

# Joiner's Handbook

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# 1 Introduction to Handbook

## 1.1 What is a Handbook?

A Handbook is designed to serve all New joiners plan & execute joining actions after the onboarding day.

The Activities directed in this book are mandatory & directly synced with the Employee Database, Profile buildup, employee benefits, Attendance, Payroll & many more.

## 1.2 To Do List (Day 2 onwards)

### Follow the Post-Onboarding Journey's in Digital HR.

Few important points are listed below:

- Contact the Reporting Manager
- Verify/Update your personal details in Digital HR (D HR)
- Background Verification (Applicable only if the Background Verification is not completed by you)
- Update the Bank details in D HR within 7 working days from the date of joining
- Update TIME weekly (Attendance)

## 1.3 Login Credentials

A New joiner is estimated to receive the login credentials within 12 hours from the time of employee ID creation.

If an employee does not receive Password, follow the below instructions.

Step 1: Check SPAM/Promotions in your mailbox (Proceed to Step 2 if the trigger email is unavailable in SPAM folder)

Step 2: Contact Helpdesk @000 8000404900 (**Global Service Desk**)

Select **STG** → Select **incidents** → Select **Speak to next Available Agent**

If Issue is not resolved please write to [Incident\\_Managers@hexaware.com](mailto:Incident_Managers@hexaware.com).

## 1.4 Employee Help Desk (Global Service Desk a.k.a GSD)

For Issues related to IT/Non-IT/Password reset/Password Unlock, please reach out to Global Service

Post-Onboarding Support (Day 2 & above) -Global Service Desk	
Password reset/Credential Support	<a href="mailto:GSD_STG@hexaware.com">GSD_STG@hexaware.com</a> , Phone: 000 8000404900
Ticketing Tool	<a href="https://askgenie.hexaware.com/sp">https://askgenie.hexaware.com/sp</a>
Employee Personal file Management POC (Manual document submission)	<a href="mailto:sathish2@hexaware.com">sathish2@hexaware.com</a>



## 2 Day 2 Activities

### What should I do on Day 2?

1. Contact the Reporting Manager
2. Background Verification (Applicable only if the Background Verification is not completed by you)
3. Update TIME Weekly (Attendance)
4. Open Salary Account with empaneled Banks (Not necessary if you already have an existing Account holder of HDFC/ICICI/YES/AXIS/HSBC/Kotak)
5. Update the Bank details in Digital HR (D HR) within 7 working days
6. Update your Personal details in Digital HR (D HR).

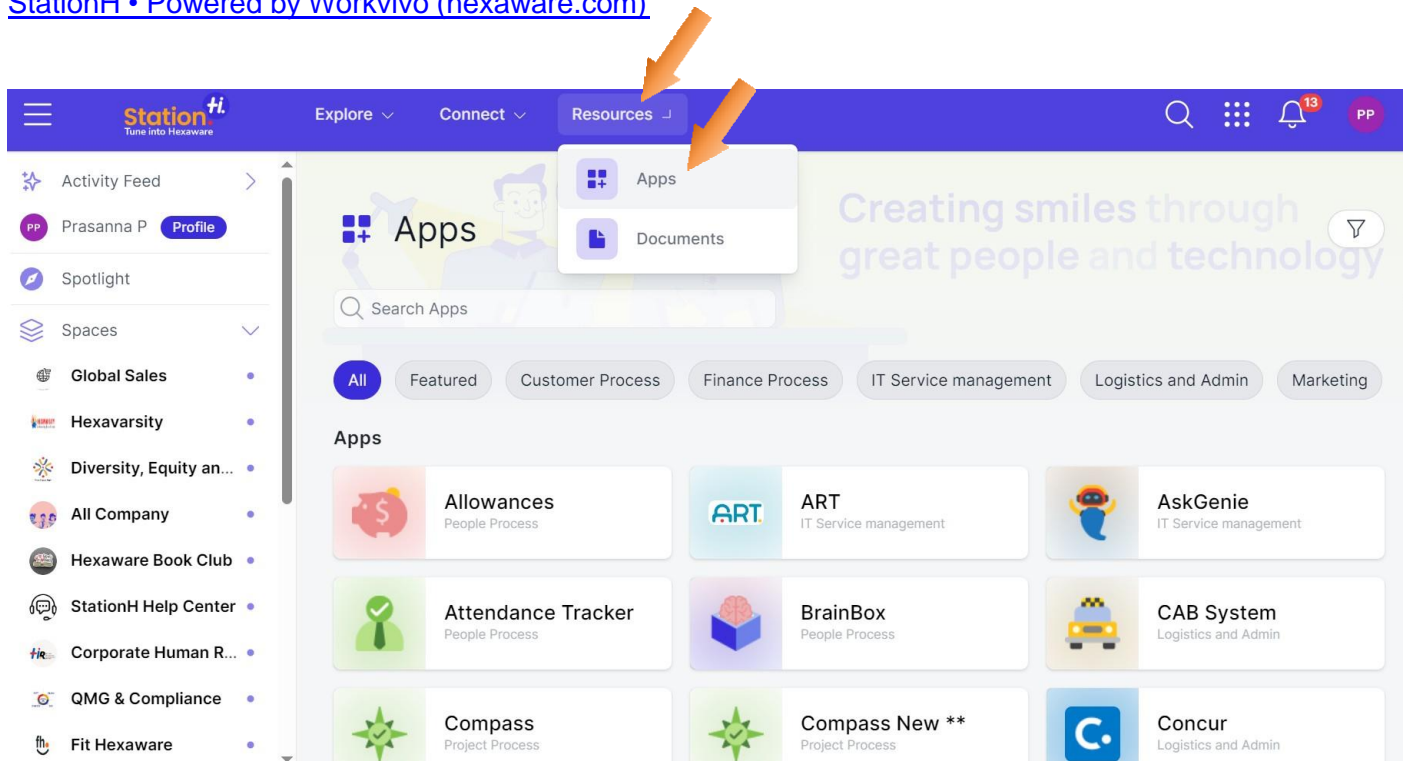
### 2.1 How to Identify Reporting Manager?

