



*Tabush Group's New User Onboarding Process ensures that your new hires are fully set up before their start date, so they are confident, informed, and ready to be productive on day one. Our proven process provides new users with access to all of the required systems and tools, while ensuring the appropriate levels of security and permissions are in place.*

### HOW OUR NEW USER SETUP WORKS

1. Client submits New User Request via Support Portal
2. User account created within one business day
3. Full setup is completed before user's start date
4. Welcome details are provided and setup is confirmed with client
5. Day-one onboarding call is scheduled with user
6. Onboarding is confirmed and ticket is closed

### WHAT WE NEED FROM YOU

- Submit all new user requests through the Support Portal
- Allow at least five business days' notice when possible. Short-notice requests are handled on a best-effort basis.
- Ensure the user is available for their day-one onboarding call
- Confirm setup prior to user's start date
- Share any feedback

### HARDWARE AND EQUIPMENT

- We can help purchase hardware, or you may supply it
- Devices must meet our minimum specifications
- User signs in and we complete setup remotely

### OUR COMMITMENT

We are committed to delivering a smooth, consistent onboarding experience so new users start strong.

