

Office Onboarding Email Templates

Purpose: Copy-and-send welcome emails from SHHA Office or IT Help **to the newly onboarded employee, volunteer, or committee members.**

Choose the matching scenario, replace every item in square brackets, delete lines that do not apply, and send the completed message to the new users. These are not internal setup notifications; they tell the recipients that setup is complete and explain what they should do next.

Placeholder Key

Placeholder	Replace with
[FIRST NAME]	Recipient's first name
[SHHA EMAIL]	New internal @sandiahomeowners.org address
[COMMITTEE NAME]	Full committee or task-force name
[MAILING LIST]	Committee mailing-list address
[SHAREPOINT LINK]	Direct committee SharePoint site URL
[WIKI LINK]	The most relevant wiki page listed below the template
[OFFICE CONTACT]	Office staff contact name or email

Before Sending Any Template

- Confirm the account, group membership, mailing list, and SharePoint permissions are already working.
- Test links before sending.
- Do not include passwords in the same email as usernames or account instructions. Send a temporary password through a separate channel.
- For external users, never include OneDrive instructions. External committee members use SharePoint in a browser.
- Keep the direct SharePoint link in the message. Do not make recipients hunt for it.

Template 1: New Internal Staff User

Use for: a staff member receiving a licensed @sandiahomeowners.org account.

Suggested wiki link: [Volunteer with SHHA Email](#) or [Quick Reference](#).

Subject: Your SHHA Microsoft account

Hi [FIRST NAME],

Your SHHA Microsoft account is ready.

Username: [SHHA EMAIL]

Sign in: <https://outlook.com>

Your temporary password will be provided separately. Microsoft will ask you to change it when you first sign in.

After signing in, please confirm that you can open Outlook and any SharePoint sites needed for your role.

Getting-started instructions are here:

[WIKI LINK]

If anything does not work, please contact ITHelp@sandiahomeowners.org and include a screenshot of the error.

Thank you,

[OFFICE CONTACT]

Template 2: New External Volunteer

Use for: a volunteer using Gmail, Yahoo, iCloud, Outlook.com, or another personal address.

Suggested wiki link: [Volunteer without SHHA Email](#).

Subject: Welcome to SHHA - Microsoft invitation and committee access

Hi [FIRST NAME],

Welcome, and thank you for volunteering with SHHA.

Microsoft will send an organization invitation to this email address. Please open that message and select Accept invitation. Sign in using the same email address that received the invitation. Microsoft may send you a one-time passcode.

After accepting the invitation, you will receive committee email through:
[MAILING LIST]

Your committee documents are available here:
[SHAREPOINT LINK]

Please bookmark the SharePoint link. External volunteers use SharePoint in a web browser and should not add committee files to OneDrive.

Step-by-step instructions are here:
[WIKI LINK]

If you have trouble, please contact ITHelp@sandiahomeowners.org and include the email address you used, the link you opened, and a screenshot of the error.

Thank you,
[OFFICE CONTACT]

Template 3: New Committee Or Task Force

Use for: the initial launch email after the mailing list, membership, and SharePoint site have all been tested.

Suggested wiki link: [Committee SharePoint Guide](#).

Subject: [COMMITTEE NAME] email and SharePoint information

Hello everyone,

The [COMMITTEE NAME] Microsoft group is ready.

Mailing list: [MAILING LIST]

Use this address when a message should go to everyone in the committee.

SharePoint documents: [SHAREPOINT LINK]

Use the Documents library for committee files, working documents, and enduring reference materials.

All committee members have read/write access to the Documents library. Office staff manage membership, permissions, and changes to the SharePoint home page.

Members using personal email addresses should bookmark the SharePoint site and use it in a web browser. External members should not use OneDrive for committee documents.

Instructions for uploading, editing, moving, and deleting files are here:

[WIKI LINK]

Please contact [OFFICE CONTACT] for membership or site changes, or ITHelp@sandiahomeowners.org for access problems.

Thank you,

[OFFICE CONTACT]

Template 4: New SharePoint Site For An Existing Committee

Use for: a committee whose mailing list already works but whose SharePoint document site was created later or was never introduced properly.

Suggested wiki link: [Committee SharePoint Guide](#).

Subject: New SharePoint document site for [COMMITTEE NAME]

Hello everyone,

The [COMMITTEE NAME] mailing list is not changing. You can continue using:

[MAILING LIST]

We have now set up the committee SharePoint site for shared documents:

[SHAREPOINT LINK]

Please use the SharePoint Documents library for committee files instead of personal OneDrive folders, email attachments, or individual Share links. All committee members have read/write access to the Documents library.

Members using personal email addresses should bookmark the SharePoint site and access documents there in a web browser. External members should not use OneDrive for committee documents.

Office staff will manage membership, permissions, and the SharePoint home page. Committee members can create, upload, edit, move, and delete files in Documents.

Instructions are here:

[WIKI LINK]

Please contact [OFFICE CONTACT] with membership or organization questions, or ITHelp@sandiahomeowners.org if the site will not open.

Thank you,

[OFFICE CONTACT]

Related Office SOPs

- [SOP: New Users, Mailboxes & Groups](#)
- [SOP: Create a Committee SharePoint Site](#)
- [Committee SharePoint Guide](#)
- [Quick Links & Directory](#)

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