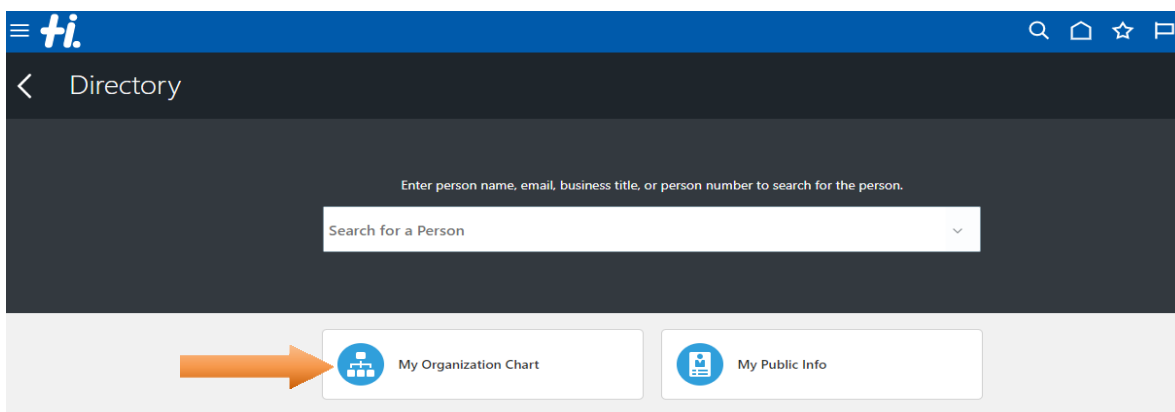
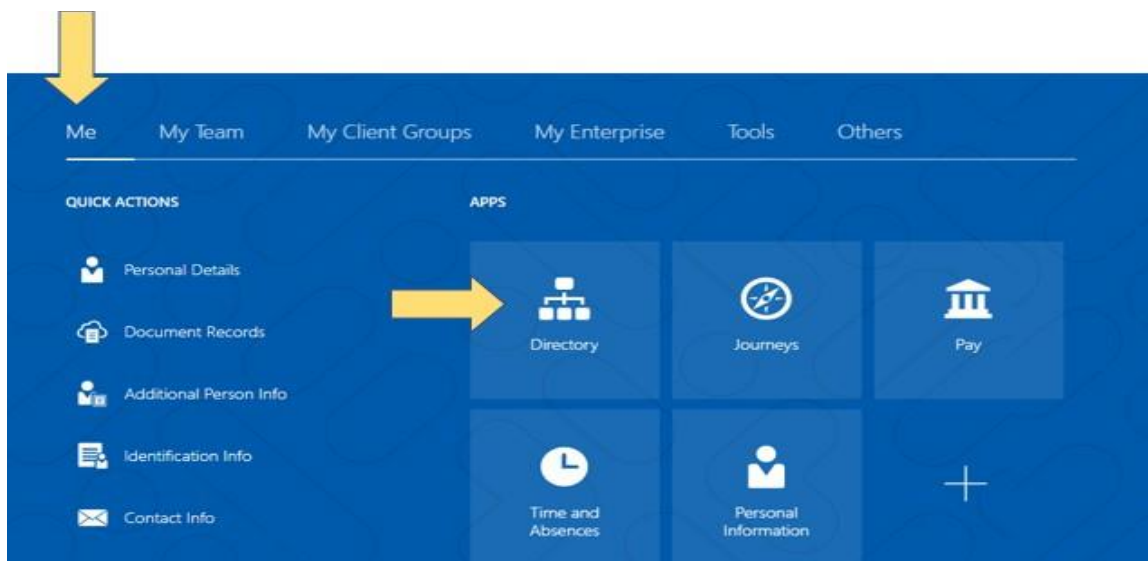
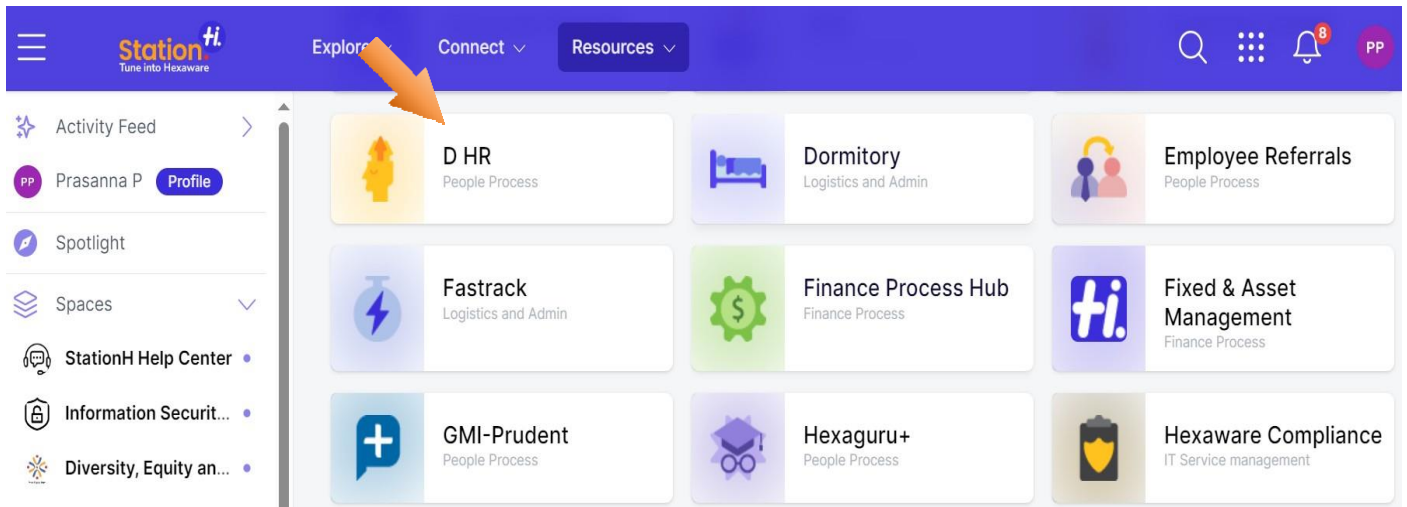
New Joiners are requested to contact the respective reporting Manager via email or phone on or before Day 2 (Working day).

