

DHR PREFERRED FIRST NAME REQUEST OPERATING PROCEDURE	
DHR-Internal-OP #: DHR-STW-OP-215.3	Authority: 29 Del. C. Chapter 90D
Effective Date: April 19, 2023	Revision Date: July 18, 2025
Supersedes: November 28, 2023; February 14, 2023	Application: Executive Branch Agencies

1. Eligibility/Application

The State of Delaware (State) recognizes that employees may prefer to use a name other than their legal name for allowable documents and communications. Employees may opt to specify their preferred first name where legally permissible or where the use of the preferred name is not prohibited by the State. This procedure is for human resources staff that receive requests to modify an employee's legal name to a preferred first name and outlines procedures to update employee personal information in the State's Payroll Human Resources Statewide Technology (PHRST) system.

2. Policy/Regulation

- a. Employees may request to use a preferred first name if such use is not intended to avoid legal obligations, violate state policies, in jest, or for misrepresentation. Preferred first names may not be used for commercial or promotional purposes and thus may not be a company name, group name, or message.
- b. Preferred first names shall not include numerical characters and may contain hyphens.
- c. DHR reserves the right to deny an inappropriate or offensive preferred first name or an excessive number of change requests.
- d. An employee may request to change a preferred first name *no more than twice a year*, from the date of their initial request. Legal names shall be used by default in all cases except where specifically allowed in this policy.
- e. Adding or changing a preferred first name is performed in the "Preferred" field under Additional Names in PHRST by agency human resources staff with an approved form.
- f. The following is a list, although not exhaustive, of where a Preferred first name may be used:
 - Business cards
 - Certificates
 - General mailings
 - Delaware Learning Center records
 - Phone line
 - Building security access card (Preferred names can be requested for those agencies where the vendor can issue building security access cards with preferred name. Preferred names may be used unless prohibited due to security policies.)
 - Staff directory
 - State email address
- g. The following is a list, although not exhaustive, of where a Legal name must be used:
 - Official Employee Record in PHRST

- Benefits documents
 - Payroll and tax forms
 - Retirement documents
- h. The following are examples of when a preferred name may be considered:
- Nickname or shortened derivative of a name e.g., “Sue” for Susan
 - A middle name instead of a first name
 - First and middle initials (e.g., “AJ” for Andrew John)
 - A modified first name for employees transitioning their gender identity.

3. Operating Procedures

a. **How Employees Request a Preferred First Name**

- 1) Employees may request preferred first name changes by completing the Preferred Name section of the [Employee Information Form](#) and submitting the completed form to the agency Human Resources Office for processing.
- 2) Agency HR reviews the request and approves or denies the change. If approved, the information shall be entered in PHRST and any additional systems as applicable. If denied the employee will be notified and advised of the reason.

