

Onboarding

Welcome to the team. This handbook describes a fictional eight-person product team so you can explore a realistic workspace. Names, budgets and policies are examples.

Before your first day

Your manager prepares your laptop, calendar invitations and access requests. Use individual accounts, enable multi-factor authentication and store credentials in the team password manager. Never paste passwords or customer records into this wiki.

Your first week

1. **Monday:** meet your buddy, check your equipment and agree on working hours. Ask your manager to confirm which systems you need.
2. **Tuesday:** read the product guide and shadow a customer-support session using anonymized examples.
3. **Wednesday:** follow a small issue from request to deployment. Your buddy explains the review checklist.
4. **Thursday:** make your first documentation improvement. Ask the page owner to review it.
5. **Friday:** share one thing that helped and one thing that was unclear in your onboarding check-in.

What good looks like after 30 days

You can explain the product, find the owner of an unfamiliar system and deliver a small change with support. Your manager schedules a 30-minute check-in to discuss workload and the next learning goal. Getting stuck is a reason to ask early, not to work late.

Owner: People operations. Review this page whenever the onboarding process changes.