

Welcome Home

We are grateful to have you on board as TDCX continues to grow! We look forward to your continued growth and the positive impact you will bring to TDCX.

Sincerely,
Your TDCX Family



#BeMore



New Hire **Onboarding Kit**

- ☐ [Our TDCX Core Values](#)
- ☐ [Our Office Locations](#)
- ☐ [Introducing Flash Suites](#)
- ☐ [Flash Home & Flash Learn Log in](#)
- ☐ [Other applicable Log in credentials guide](#)
- ☐ [Flash Card \(Clock In / Out\)](#)
- ☐ [Health & Wellbeing Services](#)
- ☐ [TDCX Community](#)
- ☐ [How to Update Bank Information](#)
- ☐ [How to access Pay slips](#)
- ☐ [Useful Contacts](#)
- ☐ [TDCX Talent Handbook](#)
- ☐ [Flash Desk User Guide](#)

TDCX Core Values

At TDCX, we are guided by core values of courage, initiative, teamwork, trust and innovation. In that spirit, we built a positive culture for everyone to expand their potential .





KL Office Locations



1 Sentral

Lvl 6,7 & 22 Jalan Stesen Sentral 5, Brickfields, 50470 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur



**Menara Kembar
Bank Rakyat**

33, Jalan Rakyat, Brickfields, 50470 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur
Lvl 7,8, 21, 23, 24,25, 26,27



NU Tower 1 & 2

Lvl 12 & 31 Menara Allianz Sentral (NU 1), 203, Jalan Tun Sambanthan, 50470 Kuala Lumpur

Lvl 18, 19, 36, NU Tower 2, Jalan Tun Sambanthan, Kuala Lumpur Sentral, 50470 Kuala Lumpur



Mercu 3, KL Eco City

Lvl 7 Mercu 3, Jalan Bangsar, KL Eco City, 59200 Kuala Lumpur, Federal Territory of Kuala Lumpur



nearest train station

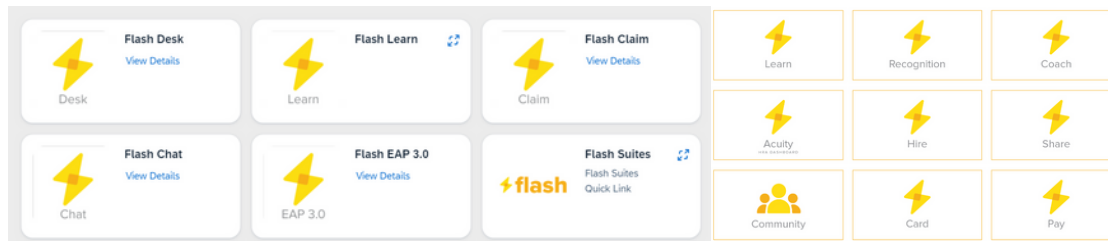
KL SENTRAL

nearest train station

Mercu 3 : Abdullah Hukum

Flash Suites

Flash is our in-house 360-degree human capital and experience management suite.



Flash Home is our Human Resources information system functioning as a one stop center for all important announcement and tools.

Highlights: Flash Home allows employees to view their profile, download paylips, file a leave, etc.



Flash Desk is a software platform designed to capture HR customer service requests and help People Care Services to manage HR inquiries or transactional request in only one platform. In case you have any HR enquiry, you can either search the Knowledge Bank in Flash Desk or create a ticket if needed and People Care Services will address the ticket in a timely manner.



Flash Learn complements our innovative hiring and coaching programs with a detailed online learning and training program. Our adaptive approach allows us to easily share knowledge across multiple geographies, whether we are working from the office or remotely.



Please check the courses assigned to you in Flash Learn. There are few courses that all new TD Peeps needs to complete within 1 month of joining TDCX.

