

Standard Operating Procedure (SOP) for New Hire Email Account Setup

Objective: This SOP outlines the process for setting up an email account for a new hire in the organization.

Scope: This SOP applies to the IT department responsible for email account administration.

Responsibilities:

- HR department: Provides the necessary employee information, including full name, department, and position.
- IT department: Performs the email account setup and provides the new hire with account details.

Procedure:

HR Onboarding:

a. HR department receives the completed new hire paperwork, including the required employee information.

1. b. HR verifies the accuracy and completeness of the employee information.

Email Account Request:

a. HR department submits an email account request to the IT department for the new hire.

2. b. The email account request includes the new hire's full name, department, and position.

Account Creation:

a. IT department receives the email account request from HR.

b. IT department verifies the received information and ensures it matches the HR records.

c. IT department creates an email account based on the organization's email system (e.g., Exchange, G Suite).

d. IT department assigns a unique email address for the new hire, adhering to the organization's naming convention.

3. e. IT department sets an initial password for the new email account.

Account Configuration:

a. IT department configures the new email account with the necessary settings and policies, such as email signature, email retention, and mailbox size.

4. b. IT department enables any required security features, such as multi-factor authentication.

Account Activation:

a. IT department activates the email account and performs initial testing to ensure proper functionality.

5. b. IT department sets up account forwarding or auto-reply messages, if applicable.

Account Communication:

a. IT department communicates the email account details to the new hire securely. This may include the email address, temporary password, and any additional instructions.

6. b. IT department emphasizes the importance of maintaining the security and confidentiality of the email account credentials.

Account Handover:

a. IT department assists the new hire in accessing the email account using the provided credentials.

b. IT department provides guidance on email client setup (if applicable) or usage of web-based email access.

7. c. IT department clarifies any questions or concerns related to the email account setup.

Account Monitoring and Support:

a. IT department monitors the new hire's email account to ensure its proper functioning.

8. b. IT department provides ongoing support and assistance for any email-related issues or queries.

Account Termination (if applicable):

a. When the new hire leaves the organization, the HR department notifies the IT department of the account termination request.

9. b. IT department follows the appropriate account termination procedure, disabling or deleting the email account while adhering to data retention and security policies.

Attachments: None

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Date: 2023-05-16

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HR Manager

Date: 2023-05-16

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