

Welcome to Velo Payments!

Below please find a few items to check off your list when getting setup in your role at Velo. We've also included resources available to help answer questions you may have.

General Access

- Velo Email Address** – Your key to access most systems and solutions within Velo. Depending on how much we like you, an email address will be available to you prior to your first day. To get a Velo email, an alternate email address will need to be provided to your manager.
 - Email Security** – Access your inbox through Gmail via a web browser. You will need to setup a password during this login process and two-factor authentication. Make your password strong as our security team will immediately try to hack it, and if they crack the password, they will heckle you from this point forward. You will be forever be labeled as a security threat at Velo and required to wear a virtual “dunce” cap.
 - See instructions below for Outlook client setup.
- Slack** – Used for instant messaging to assist with internal communications, problem solving, and tomfoolery. Any current member of the Velo team can send you an invite for messaging rooms. You will automatically be added to the #general channel within our Slack space. Ask your manager if there are any additional channels you should join.
- Concur** – Timesheet and expenses package. [Maggie Kunkel](#) or [Elaine Griffin](#) will set you up when you join us and you will receive an email with login details. Recorded hours and expenses are to be agreed with your line manager.
- Microsoft Suite** – If your email is setup, reach out to [Kyle Taylor](#) for a license to Microsoft Suite (Word, PowerPoint, Excel, etc.). You'll receive emails to setup your account using your Velo email address.
- Confluence** – Pretty much every document we create (including this amazing checklist) exists in confluence. This team functions on collaboration and Confluence helps us do that. [John DeRaedt](#) is the keeper of this access.

Depending on your role, you will need access to the following and [more](#). For developers, check out the [New Developer webpage](#). For QA members, refer to the [New QA webpage](#).

- Jira** – Used by our development, product support, and QA teams to track defects and requirements for platform builds. Any trouble tickets will be generated through Jira.
- Product Board** – Where product requirements are located, prioritized, and generated into a roadmap for product releases. Jira tickets and related documents are linked to product tickets.
- Zendesk** – For monitoring and managing Payor and Payee concerns using Velo platforms.
- VPN** – Some resources at Velo are not accessible over the Internet and require connecting to a virtual private network (VPN). A VPN is a secure way to communicate with these resources over the Internet. [Click here](#) for instructions to set up a VPN.

New to Payments? Here are some suggested reading materials and resources.

- [About Velo](#) – Familiarize yourself with Velo and why we are different

- [Velo U](#) – Velo info and Insights
- [Velo Terms and Definitions](#) – Used in reference to the business and platform
- What is Fintech?
 - [The Beginner’s Guide to FinTech Everyone can Understand](#)
 - [Financial Technology – Fintech](#)

Setting Up Outlook Client for Velo Emails

- Google and Outlook are not friends and therefore you need to make some adjustments to your Velo Google profile to let them work together.
- Go to your “My Account” settings for your Velo account.
- Select the “Sign-in & Security” section and turn-off 2-factor authentication.
- Scroll down and turn “On” the allow access from less secure apps.
- Next go into your Velo Mail account from the browser and select the “Settings” for the account (top right-side)
- Set your email to use IMAP
- Select the “Configuration Settings” link and follow those instructions on the Outlook client.

Our Values

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| <input type="checkbox"/> We succeed as a team | <input type="checkbox"/> We are committed to client success |
| <input type="checkbox"/> We mix know-how with our passion for experimentation | <input type="checkbox"/> We focus on what’s in our control |
| <input type="checkbox"/> Individual improvement drives our collective success | <input type="checkbox"/> We respect all points of view |