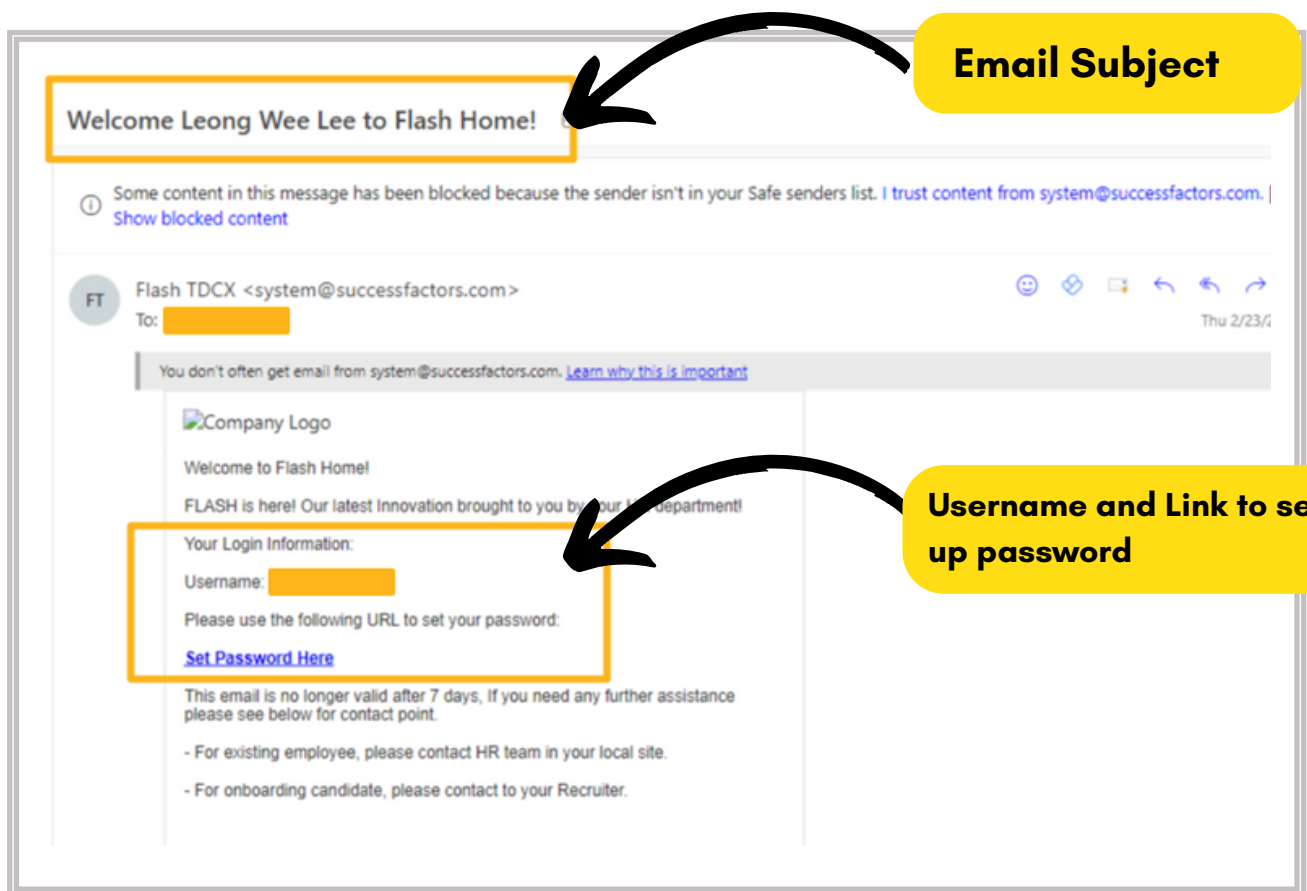
⚡flash home ⚡flash learn

Log in Credentials

You may find your Flash Home and Flash Learn Log in through the auto generated message routed to your personal email address used during your application process.

The auto generated message is from **system@successfactors.com**

Sample as below:



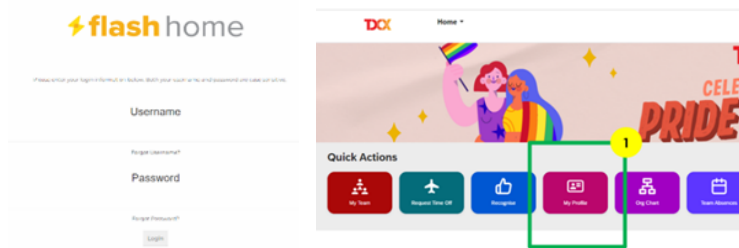
Tips: To locate your **Employee ID**, log in to Flash Home > Go to "**My Profile**" > Click "**Personal Information**" > See "**Person ID**" and that will be your Employee ID

