

Laptop Set Up Instructions

ENTRA ONLY DEVICES – EXISTING COLLEAGUES

(TEST USERS)

August 2026

Before you begin

This step-by-step guide will help you set up your laptop.

Before you begin, please ensure that you have the following WTW credentials and tools.

- 1) **Password (not PIN):** If you do not know your password, you can reset it at **<https://aka.ms/sspr>** (provided you use a mobile device set up with MFA).
- 2) **User Principal Name (UPN):** The prefix will typically be your firstname.lastname - followed by either: @willistowerswatson.com OR @towerswatson.com

Example:

UPN = firstname.lastname@willistowerswatson.com (not @wtwco.com).



Please use your UPN throughout the set-up process to login, and refrain from entering your User Name.

3) WiFi Access:

If you are in a WTW office, your new laptop will automatically connect to the Corporate WiFi.

Once you start the laptop set-up process, your WiFi connection must remain stable to avoid interruptions.

To ensure this, we recommend:

- a. Keeping the laptop in one place until the set-up is complete
- b. Avoid using a mobile hotspot

4) Multifactor Authentication (MFA):

You will need MFA on a mobile device throughout this process.

Additional guidance

Once you start the laptop set-up process, it must not be interrupted! We recommend:



Prompt interaction. The set-up will require you to enter credentials. Stay with the device, respond to prompts in good time.



Allow up to one hour. If you need additional support, contact IT using the contact details provided on the last page.



Follow the provided instructions carefully. If the steps are not followed correctly, the process may need to be restarted or, in some cases, rolled back by IT. This can significantly delay your set-up and access to the device.



Keep the laptop to an AC power source to ensure uninterrupted power during the set-up process. **Important:** If you are setting up your laptop in a WTW office, do not use a docking station for power, as this can cause intermittent issues.

Let's get started

Step 1: Turn on your laptop

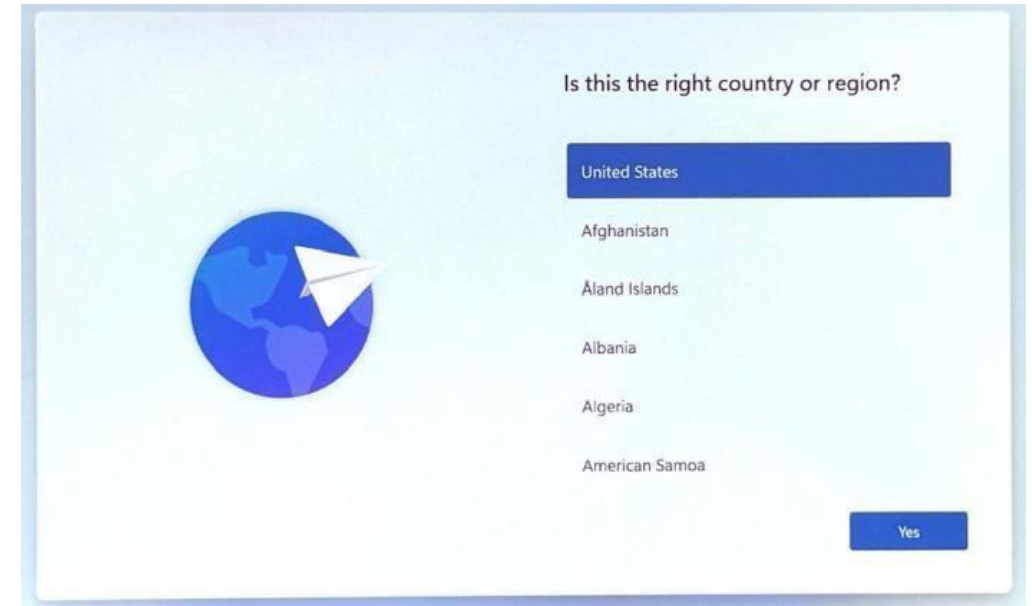
Step 2: Choose the **Country/Region** settings that best match your location from the list provided and click **Yes** to proceed.

