PixelProofy FAQ  
  
Welcome to PixelProofy! This guide is designed to answer common questions and provide quick help on various topics related to your employment. It's a living document, so if you don't find the answer you're looking for, please contact HR at hr@pixelproofy.com.

**I. Getting Started**

* **Q: How do I set up my company email account?**
  + A: Your company email account (usually [email address removed]) will be automatically created for you. You will receive an email with instructions on how to access it (including a temporary password that you should immediately change). If you haven't received this email within 24 hours of your start date, please contact IT at [email address removed].
* **Q: Where can I find the Employee Handbook?**
  + A: The Employee Handbook is available on the company intranet at [link to intranet]. You can also access it through [alternative access method, e.g., shared drive, HR portal]. It is crucial that you read and understand the Employee Handbook.
* **Q: Who is my manager?**
  + A: Your manager's name and contact information will be included in your offer letter and onboarding paperwork. You will also have an introductory meeting with your manager during your first week.
* **Q: How do I access the company intranet?**
  + A: The company intranet can be accessed at [link to intranet]. You may need to connect to the company VPN if you are accessing it remotely. Contact IT if you have trouble connecting.
* **Q: How do I get my employee ID badge?**
  + A: You can get your employee ID badge from [location, e.g., the reception desk, security office]. You'll need to bring [required documents, e.g., a valid photo ID].
* **Q: What is the dress code at PixelProofy?**
  + A: The dress code is business casual. While we encourage comfort, please ensure your attire is professional and appropriate for a workplace environment. Jeans are generally acceptable, but avoid overly casual attire like t-shirts with offensive slogans or ripped clothing. If you have any doubts, err on the side of professionalism.
* **Q: Where is the office located?**
  + A: Our office is located at [full office address]. [Include directions or building access instructions if needed].
* **Q: What are the office hours?**
  + A: Our standard office hours are [start time] to [end time], Monday through Friday. However, flexible work arrangements may be available depending on your team and role. Discuss your work schedule with your manager.

**II. Benefits & Payroll**

* **Q: How do I enroll in benefits?**
  + A: You can enroll in benefits online through the [benefits portal link]. You will receive instructions on how to access the portal during your onboarding. The deadline for benefits enrollment is [date].
* **Q: When do my benefits start?**
  + A: Your benefits will typically start on [date, e.g., the first of the month following your start date]. Refer to your benefits enrollment information for specific details.
* **Q: How often do I get paid?**
  + A: You will be paid [frequency, e.g., bi-weekly] on [day of the week].
* **Q: How do I access my pay stubs?**
  + A: You can access your pay stubs online through the [payroll portal link].
* **Q: What should I do if I have a question about my paycheck?**
  + A: Contact the payroll department at [email address removed].
* **Q: How do I update my tax withholding information?**
  + A: You can update your tax withholding information through the [payroll portal link].
* **Q: What holidays does PixelProofy observe?**
  + A: PixelProofy observes the following holidays: [list of holidays].

**III. IT & Technology**

* **Q: What do I do if I forget my password?**
  + A: You can reset your password through the [password reset link]. If you are having trouble resetting your password, contact IT at [email address removed].
* **Q: How do I connect to the company Wi-Fi?**
  + A: The company Wi-Fi network name is [Wi-Fi network name]. The password is [Wi-Fi password or instructions on how to obtain it].
* **Q: How do I request IT support?**
  + A: You can submit an IT support request through the [IT support portal link] or by emailing [email address removed].
* **Q: What software is provided by PixelProofy?**
  + A: PixelProofy provides employees with the necessary software for their roles. If you require specific software that is not currently provided, please discuss it with your manager.
* **Q: How do I access the company VPN?**
  + A: Instructions for accessing the company VPN can be found at [VPN instructions link].
* **Q: What is the acceptable use policy for company computers and internet?**
  + A: The acceptable use policy for company computers and internet is outlined in the Employee Handbook. Please review this policy carefully.

**IV. Time Off & Leave**

* **Q: How do I request time off?**
  + A: You can request time off through the [time off request system link].
* **Q: What is the company’s vacation policy?**
  + A: The company’s vacation policy is outlined in the Employee Handbook. You accrue [number] days of vacation per year.
* **Q: What is the company’s sick leave policy?**
  + A: The company’s sick leave policy is outlined in the Employee Handbook.
* **Q: What is the company’s policy on holidays?**
  + A: PixelProofy observes the following holidays: [list of holidays].
* **Q: What is the process for requesting a leave of absence (e.g., FMLA, parental leave)?**
  + A: Contact HR at hr@pixelproofy.com to discuss the process for requesting a leave of absence.

**V. Company Policies & Procedures**

* **Q: Where can I find the company’s policies and procedures?**
  + A: The company’s policies and procedures are outlined in the Employee Handbook, which is available on the company intranet at [link to intranet].
* **Q: What is the company’s policy on harassment and discrimination?**
  + A: PixelProofy has a zero-tolerance policy for harassment and discrimination. Our policy is outlined in the Employee Handbook and the DEI Policy.
* **Q: How do I report a violation of company policy?**
  + A: You can report a violation of company policy to your manager, HR, or through the confidential reporting hotline at [phone number or reporting link].
* **Q: What is the company’s policy on expense reimbursement?**
  + A: The company’s expense reimbursement policy is outlined in the Expense Reimbursement & Travel Policy document.

**VI. Office & Facilities**

* **Q: Where is the kitchen/break room located?**
  + A: The kitchen/break room is located on [floor and location].
* **Q: How do I reserve a conference room?**
  + A: You can reserve a conference room through the [conference room reservation system link].
* **Q: Where can I find office supplies?**
  + A: Office supplies are located in [location].
* **Q: Who do I contact if there is a problem with office equipment (e.g., printer, copier)?**
  + A: Contact the facilities team at [email address removed].

**VII. Other**

* **Q: Who should I contact if I have a question that is not answered in this FAQ?**
  + A: Please contact HR at hr@pixelproofy.com.
* **Q: How do I provide feedback or suggestions?**
  + A: We encourage you to share your feedback and suggestions with your manager or HR.
* **Q: How can I stay up-to-date on company news and announcements?**
  + A: Company news and announcements are typically shared through [communication channels, e.g., company-wide emails, Slack, intranet].