(NEW)

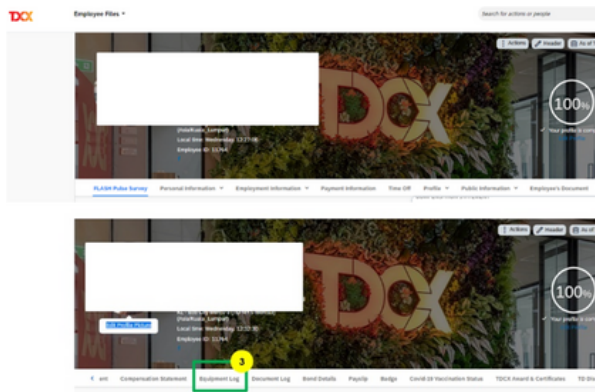
Other Log in Credentials

New Hire Employees can access their applicable basic credentials such as company email, Flash Card (clock in & out portal) by following steps as below:

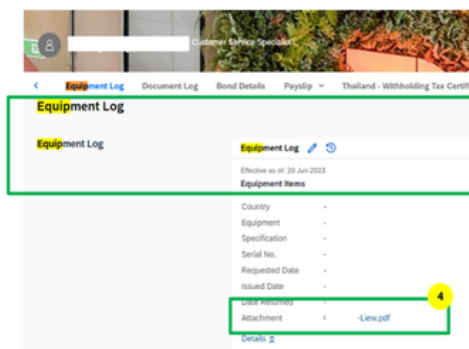
1 Log in to Flash Home > Click "My Profile"



2 Click right arrow icon and select "Equipment Log"



3 In Equipment Log Section click on the attachment to download the PDF document containing credentials generated.



Note: The password is a combination of the first four letters of the employee's name, in UPPER CASE and the last five digits of employee's IC/Passport number. Please see examples below:

- a. If the first name in the Employee Name is Mohammad and IC/Passport number is 123456-78-9000, then the password would be MOHA89000.
- b. If the first name in the Employee Name is Jen and IC/Passport number is 123456-78-9000, then the password would be JEN89000.



Any issues encountered on this steps please contact pcs.onboarding@tdcx.com

⚡ flash card

(Staff Portal)

Flash Card is a clock in and out online system that allows employees to with time tracking , mark time and attendance based on their shifts or schedule.

TDCX operates a clock in/clock out policy in Flash, which all employees are expected to comply.

- Upon arrival to work, the employee must immediately personally clock in the time entered or start work.
- Upon leaving the premises or work, you must personally clock out.

It is not permissible under any circumstances for any employee to clock in or out on behalf

Guide: How to Clock in and out

1

Open direct link access to Flash Card:

CLICK HERE



2

Enter your Login credentials (new employees can find this in the PDF document downloaded from Equipment Log)

⚡ flash card

Click dropdown option to select shift assigned

⚡ flash card

3

Click "Clock In " button

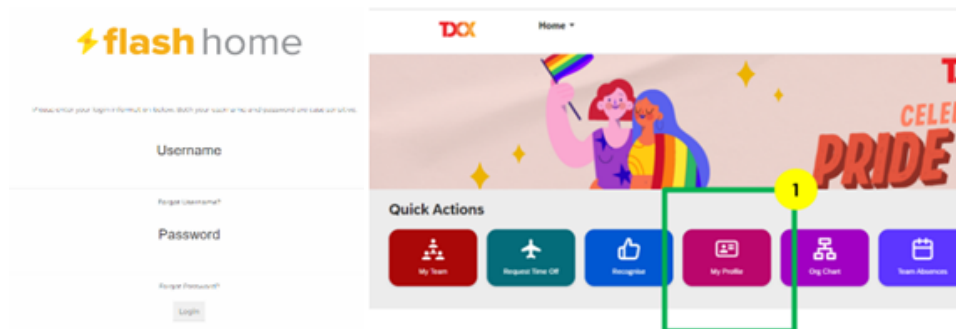
You'll be able to see "Clock Out button" once your clock in for the day is recorded.

