

Kiosk laptop set up guide for new joiners.

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 set up MFA.
- Interaction:** The process will require you to enter credentials and interact with it during the set up.

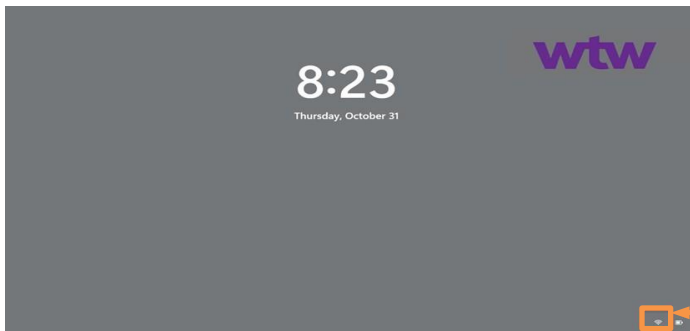
Connect to Wi-Fi

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 Wi-Fi and click on the WiFi icon.



Sign in

Step 3: Enter your network UPN and password.

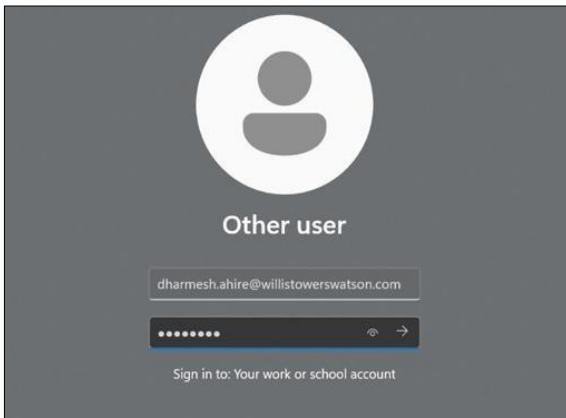
Your UPN will have been sent to you by email on your first day. It will be either:

Firstname.Lastname@willistowerswatson.com

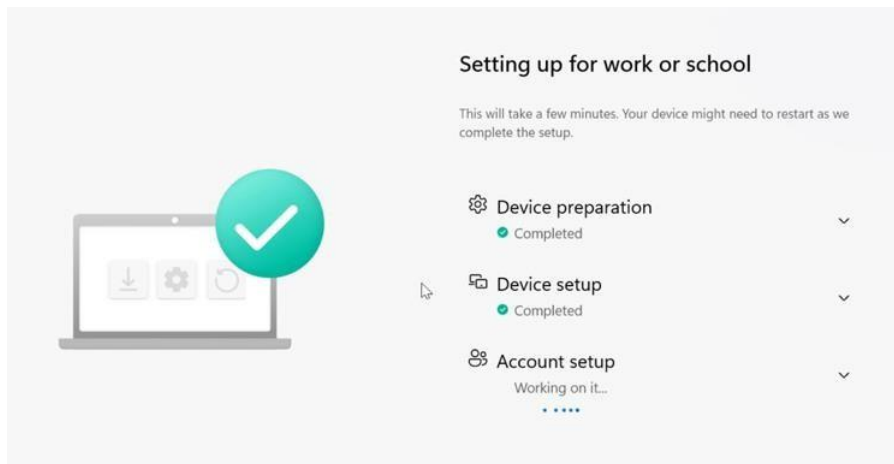
or

Firstname.Lastname@towerswatson.com

Do not use your @wtwco.com email id.



Preparing your device

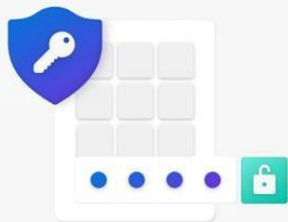


Be ready with your mobile device, which you will need to complete the next few steps.

Configure Windows Hello

Step 4: After few minutes you will be prompted to configure Windows Hello. This will require MFA authentication using a mobile device.

Click **OK** to start the MFA app setup. If you are already registered for MFA move ahead to Step 15.



Use Windows Hello with your account

Your organization requires you to set up your work or school account with Windows Hello Face, Fingerprint, or PIN.