The language you choose here will be used throughout the rest of the set-up process and will determine the language of your final desktop and windows interface.

Step 3:

Select your keyboard layout from the available options, then click **Yes**.

If a second keyboard option is presented, select **Skip** to continue with the set-up.



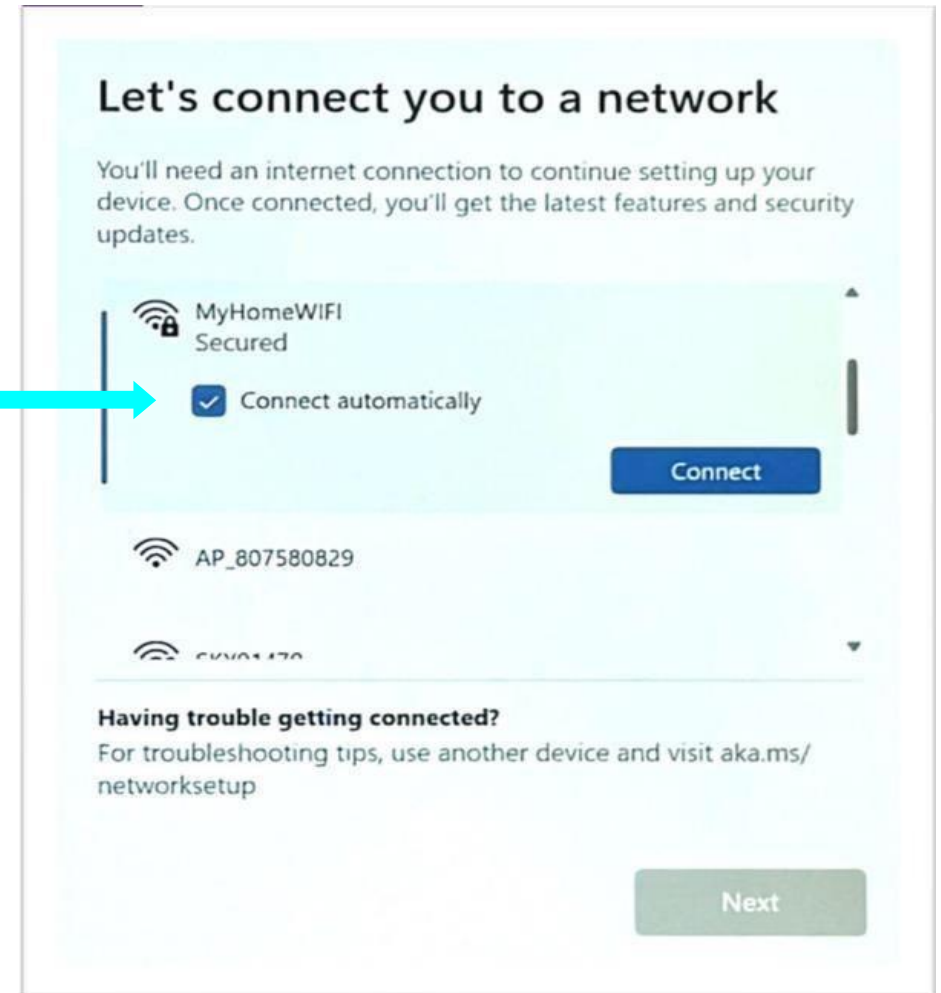
Connect to WiFi – Remote users only

If you are completing the set-up within a WTW Office, the connection to the WiFi will be automatic, and you can proceed to the next slide.

Step 4: If you are completing the set-up outside of a WTW office, you will be prompted to connect to a WiFi Network.

i) You must ensure that the '**connect automatically**' option is selected before connecting to your preferred network;