Clock In/Out Log tab shows a list of your clock In/Out Details

How to access Pay slips

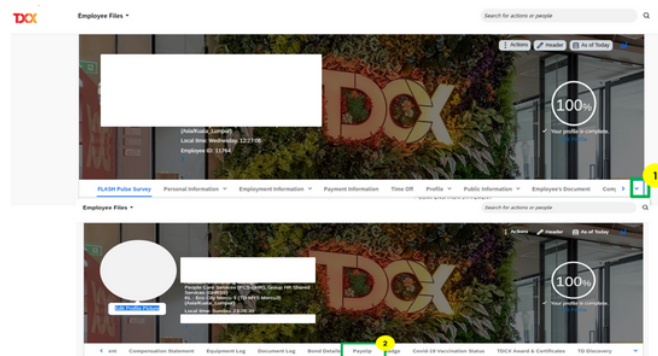
1

Log in to Flash Home > Click "My Profile"



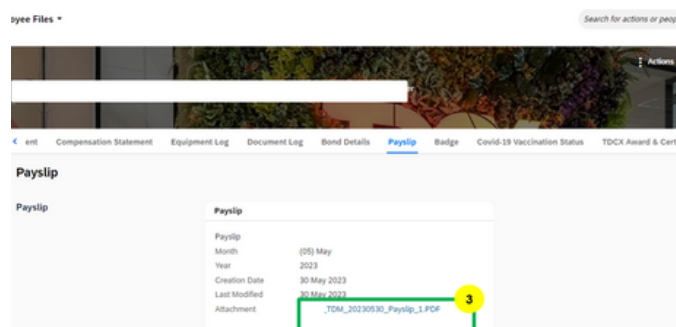
2

Click right arrow icon and **select "Payslip"**



3

Click the attachment to **download** your Pay slip copy



Note: The password is a combination of your Date of Birth (dd/mm/year) and Employee ID. Please see examples below:



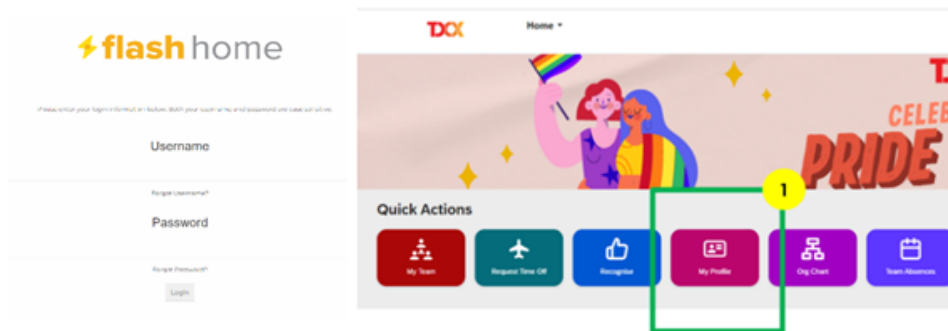
13 July 1998 + 12345 = 1307199812345

To check Employee ID : Go to Flash Home > My Profile > Personal Information > Biographical Information > Person ID.

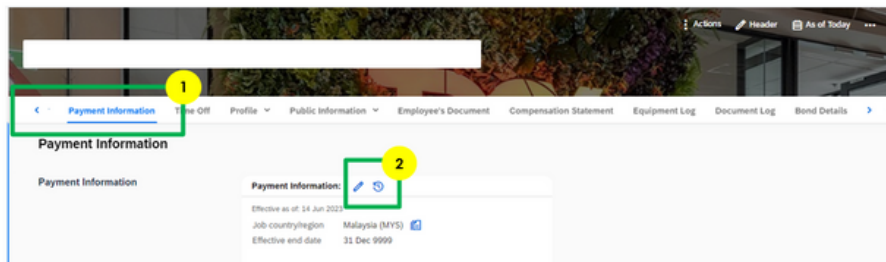
How to update Bank Information

New Employees are required to update their bank information in to their Flash profile for Payroll Purpose.

1 Log in to Flash Home > Click "My Profile"



2 Click right arrow icon and select "Payment Information" > click pencil icon



3 Fill in all mandatory field in * > then click "save"

The image shows the 'Payment Information' form. It has a yellow header with the title 'Payment Information:'. Below the header, there's a section for 'When would you like your changes to take effect?' with a date picker set to '26 Jun 2023'. This is followed by 'Job country/region' (Malaysia (MYS)) and 'Effective end date' (31 Dec 9999). Then, there's a 'Details' section with a dropdown for 'Pay Type' (Main Payment Method), a dropdown for 'Payment Method' (Bank Transfer (01)), a dropdown for 'Bank Country/Region' (Malaysia (MYS)), a text field for 'Account Owner', a text field for 'Account Number', and a dropdown for 'Bank'. At the bottom, there's an 'Add Details' link and a 'Save' button, which is highlighted with a green box.

