SOP: Student Onboarding and Account Setup Procedures

This SOP details the **student onboarding and account setup procedures**, covering steps for new student registration, account creation, access provisioning, password setup, verification processes, orientation scheduling, and initial support. The aim is to ensure a seamless and efficient onboarding experience, enabling students to access necessary academic resources and platforms promptly and securely.

1. Purpose

To outline the standardized process for onboarding new students and setting up their accounts, ensuring access to all required systems and resources.

2. Scope

This procedure applies to all new students, applicable administrative staff, and IT support personnel involved in the onboarding process.

3. Responsibilities

Role	Responsibility
Admissions Team	Confirm student enrollment, collect details, and initiate onboarding
IT Support	Account creation, access provisioning, password setup and verification
Student Services	Assist with orientation scheduling, initial queries, and support
Students	Complete registration forms, activate accounts, and attend orientation

4. Procedure

1. **Student Registration**
   Admissions team verifies enrollment, collects required documents and contact details from the student.
2. **Account Creation**
   IT support receives student details and creates user accounts in all necessary systems (Student Portal, Email, LMS, Library, etc.).
3. **Account Activation & Initial Access Email**
   A welcome email is sent to the student with account credentials, activation instructions, and links to primary resources.
4. **Password Setup & Security Verification**
   Student follows secure link to create a new password, set security questions, and enable multi-factor authentication (if required).
5. **Access Provisioning**
   IT support ensures the student has access to relevant platforms and verifies permissions.
6. **Orientation Scheduling**
   Student Services contacts student to schedule virtual/in-person orientation session and provides links to orientation materials.
7. **Initial Support & Troubleshooting**
   Support contact details are shared with the student for any access/login issues. Initial check-in is scheduled within the first week.
8. **Confirmation & Documentation**
   Confirmation of successful onboarding is recorded in the student's file for future reference.

5. Documentation

- Student Onboarding Tracker/Checklist
- Account Creation Confirmation Email
- Orientation Schedule and Materials
- Support Contact List

6. Revision History

Date	Version	Description
2024-06-12	1.0	Initial SOP template created