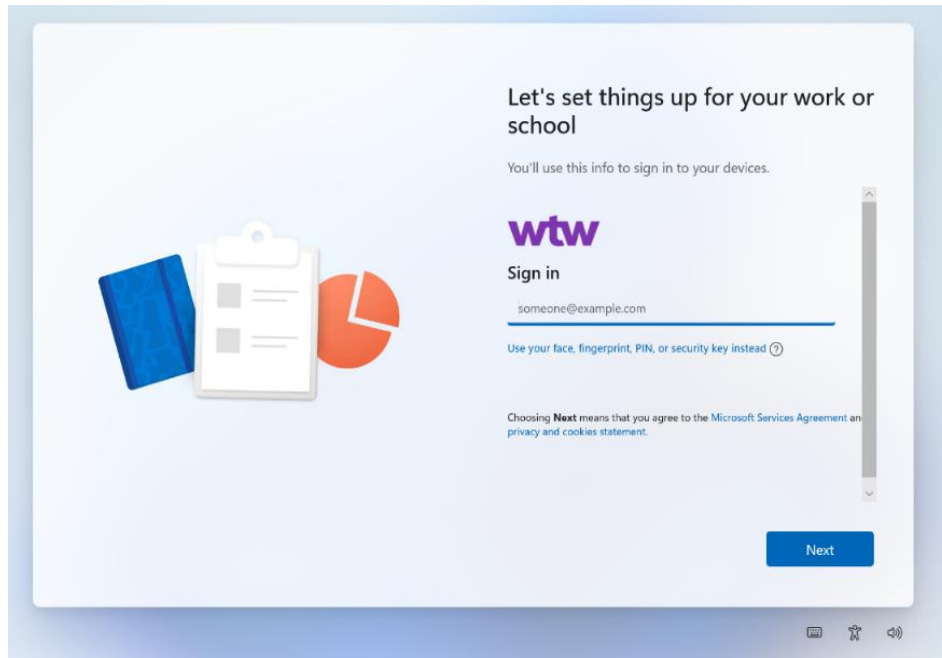
ii) Enter the correct network key (Wi-Fi password) and click **Next**.



Step 5:

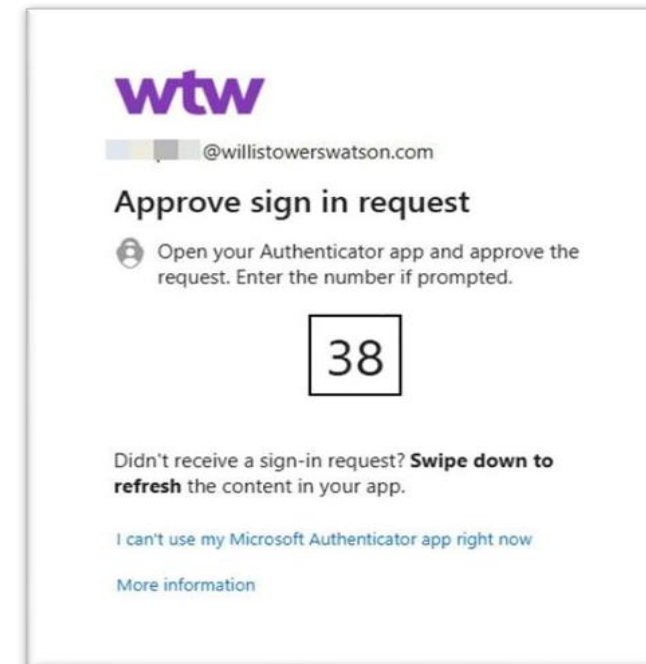
Sign in to your user account using the Password and User Principal Name (UPN)*

**Refer to page 1.*



Step 6:

