

# Welcome to Microsoft

We're excited you are here!

Our mission is to empower you to achieve more. We know you will accomplish great things during your internship, and we want to equip you with some tools and resources to help set you up for success on your first day with us! This workbook will act as a guide for you to navigate your internship and know the opportunities you have while at Microsoft.

We recommend blocking out specific time on your calendar each day dedicated to your learning and development, starting with this workbook. It is only natural that you will have many questions as you familiarize yourself with work at Microsoft. Do not be shy about leveraging this workbook as well as your manager, peers and mentor(s) for ample support. No question is silly or stupid – we are all here to help you successfully learn.

**You will not have access to links in this document until you have successfully logged into your device with your Microsoft alias.**

**Access this workbook using [aka.ms/internworkbook](https://aka.ms/internworkbook) in order to see the most updated version.**

Microsoft is so excited you are here.

Let's get you started!

## Table of Contents

<b>About Microsoft</b>	<b>4</b>
Mission	4
Culture	4
Values	4
<b>People</b>	<b>5</b>
Organization Structure	5
Your Support Network – Expectations by Role	5
Human Resources (HR)	7
Your Network	7
Employee Resource Groups (ERG's)	7
Intern Networking Program (Summer internships only)	8
Intern Cohort (Summer internships only)	8
LinkedIn	8
Interns @ Microsoft	8
Interns SharePoint	8
<b>Welcome Week</b>	<b>8</b>
Welcome Week overview	8
Help! I need Tech Support	9
What does that mean?	11
<b>Internship Evaluation</b>	<b>11</b>
Timeline	11
Connects (how your internship will be evaluated)	12
<b>Intern Resources</b>	<b>12</b>
Standards of Business Conduct	12
Microsoft Hybrid Workplace	13
Events	13
Company Strategy Series	13
End of Internship Survey (Summer interns only)	13
Inclusion and Accessibility	13
Social Media	13
Co-Creation (Summer interns only)	14

<b>Intern Benefits.....</b>	<b>15</b>
Benefits .....	15
GIVE.....	15
Perks and Discounts (location dependent) .....	15
<b>Payroll .....</b>	<b>15</b>
<b>FAQ.....</b>	<b>16</b>
<b>End of Internship .....</b>	<b>17</b>

# About Microsoft

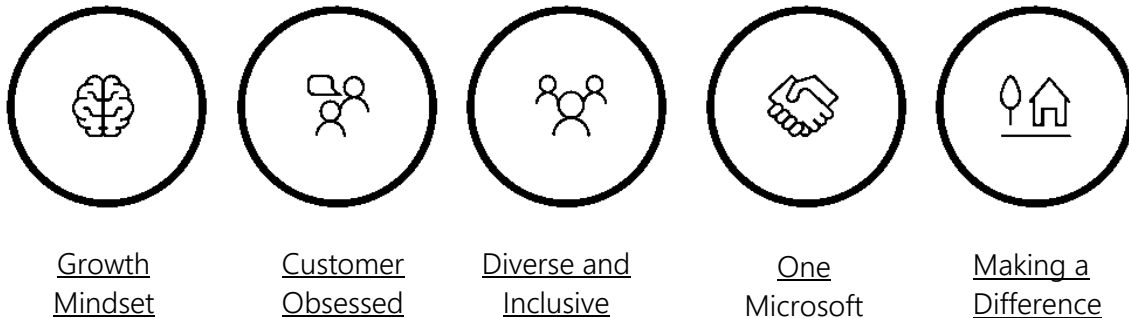
---

## Mission

Microsoft's mission is to **empower every person and every organization on the planet to achieve more**. This is now your mission as a Microsoft intern. To learn about the many ways in which we are doing this, please check out the [Microsoft Story](#).

## Culture

We will only achieve our mission if we live our [culture](#). We start with becoming learners in all things—having a growth mindset. Then we apply that mindset to learning about our customers, being diverse and inclusive, working together as one, and—ultimately—making a difference in the world.



To learn more about how people are empowering others and living Microsoft culture, check out [Microsoft Life](#).

## Values

On your first day at Microsoft, you've joined a company, but you've also joined a community. One that spans the world we serve, made up of the people that make our company what it is. When we come together, we treat each other with **respect**, we act with **integrity**, and we are **accountable** to one another for our words and actions. These are our enduring [values](#). They sustain our culture, they guide our interactions, and they represent a shared commitment. It's us giving our word to each other.

