STANDARD OPERATING PROCEDURE

Remote Employee Onboarding SOP

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Revision	1.0
Owner	HR Manager
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Review cycle	Every 12 months

1. Purpose

To get a remote new hire equipped, connected and included from day one, with the same clarity and support an in-office hire would get, adapted for working from a distance.

2. Scope

Applies to the remote-specific logistics for a new hire who will work from a home office or other remote location. General onboarding steps common to every new hire are covered by the new employee onboarding SOP.

Definitions

Home office stipend	A one-time or recurring allowance provided to help a remote employee set up a suitable home workspace.
VPN	Virtual private network. The secure connection remote employees use to reach internal systems.
Remote buddy	A peer assigned to a remote new hire for informal questions and connection, communicating mainly over chat and video.

3. Responsibilities

HR Generalist	Coordinates equipment shipping timelines and runs the virtual orientation session.
IT Administrator	Configures remote account access, VPN and security requirements before the start date.
Manager	Sets remote work expectations, schedules virtual meet-and-greets, and assigns a remote buddy.
New Employee	Sets up their home workspace, tests equipment and connectivity, and takes part in virtual onboarding sessions.

RACI matrix

Activity	HR Generalist	IT Administrator	Manager	New Employee
Ship equipment to the new hire	R/A	R	I	C
Configure remote access and VPN	I	R/A	I	C
Run virtual orientation	R/A	I	C	R
Set remote work expectations	C	-	R/A	R

Activity	HR Generalist	IT Administrator	Manager	New Employee
Verify security and connectivity compliance	I	R/A	I	R

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Equipment shipping tracker
- Remote work equipment kit (laptop, monitor, peripherals)
- VPN and remote access setup guide
- Virtual orientation agenda and video conferencing link
- Remote work policy and expectations document
- Home office stipend request form

5. Procedure

Step	Task	Owner	Done
5.1	**Confirm shipping address and timeline** The HR generalist confirms the new hire's shipping address and works backward from the start date to make sure equipment arrives with enough buffer for setup and testing.	HR Generalist	☐
5.2	**Ship equipment** The IT administrator ships the laptop, monitor and any other equipment on the equipment shipping tracker, using tracked delivery and confirming receipt with the new hire. **Checkpoint:** Equipment is confirmed delivered and functional at least two business days before the start date.	IT Administrator	☐
5.3	**Configure remote accounts** The IT administrator sets up the new hire's accounts, VPN access and multi-factor authentication ahead of the start date, following standard security requirements for remote access.	IT Administrator	☐
5.4	**Send remote setup instructions** The HR generalist sends the new hire step-by-step instructions for unboxing equipment, connecting to the VPN and logging in for the first time, with an IT contact for help.	HR Generalist	☐
5.5	**Process the home office stipend** If the company offers a home office stipend, the HR generalist processes the request so the new hire can set up an appropriate workspace before or shortly after starting.	HR Generalist	☐
5.6	**Test connectivity before day one** The new hire logs in remotely a day or two before their start date to confirm the VPN, video conferencing and core systems all work, flagging any issues to IT immediately. **Checkpoint:** Connectivity is tested and confirmed working before the official start date, not discovered as a problem on day one.	New Employee	☐
5.7	**Run virtual orientation** The HR generalist runs the orientation session over video conferencing, covering the same policies and benefits overview as in-office orientation, adapted for remote delivery.	HR Generalist	☐

Step	Task	Owner	Done
5.8	**Set remote work expectations** The manager reviews expected working hours, response times, communication tools and how the team collaborates remotely, so the new hire understands norms that would otherwise be picked up informally in an office.	Manager	☐
5.9	**Schedule virtual meet-and-greets** The manager schedules short video introductions between the new hire and key teammates and stakeholders over the first two weeks, rather than relying on chance office encounters.	Manager	☐
5.10	**Assign a remote buddy** The manager assigns a remote buddy who proactively reaches out over chat or video to answer informal questions the new hire might not think to ask in a formal meeting.	Manager	☐
5.11	**Confirm security compliance** The IT administrator confirms the new hire's home setup meets basic security requirements, such as a secured home network and up-to-date device software.	IT Administrator	☐
5.12	**Run early virtual check-ins** The manager holds more frequent short check-ins during the first few weeks than they might for an in-office hire, specifically asking whether the new hire feels connected and unblocked.	Manager	☐

6. Quality checks

- Equipment arrives and is confirmed working before the start date.
- VPN and system access are tested successfully before day one.
- Every remote new hire has a scheduled virtual meet-and-greet with key teammates.
- Home setups meet basic security requirements within the first week.

7. Records

- Equipment shipping and receipt confirmation
- Remote access and VPN setup confirmation
- Home office stipend request and approval
- Early check-in notes

8. KPIs

- Percentage of equipment delivered before the start date
- Time to resolve first-week connectivity issues
- Remote new-hire satisfaction score at 30 days
- Percentage of home setups passing the security check

9. Common mistakes

- Shipping equipment too close to the start date with no buffer for delays.
- Skipping a connectivity test before day one and discovering problems live.
- Relying only on scheduled meetings instead of proactively assigning a remote buddy.
- Assuming remote work expectations are obvious without stating them explicitly.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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