FROM THE MEHRUTHERM BLOG · MANAGED IT

A New Hire Starts Monday. Is Their Technology Ready?

Most new hires spend their first morning waiting on logins, or get handed the keys to everything. A calmer way to set up a new person's technology, securely, from day one.

November 2, 2026

Someone new starts Monday. You are glad to have the help, and you want their first day to go well.

Then the day arrives. There is no email address for them yet, so the welcome note goes to a personal account. Nobody is sure which systems they need, so for now they borrow a login that belongs to someone else. The computer on their desk still has the last person's files on it. By lunch they have been productive for about twenty minutes, and three other people have stopped their own work to help.

Or it goes the other way, which is quieter but worse. To avoid all that friction, the new person is simply handed the main account, the one that can see and change everything. It is easy, it works, and now a brand-new employee has the keys to the whole business on their second day.

Both of these are the same problem wearing different clothes: there was no plan for getting a new person set up. The fix is not complicated, and it makes the first day calmer, the business safer, and the eventual goodbye painless too.

Two ways a first day goes sideways

The waiting version wastes a day and makes a new hire feel like an afterthought. The over-access version trades that short-term friction for a long-term risk you will probably forget about until it bites.

Giving everyone full access feels generous and simple. But most people only need a slice of what the business runs on, and every extra door you open is one more that can be walked through later, by a lost laptop, a reused password, or a scam email that lands at the wrong moment. The goal is not to lock people out of their own jobs. It is to give each person exactly what their work needs, and not the rest.

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Get the accounts ready before they arrive

The things a new person needs on day one are knowable in advance, so set them up in advance. That means a real email address on the business's own name, not a personal account doing double duty. It means being added to the systems their role actually uses, with their own login rather than a shared one. And it means being put into the shared password manager so they get the accounts they need without anyone emailing a password around or writing one on a sticky note.

A new login should also have a second step to sign in from the start, usually a short code on their phone, so a guessed or stolen password alone is not enough to get in. If you are not already doing this everywhere, it belongs on the short list of security basics regardless of who is starting when.

Give them what they need, and nothing more

Here is the habit that quietly protects you: decide what a role needs, then grant that, and only that.

A front-desk person does not need to change the bank details. A seasonal helper does not need the keys to the whole file store. A council clerk needs the records for their work, not the administrator account that can undo everyone else's. When you match access to the actual job, a mistake or a bad click stays small, because the account that made it could only ever reach so far. Wide-open access is how a single problem turns into a whole-business problem.

Set up the device, not just the login

A login is half of it. The computer or phone a new person uses should be set up too, not inherited with the last owner's files, logins, and clutter still on it.

That means a clean start, the updates applied, the screen set to lock itself when it is left alone, and a way to wipe it remotely if it ever goes missing. A work device walks out of a building more often than anyone expects, and when it does, what happens next depends entirely on how it was set up beforehand. Five minutes at the start saves a very bad afternoon later.

The goodbye is part of the plan too

The same tidy setup that makes a first day smooth makes a last day painless. When each person has their own clearly listed logins instead of borrowed or shared ones, turning off access when they move on is

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quick and complete. No wondering who still knows the shared password. No former employee quietly able to sign in for months.

This is the other side of a problem we have written about on its own: what happens when the one person who knew the system leaves. Set people up cleanly on the way in, and the way out takes care of itself.

Run it the same way every time

None of this has to be reinvented for each hire. Write down the short list once: the accounts to create, the access each role gets, the device steps, and the handful of things to switch off when someone leaves. Then follow it every time.

That little checklist is the whole trick. It turns a scramble that pulls three people off their work into a quiet ten-minute routine, and it closes the gaps that tend to open up when things are done from memory and in a hurry.

KEY TAKEAWAYS

- **Set accounts up before day one**: a real email address, their own logins, and a spot in the shared password manager.
- **Match access to the job.** Give each person what their role needs and not the rest, so a mistake or a bad click stays small.
- **Turn on a second sign-in step** from the start, so a stolen password alone is not enough.
- **Set up the device too**, not just the login: clean start, updates on, auto-lock, and a way to wipe it if it is lost.
- **Keep a short written checklist** and run it the same way every time, for arrivals and departures both.

The usual scramble

- × Nothing is ready, so the first morning is spent waiting
- × A borrowed or shared login stands in "for now"
- × Or the new person is handed access to everything
- × The device still has the last owner's files on it
- × When they leave, nobody is sure what to turn off

A setup you run to a plan

- ✓ Email, logins, and passwords ready before day one
- ✓ Each role gets exactly the access its work needs
- ✓ A second sign-in step on from the start
- ✓ A clean, updated device that can be wiped if lost
- ✓ A clean, complete shut-off the day someone moves on

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This is the sort of quiet, ongoing work that good managed IT takes off your plate, so a new hire's first day is about the job, not the logins, and a departure never leaves a door propped open.

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Hiring soon, or not sure who can still get into what? Get in touch and we'll set up a simple routine for bringing people on and letting them go, so each new start is calm and nothing is left open behind anyone.

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