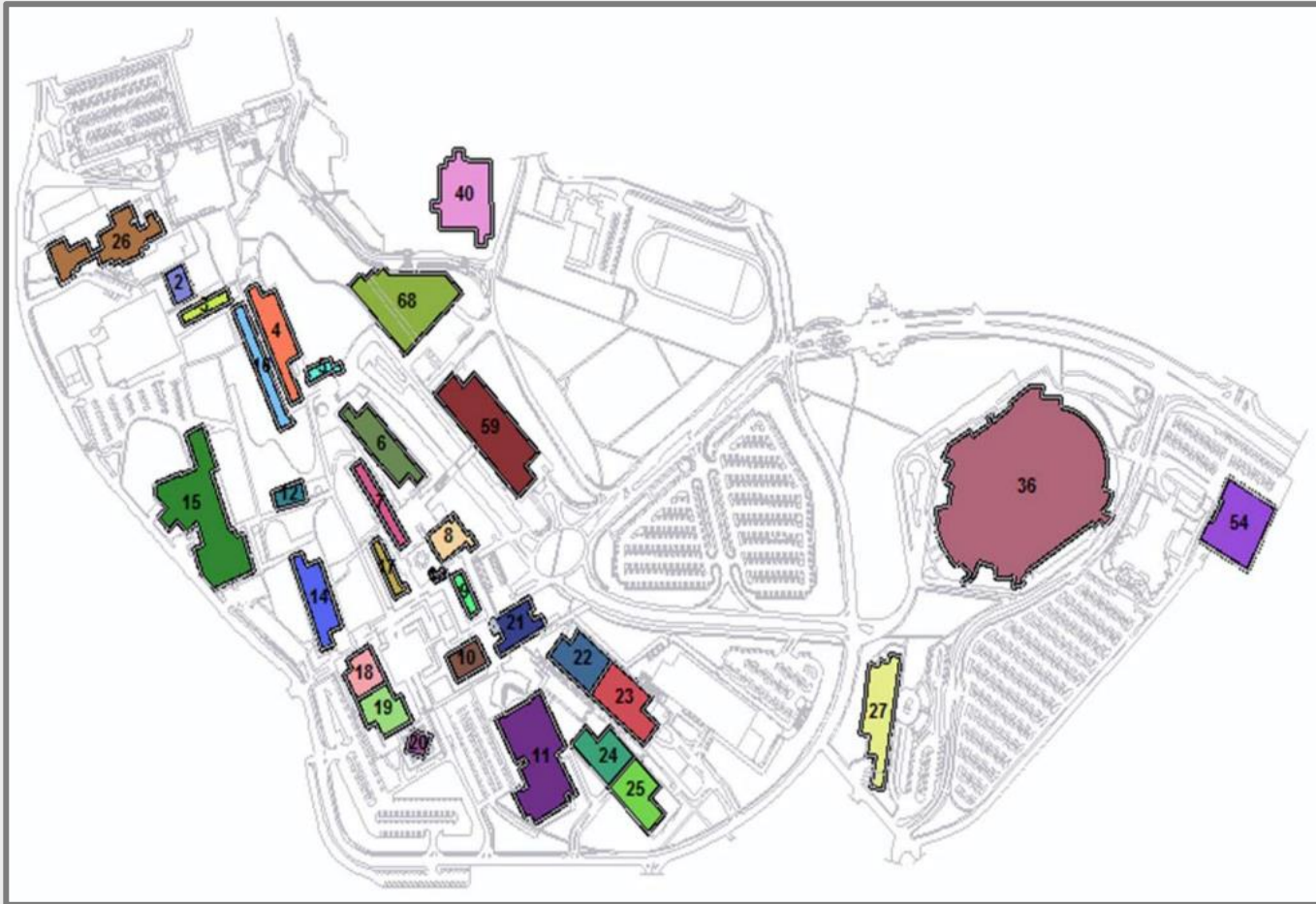
Outline of the Manual

Important Contact Numbers

To call from outside KFUPM landline: +966 (13) 860 (extension)

