

Kiosk laptop set up guide for existing colleagues.

April 2026

Checklist before you begin

Please ensure you have the following before starting this process.

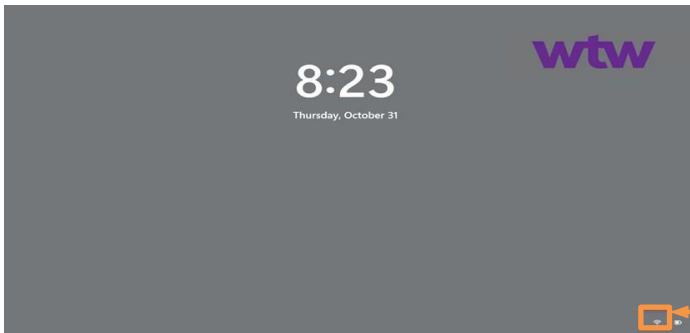
- Wi-Fi connection:** Please have your Wi-Fi credentials at hand since you will need to establish a connection early in the process. If you are located within a WTW office you will automatically be connected to the WTWColleague WiFi.
- AC Power:** Connect the laptop to a power supply to ensure the set-up process is not interrupted.
- Multi Factor Authentication:** Have your mobile device ready to use MFA.
- Interaction:** The process will require you to enter credentials and interact with it during the set up.

Connect to Wi-Fi

Step 1: Power the laptop on

Step 2: Connect to a WiFi network, by clicking on the WiFi icon.

If located from within a WTW office you will automatically be connected to the WTW Colleague WiFi and can skip this step. Otherwise, you should use your home or other reliable WiFi and click on the WiFi icon.



Sign in

Step 3: Enter your network UPN and password.

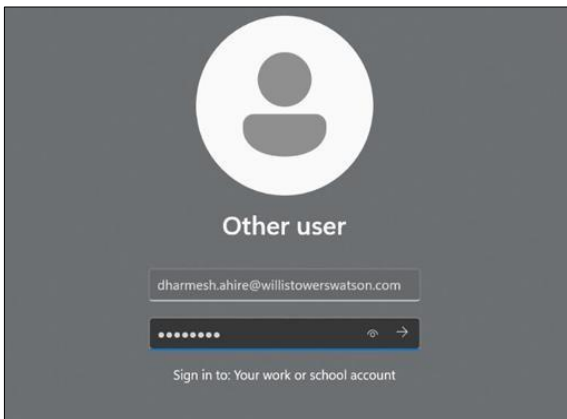
Your UPN will have been sent to you by email on your first day. It will be either:

Firstname.Lastname@willistowerswatson.com

or

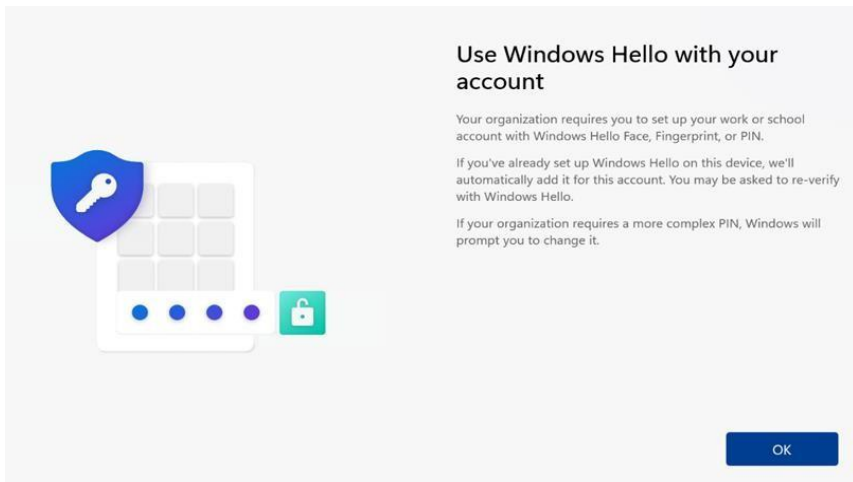
Firstname.Lastname@towerswatson.com

Do not use your @wtwco.com email id.



