New Employee Onboarding FAQs

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Before Your First Day

Q: When will I receive my equipment?

A: Your laptop and equipment are typically shipped to arrive **2-3 days before your start date**. You'll receive tracking information via email. If your start date is Monday, expect delivery by the previous Thursday.

Q: What if my equipment doesn't arrive?

A: Contact it@novatech.com immediately. We'll expedite shipping or provide a loaner if needed. Don't worry - we'll make sure you can start on time.

Q: What documents do I need on my first day?

A: For I-9 verification, bring: - Valid government-issued ID (passport, driver's license) - Work authorization document (if applicable) - Social Security card or birth certificate

Full list of acceptable documents: USCIS I-9 Acceptable Documents

Q: What should I wear?

A: NovaTech is casual. Wear whatever makes you comfortable - jeans, t-shirts, sneakers are all fine. For customer-facing roles, business casual is recommended.

Q: What time do I start?

A: Your first day starts at **9:00 AM in your local time zone**. You'll receive a calendar invite with details and video link for orientation.

First Day & Week

Q: What happens on my first day?

A: Day 1 schedule typically: - 9:00 AM: HR orientation (1.5 hours) - 10:30 AM: IT setup time - 12:00 PM: Lunch (virtual coffee with buddy) - 1:00 PM: Meet your manager - 2:00 PM: Team introductions - 3:30 PM: Self-paced setup and reading

Q: How do I log in to systems?

A: You'll receive temporary credentials via your personal email before your start date: 1. Log in to Okta (okta.novatech.com) 2. Set up MFA (required) 3. Change your password 4. Access all other apps through Okta

Q: Who is my buddy?

A: Your onboarding buddy is assigned during your first week. They're your go-to person for "how things work here" questions. Your buddy is NOT your manager - they're a peer who helps you get acclimated.

Q: What if I'm confused or lost?

A: Totally normal! Resources: - **Your buddy:** First point of contact - **Your manager:** Questions about your role - **#new-hires Slack:** Connect with other new employees - **#ask-hr:** HR-related questions - **#it-help:** Technical issues

Q: When do I get paid?

A: Pay dates are the **15th and last day of each month**. Your first paycheck will include time worked from your start date. Direct deposit usually posts by morning of pay date.

Benefits & HR

Q: When do I need to enroll in benefits?

A: You have **30 days from your start date** to enroll in benefits. If you don't enroll, you'll be defaulted to basic coverage. Benefits are effective the 1st of the month following your start date.

Q: How do I enroll in benefits?

A: 1. Log in to Workday (workday.novatech.com) 2. Go to Benefits 3. Click "Open Enrollment" 4. Make your selections 5. Submit before your 30-day deadline

Q: Can I add family members to my insurance?

A: Yes! During enrollment, you can add: - Spouse or domestic partner - Dependent children (up to age 26)

You'll need their SSN and date of birth.

Q: How does the 401(k) work?

A: - **Contribution:** You can contribute up to IRS limits - **Match:** NovaTech matches 50% up to 6% (so 3% match if you contribute 6%) - **Vesting:** Immediate vesting - **Provider:** Fidelity - **Enrollment:** Via Workday

Q: How much PTO do I get?

A: PTO varies by level: - L1-L3: 15 days per year - L4-L5: 20 days per year - L6+: 25 days per year

Plus 10 company holidays and 3 mental health days.

Q: When can I start using PTO?

A: You can use PTO immediately, though it's encouraged to wait a few weeks to settle in. PTO accrues each pay period.

IT & Equipment

Q: What software is pre-installed on my laptop?

A: Standard installs: - Slack - Google Workspace - Zoom - 1Password - CrowdStrike (security) - GlobalProtect (VPN)

Additional software through Self-Service app.

Q: How do I get additional software?

A: 1. Check if it's in Self-Service app (many apps available) 2. If not, request via IT Service Desk (it.novatech.com) 3. Some software requires manager approval

Q: What's my email address?

A: firstname.lastname@novatech.com

If your name is common, you might get firstname.m.lastname@ or similar. HR will confirm your exact address.

Q: How do I set up my home office?

A: You receive a **$500 one-time stipend** for home office setup. Use Ramp to expense: - Desk - Chair - Monitor stand - Ergonomic accessories - etc.

Requests for monitors and peripherals go through IT.

Q: Can I expense a standing desk?

A: Yes, under your $500 home office stipend. If you need more for ergonomic reasons, contact HR for accommodation request.

Team & Culture

Q: How do I meet people?

A: Ways to connect: - **Your team:** Daily standups, team meetings - **Buddy program:** 1:1 connections - **Coffee chats:** Virtual coffee Slack bot (#coffee-chats) - **Slack channels:** Join interest groups (#pets, #music, #gaming, etc.) - **Company events:** Virtual and in-person gatherings

Q: What are core hours?

A: Core hours are team-specific. Generally: - US teams: 10 AM - 3 PM PT - EMEA teams: 10 AM - 3 PM GMT

Check with your manager for your team's expectations.

Q: Is there a dress code?

A: No formal dress code. Casual is fine. Use judgment for customer meetings.

Q: How do people communicate?

A: Primary channels: - **Slack:** Day-to-day communication - **Google Meet:** Internal video calls - **Zoom:** External meetings - **Email:** External communication, formal matters - **Confluence:** Documentation - **Linear/Jira:** Project tracking

Q: What's the meeting culture like?

A: - Most meetings have agendas - Cameras on is encouraged but not required - "No Meeting Wednesdays" in some teams - It's okay to decline unnecessary meetings - Async communication preferred when possible

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Training & Development

Q: What training do I need to complete?

A: Required training (first 30 days): - Security Awareness (1 hour) - Code of Conduct (30 min) - Anti-Harassment (1 hour) - Privacy & Data Protection (45 min)

Role-specific training assigned by your manager.

Q: Where do I find training?

A: Training platform: Knowbe4 (access via Okta) - Required training appears on your dashboard - Deadlines shown for each module - Completion tracked automatically

Q: How much can I spend on learning?

A: **$2,500 per year** for professional development: - Online courses - Certifications - Books - Conferences

See Learning & Development Policy for details.

Getting Help

Q: Who do I ask for help?

Topic	Who to Contact
Role/work questions	Your manager
Day-to-day questions	Your buddy
HR/benefits	#ask-hr or hr@novatech.com
IT issues	#it-help or it@novatech.com
Payroll	payroll@novatech.com
General questions	#new-hires

Q: What if I'm struggling?

A: It's normal to feel overwhelmed! Options: - Talk to your manager or buddy - HR is always available - EAP provides free counseling - Take a mental health day if needed

Q: What's the 30-60-90 day expectation?

A: - **30 days:** Learn, ask questions, complete training - **60 days:** Contribute to projects, build relationships - **90 days:** Fully integrated, working independently

Your manager will set specific expectations for your role.

Quick Links

- **Okta:** okta.novatech.com
- **Workday:** workday.novatech.com
- **IT Portal:** it.novatech.com
- **Benefits:** benefits.novatech.com
- **Confluence:** wiki.novatech.com
- **Slack:** novatech.slack.com

Related Documents: New Hire Checklist (HR-ONB-001), IT Onboarding Guide (IT-ONB-001), Benefits Guide (HR-BEN-001)