Tip:

Reporting Manager Name & email will be available in the Digital HR(D HR) System.

[StationH • Powered by Workvivo \(hexaware.com\)](https://hexaware.com)





*Incase you need the contact Number of the Manager; you may Look up in Outlook contacts.*

## 2.2 Background Verification (BGV)

BGV is mandatory process from All employment Types (Regular/Mavericks/Contractor/Retainer). Ideally the BGV is initiated at the time of offer stage. BGV is essential based on the below scenarios

**Scenario 1:** If you have submitted all the BGV related Information to our registered BGV Vendor, this step is not required (No Need to repeat BGV)

**Scenario 2:** If you have **Not submitted** BGV related information to our registered BGV Vendor, **this Step is crucial for you.** Look for email from our register vendors, if you have not received the link within 24 hours from your Date of joining contact [Bgverification@hexaware.com](mailto:Bgverification@hexaware.com) immediately.

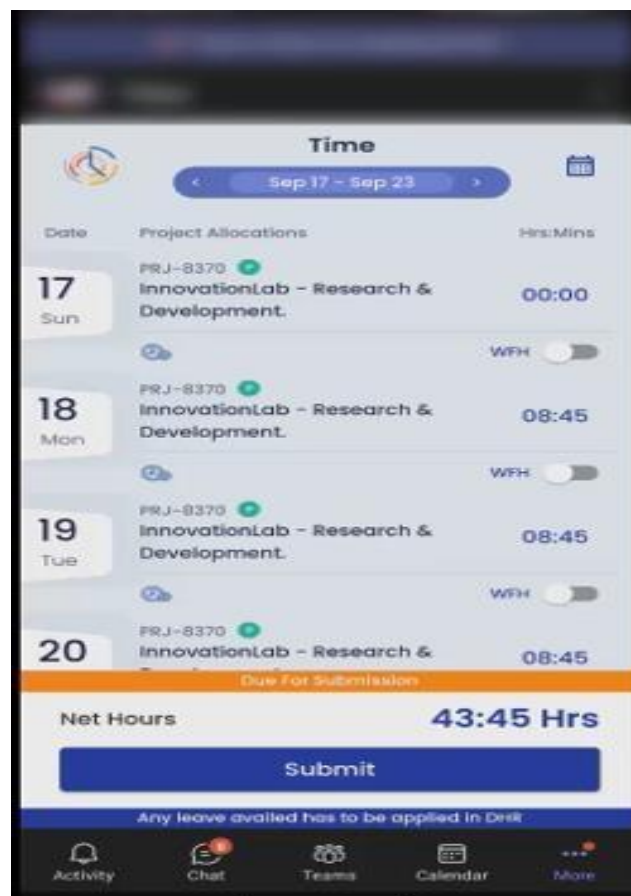
**BGV Registered Vendor:**



## 2.3 Update Time

Mobile Teams → More → Time **OR** Mobile Teams → More → Add App → Time → Add

Important Note: All employees need to submit the Time sheet in the below App between Friday to Monday (10:30am) of every week. If the Time sheet is not updated, the Project team will be notified as Defaulter.





Dear Hexawarians,

Time is our most precious asset and our new policy on TIME will ensure that we optimize every moment to its fullest potential.

It was launched last week and hope all of you had a chance to log into the time app.

A few clarifications-

- Our new Time app is available ONLY on team's mobile.
- If you use teams on desktop, you will be requested to use mobile only.
- In case you don't have teams in mobile, you can use the following weblink from your mobile.  
<https://hexaware-timesheet-cedweeevagedbafg.z01.azurefd.net>

OR



Scan to launch Time .

- It does not work on desktop.

We have organized several evangelization sessions to help you with the new process and its changes.

Let's make the best use of our time and Own our Game.



<https://hexaware-timesheet-cedweeevagedbafg.z01.azurefd.net/>



### 3 Bank Account for Salary

#### For New Account Opening

Contact Bank Representative & open a bank account (Not applicable if you have an existing account with HDFC/ ICICI/ AXIS / YES/ HSBC Bank)

#### For Existing Users

If you already have an active account with the empaneled bank, please contact the corporate Bank SPOC & inform your association with Hexaware for initiating conversion of existing bank account to Hexaware salary account.

**Note:** Hexaware is Empaneled with only HDFC, ICICI, AXIS, YES Bank, HSBC & Kotak Mahindra. Non-empaneled Banks are not allowed for Salary processing.