# People

---

To help you become acquainted with how our company is structured, and to easily network with many employees across the company, we have a few useful resources to share with you.

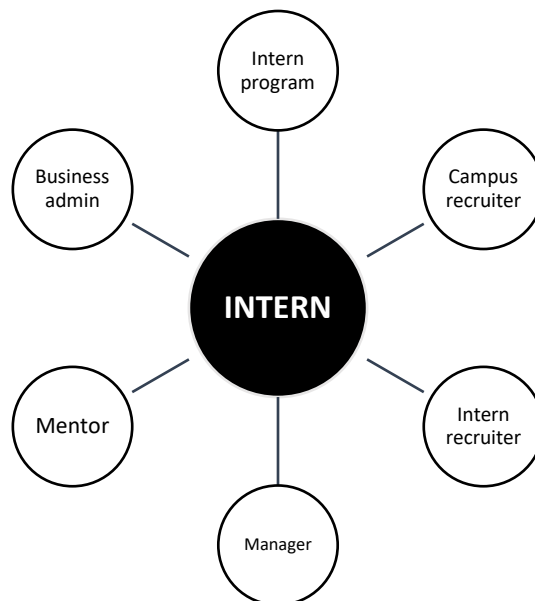
## Organization Structure

Satya Nadella has been Microsoft's CEO since 2014 and leads Microsoft's [Senior Leadership Team](#) (SLT). Beneath each SLT member you will find thousands of Microsoft employees. To find out more about your team and organization structures within Microsoft, utilize the search feature in [Who Plus](#). To learn more about what teams do, check out the Microsoft Day in the Life series events which will be hosted by the Intern Program throughout the duration of your internship.

## Your Support Network – Expectations by Role

As a Microsoft Intern, you have many individuals in your network who are here to help set you up for success—We want to share with you who these individuals are and the expectations you can have of them.

## Your Support Network



## **Intern Program**

The Microsoft Intern Program team is solely focused on making sure you have a great experience during your internship. This team partners with individuals across the whole company to make sure you have the resources you need to be successful.

## **Campus recruiter**

You may already know your campus recruiter from when you were recruited via LinkedIn or during a recruitment event– or if you’re a returning intern! If you are looking for an opportunity to meet other alumni from your university, this person can help you build those connections.

## **Intern recruiter**

Your intern recruiter will connect with you mid-internship. They will work with you to provide guidance on a successful internship and next steps after your internship.

## **Manager**

You will be working on a team while at Microsoft. Your intern manager will help you with the following:

- Weekly 1:1s and regular check-ins
- Assigning you your internship project
- Helping you integrate into your team at Microsoft
- Sharing how your project feeds into your org and Microsoft’s larger visions
- Setting Core Priorities and submitting Connects
- Hiring decision at the end of your internship (if applicable)

## **Mentor**

Your mentor is available to help you as an additional resource on your team. You should treat your mentor as your go-to person for questions including those related to:

- Learning what resources you need to complete your project
- Providing advice and connecting you to the larger team

## **Business admin**

Your business admin works on your team to make sure employees and leaders are successful. Your business admin will help with:

- Providing hardware
- Getting you access to internal tools
- Questions related to onboarding

## Intern – you!

You are responsible for:

- Doing your best work on your project
- Taking advantages of opportunities to network and learn
- Co-creating your intern experience
- Completing connects with your manager on time
- Adhering to Microsoft policies

## Human Resources (HR)

During your internship, you are considered a Microsoft Full time employee and are a representative of Microsoft. Therefore, you must adhere to Microsoft [business conduct](#) and [workplace policies](#).

It is our top priority to ensure you feel safe and supported during your internship. Microsoft has strong [values](#) to which you and all other Microsoft employees must adhere. Microsoft is committed to providing a work environment consistent with these values and we take workplace concerns seriously. If you experience anything that makes you feel uncomfortable, experience inappropriate behavior or are made aware of something that goes against Microsoft [business conduct](#) or [workplace policies](#), please contact [Microsoft HR](#). Please know that HR is here to support and assist you. It's best to go directly to HR so they can pull in the appropriate parties and support you as the employee.

While we absolutely do not expect anything short of our values to take place during your internship, we want to make sure you know how seriously Microsoft takes this. **Microsoft has a strict no-retaliation policy and any report you make will have absolutely no effect on your performance or a potential return offer.**

## Your Network

One of the most valuable perks of being a Microsoft intern is the endless opportunity to network with those whom you may not have immediate access to otherwise. Here are some great tools you can leverage to help build networks during your internship.