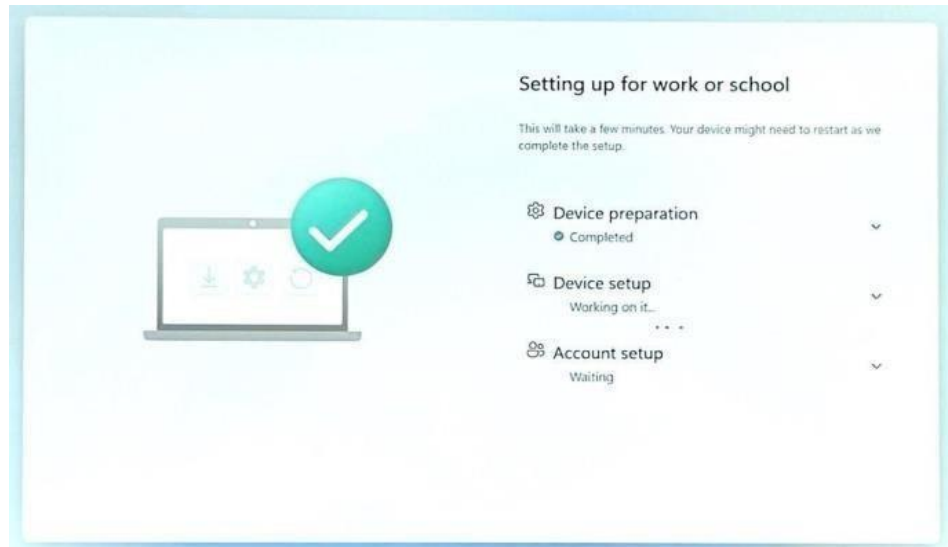
You will be prompted to approve MFA. Please use the Microsoft Authenticator App on your mobile to complete this step.



Device Configuration

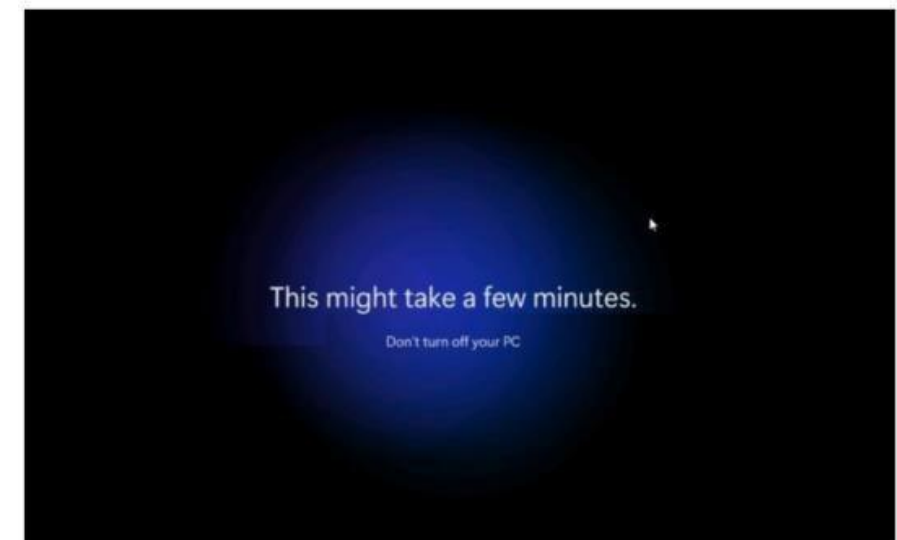
Step 7:

The laptop set-up process will now begin. The duration of this process can vary, depending on the quality of the WiFi.



Step 8:

