

## FAQ's for New Hires Template

Q. What are the core business hours?

A. *8:30 a.m. – 5:30 p.m. Monday through Friday*

Q. What hours is the building open?

A. *The building is open between 8:00 a.m. – 6:00 p.m. Monday – Friday. To gain access to the building outside of these hours, you will have to use your access card. If you did not receive a access card, contact [appropriate person]*

Q. When do I need to use my key to access the suite?

A. *For security reasons, the doors to the suite may be locked during business hours, so it's a good idea to have your key with you every day.*

Q. Where is the closest metro station?

A. *The closest metro station is the [appropriate answer]*

Q. Are there restaurants close to the office?

A. *Restaurants within walking distance: [examples]*

Q. How do I get office supplies?

A. *Office supplies are located in the supply room. If you need something that is not in stock, let the office administrator [person's name/contact info] know.*

Q. How do I order business cards?

A. *Business cards are ordered by [team member who does ordering]*

Q. How do I gain access to my paystub?

A. *Instructions available on the payroll site  
[Insert web address or contact info]*

Q. How do I change my address?

A. *You can change your address through [payroll system or whatever system is used] which will notify HR. You will then need to change your address with the benefits carriers and can be accessed via the web at each individual carriers' website.*

Q. How often do I need to change my computer password?

A. *You will be prompted to change your password every 90 days.*