### [Employee Resource Groups](#) (ERG's)

Microsoft employee resource groups are made up of individuals with a shared interest or identity. Many ERG's have events and resources built specifically for Interns. We encourage you to plug into ERG's.

### [Intern Networking Program](#) (Summer internships only)

We help facilitate 1:1 introductions between employees and interns. It's as simple as having a short Teams call and having the opportunity to ask meaningful questions about one's career or work-life balance, for instance. The time commitment to partake in Intern Networking is flexible and depends on how many employees you decide to connect with throughout the course of the summer. We limit the introductions to one per week.

### [Intern Cohort](#) (Summer onsite at Puget Sound, Atlanta, Mountain View internships only)

You have been assigned to be in an intern cohort for this Summer. This group will be led by an Intern Cohort Leader who was recently an intern or university hire. Their mission is to help you create community and make connections within Microsoft. You will be invited to meet with your Intern Cohort during your first week and your Intern Cohort leader will set up events after your first meeting.

### [LinkedIn](#)

Stay connected with individuals you meet at Microsoft by adding them on LinkedIn. You can also connect with University Recruiting on our [Microsoft University Recruiting LinkedIn](#).

### [Interns @ Microsoft](#)

Microsoft has thousands of interns at the company each year. You can connect with other Interns on our [Interns @ Microsoft Teams Channel](#), by interns, for interns.

## **Interns SharePoint**

This page is your go-to resource with important links, calendar of events and more. Bookmark this site and check back regularly as the site will continue to evolve to fit your needs.

- [Intern FAQ](#)
- [Intern calendar of events](#)
- [Community and networking opportunities](#)

# **Welcome Week**

---

## **Welcome Week overview**

Below is a general Welcome Week schedule for Americas interns. **Exact details, location, time and meeting links** are sent to your Microsoft alias and your application email.



University Recruiting's mission for Welcome Week is to provide you with the opportunity to learn about our company, settle into your team, and get to meet other interns.

## General Intern Welcome Week

Day 1	Day 2	Day 3	Day 4	Day 5
<b>Welcome &amp; Orientation</b>	<b>Meet the team</b>	<b>Benefits &amp; Productivity</b>	<b>Social &amp; Community</b>	<b>Wellness</b>
Learn about Microsoft, meet other interns, make connections	Meet your manager, gain access, learn about your worksite	Learn about your benefits, Microsoft tools and resources	(Optional) Connect with others and learn about ERGs	(Optional) Find time to refocus, recenter, find your wellbeing

*Please note this schedule changes for start dates that fall on a Tuesday and may change based on our internship location. **Refer to your email communications for the most accurate schedule.***

**Set up your computer** - You'll need your alias and temporary password from your manager to complete your setup, which will be given on your first day.

- Keep the boxes your computer was mailed in for mailing back at the end of your internship (remote interns only).
- Utilize the ["I am new" portal](#) to get help setting up your account, your computer, your mobile device and more.
- Questions? Refer to pre-start emails or reach out to your team admin.
- More questions? Call Helpdesk Support at 1-866-539-4191

## Help! I need Tech Support

If you have any trouble with your device, please contact [Help Desk Support](#). If you are having trouble with first time access, please call 1-866-539-4191 or 1-425-706-5000 and choose option 4.

# Internship timeline

This timeline is for a standard 12 week internship, adjust accordingly based on your internship length.

## Week 1 & 2

- **Attend Welcome Week Sessions** (review your email for schedule information)
- **Review of resources from Orientation** (like this document!)
- **The [Intern SharePoint](#)** is the one-stop shop for any questions you have about Intern Program or being an intern.
- **Have a 1:1 with your mentor** - Your mentor is there to help you! Meet your mentor, ask questions, and set up a recurring weekly meeting. You can always ping your mentor on Teams/email if you have questions or need to sync up at other times during the week.
- **Set core priorities by Friday of week 2** - Co-create specific, measurable tasks with your manager and submit into the [Connect Tool](#).
- **Explore interns only** – Set up daily syncs with your pod mates
- **System Access** – Double check you're added to all upcoming meetings, DLs, Teams groups, tools. Being added to the right tools and communication is so important to learning and knowing what's going on with the team! Your manager, mentor, and admin will know what you need to add.
- **Complete the required trainings** within the first 2 weeks of your internship. Trainings can be found on your Viva Learning app on Teams.
  - Standards of Business Conduct
  - Accessibility 101
  - Privacy 101
  - Security Foundations
- **Get to know others-** There will be several ways to connect with interns who you might have things in common with, check out the [Intern @ Microsoft Teams](#) to get connected!