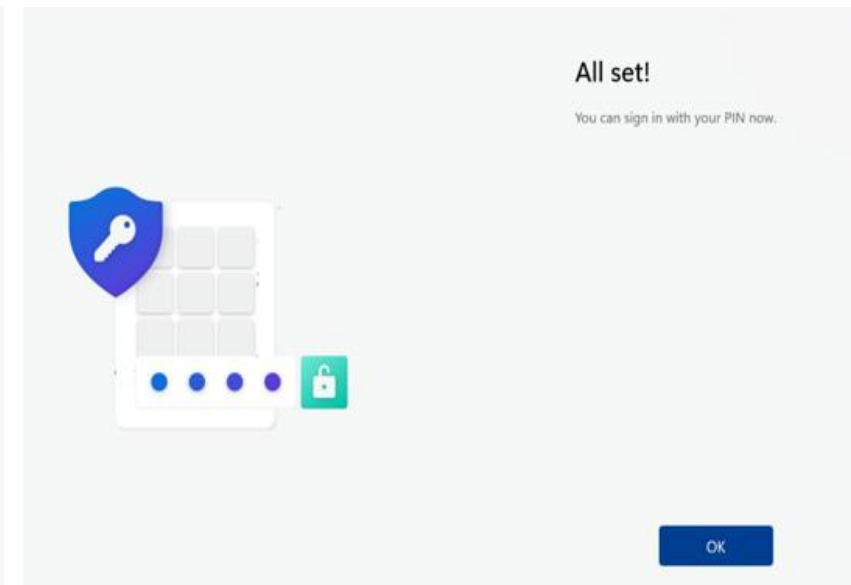
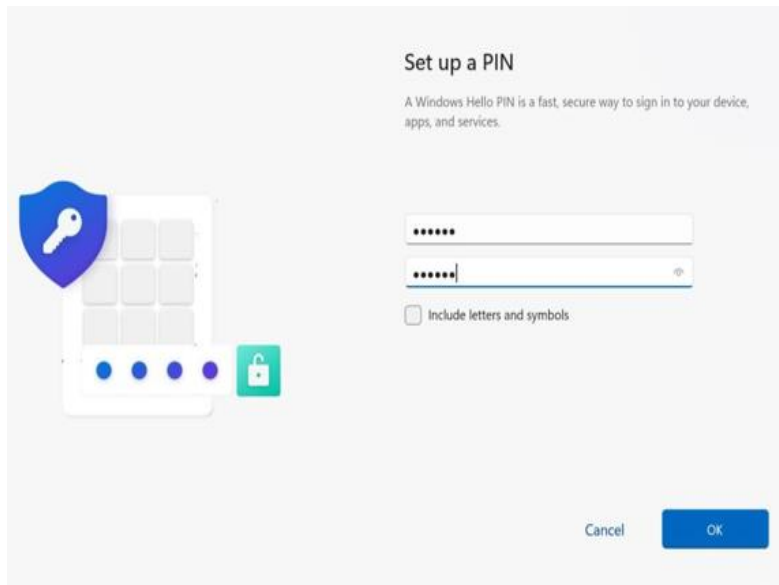
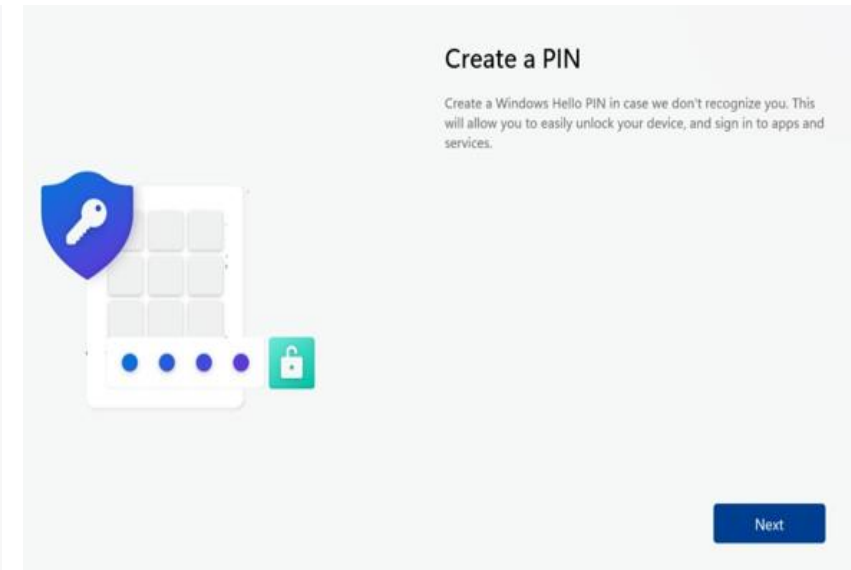
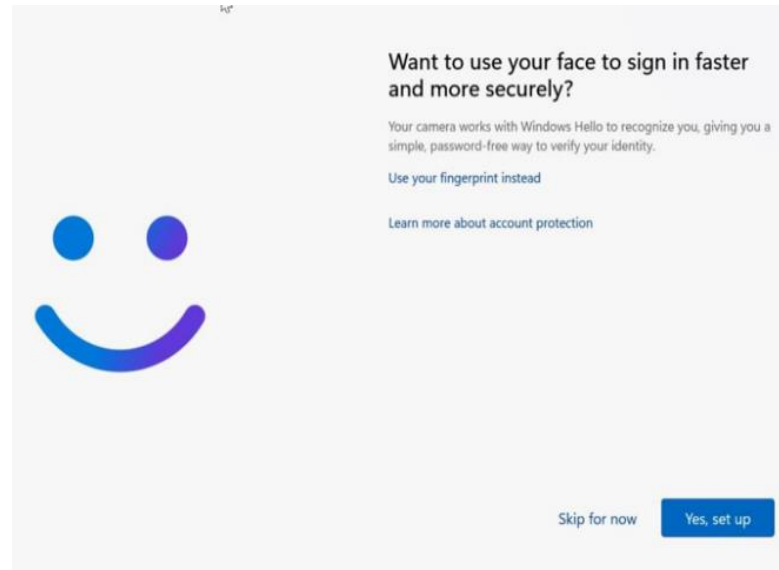
The laptop may restart at this point



