**VIRTUAL TEAM MEMBER (VTM)**

**ONBOARDING CHECKLIST**

**Equipment**

* Work Station (Dental Office)
  + Contact your IT company if a work station is needed for set up in your office.
  + Log-in credentials for specified software – This will be needed for the I.T. team at Support DDS to allow VPN Connection to workstation.
  + Software requirements – Make sure all software needed for your Virtual Team Member (VTM) is installed on your work station.
* Phone
  + Soft-phone option – find out if your VOIP phone system has this capability.
    - If it does, we will simply install the VOIP software on the VTM’s PC.
  + Console option – if this is needed, ship a console phone to Support DDS center in Harare. (Shipping information will be provided)
  + If you don’t have a VOIP phone, we can add a line to our RingCentral account that will have specified area code for your area and your office name as the caller ID. This option is $50 month additional. Let us know if this is required.
* Confirmation of communication and test run of equipment setup with VTM and IT. This includes testing phone lines, camera.

**Personnel (Client side)**

* Make sure all team members are aware of new start for your new VTM.
* Please let us know who the main contact will be for your VTM.
* Let us know who your I.T. person is for onboarding.
* Email – We will set up an email for your new team member, but if you prefer one from your business have your IT person set that up and send it to us as well.

**Work Environment**

* Establish the work schedule for your VTM. Keep in mind that you set the schedule and training/work flow.

**Training/Development**

* Establish a set training format for the first couple weeks for your VTM.
  + Typically, an hour a day is adequate. Other time for them can be spent on training materials and videos.
* Arrange pertinent trainings required for the job.
  + Training videos from Practice Management software
* Work manual/processes handbook for team member (if available).
* If there is any additional information we are not aware of please communicate that to the Account Resource Manager (ARM).