#### 3.1 Update Salary Bank Account details (Within 7 Working Days)

Hexaware's official Corporate Bank Partners -

- HDFC
- ICICI
- AXIS
- YES Bank
- HSBC
- Kotak Mahindra

#### 3.2 (Other Bank accounts are not permitted for Salary accounts)



Location	Coordinator's Name	Contact Information	Email id
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<b>Bengaluru</b>	Harsha Bandari	9986004003	harsha.bhandari@hdfcbank.com
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<b>Coimbatore</b>	Siva Subramaniam	8012984065	sivasubramanian.s@hdfcbank.com

**CLAPS Link -** <https://v.hdfcbank.com/baas/hexaware/index.html>



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Mumbai	Ravi Raut	8424058628	raviraj1.raut@axisbank.com
	Satyajit Rana	8291706843	satayajit.rana@axisbank.com



Location	Name	Contact #	Email ID
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Mumbai	Shridhar Hajare	8879604545	shridhar.hajare@yesbank.in
Bangalore	Sanika Sen	9886067231	sanika.sen@yesbank.in
Delhi	Gurleen Singh	9354600000	Gurleen.singh@yesbank.in
Chennai	Jahir	9842098456	Jahirhussian.m@yesbank.in



Location	Name	Contact #	Email ID
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Ol	Manik Khushu	9082406022	manik.khushu@hsbc.co.in
Pune	Akash Acharya	9766927756	Akash.acharya@hsbc.co.in
Chennai	Deepti Ahuja	9986651700	deepti.ahuja@hsbc.co.in



Location	Name	Contact #	Escalation Contact Person	Escalation Contract Number	Escalation 2	Contact Number
Pune	Arati Mohanty	8249411270	Kunal Vin	9909941111	Sourabh Chattopadhyay	9167930422
Chennai	Boopesh	8015295876	Abraham T	8943444000		
Bangalore	Zakir Kalkhani	8147428487	Sandipan Sarkar	9949685730		
Coimbatore	Ashok M	9944544043	Ashok S	9535376481		
Noida	Saurabh Tyagi	8588870062	Sahul Rizvi	8130695749		
Dehradun	Kailash B	9719261727				
Ahmedabad	Harsh M. Shah	7208070895	Pradeep Dwivedi	9099906494		
Mumbai	Deep Gala	7208128132	Dipayan Pathak	8291385149		

### 3.3 How to Update Bank Account in DHR

Watch below Video



Video Tutorial Link

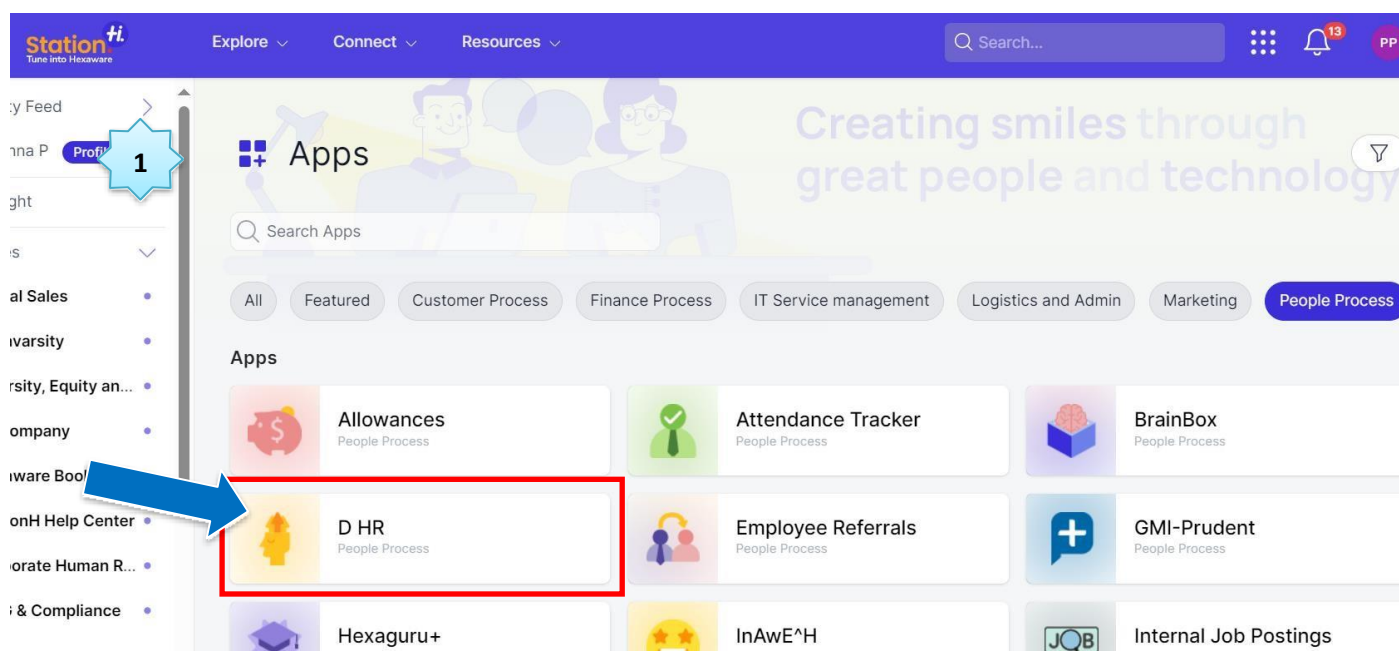
[How to Add Bank details in DHR \(First Time Adding\).mp4](#)

(OR)