## Mid-Internship

- **Complete your Mid-point Connect** - Complete Mid-point Connect with your manager and submit into the Connect tool during your midpoint week (typically week 6 for 12-week interns.) In this meeting you should receive feedback from your manager and walk out knowing if you are on track for a return offer (as applicable). Feel free to discuss questions you have with your manager.

## Final Week

- **Complete your Final Connect** - Feel free to discuss questions you have with your manager.
- **Complete the Intern Survey (Summer interns only)** - Your feedback is so important to the success of other intern's experiences.

All things intern related can be found on the [Intern SharePoint](#). We recommend you add this link to your favorites so you can utilize this site as a self-service tool for all things Interns.

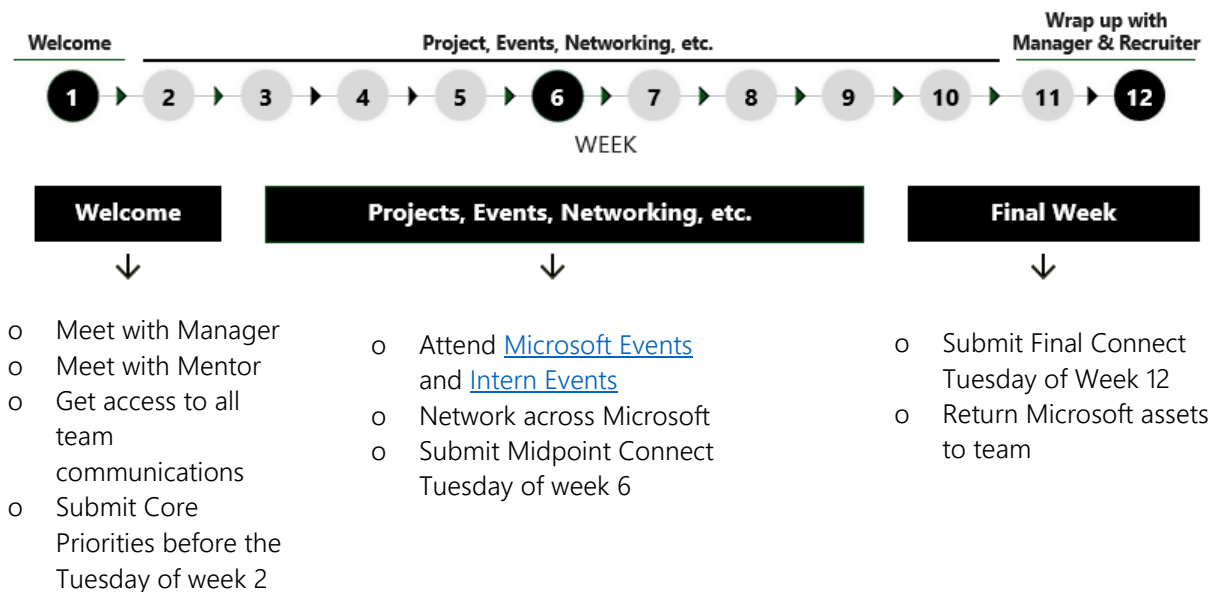
## What does that mean?

As you familiarize yourself with our organizational structure and network with those across other teams at Microsoft, you'll often notice that Microsoft uses a lot of acronyms. If you have a question on what a word means, utilize Microsoft's [Glossary](#) or find more information on [MSW](#). When in doubt, don't be shy to ask!

## Internship Evaluation

The diagram below breaks down your internship per week, outlining important milestones and actions corresponding with those weeks. If your internship is not the traditional 12 weeks, please adjust your timeline accordingly.

### Timeline



## Connects (how your internship will be evaluated)

Connects are how Microsoft evaluates intern and employee performance. It's important that you understand your manager's and Microsoft expectations of you in order to have a successful Connect. To learn more about Connects, please review the [Connect](#) site and review sample Connects. You can access the Connect tool at [aka.ms/connect](https://aka.ms/connect).