KFUPM Emergency; Medical	**3355**	Government and Passport Office	2424
KFUPM Emergency; Security	**4444**	Housing and Office Services Department	3600
		Information Technology Department	3111
Saudi Arabia's Emergency Numbers:		Maintenance	7000
Unified Emergency Number	**911**	Medical Center	3354
Ambulance	**997**	Security	3147
Police	**999**	Visitors Office (Security Gate)	4442
		KFUPM Taxi	2799

KFUPM Map

Building 21: Administration   Building 48: Security   Building 27: Medical Center

Welcome to KFUPM

Welcome Message

On behalf of the entire KFUPM community, I extend a heartfelt welcome to you as you embark on this exciting new chapter of your life.

We at KFUPM are moving very fast in our journey to becoming a leading global institution of academia and research. We are moving *very fast*... so fast, in fact, that we made this an important part of who we are. We say we at KFUPM are FAST! Not just quick, FAST here is an acronym: Flexible Agile, Synergetic and Transformative. How can we be not that if we want to catch up – and exceed – the top universities of the world.

We want to make a difference in the world. We say that the principal drive of our research is to make a positive impact on humanity.. To improve the human condition.. And to make our planet a better place in which to live. This is why we often talk about research for humanity: anything we do must, in the end, be translated into a process: chemical, equipment, material, and any other thing that would touch humanity directly. We are interested in "stuff" – not just theories. But theories are important as well, because they are the basis upon which "stuff" can be build. It is just that we want to pursue theories to the end to make that "stuff" that would make the impact. But it is not just research *for* humanity in which we are interested, but also research *with* humanity – making sure we collaborate globally, not just with the top, but with others in poor environment to whom we can extend a hand to work together.

I welcome you, and I especially welcome your family. We want KFUPM to be a thriving community in which one can live and raise kids with highly educated neighbors from across the globe. In fact, our faculty and students are from over 66 countries. Our community is evolving. I admit we are yet where we want to be, especially in terms of the condition of some of the facilities. But bear with us through the growing pains – we are committed, through numerous current and future projects, to make this a community worthy of our aspirations.

Welcome aboard!

Dr. Muhammad Al-Saggaf.
President, King Fahd University of Petroleum & Minerals.

History of KFUPM

King Fahd University of Petroleum & Minerals (KFUPM) was officially established by Royal Decree on 23 September, 1963. The first students were admitted on 23 September, 1964, when 67 young men enrolled in what was then named the College of Petroleum and Minerals (CPM). Since that time, the College has expanded into a University, and the enrollment has grown to a level that has exceeded 10,000 students by 2020.

In 2019, for the first time in the history of the University, KFUPM opened its doors to postgraduate female students, and afterwards to undergraduate female students in 2021.

To address the Kingdom's need for highly skilled professionals in science, technology, and management, the University has implemented innovative programs in these areas. This initiative aims to cultivate leaders and experts who can contribute significantly to the Kingdom's petroleum and mineral industries and beyond. Additionally, the University fosters knowledge advancement through research in these fields.

Vision

To be a preeminent institution known for its globally competitive graduates, cutting edge research, and leadership in energy fields.

Mission

To make a difference within the Kingdom of Saudi-Arabia and beyond in the fields of sciences, engineering and business.

Our mission has three key components; teaching, research, and community service.

Values

Guided by the Islamic principles, the values that form the foundation upon which KFUPM builds its reputation and success are:

integrity, passion, fairness, transparency, inclusiveness, care, discipline, and creativity.

Before Arriving to KFUPM

Checklist

1 Week Prior

- ❑ Home Department Virtual Meeting
- ❑ Receive Information on Home Department
- ❑ Receive KFUPM Introductory Documents
- ❑ Read and Understand the Code of Conduct

1 Day Prior

- ❑ Send Requested Information to HR Department
- ❑ Scheduled Transportation
- ❑ Receive Temporary Car Pass or Gate Pass
- ❑ Additional Instructions

Instructions
(1 Week Prior to Joining)

Home Department Virtual Meeting -if applicable-
The purpose of the online introductory session is to introduce the new employee to the department, set onboarding expectations, and answer any concerns they may have.

