**Onboarding Guide Template**

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We are delighted that you have joined our team and are excited for your first day with us. Enclosed you will find information that will make your onboarding process smoother. Please take a few minutes to review this onboarding package, including the Policies and Handbook provided through hyperlinks. If you have any questions, please don’t hesitate to ask.

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**Welcome!**

Dear new employee,

Congratulations on joining the team! We wish you success in your new role and we hope that your acclimatization to the Company will be quick and easy.

At our Company, we encourage employees to embrace self-expression and cultivate their capabilities and creativity. We believe that your personal success is an essential element of the Company’ success, and we hope that our relationship will be satisfying and rewarding for both you and the Company.

The Company’s success as a business has been primarily due to the excellent work and cooperation of our employees. Thus, our policies and benefits are designed to ensure that all of us enjoy a pleasant and supportive workplace environment. In that vein, we are constantly striving to improve human relations with our employees. We recognize how essential every individual employee is to our collective success, and we aspire to improve communications with each of you as we grow. It is only through continued mutual respect and confidence that we can continue to be successful.

We are looking forward to your continued growth and development with us.

**Important Contact Information**

Please include a section regarding the Company’s important Contacts.

**Our Culture**

Please include a section regarding the Company’s Culture.

**Employee Portal User Guide**

Please review the Employee Portal User Guide issued by our PEO to help you register, access and navigate the efficient platform and the Employee Self-Service Portal.

The web address for the employee to login is: \_include a login\_

From the portal, authorized users can:

1. Update personal information
2. View and reprint payroll check stubs
3. Adjust tax information and download W-2s
4. Manage and request paid time off or vacation time
5. Manage and enroll in employer-provided benefits

**Payroll Dates**

Please remember to enter your Direct Deposit Information on the PEO portal, otherwise the PEO will send you a live check by mail and these can get lost or stolen.

You will receive your net pay twice a month, on the 15th and last day of the month. If these dates fall on a weekend or a holiday, your pay will be deposited on the previous business day.

**Benefits Summary**

[Health Benefits](https://drive.google.com/drive/folders/1NEMldrkf8MLgv6_5MgQZxC7FQ7TXQNkK?usp=drive_link)

You will have access to a selection of Company-sponsored benefits under the PEO. The Company is contributing to Health (Medical, Dental, and Vision) plans to assure that you and your dependents get excellent coverage at your location. As shown above, your setup will include waiving or electing benefits – you have 30 days from your start date to complete these elections. For all questions regarding your benefits portal, please contact the PEO.

**Seeing a Medical Professional Before Your Insurance Card Arrives**

It takes a few days for the PEO to update the insurance carrier with your plan elections, and then up to 10 days for the carrier to send you the card. However, you are insured retroactively to your start date.

You can give the details of your plan and explain the situation to your medical professional in case there is a need before you get the card - by the time they present the claim to the insurance company, it will definitely be processed.

**Medical – Aetna**

You will have access to a number of plans under Aetna. The PEO will display the amount of payroll participation requested on your enrollment portal. Please note that the costs may be displayed per pay period rather than monthly.

The number following the letters in each plan denote the amount of individual deductible; for example, the OAMC 750 has a yearly individual deductible of $750. A lower deductible denotes a more expensive plan. In certain plans, such as the High Deductible Health Plans (HDHP), you have to meet the deductible before getting access to paid services.

**Dental and Vision**

You will also have access to a number of dental plans and at least one vision plan, providing different levels of coverage.

401K with Matching Company Contributions

You become eligible to participate in the Company’s 401K plan offered three months after your start date. There is a 4% Company match to your contributions, within allowed IRS guidelines. You can start contributing to the plan on the first payroll of the fourth month following your start date (provided that you have completed your enrollment by then).

**Please note that no one else at the Company has access to your 401k account, so you will need to contact the Plan Administrator directly with any questions once you create your login.**

Other Benefits

You will have access to a LTD/STD plan and a life insurance policy as well as additional life insurance coverage for you and your dependents, with a payroll contribution on your part.

Through the PEO, you will also have access to a variety of perks and discounts that we encourage you to utilize.

**2025 Holiday Schedule**

|  |  |  |
| --- | --- | --- |
| **#** | **Date** | **2025 Holiday** |
| 1 | Wednesday, January 01 | New Year’s Day |
| 2 | Monday, May 26 | Memorial Day |
| 3 | Friday, July 4 | Independence Day |
| 4 | Monday, September 1 | Labor Day |
| 5 | Thursday, November 27 | Thanksgiving Day |
| 6 | Friday, November 28 | Day after Thanksgiving |
| 7 | Thursday, December 25 | Christmas Day |

The company shall observe the federal Holidays indicated above. In addition, you have access to 3 unrestricted floating Holidays in 2025, for a total of 10 Holidays until the end of the year. Floating Holidays are days that can be taken without restriction to accommodate employees’ religious beliefs or other customs. You are allowed to take one floating holiday in a month.

**Paid Time Off Policy**

* The number of paid vacation and sick days is defined in your Offer Letter. You accrue PTO on each pay period, and can carryover these hours (according to company policies and to local regulations) to the following year.
* Please present your PTO requests online through the PEO platform so that your supervisor can proceed with the approval. Your PTO will then be reported onto payroll so that you’ll be able to see your accrual, days taken and balance on the PEO platform.

**Frequently Asked Questions and Troubleshooting Tips**

As a reminder, we don't have access to your employee portal, therefore you need to contact the PEO regarding the following topics:

|  |  |
| --- | --- |
| **What to do if** |  |
| I cannot login into the employee portal | Call the employee support number at the PEO |
| My Direct Deposit didn't get through | Check your pay stub - does it mention an account number for DD? |
|  | Is the DD info correct on the PEO? |
|  |  |
|  | If still not resolved, notify the HRBP |
| I don't understand the payroll deductions |  Call the employee support number at the PEO |
| I just moved to another state | Make the address change on your profile through the PEO portal |
|  | Notify the HRBP of the date at which the change should take place |
|  | The HRBP will change your work location, if relevant, based on yournew address |
|  | Don't forget to update your tax withholdings! |
|  I cannot find my benefits information | Call the PEO's benefits number /or the employee support number at the PEO |
|  I want to change my 401k contributions | Log into your 401k portal and make the changesContact the plan administrator - see the 401K paragraph – in case you experience any difficulties |