New Employee IT Onboarding Guide

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Welcome to NovaTech!

This guide will help you get set up with all the IT tools and systems you need to be productive from day one.

Before Your First Day

What IT Has Prepared

Before you start, IT will have: - Created your NovaTech email account - Set up your Okta account (SSO) - Provisioned your laptop (shipped to you or office) - Created your Slack account - Set up basic application access

What You Should Receive

Item	Delivery Method
Laptop + charger	Shipped or office pickup
Welcome email	Personal email
Okta activation email	Personal email
IT orientation invite	Calendar

Day 1: Essential Setup

Step 1: Activate Your Accounts

1. Activate Okta (SSO) 1. Check personal email for "Welcome to NovaTech" from Okta 2. Click activation link 3. Set your password (16+ characters, see Password Policy) 4. Set up MFA: - Download Okta Verify app - Scan QR code - Set up backup method (SMS or backup codes)

2. Access Email 1. Go to mail.google.com 2. Sign in with your @novatech.com email 3. Complete Okta MFA 4. You're in!

3. Set Up Slack 1. Go to novatech.slack.com 2. Sign in with Okta 3. Complete your profile (photo, title, timezone) 4. Join key channels (see below)

Step 2: Configure Your Laptop

MacBook Setup: 1. Power on and follow Apple setup 2. Sign in with your NovaTech Apple ID (IT will provide) 3. Enable FileVault encryption when prompted 4. Install company profile (automatic prompt) 5. Run "Self Service" app to install software

Windows Setup: 1. Power on and follow Windows setup 2. Sign in with your NovaTech email 3. Complete Azure AD join 4. Allow BitLocker encryption 5. Run Windows Update 6. Open "Software Center" for apps

Step 3: Install Essential Software

From Self Service (Mac) / Software Center (Windows): - [ ] Zoom - [ ] 1Password - [ ] GlobalProtect VPN - [ ] Your team's specific tools

From Browser: - Google Chrome (recommended) - Bookmark key sites: mail.google.com, novatech.slack.com, notion.so

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Day 1: Tools Overview

Communication Tools

Tool	Purpose	Access
Slack	Day-to-day messaging	novatech.slack.com
Zoom	Video meetings	Via Okta or zoom.us
Gmail	Email	mail.google.com
Google Calendar	Scheduling	calendar.google.com

Slack Channels to Join

Everyone should join: - #announcements - Company news - #all-hands - Company-wide discussions - #random - Non-work chat - #ask-hr - HR questions - #it-help - IT support

Find your team channels: - Search for your team name - Ask your manager for recommendations

Productivity Tools

Tool	Purpose	Access
Notion	Documentation, wikis	notion.so
Google Drive	File storage	drive.google.com
Google Docs/Sheets	Documents	docs.google.com

First Week: Additional Setup

Password Manager (1Password)

Why it matters: 1Password securely stores all your passwords. Use it for everything.

Setup: 1. Open 1Password app (installed via Self Service) 2. Sign in with your NovaTech email 3. Complete Okta authentication 4. Install browser extension 5. Start saving passwords!

VPN (GlobalProtect)

When to use: Required for public WiFi, accessing internal resources.

Setup: 1. Open GlobalProtect 2. Enter server: vpn.novatech.com 3. Click Connect 4. Authenticate via Okta

Security Key (YubiKey)

You'll receive a YubiKey via mail (1-2 weeks)

Setup when received: 1. Go to novatech.okta.com > Settings 2. Add Security Key 3. Insert YubiKey and tap 4. Use as primary MFA method

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First Week: Team-Specific Setup

For Engineers

Additional tools: - [ ] VS Code or JetBrains IDE - [ ] Git (command line) - [ ] Docker Desktop - [ ] GitHub access

GitHub Setup: 1. Link your GitHub account to NovaTech org 2. Enable SSO for GitHub 3. Set up SSH keys 4. Clone necessary repos

See: Development Environment Setup Guide (IT-SW-002)

For Designers

Additional tools: - [ ] Figma (via Okta) - [ ] Adobe Creative Cloud (request via IT) - [ ] Sketch (Mac)

For Sales/CS

Additional tools: - [ ] Salesforce (via Okta) - [ ] Gong (via Okta) - [ ] LinkedIn Sales Navigator

For All

Request access via #it-help if needed: - AWS Console - DataDog - Notion workspaces - Team-specific tools

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Getting Help

IT Support Channels

Issue Type	Where to Go	Response
General questions	#it-help	2-4 hours
Urgent issues	#it-urgent	30 min
Request software	help.novatech.com	1-2 days
Request hardware	help.novatech.com	3-5 days

IT Orientation Session

IT hosts a live orientation session: - **When:** Every Monday at 10am PT - **Where:** Zoom (link in calendar invite) - **Duration:** 45 minutes

Topics covered: - Security best practices - Tool overview and tips - Q&A

Self-Service Resources

- **Knowledge Base:** help.novatech.com
- **IT Wiki:** notion.so/novatech/IT
- **Status Page:** status.novatech.com

Quick Reference

Key URLs

Service	URL
Okta SSO	novatech.okta.com
Email	mail.google.com
Calendar	calendar.google.com
Slack	novatech.slack.com
Notion	notion.so
IT Help	help.novatech.com
VPN	vpn.novatech.com

Keyboard Shortcuts

Lock Screen: - Mac: Cmd + Ctrl + Q - Windows: Win + L

Switch Apps: - Mac: Cmd + Tab - Windows: Alt + Tab

Important Policies

Please read these during your first week: - Password Requirements (IT-ACC-001) - Security Best Practices (IT-SEC-010) - Acceptable Use Policy (IT-SEC-015)

Checklist

Day 1

- ☐ Activate Okta account
- ☐ Access email

☐ Set up Slack
☐ Configure laptop
☐ Install essential software

Week 1

☐ Set up 1Password
☐ Configure VPN
☐ Join team Slack channels
☐ Attend IT orientation
☐ Set up team-specific tools
☐ Read security policies

When YubiKey Arrives

☐ Register YubiKey with Okta
☐ Set as primary MFA

Common Questions

Q: I didn't receive my laptop. What do I do? A: Contact IT at it-support@novatech.com with your start date and shipping address.

Q: I can't access an application. A: Check if it's available in Okta. If not, request access via #it-help.

Q: My password isn't working. A: Try resetting via Okta. If locked out, contact #it-help.

Q: How do I get additional monitors? A: Request via help.novatech.com > Hardware Request.

Related Documents: Password Requirements (IT-ACC-001), VPN Setup Guide (IT-ACC-003), Security Best Practices (IT-SEC-010)