Home Department Information
This includes the department representative name and phone number, building and office location, and car parking location.

KFUPM Introductory Documents
The purpose of the documents is to familiarize the new employee with the University and its values. Such documents include an employee manual, map and policies.

Read and Understand the University Code of Conduct
New employees are requested to read and understand the Code of Conduct before arriving to KFUPM. This allows for the opportunity to digest the information presented, and to ask further questions before signing the document.

Instructions
(1 Day Prior to Joining)

Send Requested Information to HR Department
To insure easy entry into the University and smooth employment processing, the employee will receive an email requesting information similar to that mentioned in tables 1 and 2 (see page 15). Please provide the required information to the sending department as soon as requested.

Scheduled Transportation -If applicable-
Transportation will be provided to the University for the first day of hire. Information over the booked service will be provided before travel.

Temporary Passes
New employee is provided temporary gate entry passes into the University in the form of a QR code or a car pass. These temporary passes are only valid for a predefined period. Thus, it is important that the employee complete their official KFUPM documentation as soon as possible.

Additional Instructions
*It is advised to bring a personal laptop during the first few days at KFUPM.
*For international arrivals, please acquire a phone SIM-card from any kiosk at the airport.
*If applicable, please bring a minimum of 4 colored passport sized photos for medical examination and Iqama processing.

If requested, please send the requested information to HR Department.

	Table1: Car Permit Information	
1	Manufacturer (Brand)	
2	Vehicle Model	
3	Vehicle Color	
4	Model year	
5	Plate Numbers	
6	Plate Letters in English	
7	Vehicle Owner Name	

	Table2: KFUPM ID & ERP Entry information	
1	Full name (Arabic, if available)	
2	Full name as on ID (English)	
3	Date of Birth (G)	
4	Blood Group	
5	National ID	
6	Marital Status	
7	Cell phone #	
8	City of Residence	
9	Personal Email	
10	Degree	
11	Major	
12	School	
13	Start date	
14	Grad. Date	
15	Reporting (Joining) Date	
16	Contracting Company	
17	Position	
18	Department	
19	Reporting to (Manager)	
20	Building and Office	

Code of Conduct "IS FAIR"

KFUPM's Code of Conduct is issued for guidance, and to set a minimum level of expectations concerning ethical behaviors in the University. The Code was designed to be as comprehensive as possible, but it does not substitute any business or departmental policies not contained therein. It is up to the University affiliates to familiarize themselves with the appropriate regulations and ask guidance for specific situations.

New employees are requested to read and understand the Code of Conduct BEFORE arriving to KFUPM. To view the code of conduct, please visit: www.kfupm.edu.sa
The signing of the Code after arrival is an acknowledgement that the code has been read, understood and will be complied with by the employee.

'IS FAIR'

The acronym "IS FAIR" stands for:

Integrity, Safety, Financial assets, Academic and research ethics, Information, Rights.

'IS FAIR' highlights the key components of the Code of Conduct, and reaffirms the Code's role as a universal document for all members of the University community from the highest offices of the administration, to students, staff and faculty members, and residents. The Code is meant to be inclusive and, hopefully, is fair for all.

Onboarding

Checklist

Procedures

- ❑ Sign Employment Contract
- ❑ Sign Code of Conduct and NDA
- ❑ Meet Department Representative
- ❑ Process KFUPM ID
- ❑ Process Car Permit
- ❑ Activate KFUPM Account

Workstation

- ❑ Desk
- ❑ Chair
- ❑ Office Key
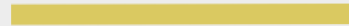- ❑ Landline
- ❑ Monitor
- ❑ Mouse
- ❑ Keyboard

If Applicable:

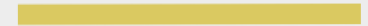- ❑ Headphones
- ❑ Camera
- ❑ Laptop

Checklist

Governmental

If applicable:

- ❑ Process Payroll
- ❑ Medical Examination
- ❑ Register Saudi Address
- ❑ Open Bank Account
- ❑ Receive Temporary Iqama
- ❑ Process Permanent Iqama
- ❑ Access Absher Portal