Set up Windows Hello

Step 9: Depending on the hardware available on your laptop you may be prompted for face recognition and/or fingerprint sign in. If prompted follow the instructions on the screen to set up.

Whether you use your fingerprint or face recognition, you must create PIN as a backup. Enter a PIN of at least eight numbers. Optionally, you can include letters and symbols.

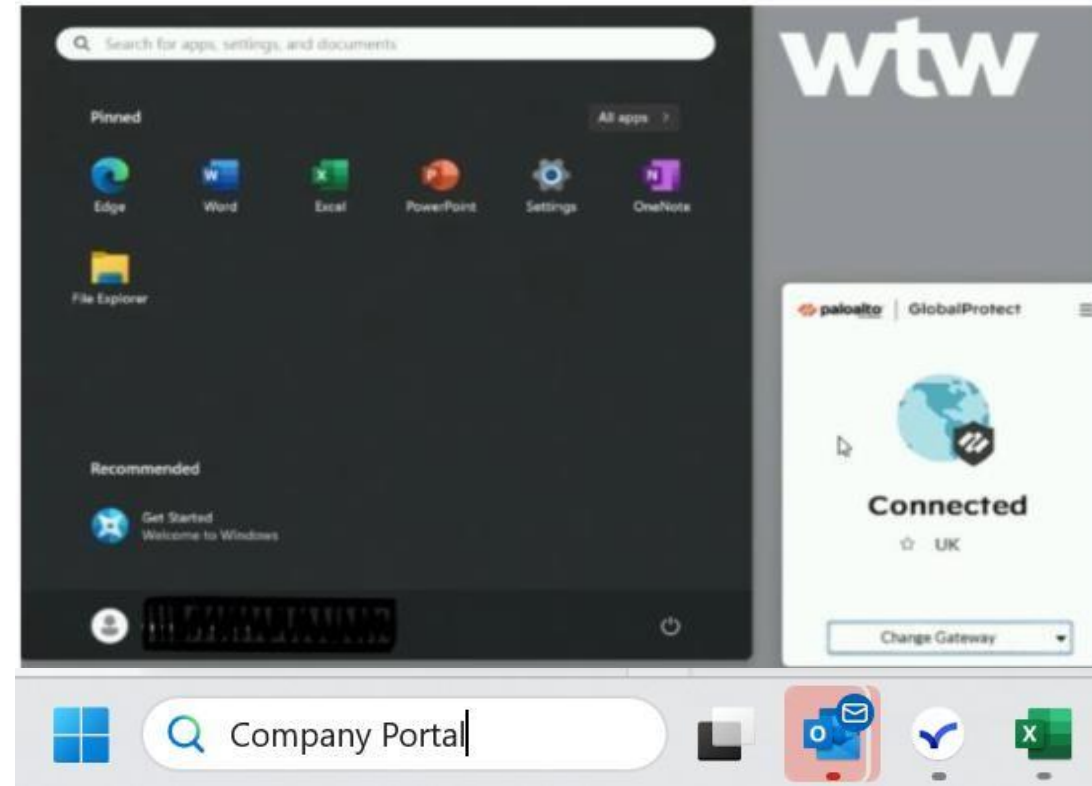


Final Steps

Step 10:

When you arrive at your desktop, you must run Company Portal.

