

Laptop Quickstart Guide – Windows 11

What you will need:

1. Work issued laptop, fully charged.
2. Internet connection.
3. Okta login credentials, information on this was provided in your NAE packet, keep using your temporary password for two weeks.
4. If you are onboarding before attending NAE, your manager will provide your Okta login credentials.

Before you start:

1. Read through the instructions below to get an idea of what is expected.
2. Familiarize yourself with the laptop and plug in the power cable. Skip the rest of the instructions in the booklet that came with your device and follow the steps below instead.

Laptop Enrollment Process

Step 1. Turn on device.

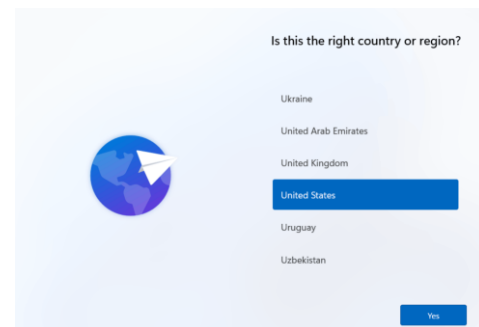
The laptop may turn on as soon as you open it. If it doesn't, press and hold down the device Power button for a couple seconds.

(The Power button is located on the keyboard in the top right corner, next to the 'Del' button.)



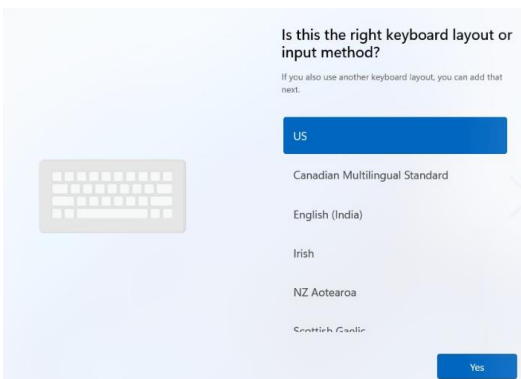
Step 2. Choose your region to get started.

- 'United States' should already be highlighted on the list; this is your region.
- Then click on 'Yes'.



Step 3. Choose your keyboard layout.

- 'US' should already be highlighted at the top of the list; this is your keyboard layout.
- Then click on 'Yes'.



Step 4. Click on 'Skip'.

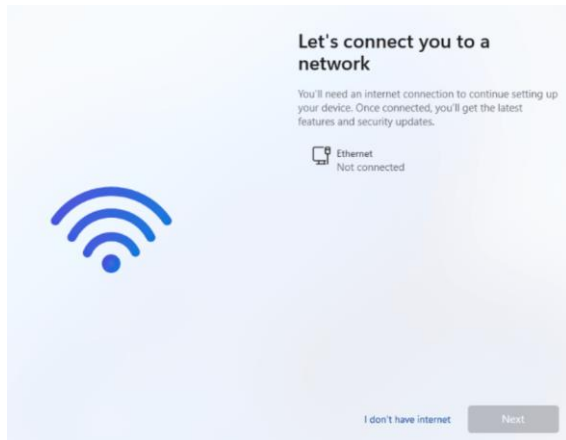
- If you receive a prompt for a 'second keyboard layout', skip it, you do not want to add a second keyboard layout.

Note: If you do not have an at home internet network/ Wi-Fi account, please contact the ESSC IT Helpdesk before moving on to the next step.



Step 5. Connect to an internet network.

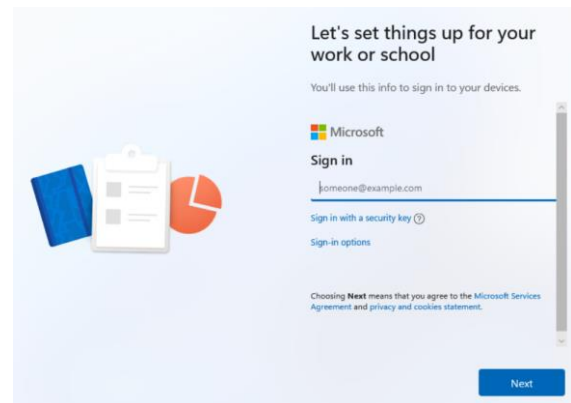
- Scroll through the list to find, and then click on, your home Wi-Fi account name.
- Check mark the box 'Connect automatically'.
- Click on 'Connect'.
- Type in your 'network security key', which is your home Wi-Fi account password.
- Click on 'Next', and then click on 'Next' again.



