

Manager Guide

What is Typelane?

Typelane is an Employee Onboarding and Offboarding Platform. It helps companies improve their employee journey and offer new employees and existing a great experience with automated workflows and personalised communication. You can read more about Typelane [here](#).

Where do I go to start an onboarding?

If you want to start an onboarding you go to app.typelane.com and log-in. Link is available [here](#)

What happens when I start an onboarding?

When you start an onboarding you will trigger an onboarding resulting in the new hiring, you as the manager and other parts involved in the journey get messages and tasks.

How do I onboard a new hire?

[Here is a link](#) to a video that shows you how to onboard a new hire 

Oops, I did something I shouldn't when onboarding a new hire?

It happens sometimes that things don't go as planned. You can delete an onboarding, [read more here](#) or you can edit employee details, link on how to do that [here](#). If you need to delete an onboarding please inform the employee and let them know they will receive new messages.

The employee says they didn't receive the onboarding or message?

Please ask them to check their spam folder to see if the message got stuck there. You can also easily resend a message if the hire says they didn't receive it. Here is a [link](#) on how to do that.

As a manager, why do I get messages that lead to a portal?

Being the manager, you are a part of the onboarding and will therefor receive messages and reminders. These messages contain links to the portal which is designed to make it easier to check off tasks and answer questions. Read more about the portal [here](#).

Can I start an onboarding from the portal?

To start an onboarding you need to go to the app at app.typelane.com. Or simply go to typelane.com and press sign in.

How do I access the portal?

You either click the link in a message you received via email or SMS. Or you go to **typelane.com/portal** and add your email. We'll then send you an email with a link to the portal.

Something isn't working?

You can always reach support at support@typelane.com or by going to the app.typelane.com and clicking on the green bubble available in the right corner to start live chat.

I want to learn more about Typelane or need more information

You can always access you full help center [here](#)