



Stop Handing New Employees a Laptop and Calling It Onboarding.

“Here’s your laptop, username, and password. Have a great day.”

Most of us in IT have either said this—or experienced it.

On the surface, it seems reasonable. After all, *everyone knows how to use a computer today*, right?

Not quite.

Think about the range of users we onboard:

- A college freshman coming from a Chromebook-only environment
- Someone returning to the workforce after years away
- A user who’s only used web apps like Gmail and Google Docs
- A Mac user stepping into a Windows environment
- Someone moving from fully onsite to hybrid
- A new hire unfamiliar with tools like Microsoft Teams as a phone system

Same laptop. Completely different starting points.

And that gap? That’s where frustration, support tickets, and lost productivity begin.

The Simple Fix: A Living “New User Welcome Guide”

One of the most effective things I’ve implemented in my career is a **New User Welcome Guide**—not a polished, one-and-done document, but a **living resource that evolves over time**.

Start simple:

1. First Login & Password Setup

Clear steps, screenshots, and personalized credentials (printed labels work great—simple but effective).

2. Phone System Basics

Voicemail setup, PINs, directory access—remove the guesswork early.

3. Printer Access

Where printers are, how to connect, and what to use.

4. Help Desk Process

Different ways to get help—and the *best* way to get help.

5. Human Connection

A welcome page with names, faces, and contact info. Don’t make IT anonymous.

Then Let It Grow

The real value comes from iteration.

Every onboarding question, every repeat ticket—that’s a signal.

Over time, my guide expanded to include:

- Outlook setup
- VPN access
- Microsoft Teams usage
- ERP system basics
- Password manager setup
- Guest Wi-Fi access
- Windows 11 tips and configuration

And here's the key:

When users called with questions, I didn't just fix the issue—I pointed them to the guide and walked them through it.

That builds confidence.

That reduces repeat tickets.

That scales support.

The Result

This isn't about documentation for documentation's sake.

It's about:

- Reducing friction on day one
- Improving user confidence
- Lowering support volume
- Creating a better overall IT experience

And it's one of the simplest, highest-impact things an IT team can do.

If you're in IT leadership or support—what's your onboarding experience like today?
Are you setting users up to succeed... or just handing them a laptop?

(Based on a real-world project I implemented to improve onboarding and reduce support overhead.)