b. **To request changes to an Employee’s State email address**

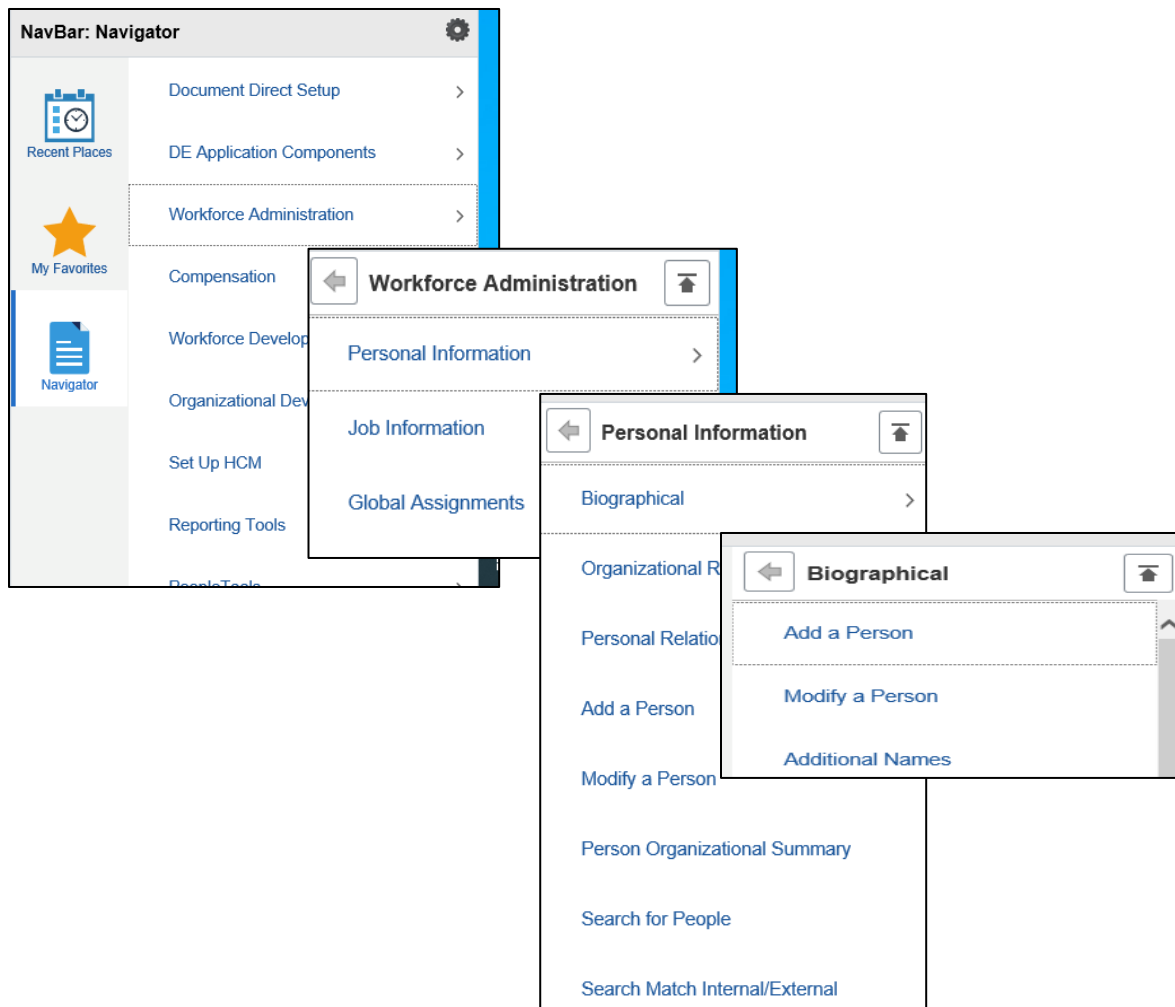
- 1) HR shall submit a ServiceNow ticket to DTI indicating a preferred name is approved and requested. Note: Okta will take 48 hours for changes and associated import data to synchronize information in my.delaware and id.delaware.
- 2) Agency HR shall verify with the employee after 48 hours from ServiceNow ticket submission to confirm all tiles in my.delaware and id.delaware are updated. If tiles are not updated, Agency HR will follow up on the ServiceNow ticket with: Need Okta Support Team to verify and sync the following employee’s legal name and preferred name, followed by the employee’s full legal name and employee’s preferred first name.
- 3) Once DTI or Agency IT confirms the State email address change, Agency HR will enter the preferred name into the “business email” field of PHRST.

c. **Adding Employee Legal Name to a Preferred Name to Employee Record in PHRST**

- 1) Agency HR shall follow the steps in this subsection to add an employee’s preferred name to their employee profile within PHRST.

Step #1:

Login to the PHRST. Using the NavBar and navigate to Workforce Administration>Personal Information>Biographical>Additional Names



Step #2:

Enter the employee's Employee ID number or name and select the **Search** to locate their profile.

Additional Names
Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

Search Criteria

Empl ID begins with

Name begins with

Last Name begins with

Second Last Name begins with

Alternate Character Name begins with

Middle Name begins with

☐ Include History ☐ Correct History ☐ Case Sensitive

Limit the number of results to (up to 300):

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)




Step #3:

Select the **+** icon next to the **View Name History** to add a new row.

Additional Names
Elizabeth Jones Person ID 345678

Current Names

Data

	Type of Name	As Of Date	Name	Status			
1	Primary	04/03/2015	Jones,Elizabeth	Active	View Name History		
							






Step #4:

Select **Preferred** as the name type from the drop-down menu. Select the **Add Name Data** hyperlink.

