

New Hire FAQs

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Getting Started

Q: When will I receive my equipment?

A: Your laptop and any accessories should arrive 1-2 business days before your start date (for remote employees) or be waiting at the office on Day 1 (for office-based employees). You'll receive a shipping confirmation email with tracking. If it hasn't arrived by the day before you start, contact onboarding@novatech.com immediately.

Q: What should I do if my equipment doesn't arrive in time?

A: Email onboarding@novatech.com right away. We can expedite shipping, arrange for a temporary device, or adjust your first-day activities. Don't worry—this happens occasionally and we have backup plans.

Q: Do I need to do anything before my first day?

A: Yes, a few things: 1. Complete benefits enrollment in Workday (ideally before Day 1) 2. Set up direct deposit in Workday 3. Fill out tax forms (W-4, state forms) 4. Accept calendar invites for orientation

Q: What time does orientation start?

A: Orientation starts at 9:00 AM in your local timezone. You'll receive a Zoom link via calendar invite. Make sure to join a few minutes early to test your audio/video.

Q: What should I wear for orientation (video call)?

A: We're casual—no need for formal attire. Business casual or what you'd normally wear working from home is fine.

IT & Tools

Q: How do I get access to the tools I need?

A: Most core tools (Slack, Google Workspace, Zoom, Notion) are set up automatically before your start date. Role-specific tools may require a request—check with your manager or submit an IT ticket via #it-help on Slack.

Q: What’s my NovaTech email address?

A: Your email is firstname.lastname@novatech.com. If there’s a conflict with an existing name, HR may add a middle initial or number.

Q: How do I reset my password?

A: Go to app.novatech.com/account and click “Forgot Password.” You’ll receive a reset link at your personal email (before Day 1) or NovaTech email (after Day 1).

Q: What Slack channels should I join?

A: You’ll be automatically added to #announcements and #random. Your manager will add you to team channels. Recommended channels to join manually: #new-hires, #ask-hr, #it-help, and your office location channel (e.g., #austin-office).

Q: Can I choose a Mac or Windows laptop?

A: Yes! Most roles allow a choice between MacBook Pro/Air and Dell XPS. Your manager may have a recommendation based on team standards, but the final choice is usually yours.

HR & Benefits

Q: When do my benefits start?

A: Benefits are effective on your first day of employment. Complete enrollment in Workday within 30 days (but we recommend before Day 1 or during your first week).

Q: What if I miss the benefits enrollment deadline?

A: You'll need to wait until the next open enrollment period (November) unless you have a qualifying life event. If you're close to the deadline, contact benefits@novatech.com for an extension.

Q: When and how often do I get paid?

A: US employees are paid bi-weekly on Fridays. UK employees are paid monthly on the last business day. India employees are paid monthly on the 28th. Set up direct deposit in Workday to ensure timely payment.

Q: How much PTO do I have?

A: See Annual Leave Policy (HR-LOA-001) for full details. Standard entitlement for most US employees is 20 days/year (accrued monthly). UK employees receive 25 days plus bank holidays. Your specific entitlement depends on level and location.

Q: Can I take time off during my first month?

A: Yes, if needed. Talk to your manager—they'll work with you on timing. Note that you accrue PTO from your start date, so you may have limited balance early on.

Q: What's the probationary period?

A: Most employees have a 90-day probationary period. This is a mutual evaluation period—we assess fit while you assess whether NovaTech is right for you. At 90 days, you'll have a review with your manager to confirm ongoing employment.

Day-to-Day Work

Q: What are the working hours?

A: We're flexible. There are generally no set hours—work when you're most productive. However, you should be available for team meetings and collaboration with your timezone. Discuss expectations with your manager.

Q: Am I expected to be online at specific times?

A: It varies by team. Most teams have some “core hours” overlap for meetings and collaboration. Your manager will share team norms. Generally, we care about outcomes, not hours online.

Q: Can I work from a coffee shop or coworking space?

A: Yes! Just be mindful of security (use VPN on public WiFi, don’t discuss confidential info loudly, position screen away from others). We offer a \$300/month coworking stipend if you want regular coworking space access—ask your manager to approve.