Preparing your device

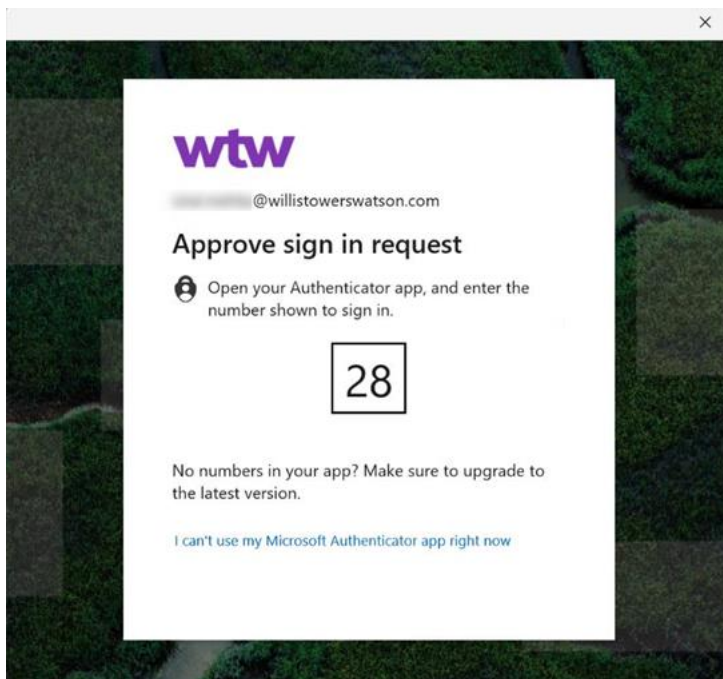
Step 4: After few minutes you will be prompted to configure Windows Hello.



Be ready with your mobile device, as you will need to complete MFA within the next few steps.

Preparing your device

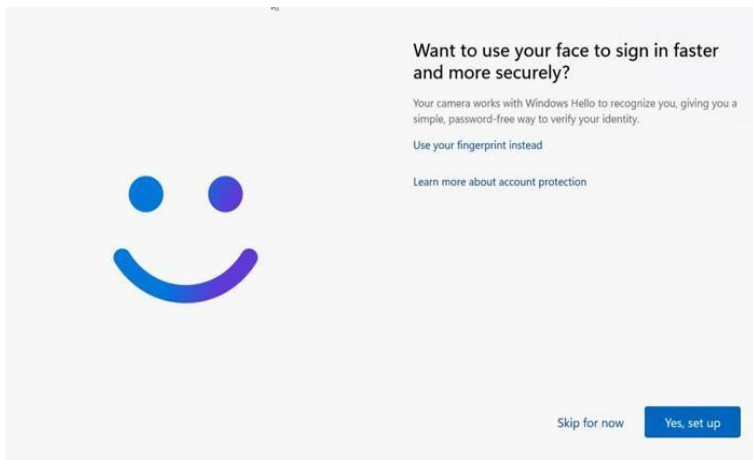
Step 5: Approve the authentication from your MFA app.



Set-up Windows Hello

Step 6: Depending on the hardware available on your laptop you may be prompted to set up face or fingerprint recognition to sign in.

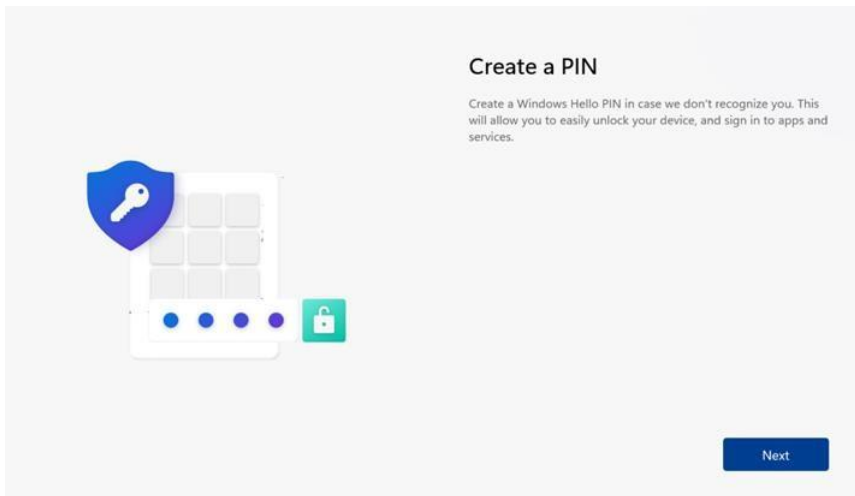
Select **Yes, set up** and follow the on-screen instructions.



Set-up Windows Hello – PIN

You must also create a PIN as a backup.

Step 7: Click **Next** to set a PIN of at least eight numbers.