Additional Names
Elizabeth Jones Person ID 345678

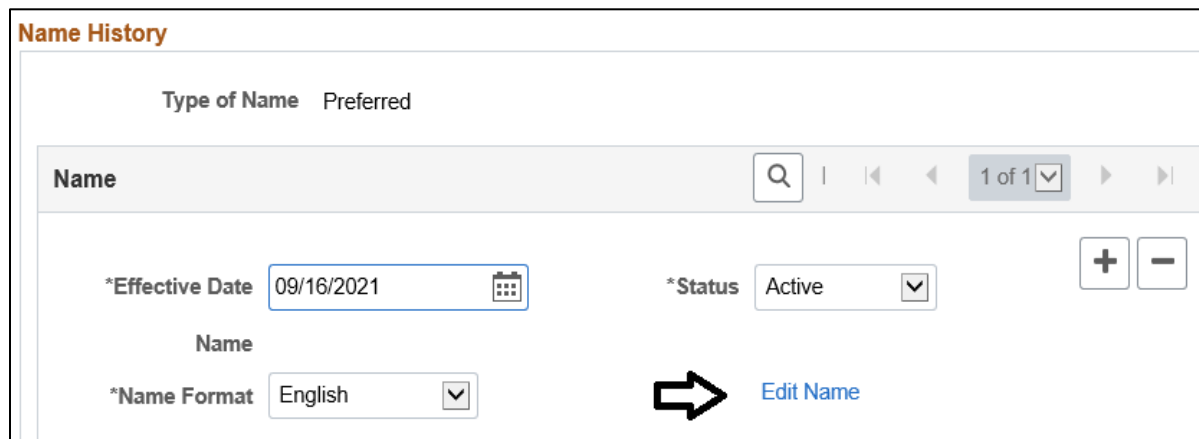
Current Names

Data

	Type of Name	As Of Date	Name	Status			
1	Primary	04/03/2015	Jones,Elizabeth	Active	View Name History		
2	Preferred 				Add Name Data		

Step #5:

Enter the **Effective Date** and click **Edit Name** hyperlink.

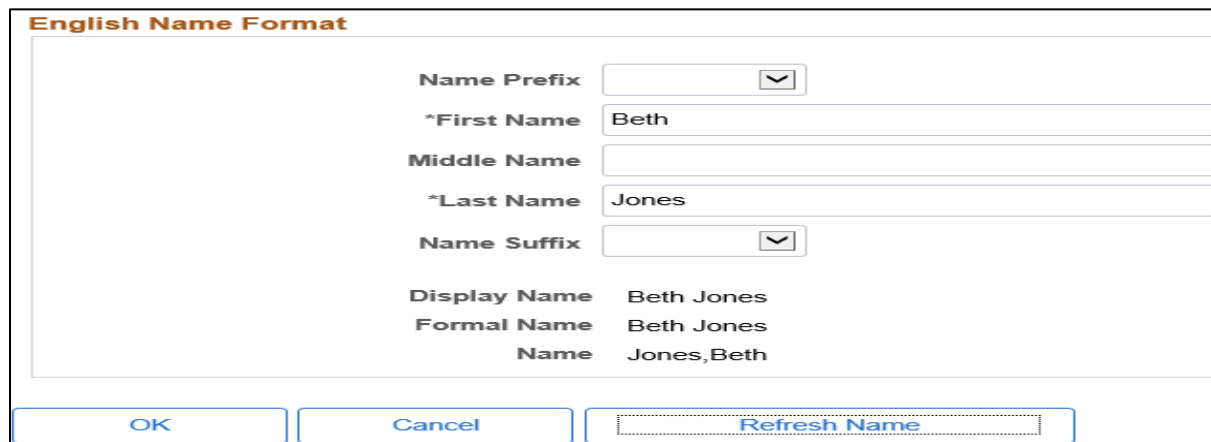


The screenshot shows the 'Name History' form. At the top, it says 'Type of Name Preferred'. Below this is a search bar with 'Name' and a magnifying glass icon. To the right of the search bar is a dropdown menu showing '1 of 1'. Below the search bar, there are two main sections. The first section has '*Effective Date' with a date input field showing '09/16/2021' and a calendar icon, and '*Status' with a dropdown menu showing 'Active'. To the right of these are two buttons: a '+' button and a '-' button. The second section has 'Name' with a dropdown menu showing 'English', and an 'Edit Name' hyperlink. A large black arrow points from the 'Edit Name' hyperlink to the right.

Step #6:

Enter the employee's Preferred first name in the First Name field, their legal last name in the Last Name field and select the **OK** button to save and return to Name History.

*Note: **Preferred names only apply to first names.** We do not change an employee's last name unless they legally change their last name.