Note: Update your Bank Information upon commencement date. Failure to update active bank account information on-time may lead to salary delays.

Health & Wellbeing Services



AIA is TDCX Malaysia's selected Employees health benefit provider. You will receive an AIA Welcome email notification along with further instruction from Peoplecare.Services.OPSetdcx.com within your first week upon commencement of employment. If you haven't received this on the mentioned timeline, please drop a message to email contact as above or raise a ticket via Flash Desk

**Learn more about your Health Benefits
by going through our
AIA Vitality Programme details**

CLICK HERE



TDCX cares about your wellbeing and has partnered up with Naluri, a digital health care platform, to provide comprehensive mental health support for all our employees.

The TDCX EAP 3.0 gives you access to digital transformation tools and teams of professional coaches, and other additional support services that cater to your emotional well-being.



To Access EAP 3.0

CLICK HERE



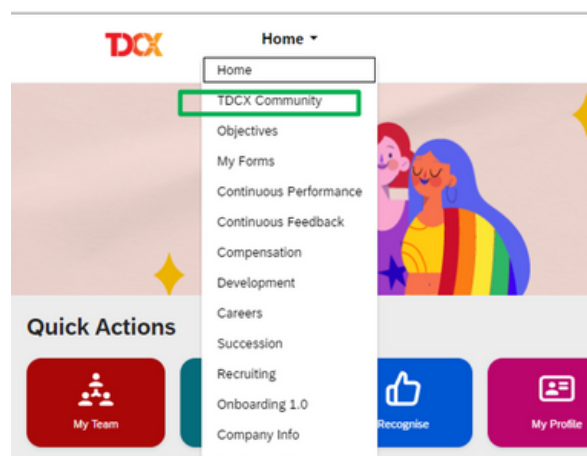
TDCX Community

As a new member of the TDCX family, we invite you to check out our closed group on TDCX Community. Our social platform for updates within the organization



Or

Log in to Flash Home > Click the dropdown icon> select "**TDCX Community**"



TDCX Talent Handbook

The Talent Handbook should make your first days with us easy and ensure that you have a great time getting to know us as we get to know you. You will find all the relevant information you may need about the company, our vision and mission, as much as important guidance and specific site regulations that we need you to know and abide by. This handbook may answer many questions that you have about your employment at TDCX



**To learn more
about TDCX Talent
Handbook**

CLICK HERE





Useful Contacts

myhelpdesk@tdcx.com

For laptop/PC, WiFi, email, building/door access card, or any IT-related issues or queries

myhrta@tdcx.com

For Internal Hiring related enquiries

mysgs@tdcx.com

For Employee Referral Programme related enquiries

myhrir@tdcx.com

For disciplinary related matters or support

myhrbp@tdcx.com

For HRBP support/ enquiries

myhree@tdcx.com

For Employee Engagement related enquiries

asklnd@tdcx.com

For Flash Learn related enquiries

tdcxmy.linkedinsupport@tdcx.com

For LinkedIn Learning Support

mypayrolletdcx.com

For Payroll and Tax deduction related enquiries

myfacilities@tdcx.com

For Parking Enquiries/ Application

People Care Services Escalation Groups



- **Global Mobility** – Work Permit/ Visa Related/ Expat Related matters/ support
- **Operations** – HR transactions related inquiries / support
- **Onboarding** – New Hire Onboarding related support

Flash Desk User Guide

FIRST TIME LOGIN

1

Enter your employee ID. Don't know what your ID is? Hover over ①.

First time login to Flash Desk? Enter your Employee ID and click [here](#) to receive Flash Desk login ID and default password.

Login ID

Password

Submit

[Forgot Password?](#) [Agent Login](#)

2

Click here to receive your default login credentials.

3

You will receive your default login credentials via your email.

First time login to Flash Desk? Enter your Employee ID and click [here](#) to receive Flash Desk login ID and default password.