Follow below steps

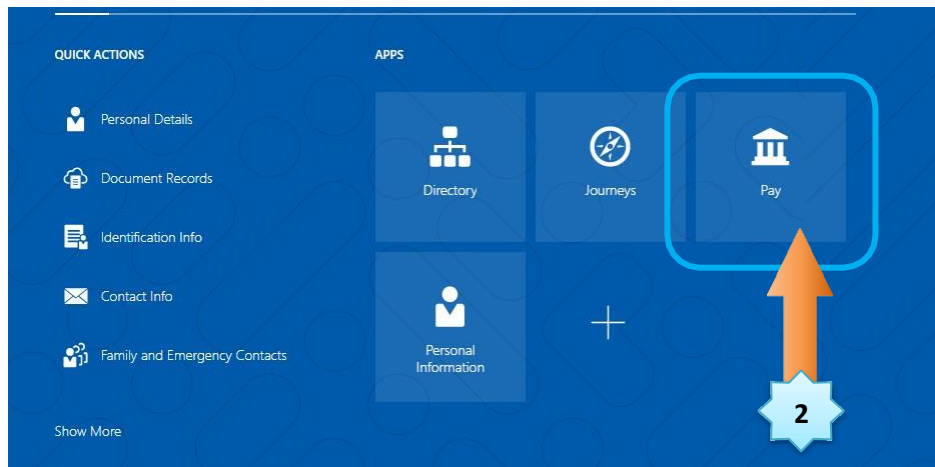
Step 1: Go to Digital HR (D HR)

Navigation to DHR: StationH → Resources → Apps → D HR

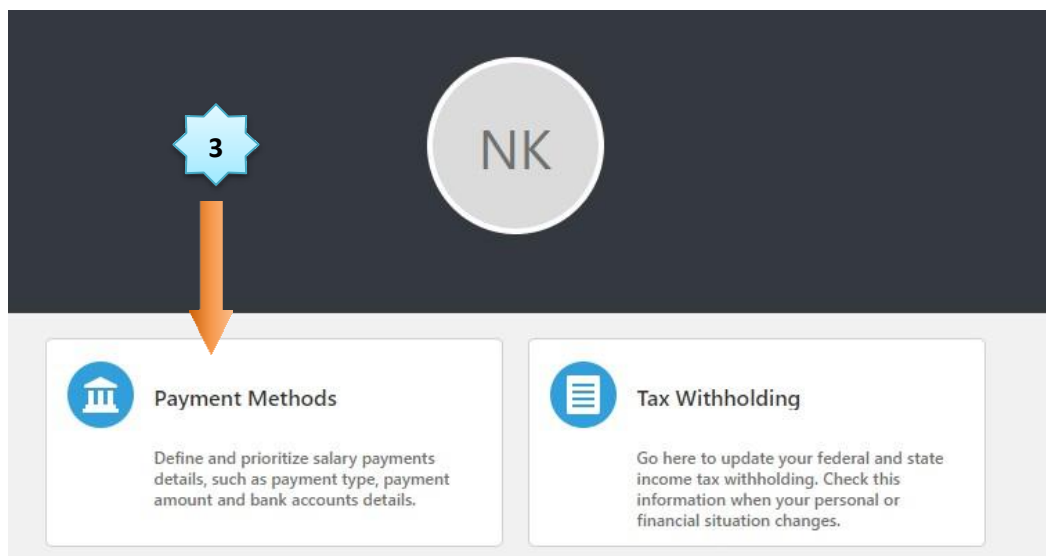


## Step 2: Navigate to DHR > Pay section

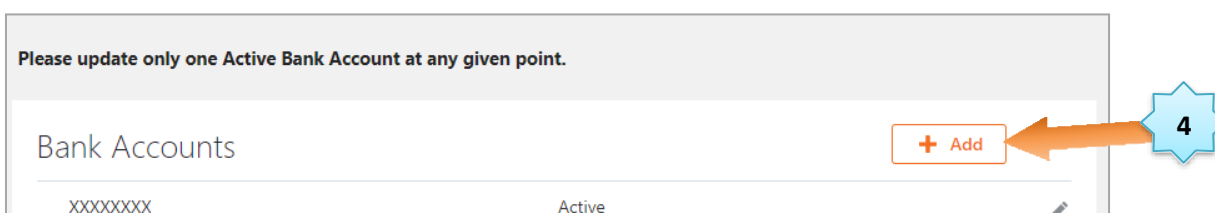
Navigation to Update Bank account → D HR → Pay



## Step 3: Click Payment Methods



## Step 4: Click Add



**Step 5: Add Bank:** Fill account, Account Type, Account Holder Name, Branch, IFSC Code etc.

Note: **DO NOT** select “Old Hexaware Salary Account”. This option is used for inactivating an existing account.

### Bank Accounts

\*Country India

Account Number XXXXXX8443

\*Account Type Salary / Checking

\*Account Holder

\*Bank Old Hexaware Salary Account

\*Bank Branch Salary / Checking

\*IFSC CITI0000003

Active ☒

DO NOT SELECT "Old Hexaware Salary Account". If selected your Salary will be on **Hold**

Select "Salary /Checking". This is High importance!

#### Step 5: Finally Click Save

### Bank Accounts

\*Country India

Account Number XXXXXX8443

### My Payment Methods

Salary	100 %	
Direct Deposit		
CITI0000003		
XXXXXX8443		



## 4 D HR

### 4.1 What Information can I update in Digital HR (D HR)

- Name change (Submit proof to HRSD File Room Executive)
- Marital status (Submit proof to HRSD File Room Executive)
- PAN
- Aadhar
- Disability Info
- Citizenship
- Passport Info (Submit proof to HRSD File Room Executive)
- Visa & Permits
- Personal Email address
- Home & Mailing address (Submit proof in Portal)
- Family & Emergency Contact
- Education details
- Prior Work Experience (Submit proof to HRSD File Room Executive)
- Languages
- Licenses and Certifications
- Salary Account (One time only)

HRSD File Room Executive: Sathish [sathish2@hexaware.com](mailto:sathish2@hexaware.com)

### 4.2 Update Education Details

Path: StationH --> Resources > Apps > D HR > Me > Career and Performance> Skills and Qualifications> Education> Add Degree

### 4.3 Update work experience Details

Path: StationH --> Resources > Apps > D HR> Me > Career and Performance> Skills and Qualifications> Work Experience> Add Degree