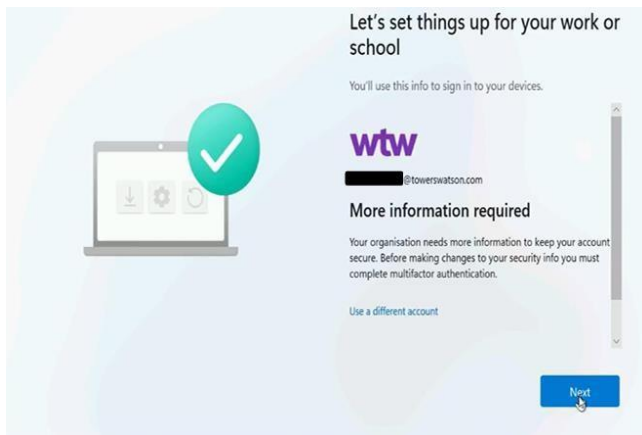
If you've already set up Windows Hello on this device, we'll automatically add it for this account. You may be asked to re-verify with Windows Hello.

If your organization requires a more complex PIN, Windows will prompt you to change it.

OK

Preparing your device

Step 5: Click on **Next** in the More information required screen.



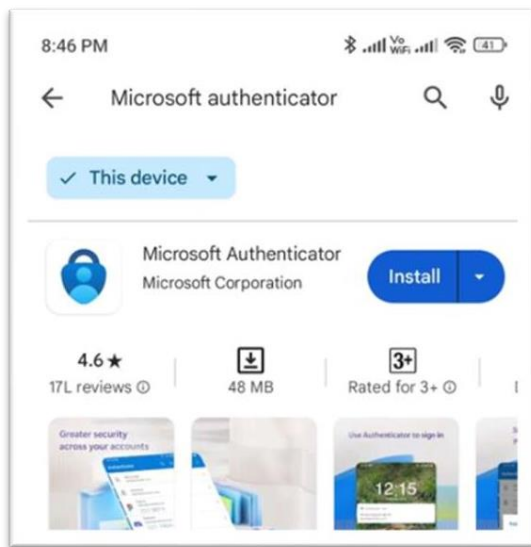
Tip: It may help to read the next section (Set up MFA, Steps 6–15) before continuing, as several steps require actions on your mobile device. This can be difficult if you are also using your phone to view these instructions.

Set-up MFA

Step 6: The next screen will prompt you to install the Microsoft Authenticator App.

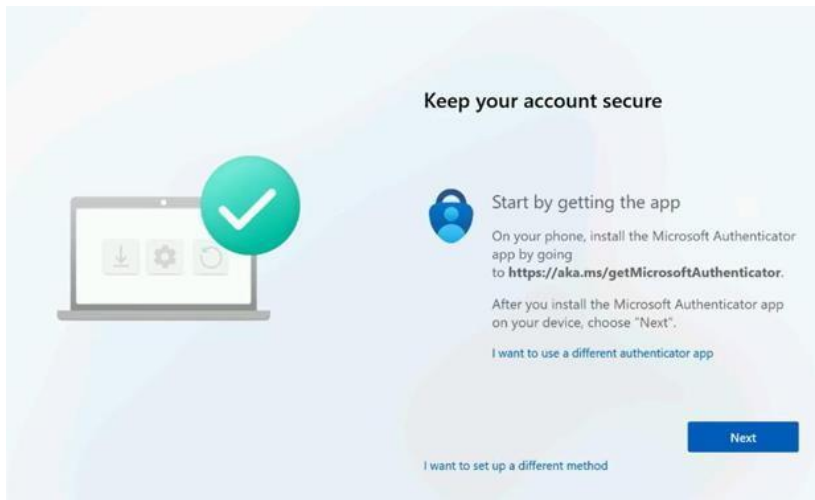
You can follow the URL from the screen
or

Install the Microsoft Authenticator app to your Android or Apple mobile device from the Play Store or App store.



Set-up MFA

Step 7: After you download the Microsoft Authenticator app to your mobile device, return to view your laptop screen and click **Next**.



Keep your account secure

Start by getting the app

On your phone, install the Microsoft Authenticator app by going to <https://aka.ms/getMicrosoftAuthenticator>.

After you install the Microsoft Authenticator app on your device, choose "Next".