- Submit Core Priorities by Friday of Week 2
  - o For this Connect, please leave the Looking Back & Going Forward sections blank or write "N/A" in those fields.
- Submit Midpoint Connect by Tuesday of your middle week (typically week 6)
- Submit Final Connect by Tuesday of your final week (typically week 12)
  - o For this Connect, please leave the Going Forward section blank or write "N/A" in that field.

## Intern Resources

---

### Standards of Business Conduct:

As a reminder, our interns are held to the same standards as our employees. Therefore, you must adhere to Microsoft [workplace policies](#). A few of these we'd like to highlight are:

- o The Standards of Business Conduct is a mandatory training to guide you to make good decisions and navigate complex situations where the answer might not always be clear! Please your [Viva Learning app](#) on Teams to complete these trainings. Contact [askhr@microsoft.com](mailto:askhr@microsoft.com) with any training issues.
- o Just as our senior leadership team lives by Microsoft [culture](#) and [values](#), you too are expected to live accordingly to our culture and values.
- o You are responsible for keeping Microsoft secure. You signed an NDA when you signed your offer, and you must keep all Microsoft Confidential Information to yourself. Before posting on social media or on any external facing sites, make sure the information you are sharing is not confidential. For more information, please check out [MS Protect](#).
- o If you see something, say something. You can always reach out to [Microsoft HR](#) to report a workplace concern.

## Microsoft Hybrid Workplace

This [guidebook](#) outlines what you need to know about Microsoft's hybrid workplace.

## Events

While you are a Microsoft Intern, we have thoughtfully created events specifically for you. Each event is crafted to enable learning, create community, and empower. You will be sent invites from the Microsoft Intern Program for each event, but a full list of events can be found on the [Intern SharePoint](#).

## Company Strategy Series

Are you curious to learn more about what teams across the company are doing? Tune in to our Company Strategy Series, designed to give you a better understanding of our strategy and business priorities. Our company's senior leaders will share a bit about each of their organizations and its role in the company, strategic opportunities, and business priorities. To learn more, check out the [Company Strategy Series MSW page](#) and read [Frank Shaw's message about this new series](#).

## End of Internship Survey (Summer interns only)

At the end of your internship, we will also ask you to fill out a survey to learn about your full comprehensive internship experience. This helps us improve the program year after year.

## Inclusion and Accessibility

Microsoft's mission is to empower every person and organization on the planet to achieve more and it's our job to be inclusive of all people. Check out these sites to learn more about Microsoft [Accessibility](#) and [Diversity and Inclusion](#).

Microsoft Intern Program does our best to strive to make all events and resources inclusive and accessible to all.

If you are in need of a workplace accommodation, please submit your request to [wrkaccom@microsoft.com](mailto:wrkaccom@microsoft.com) (US ONLY) or [askhr@microsoft.com](mailto:askhr@microsoft.com) (Canada & LATAM). Please note that if you requested an interview accommodation this does **not** carry forward to your employee experience. Please be sure to request any accommodations you need to be successful at Microsoft.

## Social Media

We want you to capture your moments and experiences, but make sure you are following [Microsoft Social Media Policy FAQs](#). Get featured on Microsoft Intern social channels by Using both #MicrosoftLife and #MicrosoftIntern.

- [Instagram](#)
- [LinkedIn](#)

## Co-Creation (Summer interns only)

Microsoft employees are creating amazing things at Microsoft. Interested in making your footprint during your internship? We want you to take your idea and bring it to life!

[Co-creation](#) is a space for you to create a project that leverages your interests outside of work, partner with other interns and employees and leverage Microsoft technology as tools to make your passions an official project. Here you will find all the info needed to do this, as well as people you can reach out to for help.

### STEP 1

[Propose a Co-Creation Project](#) to incorporate your passions at work!

### STEP 2

After the proposal has been submitted, the turnaround time is about a week. If selected, the co-creation team will reach out to you and let you know if your proposal has been approved or rejected. The budget for your event would be decided and confirmed in this step.

### STEP 3

Start planning the logistics of your event! If you need to purchase anything for your event, please connect with University Recruiting. **The Intern Program will pay for items to avoid a reimbursement process.**

### STEP 4

Record and report!

This step is just a reminder for you to keep count of attendance, take pictures, and have fun! Your event will be documented on our end just for record keeping and we will want you to provide us with these things. Good luck and have fun!