### 4.4 Add Dependents details

Path: StationH --> Resources > Apps > D HR> Me > Family and Emergency Contacts> My Contacts> Add

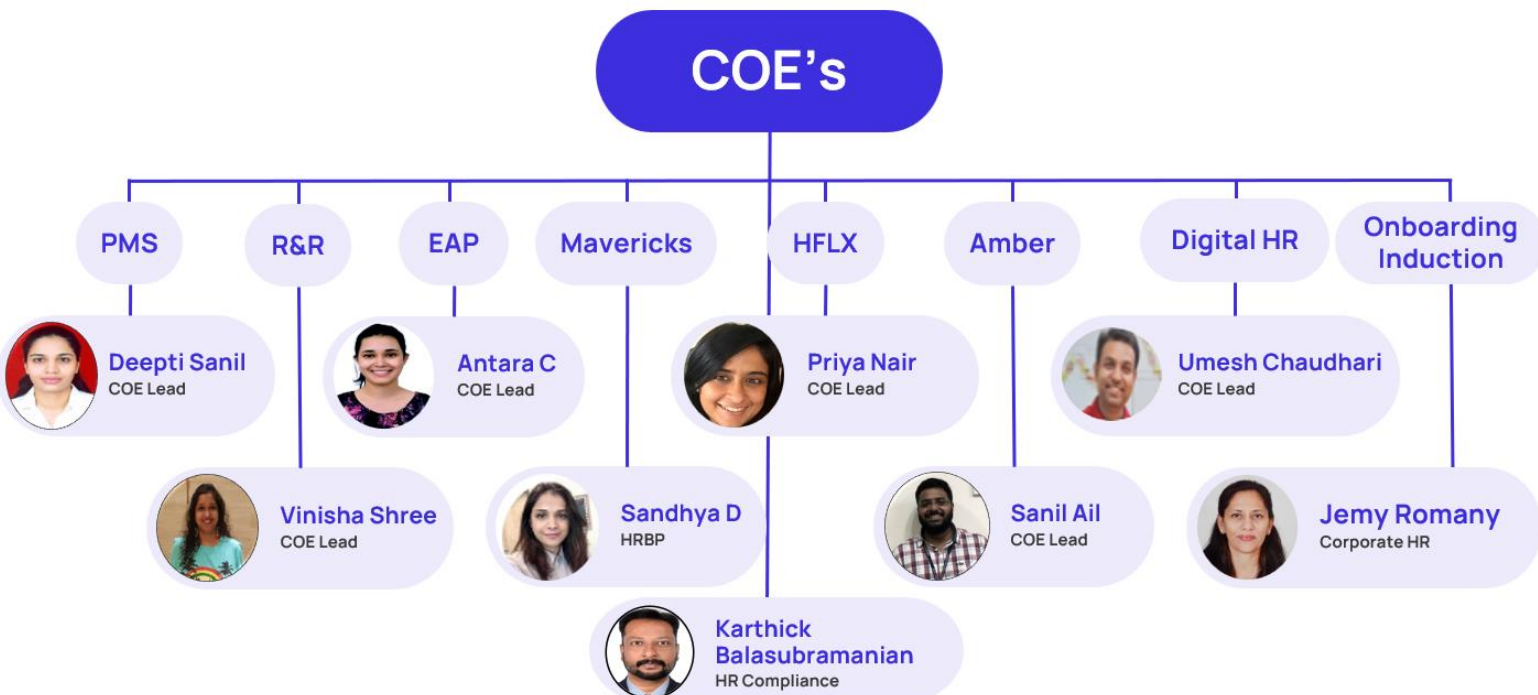
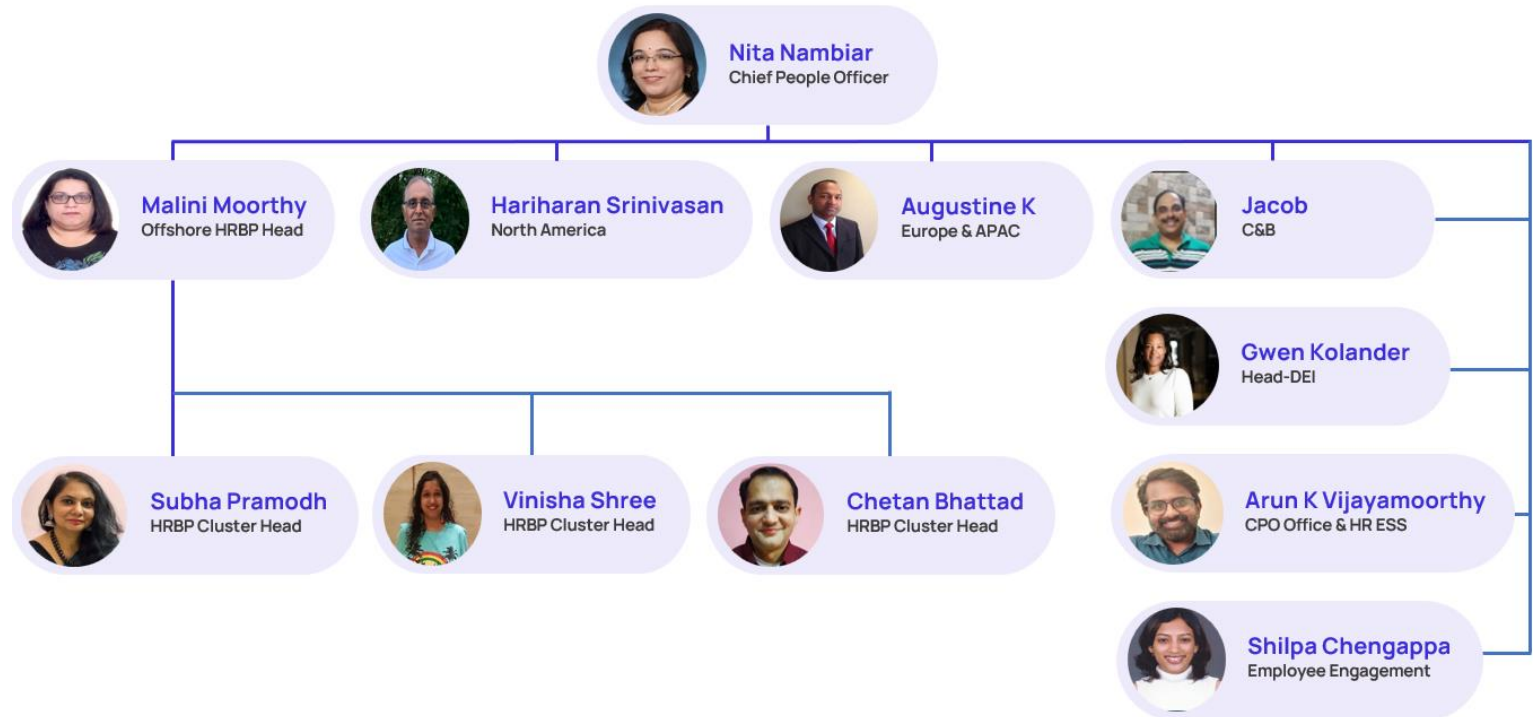
#### 1.0 Proof submission for All DHR tasks