Access

- ❑ Access Email
- ❑ Access Portal
- ❑ Access Oracle
- ❑ Access E-Desk
- ❑ Access Teams

Instructions

Procedure: Official Document Signing	
Department	Talent Acquisition.
Location	Building 21, 6th Floor.
Action	*Sign employment contract. *Sign Non-Disclosure Agreements. *Sign Code of Conduct.
Requirements	*Passport/National ID. *Joining report. *Proof of employee departure. from previous place of work.
Note	*For non-KFUPM contractors (DTVC, AlFalak, etc), please contact the company's HR representative for instructions over document signing. *For assistance, please contact Mr. Majed Al-Muhaini (ext. 2411) malmuhaini@kfupm.edu.sa

Procedure: Arrive at Home Department	
Department	Home Department.
Location	Provided via email.
Action	*Meet department representative. *Tour of department. *Employee Reporting Conformation.
Requirements	*Kindly request that your direct manger send the Employee Reporting Conformation as instructed.
Note	*During your joining day, you will receive an email containing your KFUPM ID and KFUPM Account; only then are you able to complete the remaining onboarding steps. *For any missing workstation items, contact Community & Offices Department (ext.3600) or IT Department (ext.3111)

Instructions

Procedure: Car Permit	
Department	Safety and Security.
Location	Building 48.
Action	*Issue permanent car permit via Security Department. *Can be issued through KFUPM Portal: Vehicle Sticker >Personal Permit.
Requirements	*KFUPM ID# and ID card. *National ID/Iqama. *Car Registration Card. *Driver's License.
Note	*Depending on the hiring organization, employee is given a vehicle sticker or printed vehicle pass. *For assistance please contact Mr. Hadi Al-Ghamdi (ext. 4840) hadaimam@kfupm.edu.sa

Procedure: KFUPM ID Card	
Department	Administrative Affairs.
Location	Building 21, 2nd Floor.
Action	*Receive from HR department ID card issuance request #. *Issue physical KFUPM ID card. *Activate your digital ID card.
Requirements	*KFUPM ID request #. *Passport/National ID. *Iqama Number
Note	*Your photo is taken for the card. *Allow up to 24 hours for ID card to become activated. *Expat employees will receive the physical ID card after obtaining the Iqama number. *For assistance, please contact: (1060 - males) or (4070 - females).

Instructions

Action	Activate KFUPM Account
Requirements	*Being officially 'On Duty' *HR receive 'Employee Reporting Conformation' from Home Department
Process	*Via your personal email, you will receive information about your KFUPM ID# and username. *Reset password using the following link, while following the password's minimum requirements https://password.kfupm.edu.sa/showLogin.cc
Contact	Information Technology Department (ext. 3111), or send an email to it.help@kfupm.edu.sa
Note	*The username and password give unified access to: email, Teams, E-Desk, Oracle and Portal. *It may take a few hours for your account to be active and accessible.

Action	Request Hardware
Requirements	*KFUPM ID# *Confirm office location *Access to KFUPM E-Desk https://edesk.kfupm.edu.sa)
Process	*E-Desk > IT Services > Request a Service > Hardware Services > Request for New Hardware Item > choose items. *If the 'hardware' icon is not available: IT Services > I am facing an issue > make your requests. * Include your name, KFUPM ID # and cellphone in every request.
Contact	Information Technology Department (ext. 3111), or submit a request via e-desk.
Note	*For laptop issuance, please contact Mr. Mohammad Abdul Razzak (ext.3904) razzak@kfupm.edu.sa Or, send to: it.help@kfupm.edu.sa

Instructions

Action	Online Access
Requirements	*Being officially 'On Duty' *Activated KFUPM account.
Process	Using their unified username and password, all employees should have access to: https://portal.kfupm.edu.sa/ https://edesk.kfupm.edu.sa/ KFUPM Oracle KFUPM Email KFUPM Teams
Contact	Information Technology Department (ext. 3111), or submit a request via e-desk.
Note	* It may take a few hours for your access to be granted to the platforms. *If you have difficulty in accessing the platforms after 24hours, please contact IT Department.