Some things to keep in mind when proposing a co-creation event, will it:

- Enable learning
- Stimulate career development
- Generate empowerment
- Build community
- Foster networking
- Be inclusive
- Include passions
- Have lasting impact
- Increase efficiency
- Create fun

# Intern Benefits

---

Microsoft offers some of the best benefits in the world, many of which are available to you as an Intern. Your benefits may vary based on your location - see location specific links below. For access issues reach out to [benefits@microsoft.com](mailto:benefits@microsoft.com).

## Benefits

United States - You will need to **sign up** for your Microsoft [benefits](#). You will be prompted and walked through each of your benefits. Health benefits are available from day one, but you will still have some choices to make to receive full benefits.

Canada and Mexico- benefits can be found on [HRWeb](#).

## GIVE

One of our best benefits is the opportunity to give. Find out more at the [employee giving program site](#).

## Perks and Discounts (location dependent)

You also get many perks and discounts as a Microsoft employee, to find out more about these savings, please check out the [offers, discounts and additional benefits site](#).

Some of these include discounted food, bikes, museum tickets, Microsoft Company Store products, and more!

**Microsoft Store Guidance:** The Microsoft Store offers new Microsoft software and hardware, Microsoft logo items such as women's men's and children's clothing and gifts and trinkets. Use of the Microsoft store and the availability of extensively discounted software are a privilege and among the benefits available to employees at Microsoft.

We are excited to announce Microsoft employees can take advantage of their discount at any Microsoft retail store in the US, Canada and Puerto Rico.

**Purchase Limits:** Interns are given a USD 450.00 software limit per fiscal year to purchase Microsoft products at discounted prices from the Microsoft Store.

*The Microsoft Store has the right to limit the purchase of individual software titles per employee.*

# Payroll

---

ACTION (US ONLY): Set up your direct deposit this week on your [HR Profile](#) to ensure you are paid on time. Here you can setup up to 8 bank accounts to where you are paid which can be changed at any time. You will be paid semi-monthly pay cycle (15th & last day of month). If you have questions or issues reach out to [payrool@microsoft.com](mailto:payrool@microsoft.com) or [askhr@microsoft.com](mailto:askhr@microsoft.com).

At the end of your internship, please take the following steps.

- Print out your last pay stub and tax files (T4 or W2) during your final week so you have them when completing your taxes for the year.
- Update your [HR Profile](#) if you need to make any changes to your address or contact information.

## FAQ

---

Below is a general FAQ list, a more comprehensive FAQ can be found on the [Intern SharePoint](#).

### **Q: What is the time off policy?**

Interns can accrue up to 80 hours of sick leave (3.34 hours per pay period) to use for illness or medical/dental appointments, or for illness or appointments for family members. All Canadian interns in BC Province have an additional 5 emergency sick days. Interns are not eligible for discretionary time off (DTO).

- Hourly interns can submit time off without pay in daily increments (eight hours a day).
- Salaried interns can submit unpaid time off in weekly increments (8 hours a day, 5 days a week) for each day they are away from the office or unable to work.

Since salaried interns are paid via a weeklong salaried payment - if a salaried intern needs to take unpaid time off, they will need to take the whole week off without pay.

Submit time off at [aka.ms/tar](#). Please communicate ahead of time with your manager for all time off requests.

### **Q: What does flexibility look like at Microsoft?**

You can work directly with your manager under the [Microsoft Hybrid Workplace Guidelines](#) to find a flexible work schedule that works for you and your team.

### **Q: What are the observed holidays?**

Microsoft closes on National observed holidays. These days will be paid. You can find the observed holidays by going to [aka.ms/holidays](#).

### **Q: I am having general access issues.**

Email [askhr@microsoft.com](mailto:askhr@microsoft.com) or connect with your business admin.



# End of Internship

---

We are so excited that you interned with us! We hope that you join Microsoft after you graduate and continue to empower every person and organization on the planet to achieve more. Here are a few steps you need to take on your last days of your internship.

- Print tax documents (W2 or T4 if applicable)
- Update your mailing address in your [HR Profile](#)
- Complete Intern Survey that will be emailed to you directly (Summer interns only)
- Connect with your team on how to return Microsoft property
- Save a copy of your Connects before you lose access

OPTIONAL: In order to request employment verification letters, interns can contact The Work Number Customer Service Center (800-996-7566), which partners with Microsoft to provide automated employment verifications (with or without salary information) for employees and former employees. Please note, this resource is only for proof of employment/employment verification. Microsoft cannot create any letter of internship verification to be used for any form of university credit or sign-off.