The screenshot shows the 'English Name Format' form. It has several input fields: 'Name Prefix' (dropdown), '*First Name' (text input with 'Beth'), 'Middle Name' (text input), '*Last Name' (text input with 'Jones'), and 'Name Suffix' (dropdown). Below these are three summary fields: 'Display Name' (Beth Jones), 'Formal Name' (Beth Jones), and 'Name' (Jones, Beth). At the bottom, there are three buttons: 'OK', 'Cancel', and 'Refresh Name' (which is a hyperlink).

Step #7:

Select the **OK** button to activate the chosen name.

Name History

Type of Name Preferred

Name | 1 of 1

*Effective Date 09/16/2021 *Status Active

Name Jones, Beth

*Name Format English [Edit Name](#)

Step #8:

Select the **Save** button to confirm the chosen name.

Additional Names

Elizabeth Jones Person ID 345678

Current Names

Data

1-2 of 2 [View All](#)

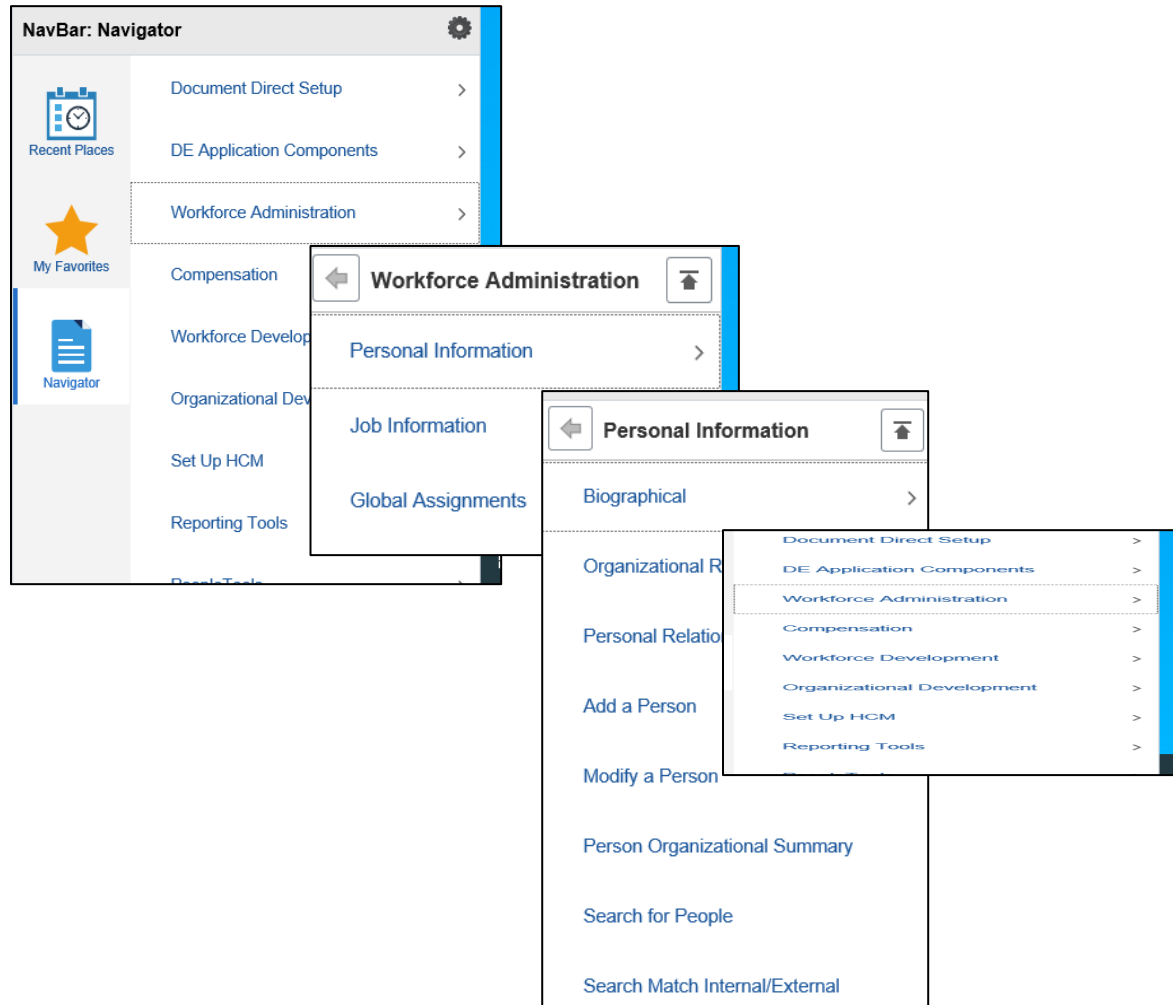
	Type of Name	As Of Date	Name	Status			
1	Primary	02/25/2002	Jones, Elizabeth	Active	View Name History	<input type="button" value="+"/>	<input type="button" value="-"/>
2	Preferred	09/16/2021	Jones, Beth	Active	Edit Name History	<input type="button" value="+"/>	<input type="button" value="-"/>