Login ID

Password

Submit

[Forgot Password?](#) [Agent Login](#)

Default credentials has been sent to email [flashdeskisawesome@tdcx.com](#)

4

Copy the password in the red circle and paste it into the box above. Click Submit.

5

Copy the password sent to your email in the blue circle and paste it in the box. Click Submit.

One-time password

Enter one-time password sent to your email.

Your one-time password expires in 04:54 minutes.

One-time password

Submit

One-time password to login Flash Desk

noreply@Flash.Desk@tdcx.com

Dear Flash Desk Is Awesome,

Your one-time password to login Flash Desk is **b40ee138**

This one-time password is valid for 5 minutes.

Kindly disregard the above if you did not request Flash Desk one-time password.

This is an auto generated email. Please do not reply to this email.

6

Copy the password in the red circle (from step 4) once again and paste it into the Current Password box. Set your New Password following the instructions as shown below.

Click on Change Password.

Current Password

New Password

Re-type New Password

Change Password

✓ one lowercase letter

✓ one uppercase letter

✓ one number

✓ one of these special characters !@#\$%^&*()-+=~

✓ length must be between 12 to 20 characters

✓ new password and re-type password must match

Congratulations!

You can now log into Flash Desk using your **Employee ID** and the **New Password** you've set. A **one-time password** will also be generated and sent to your inbox each time you login for extra security.

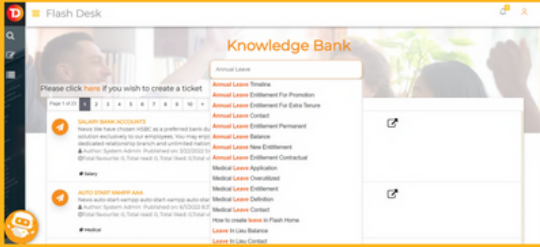
#BeMore

#BeMore

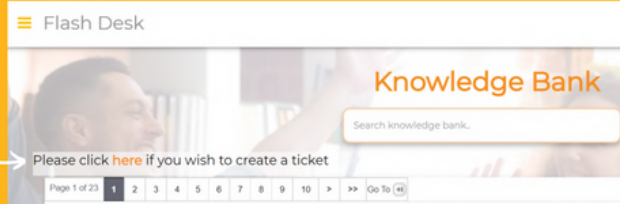
Flash Desk User Guide

KNOWLEDGE BANK

1 Before you raise a ticket, search the Knowledge Bank for answers.

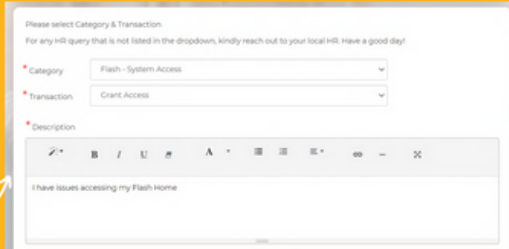


2 Can't find what you're looking for? Click on the link to raise a ticket.




RAISE A TICKET

1 Select a Category and Transaction type. Include a Description of your enquiry.

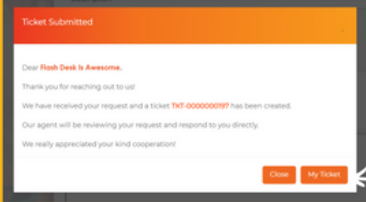


2 Attach a file if needed. Click Submit once you're done.

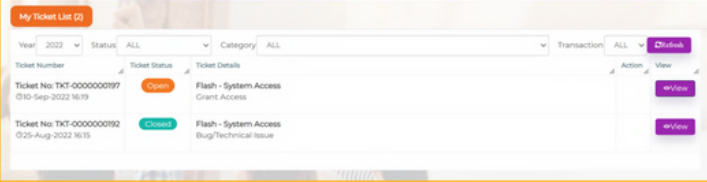
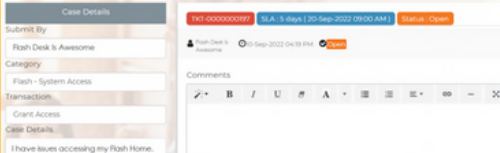


Ticket Submitted

3 A Ticket Submitted message will pop up once your ticket has been raised. Click My Ticket to view your Ticket List.



4 Monitor the progress of your tickets. View the tickets and leave comments for your agents even when the tickets are still in progress.

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