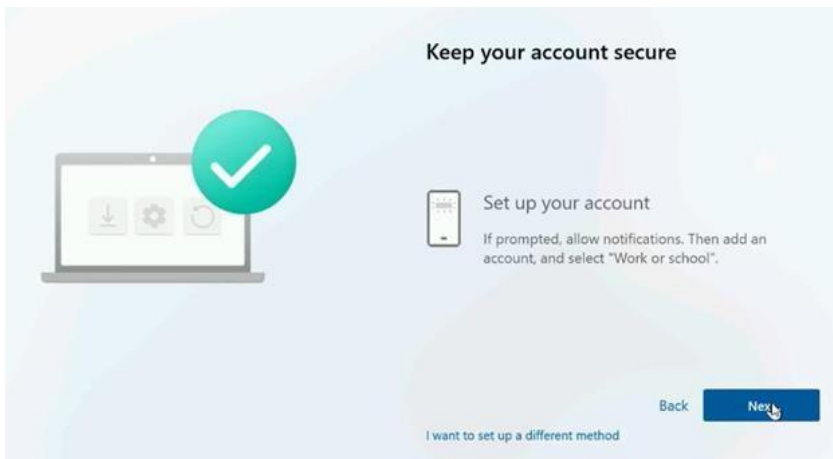
[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)

Set-up MFA

Step 8: On your laptop screen you will see the “Set up your account” screen, select **Next** here.

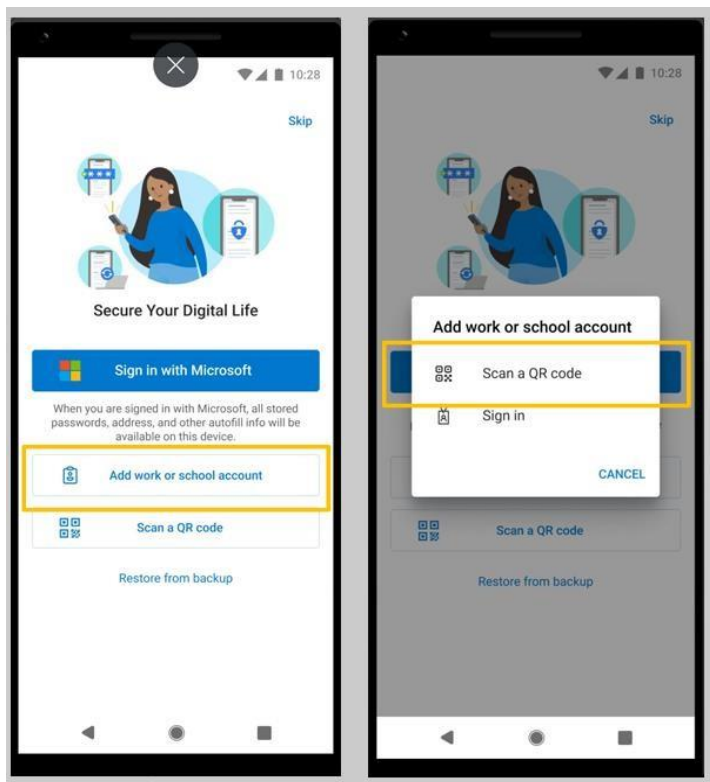


Step 9: You will then see a QR code appear on your laptop screen.

Do not scan it yet.

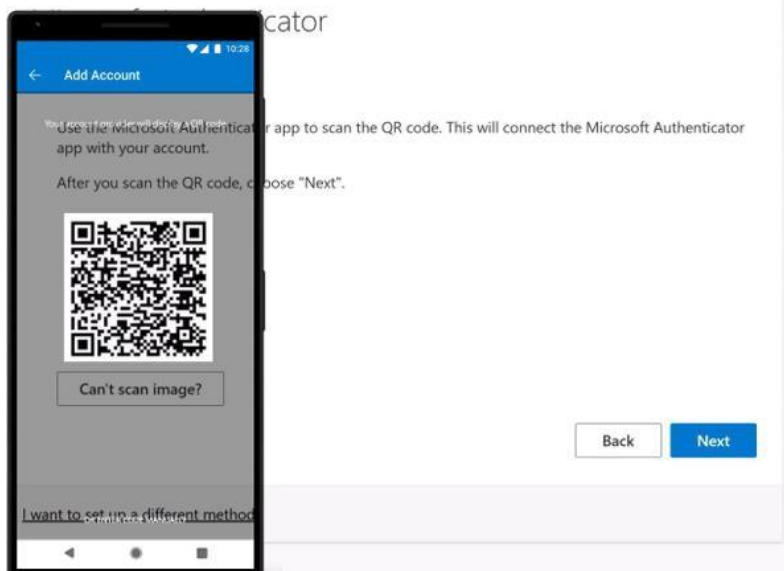
Set-up MFA

Step 10: Open the Microsoft Authenticator app on your mobile phone and select “Add work or school account”, then choose “Scan a QR code”.