b. Revising a Preferred Name in the PHRST Employee Record

Agency HR shall follow the steps below and on the following pages to update an employee's preferred name to their employee profile within PHRST.

Step #1

Login to the PHRST. Using the NavBar and navigate to Workforce Administration>Personal Information>Biographical>Additional Names.



Step #2:

Enter the employee's Employee ID number or name and select the **Search** to locate their profile.

Additional Names
Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

Search Criteria

Empl ID begins with

Name begins with

Last Name begins with

Second Last Name begins with

Alternate Character Name begins with

Middle Name begins with

☐ Include History ☐ Correct History ☐ Case Sensitive

Limit the number of results to (up to 300):

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

Step #3:

Click **View Name History** hyperlink on the Preferred Type of Name row.

Additional Names
Elizabeth Jones Person ID 345678

Current Names

Data

	Type of Name	As Of Date	Name	Status			
1	Primary	02/25/2002	Jones,Elizabeth	Active	View Name History	+	-
2	Preferred	09/16/2021	Jones,Beth	Active	View Name History	+	-

[Save](#) [Return to Search](#) [Notify](#) [Update/Display](#) [Include History](#) [Correct History](#)

Step #4:

Select the **+** icon next to the **View Name History** to add a new effective dated row.

Name History

Type of Name Preferred

Name [Search](#) | [1 of 1](#)

*Effective Date [x](#) [Calendar](#) *Status [View](#)

Name Jones,Beth

*Name Format [Edit Name](#)

Step #5:

The **Effective Date** will automatically default to the current date. Enter a new **Effective Date**, if different from the current date, and click **Edit Name** hyperlink.

Name History

Type of Name Preferred

Name [Search] | 1 of 2

*Effective Date	09/30/2021	*Status	Active	+ -
Name	Jones, Beth			
*Name Format	English		Edit Name	
*Effective Date	09/16/2021	*Status	Active	+ -
Name	Jones, Beth		Edit Name	
*Name Format	English			

Step #6:

Enter the updated **employee's Preferred first name in the First Name field**. The Legal Last Name should stay the same. Select **OK** button to save and return to Name History.

*Note: **Preferred names only apply to first names**. We do not change an employee's last name unless they legally change their last name.

Name

English Name Format

Name Prefix [Dropdown]

*First Name BethAnn

Middle Name [Text]

*Last Name Jones

Name Suffix [Dropdown]

Display Name Beth Jones

Formal Name Beth Jones

Name Jones, Beth

OK Cancel Refresh Name

Step #7:

Select the **OK** button to activate the chosen name.

Name History

Type of Name Preferred

Name | 1 of 2

*Effective Date 09/30/2021 *Status Active + -

Name Jones, BethAnn

*Name Format English Edit Name

*Effective Date 09/16/2021 *Status Active + -

Name Jones, Beth

*Name Format English Edit Name

OK Cancel

Step #8:

Select the **Save** button to confirm name entered. Note that PHRST refers to legal name as primary name. The terms are used interchangeably in human resources.

Additional Names

Elizabeth Jones Person ID 345678

Current Names

Data

	Type of Name	As Of Date	Name	Status			
1	Primary	02/25/2002	Jones, Elizabeth	Active	View Name History	+	-
2	Preferred	09/30/2021	Jones, BethAnn	Active	View Name History	+	-

4. Definitions And Acronyms

- **Legal name:** The name that an individual is given at birth and appears on a birth certificate recognized by a government or other legal entity, or the name which appears on a marriage certificate or other government-issued document (e.g., court order) on which a legal name change is recorded. In PHRST legal name is referred to as the “primary” name.
- **Preferred name:** The name by which an employee wishes to be known that is different from their legal name.
- **Inappropriate preferred name:** names deemed vulgar or offensive, violate state policies, those used for commercial or promotional purposes, or seek to avoid legal obligations. Inappropriate preferred names are determined by the Human Resources Office.