Step 6. "Now we have some important setup to do..."

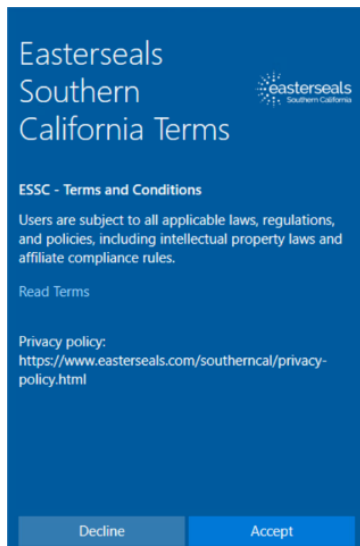
Note: This message should appear on your laptop screen. Please wait for the configuration process to complete and then it will automatically restart your laptop.

Step 7. Type in your full ESSC work email address.



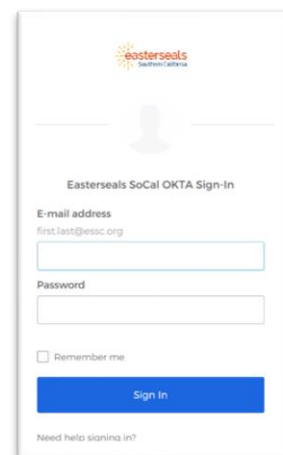
Then click on 'Next'.

Step 8. When the ESSC Legal Terms and Conditions notice appears, after reading the information, you will need to click on the 'Accept' button to continue.



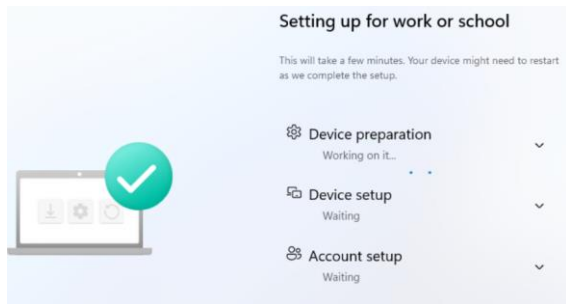
Step 9. Type in your ESSC Okta credentials and 'Sign in'.

- Your full ESSC work email address is your username.
- Your Okta password was provided in your NAE packet or by your manager.



- If this is your first device setup, you will be prompted to create an Okta Security Question and Answer.
- After you do this, you may be prompted to answer the Okta security question, then click on 'Verify'.

Step 10. Please wait for the laptop setup to complete.



- The laptop will need to reboot (restart) after setup completes. It should restart automatically.
- After the reboot, press the 'Ctrl' key, located in the bottom left corner of your keyboard.

- Login using your Okta credentials.
- This message will appear, "Hi, we are getting everything ready for you. This may take a few minutes..."
- Then you will be taken back to the 'Setting up your device for work' screen, and the laptop will continue to go through 'Account Setup'.

Wait while Screens load.




Note: If a Microsoft Teams Update window appears, do nothing, and ignore it.

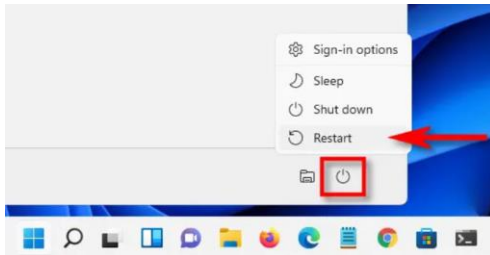


Note: If a "Meet the new Microsoft Edge" window appears you can choose to click on 'Get Started' or do nothing at this time and close the internet browser.



Step 11. Restart your laptop.


- Go to the Windows Start Menu  located in the bottom left corner of your computer screen.
- Click on the 'Power' icon and then select 'Restart' from the menu.

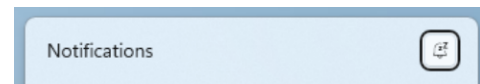


Step 12. Applications Installation.

- After your laptop restarts there will be applications installing in the background.
- Hover your cursor over the 'Time and Date' and click on it, located in the bottom right corner of your screen, to view the 'Notifications'.



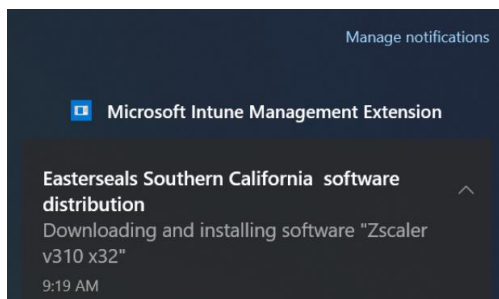
(Tip: you can also access 'Notifications' by pressing the 'Windows'  key + N on your keyboard.)