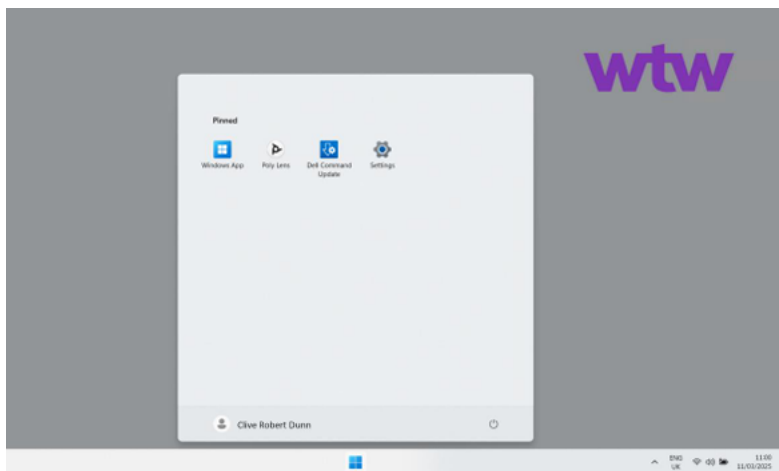


Step 8: Click **OK** on the following sections until you arrive at the sign-in screen, you need to enter the **PIN** you have just set.

Configuring your settings

Step 9: After signing in with your PIN, you will be logged in to the device desktop.

Step 10: Important. After you sign-in, restart the laptop. This will ensure that pending updates can be applied.



Set the Time Zone

Note: The time zone you set, will also be used within any AVD sessions.

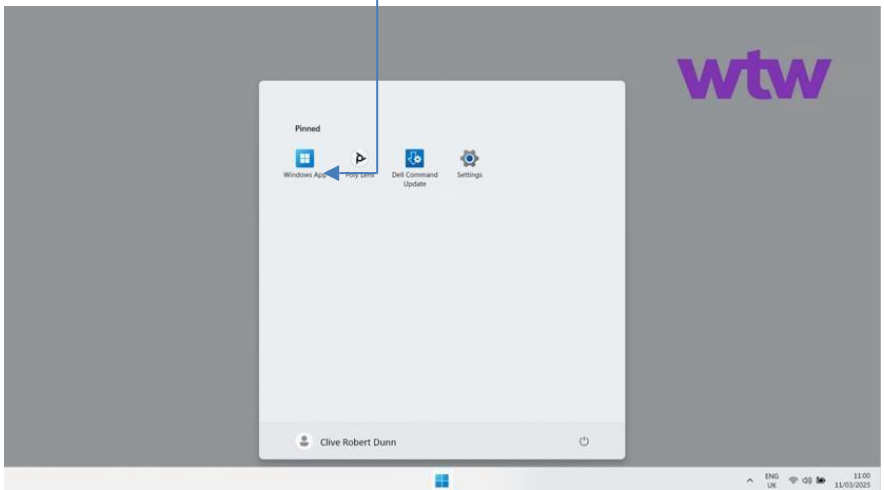
Step 11: Click the Windows icon (at the bottom of the page) to open the start menu.

- Open Settings and select Time and language from the side menu and click Date & time.
- Choose your preferred time zone from the drop downlist.
- There is no save button, simply close the Settings app to finish.

Access AVD or Windows 365

To access corporate applications such as Outlook and Excel you will need to use the Windows App.

Step 12: Open the Windows App from the start menu.

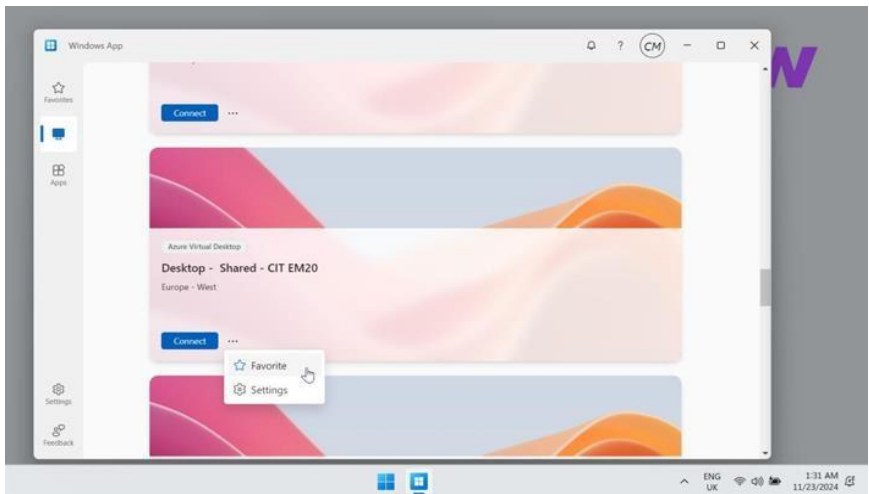


Step 13: Walk through the Welcome pages (note, these will only appear the first time).

