


DHR PREFERRED FIRST NAME REQUEST OPERATING PROCEDURE	
DHR-Internal-OP #: DHR-STW-OP-215.1	Authority: 29 Del. C. Chapter 90D
Effective Date: April 19, 2023	Revision Date: November 28, 2023
Supersedes: February 14, 2023	Signature: 
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 through their agency Human Resources office using the [Employee Information Form](#).
- 2) Complete Part 4: Name/Preferred Name Change Request section on the [Employee Information Form](#).
- 3) Answer the question if the request is also to change the employee’s State email address.
- 4) Complete Part 6: Acknowledgment section with the name and date of request at the end of the form.
- 5) Employees must submit a copy of the completed [Employee Information Form](#) to the agency Human Resources Office.

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

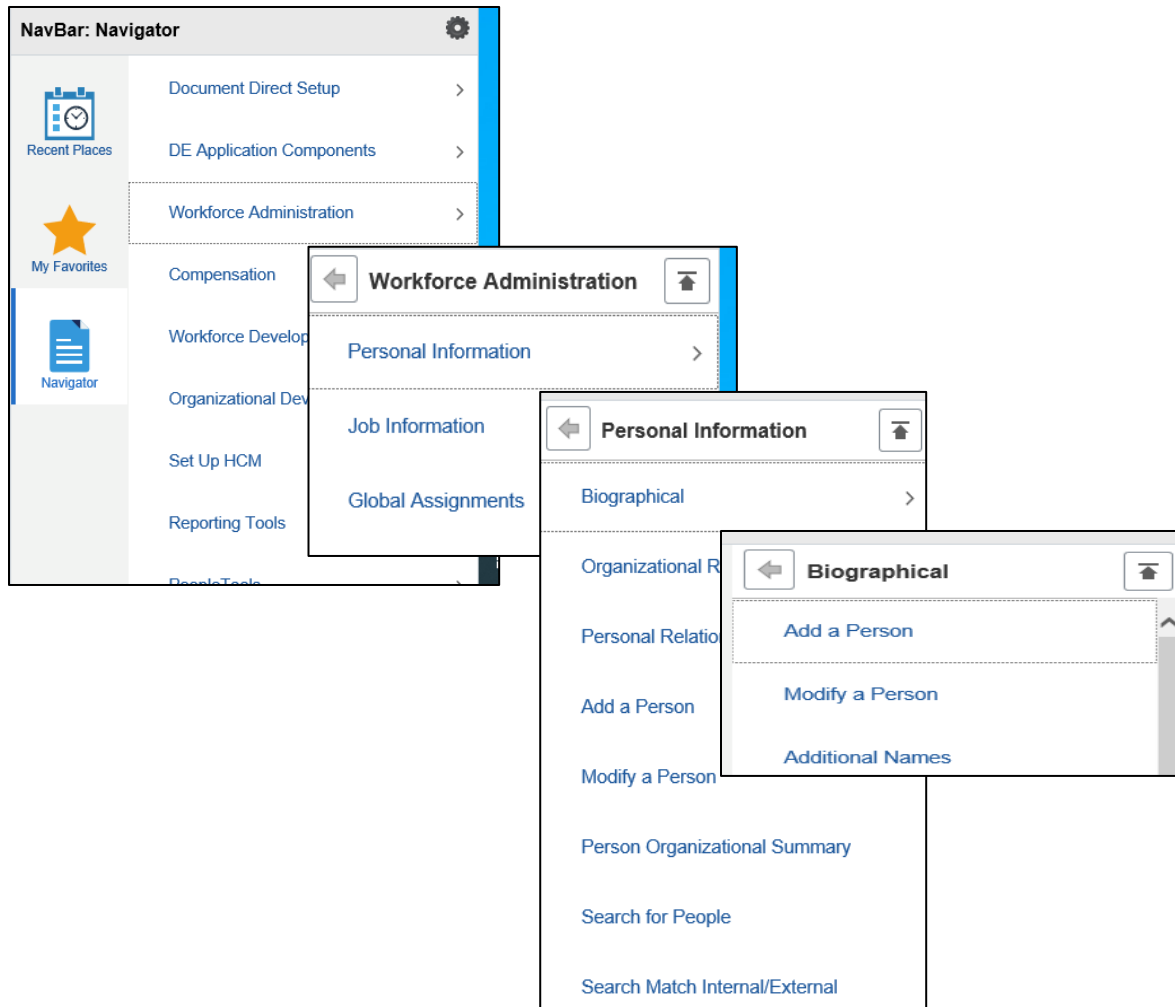
- 1) HR shall submit a ServiceNow ticket to DTI indicating a preferred name is approved and requested. Note: Okta will take 48 hours for changes and associated import data to synchronize information in my.delaware and id.delaware.
- 2) Agency HR shall verify with the employee after 48 hours from ServiceNow 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.