Set-up MFA

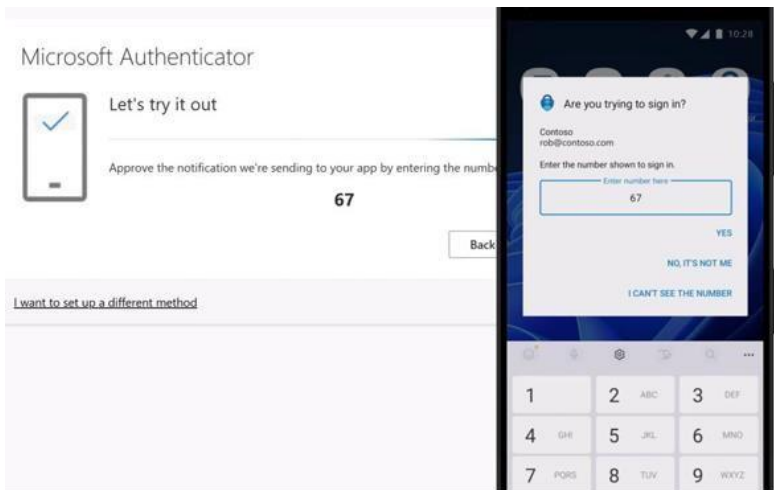
Step 11: Take your phone to the laptop screen and now scan the QR code displayed on the laptop. This will link MFA on your mobile device to your WTW account.



Set-up MFA

Step 12: Your device may ask you to test the MFA set-up.

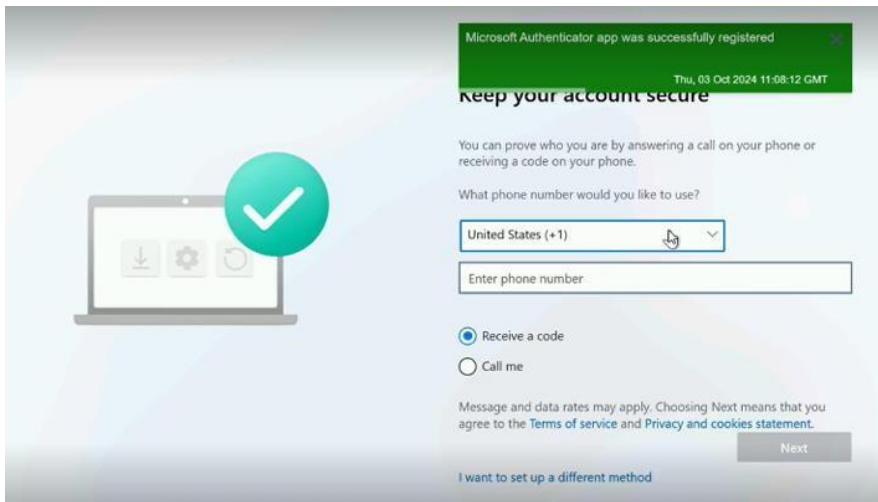
A two-digit number will appear on your laptop screen, and you will also receive a notification on your mobile device. Enter this number into the notification on the mobile device, then select **“YES”**.



Set-up MFA

Step 13: You will then be prompted to register your mobile number to receive SMS code.

Enter your mobile number then select **“Receive a code”**. Then click **Next**.



Microsoft Authenticator app was successfully registered
Thu, 03 Oct 2024 11:08:12 GMT

Keep your account secure

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

United States (+1) v

Enter phone number

Receive a code
 Call me

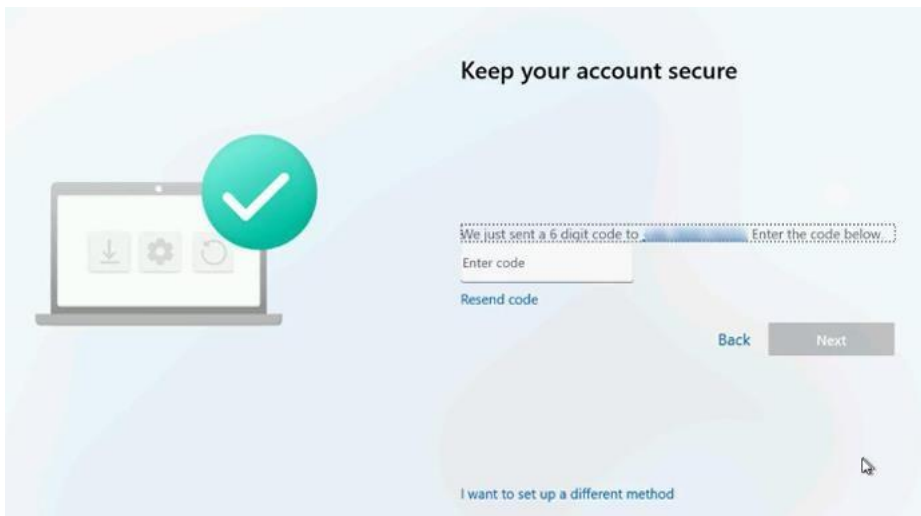
Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