Access AVD or Windows 365

Step 14: Once the Desktop page is populated you can locate the desktop you need.

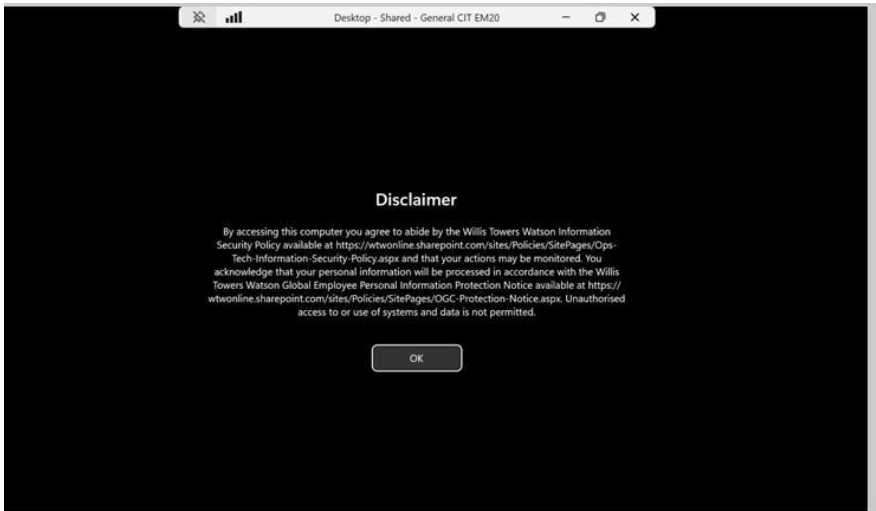
You may chose to make navigation easier and create a shortcut by adding the item to your Favorites.



Step 15: Click **Connect** to begin an AVD session.

Access AVD or Windows 365

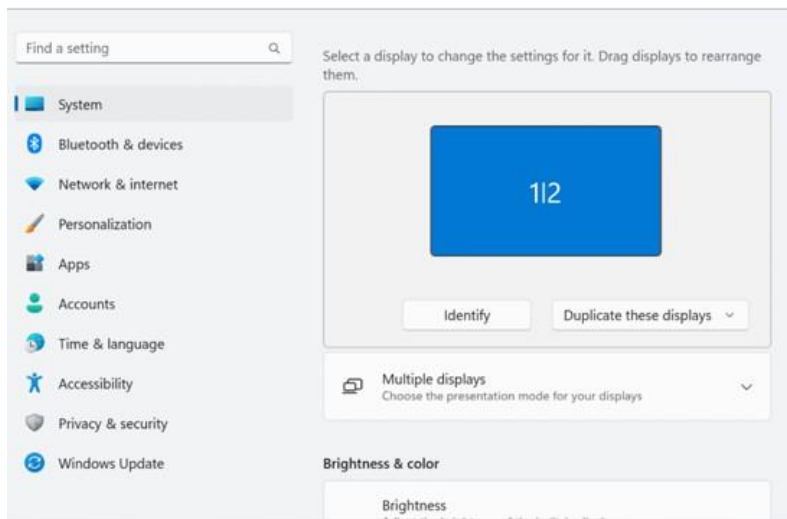
Step 16: You will need to click **OK** on the disclaimer shown before your laptop can enter the AVD session.



Set-up an External Monitor

Step 17: After you connect an external monitor, open the Settings app from the Start menu and click on **Display**.

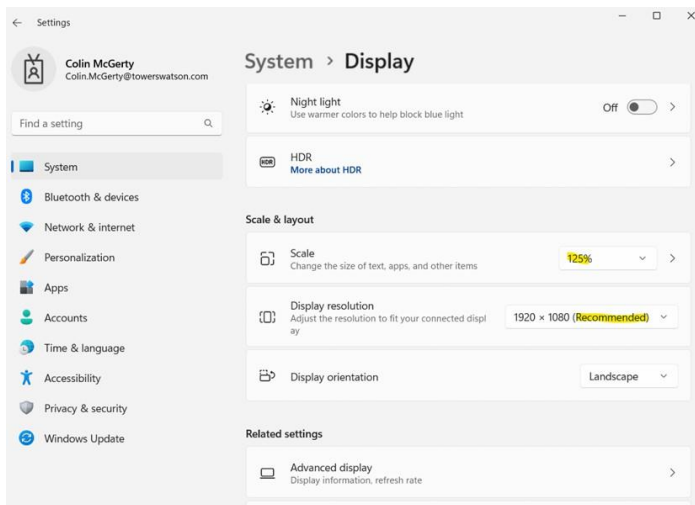
Step 18: Change the setting to "Duplicate these displays" to Extend these displays and if it looks ok click **Keep changes**.



