New Hire Onboarding

Welcome to Optum India! Our onboarding is structured to get you up and running, aligned with Indian HR, tax, and compliance norms. Here is what you need to know.

FAQ:

Q: Where do I need to upload my official documents?

A: You need to upload your official documents (educational certificates, identity proofs, PAN, Aadhaar, previous employment letters, etc.) into the Optum Onboarding Portal within 7 business days of your offer. You will receive login credentials via email from the HR team.

Q: How do I set up my company email and communication tools?

A: After your joining formalities are completed, our IT team will provision your official Optum email (e.g. yourname@optum.com). You'll get setup instructions via welcome email for Outlook, Microsoft Teams, internal intranet, and other collaboration tools. Please complete this setup before your first working day.

Q: When is the new hire orientation session?

A: Orientation sessions are conducted every Monday (or the nearest business day if Monday is a holiday). The session covers company culture, policies, benefits, compliance, systems, and introductions. Attendance is mandatory for all new hires.

Q: Who is my main point of contact in HR for onboarding queries?

A: Your assigned HR Onboarding Specialist is your primary point of contact. Their name, email, and phone details will be shared in your welcome email. For urgent or general queries, you may also contact the central HR Helpdesk.