Name History

Type of Name Preferred

Name Q | << < 1 of 1 > >>

*Effective Date *Status

Name

*Name Format [Edit Name](#)

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.

English Name Format

Name Prefix	<input type="text" value=""/> <input type="button" value="v"/>
*First Name	<input type="text" value="Beth"/>
Middle Name	<input type="text" value=""/>
*Last Name	<input type="text" value="Jones"/>
Name Suffix	<input type="text" value=""/> <input type="button" value="v"/>
Display Name	Beth Jones
Formal Name	Beth Jones
Name	Jones,Beth

Step #7:
Select the **OK** button to activate the chosen name.

Name History

Type of Name Preferred

Name [Search] | [Navigation] 1 of 1 [Dropdown]

*Effective Date 09/16/2021 [Calendar] *Status Active [Dropdown] [+ -]

Name Jones,Beth

*Name Format English [Dropdown] [Edit Name](#)

OK **Cancel**

Step #8:
Select the **Save** button to confirm the chosen name.

Additional Names

Elizabeth Jones Person ID 345678

Current Names

Data [List Icon] [Search] [Navigation] 1-2 of 2 [Dropdown] [View All]

	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	Edit Name History	[+]	[-]

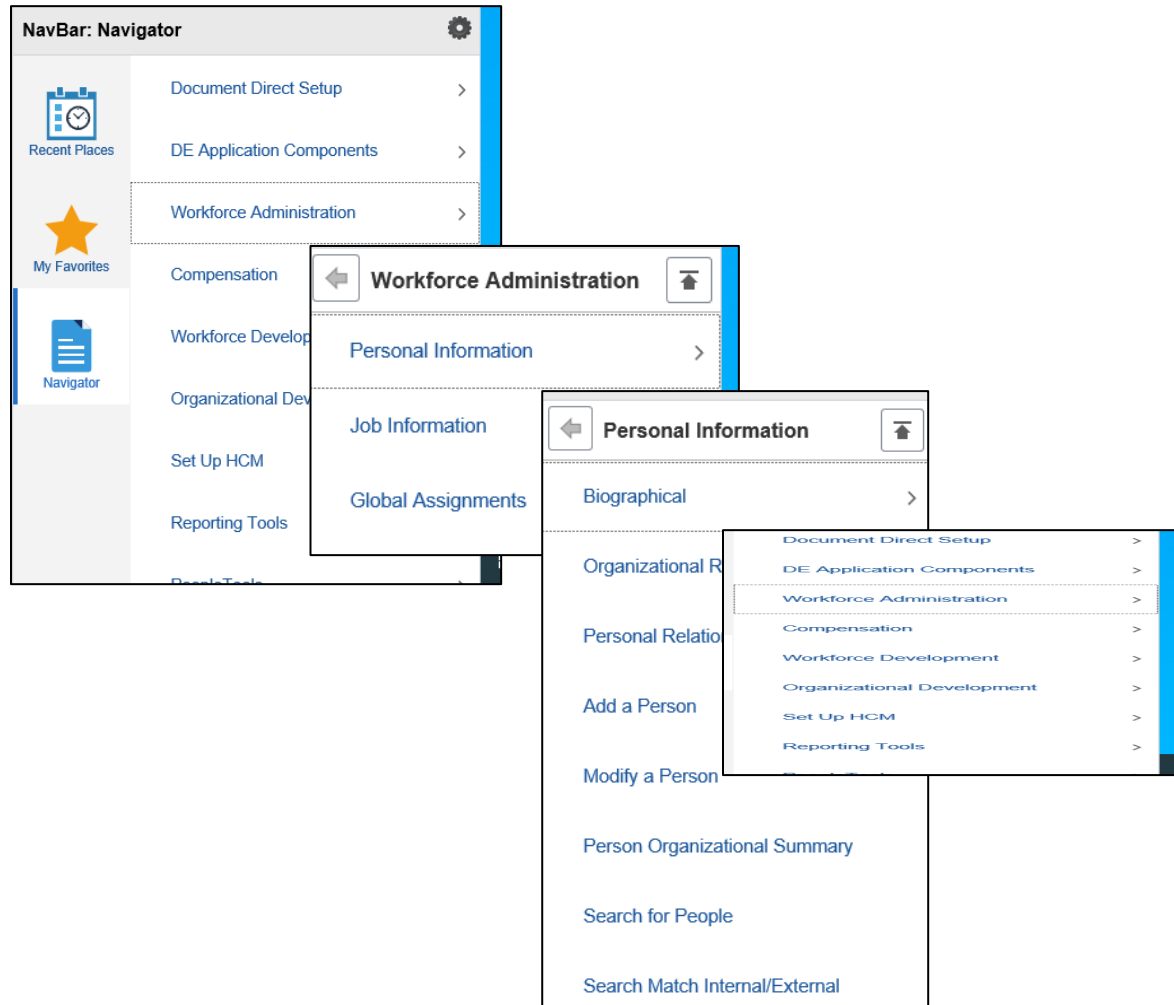
Save **Return to Search** **Previous in List** **Next in List** **Notify** **Update/Display** **Include History** **Correct History**