- New messages appear at the top of the list.

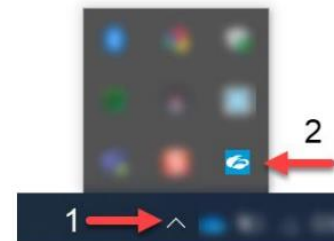
Step 13. Wait for software to download and install.

- The last application to download and install will be Zscaler, and usually happens one hour after all other applications install.
- When you see a message that states Zscaler installed successfully, go to Step 14. If you do not see a message after 2 hours have passed contact the ESSC IT Helpdesk for assistance.



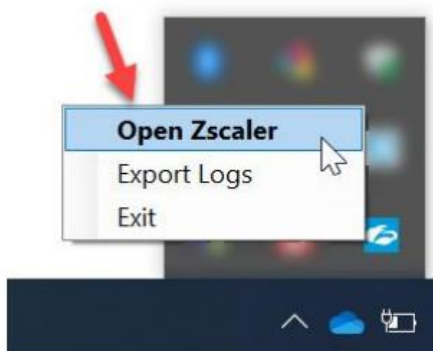
Step 14. Open the Zscaler application.

1. Click on the  icon, located in the bottom right taskbar on your computer screen. Near the battery charge indicator icon.
2. Click on the Zscaler icon, (it will be grey though, not blue, and white).

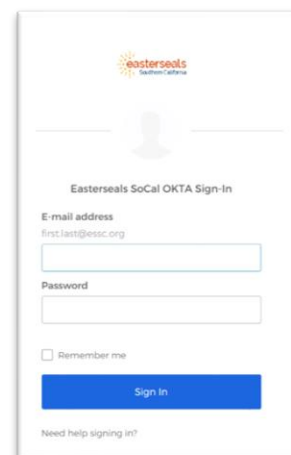


Step 14 continued.

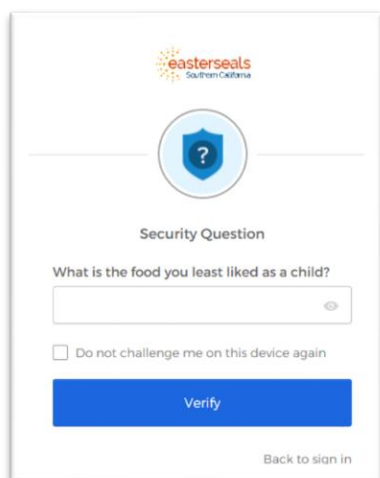
3. Then click on 'Open Zscaler' from the popup menu.



Step 15. Type in your Okta sign in credentials.

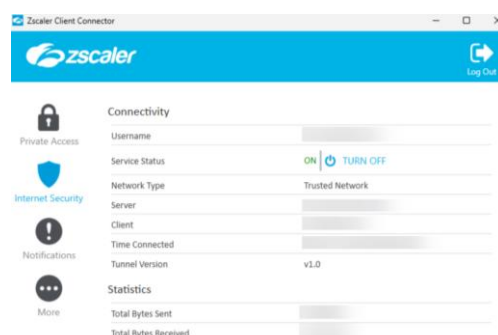


Step 16. Type in your Okta Security Answer, then click on 'Verify'.



Step 17. Zscaler will authenticate and then close.

- The Zscaler icon should now be blue and white.
- If you 'Open Zscaler' you will now see a screen like this:



- Your full ESSC work email address should be in the 'Username' field. Close the window.

Step 18. Verify these apps are displayed on the laptop Home screen:

- Recycle bin
- Acrobat Reader DC
- Google Chrome
- Microsoft Edge
- Microsoft Teams
- Splashtop SOS



Step 19. (Optional) How to pin apps to laptop taskbar, located at the bottom of the Home screen.

- Click on the 'Start' icon.
- Scroll through the 'Start Menu'.
- Right click on the app and select 'More'.
- Then click on 'Pin to Taskbar'.

Example of apps that can be pinned to the taskbar:

Calculator	OneDrive
Excel	Snip & Sketch
Google Chrome	Sticky Notes
Microsoft Edge	Word
Microsoft Teams	

Congratulations! You have setup your laptop.

Please reach out to the ESSC IT Helpdesk for any questions or technical issues.

Thank you.

