








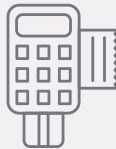



# Staff Onboarding

## Technology Checklist

	<b>Internet &amp; Wi-Fi Access</b>	<b>01</b>
<div><div><input type="checkbox"/> Connect their device to the correct network</div><div><input type="checkbox"/> Confirm they can access essential systems (POS, apps, etc.)</div><div><input type="checkbox"/> Provide updated Wi-Fi password and explain usage expectations</div><div><input type="checkbox"/> Show them where Wi-Fi is strongest (and any weak zones)</div></div>		
	<b>Phone Setup</b>	<b>02</b>
<div><div><input type="checkbox"/> Assign a phone extension or mobile device if needed</div><div><input type="checkbox"/> Confirm call forwarding, voicemail, or call group setup</div><div><input type="checkbox"/> Walk through how to answer, transfer, and check voicemail</div><div><input type="checkbox"/> Review business greeting or script: “Thanks for calling [Business Name], how can I help you?”</div></div>		
	<b>Email &amp; Communication Tools</b>	<b>03</b>
<div><div><input type="checkbox"/> Create user accounts for email and communication platforms</div><div><input type="checkbox"/> Share login info and explain company standards for use</div><div><input type="checkbox"/> Test sending/receiving messages or alerts</div><div><input type="checkbox"/> Ensure they can access shared calendars or team files</div></div>		
	<b>Troubleshooting Basics</b>	<b>04</b>
<div><div><input type="checkbox"/> Explain what to do if the Internet or phones go down</div><div><input type="checkbox"/> Provide internal contact for tech help</div><div><input type="checkbox"/> Share “What to Do If the Internet Goes Down” guide (if applicable)</div><div><input type="checkbox"/> Show where devices like routers or modems are (if staff need access)</div></div>		
	<b>Customer-Facing Tools</b>	<b>05</b>
<div><div>If your team uses tools like POS systems, tablets, or guest Wi-Fi:</div><div><div><input type="checkbox"/> Make sure devices are connected and tested</div><div><input type="checkbox"/> Walk through common use cases (e.g., order entry, checkouts)</div><div><input type="checkbox"/> Explain what to do if something stops working</div></div></div>		
	<b>First Day Test Run</b>	<b>06</b>
<div><div><input type="checkbox"/> Walk through a simulated customer call or transaction</div><div><input type="checkbox"/> Practice call transfers or voicemails</div><div><input type="checkbox"/> Check Wi-Fi and phone from their actual workstation</div><div><input type="checkbox"/> Encourage them to ask questions or flag anything unclear</div></div>	