

# ENDUNAMOO CONTRACTORS ONBOARDING PROCESS

Welcome to the Endunamoo Contractors Team. We are excited that you have joined us as a contractor, mentor and/or academic staff member and we look forward to working with you towards our mission of empowering and inspiring other. We have prepared this guideline to assist with your onboarding journey. We cover our primary engagement platform, your support team members as well as other crucial information.



## YOUR SUPPORT TEAM

We are dedicated to assisting you throughout the process. To this end, we have a Contractors Support Team overseen by the **Chief Programmes Coordinator**, who manages all our programmes (APC, APC Bridging Course, CIMA, CTA & IAC) and contractors. The **Chief Programmes Coordinator** is backed by the Workspaces Controller, Digital Virtual Assistant and Mentorship Coordinator.



### Workspaces Controller

Develops and maintain workspaces, and onboards you to the workspaces



### Digital Virtual Assistant

Provide day to day support to you via our Viva Engage platform



### The Mentorship Coordinator

Manages and administers the mentorship programme and onboards mentors

## OUR ONLINE PLATFORM

We utilise the Microsoft across our ecosystem to deliver our programmes, undertaking marketing activities and support to our contractors and candidates. We have found Microsoft to be the most reliable, secure, intuitive, and innovative platform that aligns with our goal of meeting the needs of our diverse stakeholders.

Using a common platform enables us to implement an integrated and forward-thinking approach to engaging, supporting, and delivering our programmes. It also allows us to maintain an up-to-date repository of information on key matters and developments across our ecosystem.

We have phased out WhatsApp as delivery platform as well as engagement tool, save for technical support with regards to access to our Microsoft ecosystem. We therefore encourage you not to seek administrative support via WhatsApp.



## CONTRACTOR ONBOARDING JOURNEY

- 1 Complete the Contractor Enrolment form available on our website: <https://endunamoo.africa/contractors/>. If you have an Endunamoo Africa email address, it is not necessary to complete this form once again.
- 2 After completing this form, you will receive a welcome email along with your login credentials, i.e. your Endunamoo Africa email address and password.
- 3 You will be required to change the default password on your first login as well as set up second-factor authentication using Microsoft Authenticator. If you have forgotten your password or wish to confirm your login credentials, please use [this form](#) and strictly follow the instructions outlined therein.
- 4 You will be added into the Contractors Online Community to engage and connect with our Contractors Support Team and other key resources that you will need to support our candidates. Download Viva Engage Mobile app.
- 5 Depending on your interest and/or availability, you also be granted access to the Mentors Library within Contractors Online Community.
- 6 If your appointed as part of the Academic Team, you will be added to the Ms Teams community.

# COMMUNITY ACCESS: VIVA ENGAGE MOBILE APP

You will need to download Microsoft Viva Engage app from your smartphone's app store. This allows for you to receive instant notifications and makes engaging with the team as smooth as possible.



Figure 1 - Communities

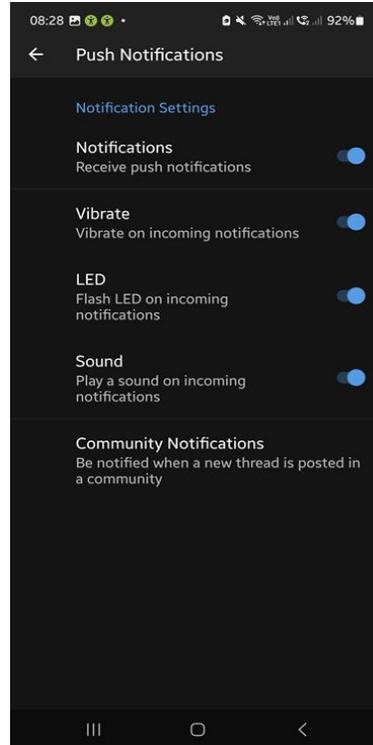


Figure 2 – Push Notifications

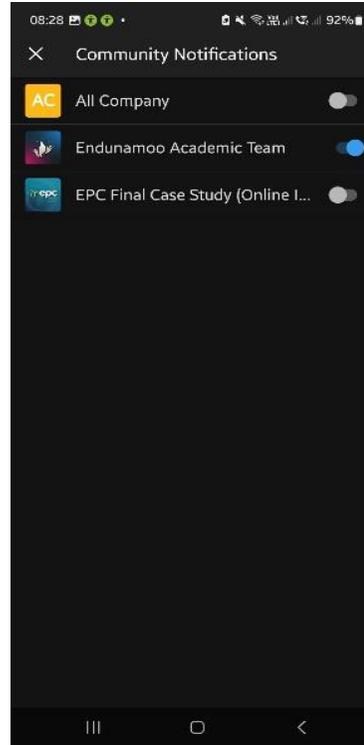
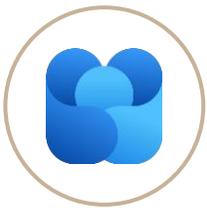


Figure 3 – Community Notifications



Available to download at:



**Click on the respective icon to download the Viva Engage Mobile app**



We recommend that you activate mobile notifications as the guideline above.

# COMMUNITY ACCESS: VIVA ENGAGE DESKTOP / WEB APP



On your personal computer, you can access Viva Engage via <https://engage.cloud.microsoft>.

The home page to the community looks like this.

A screenshot of the Viva Engage desktop interface. The main content area shows the "Endunamoo Academic Team" community page. The header includes the "ENDUNAMOO" logo and a "Joined" button. Below the header are tabs for "Conversations", "About", "Files", and "Events". A post by "Rendani Muthelo (Lecturer: ACC &amp; MAF)" is visible, dated "Aug 17". The right sidebar contains sections for "Members" (13), "Pinned" links (CTA Candidate Library, CTA Academic Worksp..., CCC Academic Library, CCC Candidate Library), and "Community resources" (SharePoint library, SharePoint site, OneNote, Planner). The left sidebar shows navigation options like "Home", "Communities", and "Favorites".

## Legends

1. These are all the communities in which you have been added.
2. These are essential links to the Academic Library, Candidate Library and other essential parts of our ecosystem.
3. These are admin resources that you will share with you to assist you on your journey, such as timetables, policies, etc.
4. This is where the conversation happens. You will find various discussions, polls and/or announcements here.

We have also provided this essential link from Microsoft to help with the onboarding process: [Get started with Viva Engage](#). It contains useful guidance and videos on how best to navigate and use Viva to engage with us. We also have several resources included in our Community. If you get stuck, please reach out to us via the Contractor Engagement form available via Viva Engage and/or WhatsApp (for technical support only).

Depending on your browser and admin privileges on your PC, you can add Viva Engage as a desktop app to make it easier to connect with us.