New hire IT setup email

The IT request goes to IT as soon as the offer is accepted, ideally 10 business days before the start. The employee email goes three to five days before the start date.

REMOTE: LAPTOP AND ACCOUNTS

Subject: Your laptop and account setup for [Start Date]

Hi [First Name],

Your laptop is on its way and should arrive by [Delivery Date]. Tracking: [Tracking Link]. Please don't open the box until your first morning; setup takes about 30 minutes and needs your activation code.

On [Start Date] at [Time]:

1. Power on the laptop and connect to your home Wi-Fi.
2. Sign in with your work email, [Work Email], and the one-time code we'll text to [Mobile Number] that morning.
3. Set your own password and set up multi-factor authentication with the [Authenticator App] app on your phone.
4. Join the IT welcome call at [Time]: [Video Link].

If the laptop hasn't arrived by [Date], or anything goes wrong, contact the IT help desk at [Help Desk Phone] or [Help Desk Email].

One security note: we will never ask for your password by email, text or phone. If you get a message like that, even if it looks like it comes from us, forward it to [Security Email].

See you soon,
[IT Contact Name]
[Title], [Company]

ACCOUNT ACTIVATION (ONSITE)

Subject: Your [Company] account is ready

Hi [First Name],

Your work accounts will be ready on [Start Date]. Your username is [Username].

On your first morning, [IT Contact Name] will meet you at [Location] at [Time] to set your password, set up multi-factor authentication on your phone and hand over your [laptop / badge / headset].

Please bring your phone; you'll need it to sign in.

Questions before then? [Help Desk Email].

[IT Contact Name]
[Company] IT

FRONTLINE / SHARED DEVICES

Subject: Getting signed in on your first shift

Hi [First Name],

On your first shift you'll use a shared [workstation / handheld scanner / tablet]. Here's how sign-in works:

- Your login ID: [Username]
- Your trainer, [Trainer Name], will help you set your PIN on day one.
- You'll also download the [App Name] app on your own phone for schedules and pay stubs. Download link: [App Link]

If you can't sign in, tell your trainer or call [Help Desk Phone].

[Company] IT

HR TO IT: SETUP REQUEST

Subject: New hire setup: [Full Name], starts [Start Date]

Hi IT team,

Please set up the following new hire:

- Name: [Full Name]
- Job title: [Job Title], [Department]
- Manager: [Manager Name]
- Start date: [Start Date]
- Location: [Site / Remote, with shipping address]
- Equipment: [Laptop model / monitor / headset / phone]
- Access: [email, system list, shared drives, distribution lists], same as [Peer Name]
- Personal email and mobile for activation: [Personal Email], [Mobile Number]

Please confirm by [Date] and send tracking for any shipped equipment.

Thanks,
[HR Contact Name]

SUBJECT LINE IDEAS

- Your laptop and account setup for [Start Date]
- Your [Company] account is ready

• Getting signed in on your first shift

• Before day one: your IT setup

• New hire setup: [Full Name], starts [Start Date]

• Your equipment is on its way

SMS / WHATSAPP VERSION

Hi [First Name], [Company] IT here. Your laptop arrives by [Delivery Date]. On [Start Date] at [Time], sign in with [Work Email] and the code we'll text you. Need help? Call [Help Desk Phone]. We never ask for your password.

Placeholders to replace: [First Name], [Full Name], [Start Date], [Delivery Date], [Tracking Link], [Work Email], [Username], [Mobile Number], [Personal Email], [Authenticator App], [Help Desk Phone], [Help Desk Email], [Security Email], [Trainer Name], [App Name], [App Link], [Job Title], [Manager Name], [IT Contact Name], [HR Contact Name], [Company]