Q: Is there a dress code?

A: No dress code for remote work. If you’re in an office or at a customer meeting, business casual is appropriate. Use judgment for customer/investor calls—err on the side of professional.

Q: How do I know what to work on?

A: Your manager will help you ramp up. During your first week, expect mostly onboarding tasks and learning. By week 2-3, you should have your first small assignments. If you’re ever unclear, ask your manager—it’s expected that new hires need direction.

Your Manager & Team

Q: When will I meet my manager?

A: Your manager should schedule a 1:1 with you on Day 1 or 2. If you don’t have one on your calendar by mid-Day 1, send them a Slack message.

Q: What’s a “buddy” and who’s mine?

A: Your buddy is a peer on your team who helps you navigate your first weeks—someone you can ask “dumb questions” without feeling awkward. Your manager assigns your buddy. If you don’t know who yours is by Day 2, ask your manager.

Q: How often will I meet with my manager?

A: Most managers do weekly 1:1s (30-60 minutes). This is your time to discuss work, get feedback, ask questions, and share concerns. Come prepared with topics you want to discuss.

Q: What if I'm struggling to connect with my team?

A: Remote onboarding can feel isolating. Suggestions: - Reach out to teammates for virtual coffee chats - Participate in team social channels (#random, team channels) - Ask your buddy for introductions - Attend optional team social events - If it persists, talk to your manager or HR

Compensation & Equity

Q: When will I see my first paycheck?

A: Depending on your start date and pay cycle, your first paycheck may be prorated. US employees are paid bi-weekly, so you'll see your first check within 2 weeks of starting. Set up direct deposit ASAP to ensure it's deposited correctly.

Q: I received stock options/RSUs. How do I access information about them?

A: Equity is managed in Carta. You'll receive an email from Carta with your grant details after your first month (grants are approved at Board meetings). Until then, your offer letter has the details.

Q: When does my equity vest?

A: Standard vesting is 4 years with a 1-year cliff. This means nothing vests until your 1-year anniversary, then 25% vests, followed by monthly vesting for the next 3 years. See Equity Guide (HR-COMP-005) for full details.

Q: How do I learn more about my total compensation?

A: Your offer letter outlines base salary, bonus target, and equity. Workday shows your current salary. For questions, contact total-rewards@novatech.com.

Remote Work

Q: Do I need to be in an office?

A: No. NovaTech is remote-first—working from home is the default. Offices exist for those who want them, but there’s no requirement to attend.

Q: How do I get my home office set up?

A: You receive a \$500 one-time home office stipend to purchase equipment (desk, chair, monitor, etc.) and \$75/month internet reimbursement. Submit receipts through Ramp.

Q: Can I work from another country?

A: You can work from anywhere in your country of employment. Working from a different country for more than 14 days requires approval due to tax implications. See International Remote Work Policy (HR-WRK-012).

Q: Are there regular in-person events?

A: Yes! We have a company-wide offsite once a year and team offsites quarterly (timing varies by team). Travel is covered. Attendance is expected unless you have personal circumstances that prevent it.

Getting Help

Q: Who do I ask about...?

Topic	Who to Ask
My work, projects, priorities	Your manager
Team culture, navigating the company	Your buddy
HR, benefits, payroll	#ask-hr on Slack or hr@novatech.com
IT, equipment, access	#it-help on Slack
Expense reimbursement	#expense-help on Slack
Anything else	Your manager or buddy can point you in the right direction

Q: Where do I find company policies?

A: All policies are in Notion under People Ops > Policies. The Employee Handbook (HR-EMP-001) provides an overview with links to detailed policies.

Q: I have a question not answered here. Who can help?

A: Reach out to your manager, buddy, or the People Operations team via #ask-hr on Slack or hr@novatech.com. No question is too basic—we expect new hires to have lots of questions!

Welcome to NovaTech! We're excited to have you.

Related Documents: New Hire Onboarding Checklist (HR-ON-001), Employee Handbook (HR-EMP-001), Remote Work Policy (HR-WRK-001)