You can locate this by using the search tool within your desktop toolbar.

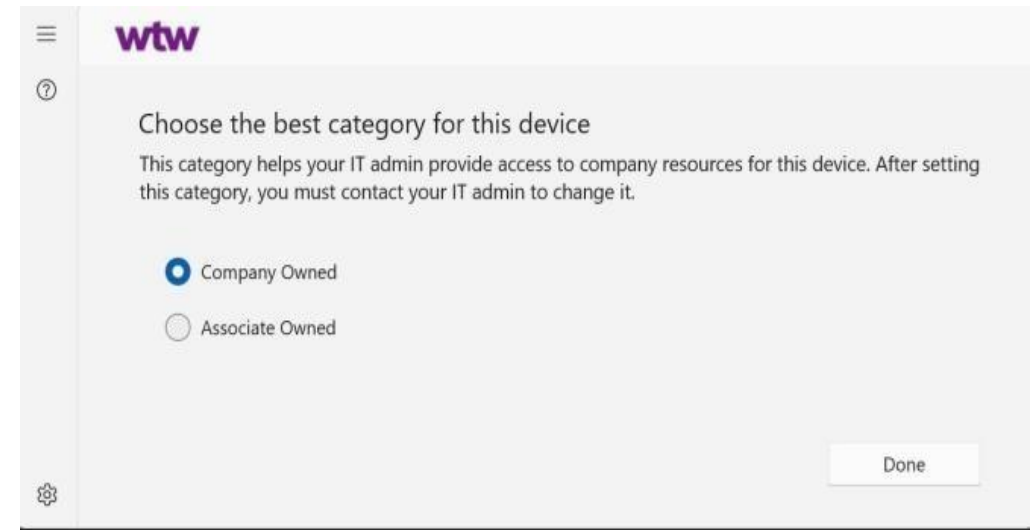


Step 11:

Upon opening Company Portal, complete the following actions, when prompted;

- i) Confirm the terms & conditions
- ii) Confirm the device is 'Company Owned'.

Access issues? If you see an error message when loading Company Portal, please ignore and continue to Step 12.



Step 12:



Reboot your laptop! You must reboot before accessing other applications (e.g. Outlook).

Post setup checklist

1. Have you rebooted at least once after first log on? If not, do so now.
2. If you are in the office, ensure your laptop automatically connects to the WTWColleague WiFi.
3. Open Outlook. If you are prompted for your login credentials, exit the screen and reboot your device. If Outlook continues to ask for your login credentials, please contact the IT Service Desk (see the last page for contact details).
4. Search for Company Portal using the Search box on the Windows Start Menu, and; install any business applications required for your role.
5. Check that your Windows language, keyboard and time zone are all correct. You may need to install a Language Pack for MS Office. Visit the location mentioned below for more details.

For additional steps you can take after you set-up your new laptop visit ['Additional steps for new laptops'](#) from the WTW intranet.

WTW primarily uses leased laptops, so it is essential that we look after them to keep them in good condition.

- ✓ Ensure WTW laptops are used for business purposes only.
- ✓ Do not customize your laptop with stickers.
- ✓ Take care to avoid damage. When cleaning the screen and keyboard, be sure to use a dry cloth.
- ✓ When not in use, store your laptop in a safe place.
- ✓ Report any laptop issues to IT immediately for troubleshooting and support.

Returning your old laptop

Please return your old device promptly to support asset management and compliance.

- Keep the box your new laptop arrived in, as it will be used to return your old device. A returns label will be included in the box (or provided by the courier upon collection).
- The courier will contact you (usually by email) to confirm the collection date. You can change the date or location using the link provided by the courier.

Note: The returns process may differ depending on your location. Please refer to the [Laptop Information Hub](#) for country specific details.

If you need support during any of this process, please contact the [WTW IT Service Desk](#).