Set-up an External Monitor

If the text appears too small or out of focus. Go to the Display settings page, scroll down to Scale & layout.

Keep the Display resolution at the recommended setting for the sharpest image and change the Scale selection to 125% or higher to make the text bigger.

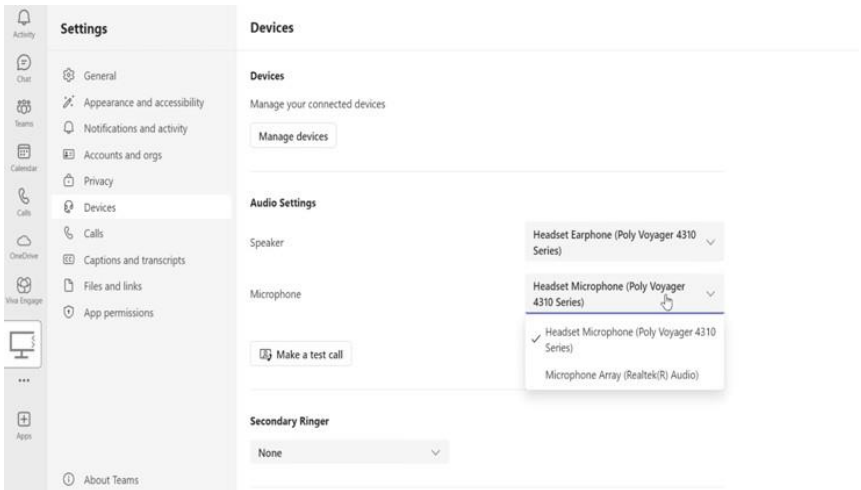


Setup Headset for Teams in AVD

Step 19: If using a wired USB.

Simply logon to an AVD session and in Teams go to the Settings menu. Click Devices and select your preferred Speaker and Microphone devices from the selector.

If using a wireless headset, skip to Step 20



The screenshot shows the Microsoft Teams Settings application. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, and Meet Engage. The 'Settings' menu is open, and 'Devices' is selected. The main content area is titled 'Devices' and contains the following sections:

- Devices**: Manage your connected devices. A 'Manage devices' button is present.
- Audio Settings**:
 - Speaker**: A dropdown menu showing 'Headset Earphone (Poly Voyager 4310 Series)'.
 - Microphone**: A dropdown menu showing 'Headset Microphone (Poly Voyager 4310 Series)' as the selected option, with a mouse cursor pointing to it. Other options include 'Headset Microphone (Poly Voyager 4310 Series)' (checked) and 'Microphone Array (Realtek(R) Audio)'.
- Secondary Ringer**: A dropdown menu showing 'None'.

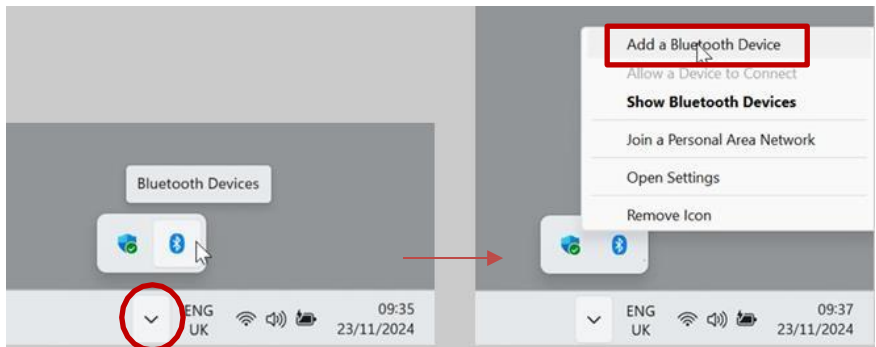
At the bottom of the 'Devices' section, there is a 'Make a test call' button.

Setup Headset for Teams in AVD

Step 20: If using a Bluetooth (wireless headset). The setup may vary by manufacturer and laptop model.

Place your Bluetooth headset in pairing mode, right click the Bluetooth icon on the laptop (Typically, there is a Bluetooth icon in the system notification area) and select 'Add a Bluetooth Device'.

Then select the headset you wish to pair.



Once you have added the headset, it will be available inside your AVD session, and can be selected from the Devices menu in Teams.

Support

Call the number below if you need support

WTW Global IT Service Desk:

India +91 2269 115888

Mexico +52 55 4163 2572

Philippines +63 2 8639 6741

United Kingdom +44 203 608 2801

USA +1 615 993-5734

Thank you!