Any D HR task that is pending for approval by HR, needs to be accompanied with a valid Proof submission. (E.g. Name change request requires Aadhar card proof, Adding Prior Employment requires Service Letter etc.)

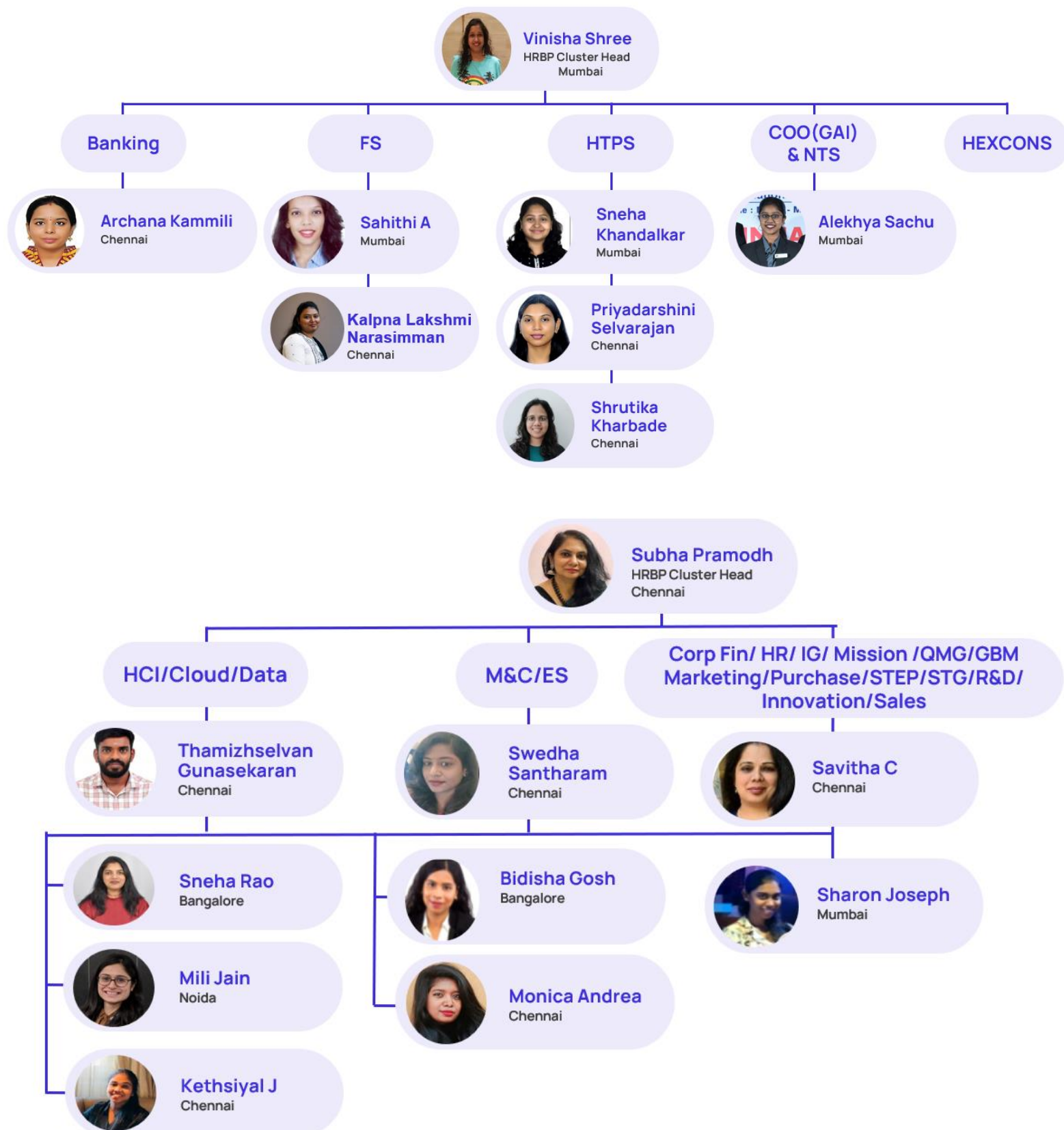
You may send the Proof to Sathish [sathish2@hexaware.com](mailto:sathish2@hexaware.com)