Action	Access Platforms Outside KFUPM
Requirements	*Initial access to online platforms *Download the Authologics Authenticator Application.
Process	*The Authologics Authenticator app is downloaded from any app store. *Allows access to KFUPM platforms from outside KFUPM or using non-KFUPM issued devices. *PINgrid uses a secret user-generated shape or pattern to generate a One-Time Pin (OTP).
Contact	Information Technology Department (ext. 3111), or submit a request via e-desk.
Note	*The Authenticator manual is available: https://multi-factor.kfupm.edu.sa/docs/mfa_faqs.pdf

Instructions

Action	Request Office Key
Requirements	*Confirm office location. *Check type of key used in office.
Process	*Regular key: E-Desk> Community & Offices Services>Space Services>Request Key. *Smart Card: home department must request Smart ID by regulating with IT and Talent Acquisition department.
Contact	Community & Offices Department (ext.3600) or submit a request via e-desk.
Note	*For smart ID Card: Talent Acquisition office: Building 21, 6th Floor, then proceed to 2nd floor for physical card. *For additional information, please send to: it.help@kfupm.edu.sa

Action	Request Landline
Requirements	*KFUPM ID# *Confirm office location *Access to KFUPM E-Desk https://edesk.kfupm.edu.sa)
Process	*E-Desk > IT Services > Request a Service > Telephony Services> Request for New Telephone Line Services > Required Service (new telephone line) or (request for changing user name/owner of existing).
Contact	Information Technology Department (ext. 3111), or submit a request via e-desk.
Note	*For additional information, please send to: it.help@kfupm.edu.sa

Instructions

Action	Process Payroll –If Applicable
Requirements	*Saudi Bank Account Information. *Access to KFUPM Oracle.
Process	*KFUPM Oracle > Me> Self-Service DOR> Add or Update Information > Add bank Details > Next > Submit.
Location	Payroll Services Department. Building 21, 6th Floor.
Note	*For additional information, please contact Mr. Mohammad Abbas(ext.7457), email: maabbas@kfupm.edu.sa *For non-KFUPM contractors (DTVC, AlFalak, etc), please contact the company's HR representative for instructions over payroll.

Action	Medical Examination –If Applicable
Requirements	*National ID/Iqama. *Medical Referral. *2 colored passport sized photos.
Process	*Conduct comprehensive medical examination. *Tests are conducted Sunday to Thursday, 7:45AM- 12:00 PM.
Location	KFUPM Medical Center Building 27, (ext. 3354).
Note	*Medical examination Authorisation is provided by the hiring organization (KFUPM, DTVC, Alfalak, etc). *Medical examination can be done at any medical center that offers extensive pre-employment examination. *For additional information, please contact Mr. Naseem Al-Ayesh (ext.7335), email: naseem.alayesh@kfupm.edu.sa

Instructions

Action	Temporary Iqama –If Applicable
Requirements	*Original passport. *Copy of passport. *Copy of Visa.
Process	*The temporary residence permit "Iqama" allows employees to move freely within the country until they receive their official Iqama.
Location	Government Services and Passport Office Building 21, 6th Floor.
Note	*Instead of carry original passport, it is advisable to keep a stamped copy of both temporary Iqama and passport with employee at all times. *For additional information, please contact Mr. Ali Al-Juaibi (ext.2424), email: aljuaibi@kfupm.edu.sa

Action	Official Iqama –If Applicable
Requirements	*Original passport. *Copy of passport. *Medical examination report. *Pay Iqama issuance fee (500SR). *2 colored passport sized photos.
Process	*The payment of the Iqama fee must be done through a Saudi Bank account. *After completing all requirements, the employee is given a Border number, and is then able to issue a KFUPM ID. *The employee is contacted when the Iqama is ready for pick-up.
Location	Government Services and Passport Office Building 21, 6th Floor.
Note	*The Iqama is also available in digital form through Absher portal *For matters of family and dependents, please contact the Passport Office. *For additional information, please contact Mr. Ali Al-Juaibi (ext.2424), email: aljuaibi@kfupm.edu.sa