Set-up MFA

Step 14: Enter the 6-digit code and click **Next**.



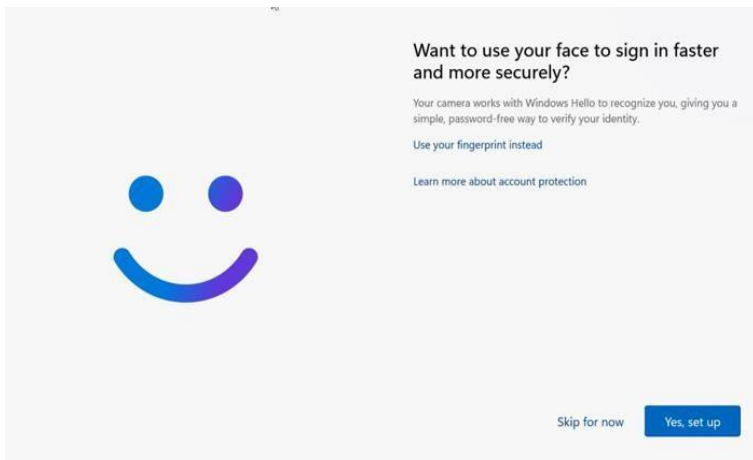
Step 15: On the next screen click **Done**.

This completes the set-up of MFA. You are now ready to continue the laptop setup.

Set-up Windows Hello

Step 16: Windows Hello allows you to set up a PIN so you can sign in without typing your password.

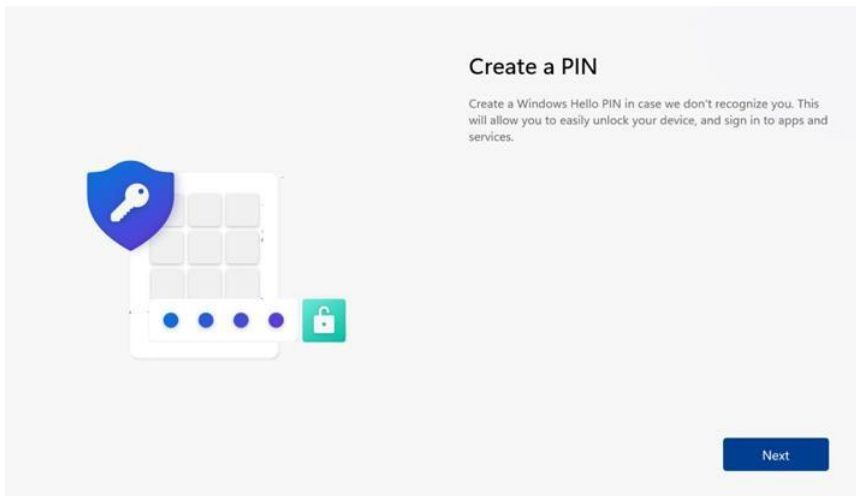
Depending on the hardware available on your laptop you may be prompted to set up face or fingerprint recognition to sign in. Select **Yes, set up** and follow the on-screen instructions.



Set-up Windows Hello – PIN

Whether you use your fingerprint or face recognition, you must also create a PIN as a backup.

Step 17: Click **Next** to set a PIN of at least eight numbers.