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 1 of 1

*Effective Date

*Status

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 Q | << < 1 of 2 > >>

<p>➔ *Effective Date <input type="text" value="09/30/2021"/> <input type="button" value="x"/> <input type="button" value="Calendar"/></p> <p style="text-align: center;">Name Jones,Beth</p> <p>*Name Format <input type="text" value="English"/></p>	➔	<p>*Status <input type="text" value="Active"/> <input type="button" value="+"/> <input type="button" value="-"/></p> <p style="text-align: center;">Edit Name</p>
<p>*Effective Date <input type="text" value="09/16/2021"/> <input type="button" value="Calendar"/></p> <p style="text-align: center;">Name Jones,Beth</p> <p>*Name Format <input type="text" value="English"/></p>		<p>*Status <input type="text" value="Active"/> <input type="button" value="+"/> <input type="button" value="-"/></p> <p style="text-align: center;">Edit Name</p>

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
✕

[Help](#)

English Name Format

Name Prefix

*First Name

Middle Name

*Last Name

Name Suffix

Display Name Beth Jones

Formal Name Beth Jones

Name Jones,Beth

Step #7:
Select the **OK** button to activate the chosen name.

Name History

Type of Name Preferred

Name Q | << < 1 of 2 > >>

*Effective Date

Name Jones, BethAnn

*Name Format

*Status

[Edit Name](#)

*Effective Date

Name Jones, Beth

*Name Format

*Status

[Edit Name](#)

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

<< < 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	09/30/2021	Jones, BethAnn	Active	View Name History	<input type="button" value="+"/> <input type="button" value="-"/>

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](#)
- [LGBTQ+ Resource Page](#)
- [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

PeopleSoft
Service Award

Report ID: DESERV Page No. 1
 Department: 020110100 Jud/Supreme Court Run Date 02/28/2022
 Calendar Year: 2021 Run Time 08:58:31
 Quarter: 4

Emplid	Employee Name	Address	City	State	Zip Code	Service Date	Anniversary Year	Preferred Name
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Position/Incumbent Data – DHR013 – text file

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

Preferred Name here

Position/Incumbent Data – DHR013 – PDF

State of Delaware
Position / Incumbent Data

Report ID: DHR013 Page No. 4077
 Department: 400304400 DNREC/Watershed Stewardship Run Date 02/28/2022
 Job Code: MUPA05 Division Director Run Time 09:11:28

Pos. #	Name	Empl ID	Status	Supervisor Name	Location	Sex	Ethnc Grp	Proj. Annual Salary	Service Dt	Hire Dt	Out Of Jobcode Rsn
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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	Effdt	Action	Reason	Last Name	First Name	To Dept	Emplid	Hire Date	App Stat	Birthdate	Sex	Ethnic Grp	EEO4Code	Job Code	Grade	Job Title	Comprate	

Preferred Name here

EEO Personnel Action – DHR025 – PDF

Report ID: DHR025 PeopleSoft Page No. 1
EEO Personnel Actions Run Date 02/28/2022
 For the period 11/01/2021 through 02/28/2022 Run Time 14:10:25
 Department 350120220 DHSS/Admin/Management Serv/IRM

Effective Date	Action Reason	Employee Name	EMPLID	Preferred Name	Hire Date	App Stat	Birth Date	Sex	Ethnic Group	EEO4 Code	Job Code	Job Title	Salary Grade	Comp Rate
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Union Reconciliation Report – PER009 & PER009e – text file

M	N	O	P	Q	R	S	T	U	V
JobUnCd	JComprate	PayCkUnionDedCd	PayCkDedAmt	MulUnEE	EmplId	Name	EmplRcd		EmplStat

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	PG	Step	Pos No.	Title	Fund Type	Appr	FTE	%FTE	ACL	Date Auth	Incumbent Name	EmplId	Rcd	

Preferred Name here

LAP Report – POS003 & POS003s – PDF

Report ID: POS003 State of Delaware Page No. 1
List of Authorized Positions by Department Report Run Date 02/28/2022
 As Of Date: 02/28/22 Run Time 10:01:54
 Department 010101001 Legis/General Assembly/House

P O S I T I O N										I N C U M B E N T							
Job Code	Pos No.	Fund	FTE	Date		EmplId	Job	Std	Comp	Sal	Empl						
PG	Title	Type	Appr	%FTE	ACL	Auth	Incumbent Name	Rcd	Code	OPD	Hrs	ACL	Rate	Pln/Grd/Step	Class	FLSA	

Preferred Name here