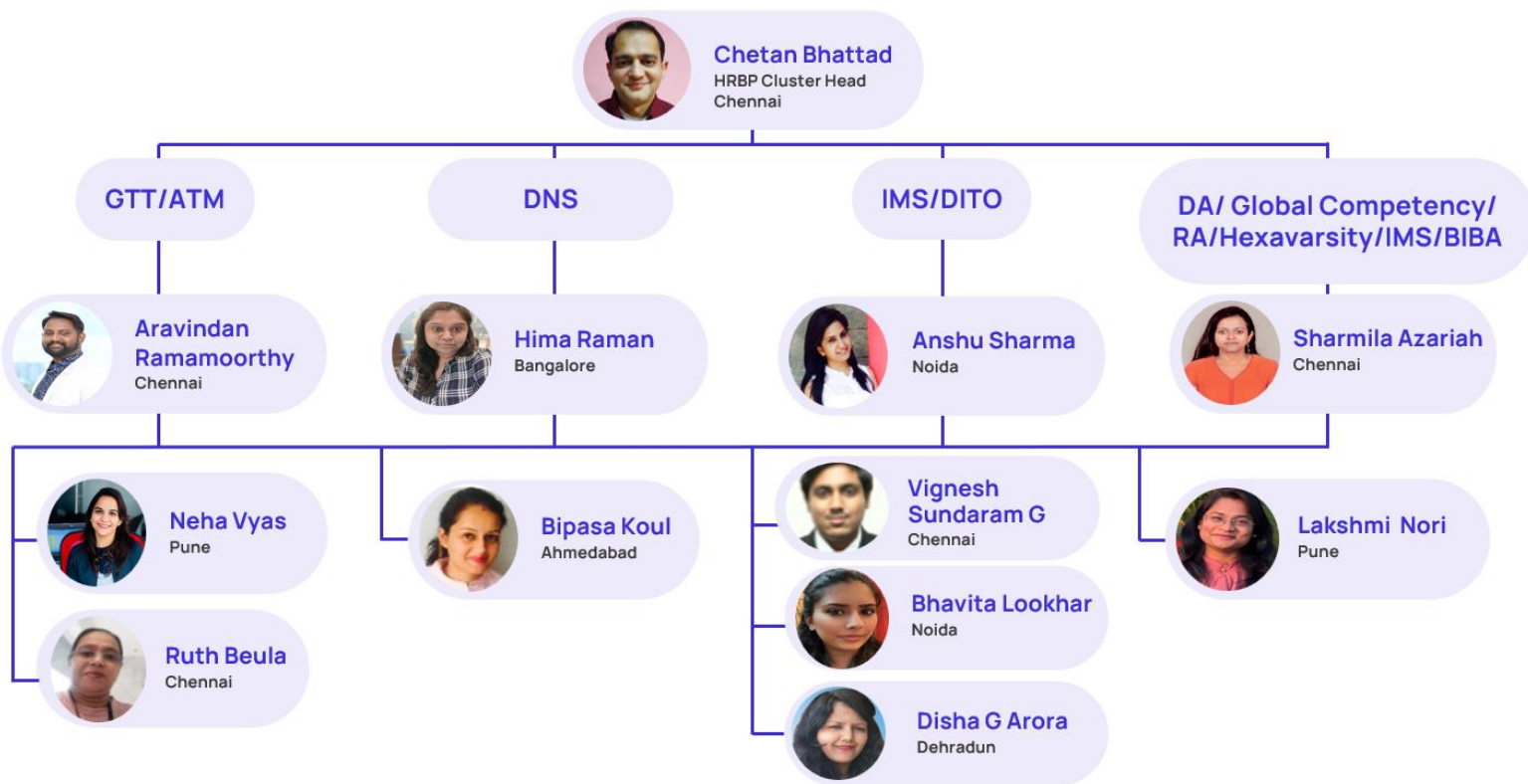
## 5 HR Business Partner

### 5.1 HRBP Structure



# India HRBP





## 6 HR Hub

### 6.1 HR Video Tutorials:

Name of Tutorial & Link	Manual Path
<a href="#">Approve or Reject Resignation as Manager.mp4</a>	StationH → Explore → Spaces → India Connect (Page) → HR Hub (under Quick links)
<a href="#">Digital HR- Employee Manual.pdf</a>	
<a href="#">Exit Formalities for Employees-Part A.mp4.mp4</a>	
<a href="#">How to Add Bank details in DHR (First Time Adding).mp4</a>	
<a href="#">How to Add Family Member in D HR.mp4</a>	
<a href="#">How to Add PAN, Aadhaar or Passport Number in DHR.mp4</a>	
<a href="#">How to Add Spouse and Marital Status in D HR.mp4</a>	
<a href="#">How to Apply Leave as Employee.mp4</a>	
<a href="#">How to Approve Leave for a Reportee Manager.mp4</a>	
<a href="#">How to Change Manager Manager Role.mp4</a>	
<a href="#">How to change my Existing Bank details to My New Bank details in DHR.mp4</a>	
<a href="#">How to Initiate Domestic Transfer for a Reportee Manager Role.mp4</a>	
<a href="#">How to Raise WFH for a Subordinate (Direct Reportee) Manager Role.mp4</a>	
<a href="#">How to Resign as Employee.mp4</a>	
<a href="#">How to Update Domestic Deputation for my Reportee Manager Role.mp4</a>	
<a href="#">How to Update Onsite Deputation for my Reportee Manager Role.mp4</a>	
<a href="#">How to Update Photo in D-HR.mp4</a>	
<a href="#">Initiate Probable Absconding of a Reportee Manager Action.mp4</a>	
<a href="#">Overview of Manager Role is Digital HR Portal.mp4</a>	
<a href="#">Update my Personal Details.mp4</a>	
<a href="#">How to Update Timesheet or WFH in Time App.mp4</a>	