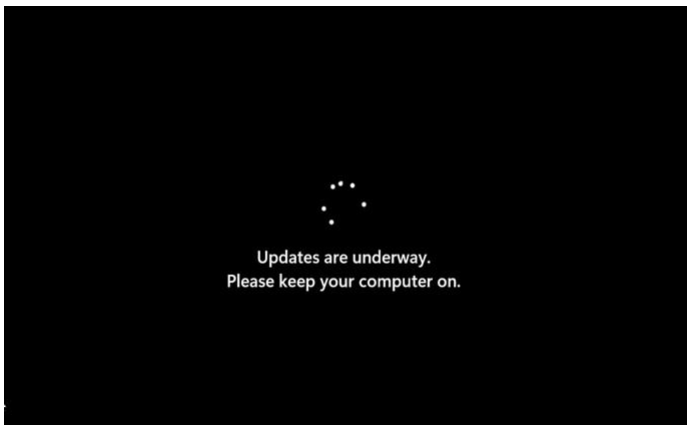
Step 18: Click **OK** on the following sections until you arrive at the sign-in screen, you need to enter the **PIN** you have just set.

Configuring your settings

Step 19: After signing in with your PIN, you will be logged in to the device desktop, as shown in the image.

Step 20: **Important.** After you sign-in, restart the laptop. This will ensure that pending updates can be applied.

You can do this by clicking on the Windows icon at the bottom of the screen, and then click on the power icon to select restart.



Set the Time Zone

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

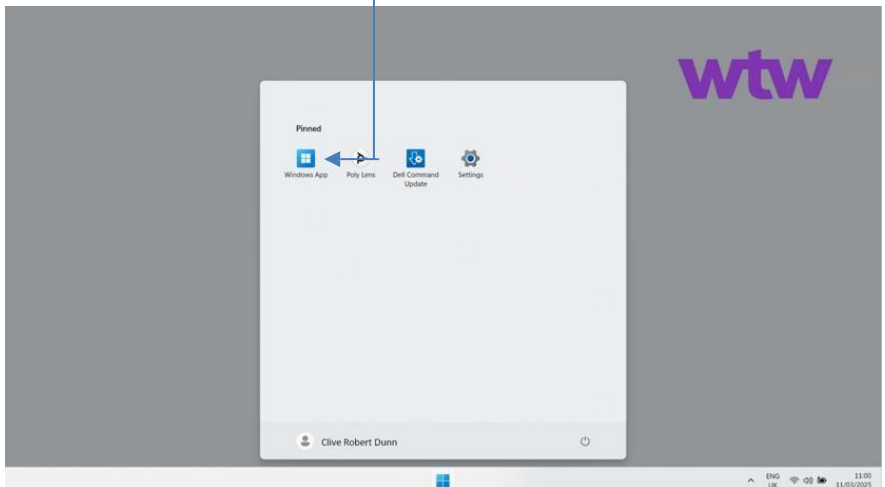
Step 21: Click the Windows icon (at the bottom of the page) to open the start menu.

- 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 22: Open the Windows App from the start menu.

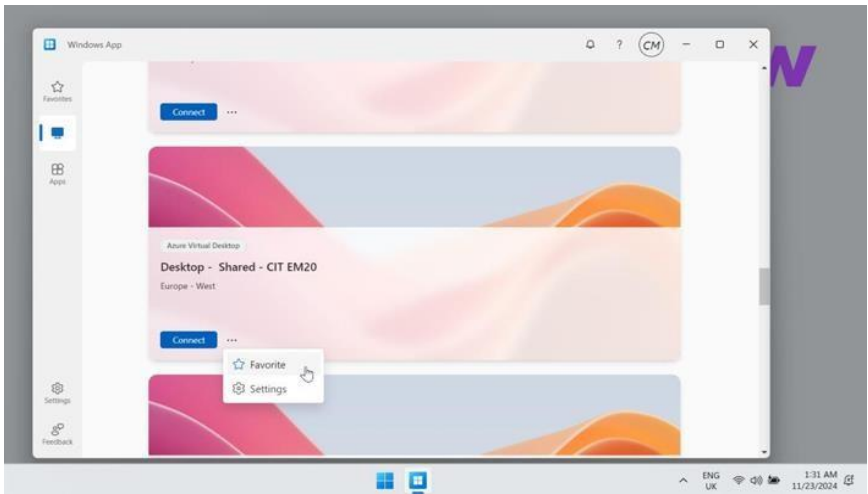


Step 23: Walk through the Welcome pages (note, these will only appear the first time).

Access AVD or Windows 365

Step 24: Once the Desktop page is populated you can locate the desktop you need.

