



INTERNAL OPERATIONS RESOURCE

ONBOARDING FLOW GUIDE

VERSION 1.2 / AUGUST 2026

OPERATIONAL RESOURCE

The source onboarding sequence, role-specific document matrix, named outputs, access controls, and check-in process adapted for ADHDEsports.

PRINCIPLES

- Approve the person and the actual role before granting access.
- Collect only information needed for onboarding.
- Give least-privilege access and a named reporting line.
- Explain volunteer-only status and role boundaries in writing.
- For minors, complete guardian permission and safeguarding steps before acceptance.

1. CANDIDATE DECISION

Responsible: relevant team lead or department lead, with Management approval where required.

- Confirm the role is currently open and matches the org chart.
- Review conduct, availability, skills, conflicts, and age eligibility.
- Record approve, hold, redirect, or decline decision.

Output: documented approval decision, provisional role, and assigned onboarding owner.

2. ROLE ASSIGNMENT AND WELCOME

Responsible: onboarding contact and role lead.

- Confirm the official role title, department or team, direct lead, expected availability, and starting date.
- Send the welcome message and explain where official communication occurs.
- Verify adult status for staff, management, formal competition, coaching, moderation, business, and team-staff roles.
- For an eligible creator or academy/development minor age 13-17, obtain and verify written guardian permission before acceptance.

Output: confirmed role, reporting line, contact method, eligibility status, and start date.

3. DOCUMENT DISTRIBUTION

Responsible: onboarding contact and role lead.

- Creator packet: Welcome Kit, Creator Agreement, Brand Guidelines, conduct, privacy, sponsor-approval rules, and minor documents when applicable.
- Player packet: Welcome Kit, Competitive Player Agreement, competitive-integrity and team rules, and Travel Policy when applicable.
- Staff / management packet: Welcome Kit, written role description, volunteer information, applicable procedures, and NDA when access requires it.
- Record the version, delivery date, acknowledgment, signature status, and secure storage location.

Output: complete role-specific document packet with acknowledgments and required signatures.

4. ACCESS AND SECURITY

Responsible: system or department owner.

- Create or assign the correct Discord role and channels.
- Share files through an approved location; do not expose unrelated records.
- Require unique passwords and multi-factor authentication for organization accounts.
- Record any equipment, shared account, brand asset, partner, analytics, or platform access issued.

Output: least-privilege access record and equipment or credential inventory.

5. ORIENTATION

Responsible: direct team lead.

- Explain mission, #ADHDAvantage, conduct, communication expectations, role hierarchy, conflict resolution, reporting, privacy, brand use, and time-away procedures.
- Show the member where the Resource Center, policies, org chart, and reporting route live.
- Confirm who approves public statements, partnerships, expenses, roster moves, campaigns, and sensitive access.

Output: orientation acknowledgment and a clear list of questions or follow-up items.

6. FIRST ASSIGNMENT AND CHECK-IN

Responsible: direct team lead.

- Set one realistic first task, practice objective, or shadowing assignment.
- Schedule a check-in within 7-14 days and a 30-day fit review.
- Correct unclear access or expectations early; document material changes.
- Optional enhancements: assign an onboarding buddy, prepare a public welcome, and share a one-page role sheet.

Output: first assignment, scheduled check-ins, and documented early adjustments.

7. ONGOING REVIEW AND OFFBOARDING

Responsible: direct team lead and access owner.

- Review role fit, workload, conduct, access, and support periodically.
- When a member leaves, remove access promptly, recover equipment, preserve required records, and confirm removal of current branding where applicable.
- Offer a feedback or exit interview and complete a handoff when appropriate.
- Maintain a defined exit path before account, roster, or equipment issues occur.

Output: current review record or completed offboarding, access-removal, equipment-return, and handoff checklist.

ROLE-SPECIFIC PACKETS

- Creator: Welcome Kit, Creator Agreement, Brand Guidelines, conduct, privacy, and sponsor approval rules.
- Formal competitive player (18+): Welcome Kit, Competitive Player Agreement, integrity and team rules, travel policy if applicable.
- Academy/development player: Welcome Kit, Academy & Development Player Agreement, development plan, integrity rules, and - for a minor - guardian permission, Minor Participation Policy, Safeguarding Policy, and online-only activity plan.
- Community, creative/media, team staff, or management (18+): Welcome Kit, role description, volunteer information, confidentiality as needed, and applicable department procedures.

ACCESS FOLLOWS COMPLETION

Do not treat a Discord role, verbal welcome, or team announcement as completed onboarding. Acceptance occurs only after required approvals, eligibility, documents, and access controls are complete.

SOURCE & REVIEW NOTE

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