New Employee Account Setup

Document Number: IT-ACC-001 **Effective Date:** January 1, 2020 **Last Updated:** March 1, 2024 **Owner:** IT Operations **Applies To:** All new employees globally

Overview

This document outlines the standard account provisioning process for new NovaTech employees. IT automatically creates accounts based on information from HR systems.

Automatic Account Creation

Triggered By

Accounts are automatically provisioned when: - New hire is entered in Workday with a start date - Typically 2-3 business days before start date - Manager and department information must be complete

Standard Accounts Created

System	Account Type	Provisioned By
Google Workspace	Email, Calendar, Drive	Automatic
Slack	Workspace member	Automatic
Okta (SSO)	Identity provider	Automatic
Zoom	Licensed user	Automatic
Notion	Workspace member	Automatic
GitHub	Organization member	Automatic (Engineering)
Workday	Employee self-service	Automatic
Jira/Confluence	User	Automatic (by team)

Role-Specific Accounts

Additional accounts provisioned based on role: - **Engineering:** GitHub, AWS, DataDog, PagerDuty - **Sales:** Salesforce, Outreach, Gong - **Customer Success:** Zendesk, Gainsight - **Finance:** NetSuite, Ramp

Receiving Your Credentials

Initial Access

New employees receive setup instructions via personal email before Day 1: 1. **Welcome email from IT** (2 days before start) 2. Contains: Laptop setup guide, initial password process 3. First login establishes Okta (SSO) account

Setting Up Your Password

1. **Receive setup email** at personal email address
2. **Click "Activate Account"** link
3. **Create password** meeting requirements:

   - Minimum 12 characters
   - Mix of uppercase, lowercase, numbers, symbols
   - Not a common password or based on name/email

4. **Set up MFA** (Multi-Factor Authentication)

   - Required for all accounts
   - See MFA Setup Guide (IT-ACC-003)

Single Sign-On (SSO)

Once Okta is set up, access most systems via SSO: - Navigate to app.novatech.com/apps - Click on application tile - Authenticate with Okta if prompted

Account Access Timeline

When	What Happens
T-3 days	Accounts begin provisioning
T-2 days	Setup email sent to personal email
T-1 day	Test login possible
Day 1	Full access available
Day 1-5	Request additional access as needed

First Login Checklist

Day 1 Setup

☐ **Okta/SSO:** Log in and verify access

☐ **Google:** Access email, respond to welcome messages
☐ **Slack:** Log in, join #new-hires channel
☐ **Zoom:** Test video/audio
☐ **Notion:** Access People Ops workspace
☐ **Workday:** Verify personal information, complete tasks

Within First Week

☐ **Calendar:** Set working hours and timezone
☐ **Slack:** Join team channels (ask your manager)
☐ **Request additional access:** Via IT ticket if needed
☐ **Complete security training:** In Workday Learning

Requesting Additional Access

Standard Process

1. Submit ticket via #it-help Slack channel or email it-support@novatech.com
2. Include:

   - System name
   - Level of access needed
   - Business justification
   - Manager approval (for sensitive systems)

3. IT processes within 1-2 business days

Systems Requiring Special Approval

System	Approval Required
Production AWS	Engineering Manager + Security
Customer Data Systems	Manager + Compliance
Financial Systems	Manager + Finance
Admin Consoles	Manager + IT Security

See Access Request Process (IT-ACC-005) for details.

Common Issues

"I didn't receive setup email"

- Check spam/junk folder

- Verify correct personal email with HR
- Contact onboarding@novatech.com or it-support@novatech.com

"My account says disabled"

- May be too early (accounts activate on/near start date)
- Contact IT Support if it's Day 1 or later

"I can't access [specific system]"

- Verify you have SSO access first
- Check if system requires separate access request
- Submit IT ticket for investigation

"MFA isn't working"

- See MFA Troubleshooting (IT-ACC-004)
- Common issues: Time sync on phone, backup codes needed

International Employees

UK Employees

- Google Workspace: novatech.co.uk domain
- Regional Slack channels available
- UK-specific systems (Rippling for UK payroll)

India Employees

- Google Workspace: novatech.in domain
- Regional Slack channels available
- India-specific HR systems

Contractors and Temporary Workers

Contractors receive limited access: - Contractor-designated email domain (@ext.novatech.com) - Limited Slack channels - Project-specific system access only - No access to all-employee systems by default

See Contractor Access Policy (IT-ACC-020) for details.

Security Reminders

From Day 1

- **Never share credentials** with anyone, including IT staff
- **Use unique passwords** for NovaTech accounts
- **Enable MFA** on all accounts that support it
- **Report suspicious activity** to security@novatech.com
- **Lock your screen** when away from computer

Phishing Awareness

- IT will never ask for your password
- Verify unexpected requests through known channels
- Report suspicious emails to phishing@novatech.com

Account Lifecycle

During Employment

- Access adjusted as roles change
- Periodic access reviews conducted
- Unused access may be removed

Leaving the Company

- Accounts disabled on termination date
- See Offboarding Access Revocation (IT-ACC-025)

Support

Getting Help

- **Slack:** #it-help
- **Email:** it-support@novatech.com
- **Portal:** support.novatech.internal

Hours

- US hours: 8am-6pm CT, Monday-Friday
- After hours: Emergency support available for critical issues
- Self-service resources available 24/7

Related Documents: SSO Login Procedures (IT-ACC-002), MFA Setup Guide (IT-ACC-003), Password Requirements (IT-ACC-006), Access Request Process (IT-ACC-005)