5. Exclusions Or Exceptions

- Preferred names may not be implemented where legal name is required.
- DHR reserves the right to deny an inappropriate or offensive preferred first name or excessive number of change requests.

6. Forms and Report Associated with this Procedure

- [Employee Information Form](#)
- PHRST Reports where Preferred Name is included are listed in Appendix A:
DESERV – Service Award Report
POS003 & POS003S – LAP Report
PER009 – Union Reconciliation Report
DHR025 – EEO Personnel Action with Text
DHR013 – Position Incumbent Report

7. Associated Policy/Regulation/Information

- [Gender Identity Policy](#)
- [Gender Identity Toolkit](#)
- [Respectful Workplace and Anti- Discrimination Policy](#)
- [Standards of Conduct Policy and Procedure](#)

8. Procedure Owner

- Division Name: Division of Talent Management
- Procedure Owner: Employee Engagement Administrator
- Website: [DHR – Employee Engagement \(delaware.gov\)](https://delaware.gov/dhr)

Appendix A: Preferred Name Field in PHRST Reports

The placement of preferred name is in the field as indicated in for each PHRST report.

Service Award Report – DESERV – PDF

Report ID: DESERV
Department: 02010100 Job/Supervise: Court
Calendar Year: 2023
Quarter: 4

Page No.: 1
Run Date: 02/28/2023
Run Time: 09:58:33

EmpID	Employee Name	Address	City	State	Zip Code	Service Date	Anniversary Year	Preferred Name
-------	---------------	---------	------	-------	----------	--------------	------------------	----------------

Position/Incumbent Data – DHR013 – text file

A	B	C	D	E	F	G	H	I
Department ID	Dept Description	Jobcode	Job Description	Pos. #	Name	EmpID	Status	

Preferred Name here

Position/Incumbent Data – DHR013 – PDF

Report ID: DHR013
WHERE BY: JOURNAL
Position / Incumbent Data

Page No.: 4077
Run Date: 02/28/2023
Run Time: 09:12:28

Pos. #	Name	EmpID	Status	Supervisor Name	Location	Sex	Ethnic Grp	Prd.	Annual Salary	Service Dt	Wage Dt	Out Of Jobcode	Ben
--------	------	-------	--------	-----------------	----------	-----	------------	------	---------------	------------	---------	----------------	-----

Preferred Name here

EEO Personnel Action – DHR025 – text file

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Department	CMRT	Action	Reason	Last Name	First Name	To Dept	EmpID	Core Data	App Stat	Birthdate	Sex	Ethnic Grp	EEO4Code	Job Code	Grade	Job Title	Complete	

Preferred Name here

EEO Personnel Action – DHR025 – PDF

Report ID: DHR025
WHERE BY: JOURNAL
EEO Personnel Action

Page No.: 1
Run Date: 02/28/2023
Run Time: 14:00:25

Department	Action	Reason	Employee Name	EmpID	Preferred Name	From Dept	App Stat	Birthdate	Sex	Ethnic Grp	EEO4Code	Job Code	Grade	Job Title	Complete	Comp. Date
------------	--------	--------	---------------	-------	----------------	-----------	----------	-----------	-----	------------	----------	----------	-------	-----------	----------	------------

Union Reconciliation Report – PER009 & PER009e – text file

M	N	O	P	Q	R	S	T	U	V
JobUnCd	JComprate	PayCkUnionDedCd	PayCkDedAmt	MultUnEE	EmpID	Name	EmpIDcd	EmpStat	

Preferred Name here

LAP Report – POS003 & POS003s – text file

C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Location	Location Description	Job Code	Sal Admin Plan	Pos	Step	Pos No.	Title	Fund Type	Appr	PTE	NPT	ACL	Date Auth	Incumbent Name	EmpID	Pos	Stat

Preferred Name here

LAP Report – POS003 & POS003s – PDF

Report ID: POS003
State of Delaware
List of Authorized Positions by Department Report

Page No.: 1
Run Date: 02/28/2023
Run Time: 10:05:54

As Of Date: 02/28/22
Department: 01010101 /org/s/temora/ Assembly/Assembly

POSITION										INCUMBENT									
Job Code	Pos No.	Fund	Type	Appr	PTE	ACL	Date	Incumbent Name	EmpID	Pos	Stat	ACL	Comp	Sal	Emp	FLSA			
SG	Title								Pos	Stat	Stat		Date	Pos/Stat/Step	Class				

Preferred Name here