Instructions

Action	Access Absher Portal –If Applicable
Requirements	*Iqama number or Border number.
Process	*Absher is a web portal which allows citizens and residents of Saudi Arabia to use a variety of governmental services. *Use the Absher machine to submit Biometric data (fingerprint).
Location	Machine at KFUPM Student Mall.
Note	*Through Absher, you are able to easily access and request different governmental services. *For additional information, please contact Mr. Ali Al-Juaibi (ext.2424), email aljuaibi@kfupm.edu.sa

Action	Register Saudi Address –If Applicable
Requirements	*Precise address components; building number, street, district, postal code, city.
Process	*Register online: https://register.address.gov.sa/en/default.aspx
Location	Government Services and Passport Office. Building 21, 6th Floor.
Note	*If your housing accommodation cannot be located, use your KFUPM office address. *For additional information, please contact Mr. Ali Al-Juaibi (ext.2424), email aljuaibi@kfupm.edu.sa

Instructions

Action	Open Bank Account –If Applicable
Requirements	*Iqama and Passport. *Copy of employment contract. *Personal mobile number. *Stamped KFUPM Employment letter (from HR Service Center). *Registered Saudi Address.
Process	*New Hire has the choice of any Saudi bank they prefer.
Location	HR Center: Building 21, 6th Floor.
Note	For additional information, please contact Ms. Shrouq Al-Dossary (Ext.5711), email shrouq.dossary@kfupm.edu.sa

Action	Further Assistance through "HR Connect"
Purpose	Through this unified HR service, you will be able to receive answers to all your HR enquiries.
Process	*Oracle> HR Connect> Create Request
Note	* Please note that this is an information inquiry system and not a service request system.

KFUPM is

#1

University in the Arab Region

Campus Life

Campus Facilities and Amenities

KFUPM campus is situated in Dhahran, Eastern Province of Saudi Arabia. It is spread across 900 acres, and is equipped with different facilities that campus residents and employees can enjoy.

Sports Facilities

This includes male and female gyms, running tracks, soccer fields and swimming pools.

Amenities

KFUPM mall and KFUPM square have supermarket, laundry service, stationery store, pharmacy, barber, and other services.

Medical Center

This offers University affiliates the convenience of on-campus medical care.

Dining

There are different coffee shops and restaurants located throughout the campus. You can also download the 'KFUPM Delivery' app, and have your order delivered to your office.

KFUPM TAXI Transportation

It is a service that drives within and outside campus. Payment is cash only. To reserve +966(13)860(2799)

To discover more of what the campus has to offer, please visit KFUPM.edu.sa

Life in Saudi Arabia

Welcome to Saudi Arabia

Saudi Arabia is a country rich in heritage and deep-rooted traditions, yet it is racing into the future. In recent years, the kingdom has piloted a delicate cultural transformation, where age-old customs are blended seamlessly with contemporary trends.

Capital: Riyadh
Land Size: 2.15 million km²
Population: 32,175,224 people (2024)
Language: Arabic. English is widely used as a second language.
Currency: Saudi Riyal (SR3.75 to the US$1.00)

It is a land of striking natural beauty and booming modern cities, that takes pride in its past and thrives in its present.

To learn more about Saudi Arabia, please visit: https://www.visitsaudi.com/en

Saudi Culture

Life in Saudi Arabia and the Saudi culture may be different than that of which you are accustomed to. We believe that the best method to adjust to your new environment is to learn some of Saudi Arabia's customs and laws. Once you become familiar with these matters, you will find new excitement to immerse yourself in the country and all that it has to offer.

To learn more about Saudi culture in an enjoyable manner, please visit:
the Saudi Ministry of Culture: https://www.moc.gov.sa/en

Welcome aboard!

Remember, your onboarding experience does not end here.

At KFUPM, we encourage you to continue learning, exploring, and taking advantage of all the resources available to you.

For further information, email us at:
onboarding@kfupm.edu.sa

DREAM BIG
& ACCOMPLISH