

Project A — Remote Onboarding Knowledge Base (KB)

Document Title: *Employee Onboarding Guide & First-Day Setup*

Version: 1.0

Maintainer: IT Operations / Support Team

Date: November 2025

1. Purpose

This document provides clear, step-by-step guidance for new hires to set up and start using their company-issued laptops securely.

It also outlines key onboarding resources, support procedures, and common troubleshooting questions.

2. Scope

This KB applies to all **remote-first employees** receiving pre-configured laptops (Windows, macOS, or Linux) under the company's **MDM-managed deployment (JumpCloud)**.

3. Onboarding Timeline

Phase	Task	Expected Completion
Pre-Day 1	Receive device and credentials via email	2 days before start date
Day 1	Laptop setup, MDM enrollment, onboarding call	Within 1 hour
Week 1	Access systems, test SSO, complete training modules	By Friday

4. Step-by-Step Setup

Step 1: Unbox & Power On

- Connect to a reliable internet connection.
- Ensure charger is plugged in during initial setup.

Step 2: Log in with JumpCloud Credentials

- Use your JumpCloud username and temporary password provided in your welcome email.
- Upon first login, you will be prompted to change your password.

Step 3: MDM Enrollment

- Follow the correct procedure for your operating system:
 - **Windows:** Install JumpCloud Agent.
 - **macOS:** Install configuration profile.
 - **Linux:** Run terminal script.
- Refer to the *MDM Enrollment Instructions* document if unsure.

Step 4: Verify Access to Key Resources

Resource	Link	Verification Step
Company Email	mail.company.com	Send test email to yourself
VPN	vpn.company.com	Connect and verify internal access
SSO Portal	apps.company.com	Confirm dashboard access
Collaboration Tools	Slack / Teams / Meet	Log in successfully

Step 5: Attend Onboarding Call

- Join the **Zoom/Google Meet** session at your scheduled time.
- Topics covered:
 - Welcome & IT overview
 - Device policies & support overview
 - Security reminders
 - Live Q&A

5. Common User Questions (FAQ)

Question	Answer
My device isn't showing in JumpCloud.	Restart your device and ensure a stable connection. The agent checks in every 5 minutes.
I forgot my JumpCloud password.	Go to console.jumpcloud.com/reset to reset it.
How do I connect to the VPN?	Open “VPN Connect” and sign in with your JumpCloud SSO credentials.
I can't install an app.	Contact IT via the help desk — only approved apps can be installed.
My time zone is wrong.	Open System Settings → Date & Time → Set to “Automatic”.

6. Troubleshooting Quick Guide

Issue	Root Cause	Fix
Wi-Fi not connecting	Weak signal or driver error	Restart router or run network troubleshooter
JumpCloud Agent offline	PowerShell/Service issue	Run jcagent service restart
Zoom call audio not working	Driver or permissions	Test audio in Zoom settings
macOS profile installation blocked	System security restrictions	Go to System Settings → Privacy & Security → Allow

7. Security & Compliance Reminders

- Never share your credentials or device with others.
- Enable **Multi-Factor Authentication (MFA)** during first login.
- Keep your OS and security updates enabled.
- Report lost/stolen devices to **IT immediately** at security@company.com.

8. Support Escalation

If you encounter an issue during onboarding:

1. Create a **Help Desk Ticket** (see template below).
2. Join the **IT Onboarding Call** for live support.
3. Contact your **IT Support Lead** if urgent.

Role	Contact	Hours
IT Support	it-support@torrstch.com	24/7
Security	security@torrstch.com	24/7
MDM Admin		mdm-admin@torrstch.com 09:00–17:00 (GMT)

9. Feedback

After your onboarding session, please complete the short feedback form:

👉 <https://forms.gle/MJZdMKQZbKS6UCvPA>

Project A — Ticket Documentation Template

Document Title: *IT Onboarding Ticket Log*

Maintainer: IT Service Desk

Version: 1.0

Tool: Jira / Freshservice / Zendesk (configurable)

1. Ticket Metadata

Field	Description	Example
Ticket ID	Unique identifier	ONB-2025-001
Date Created	Date/time of submission	2025-11-10 10:34 GMT

Field	Description	Example
Submitted By	User's full name	Maria Gomez
Assigned Technician	IT agent handling case	Alex Kim
Priority	Low / Medium / High / Urgent	Medium

2. Issue Description

Summary:

Short description of the user's issue (e.g., "Unable to complete MDM enrollment").

Details:

- Device type and OS
 - Steps taken so far
 - Screenshots or logs attached
 - Error messages observed
-

3. Resolution Workflow

Step	Action	Responsible	Timestamp
1	Ticket assigned to IT agent	Help Desk	10:35
2	Diagnosis performed	IT Agent	10:50
3	Fix applied or escalated	IT Agent	11:15
4	Resolution verified by user	End User	11:30
5	Ticket closed	Help Desk	11:45

4. Resolution Summary

Root Cause:

(e.g., Network delay during enrollment)

Resolution Steps:

(e.g., Restarted JumpCloud Agent, verified device check-in)

Preventive Action:

(e.g., Updated KB to include 5-minute check-in note.)

5. Closure Confirmation

Field	Details
User Confirmation	<input type="checkbox"/> Yes <input type="checkbox"/> No
Follow-up Required	<input type="checkbox"/> Yes <input type="checkbox"/> No
Related KB Updated	<input type="checkbox"/> Yes <input type="checkbox"/> No
Technician Signature	_____