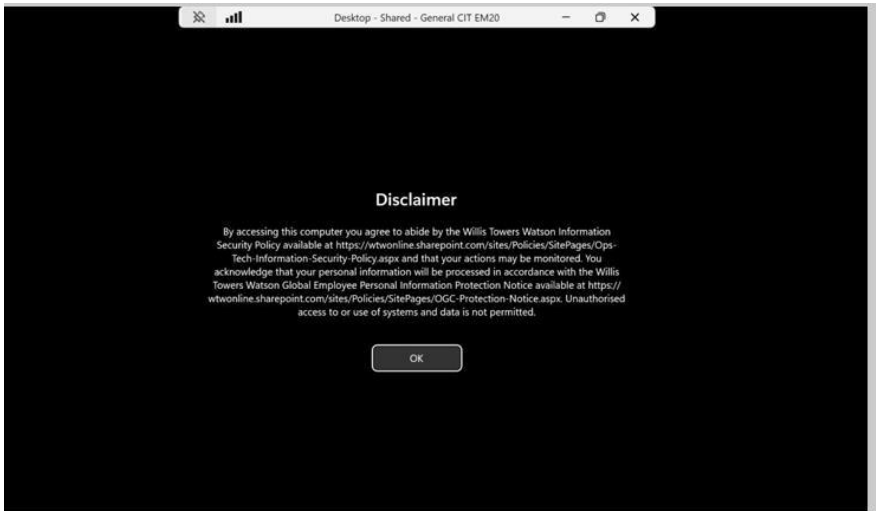
You may chose to make navigation easier and create a shortcut by adding the item to your Favorites.



Step 25: Click **Connect** to begin an AVD session.

Access AVD or Windows 365

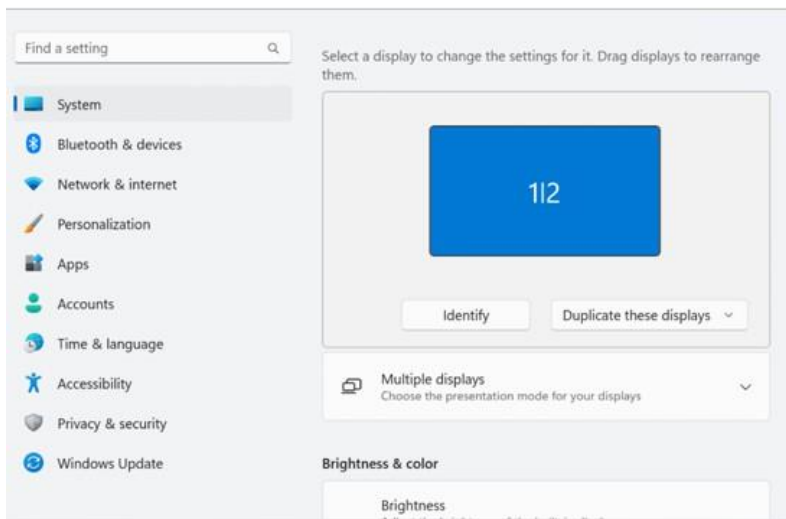
Step 26: You will need to click **OK** on the disclaimer shown before your laptop can enter the AVD session.



Set-up an External Monitor

Step 27: After you connect an external monitor, open the Settings app from the Start menu and click on **Display**.

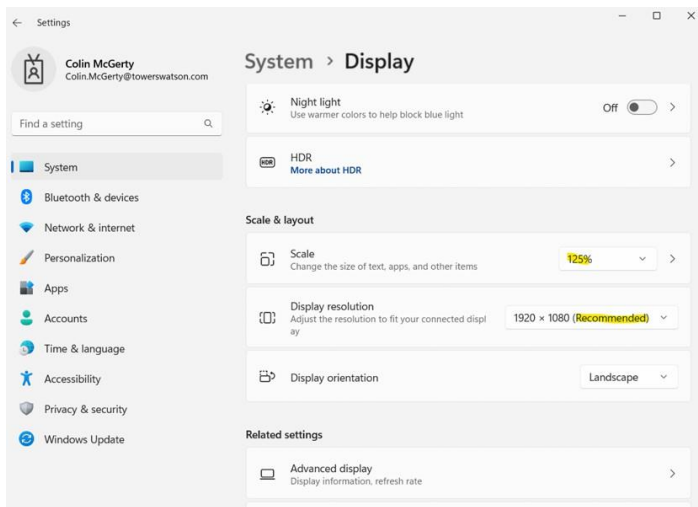
Step 28: Change the setting to "Duplicate these displays" to Extend these displays and if it looks ok click **Keep changes**.



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.

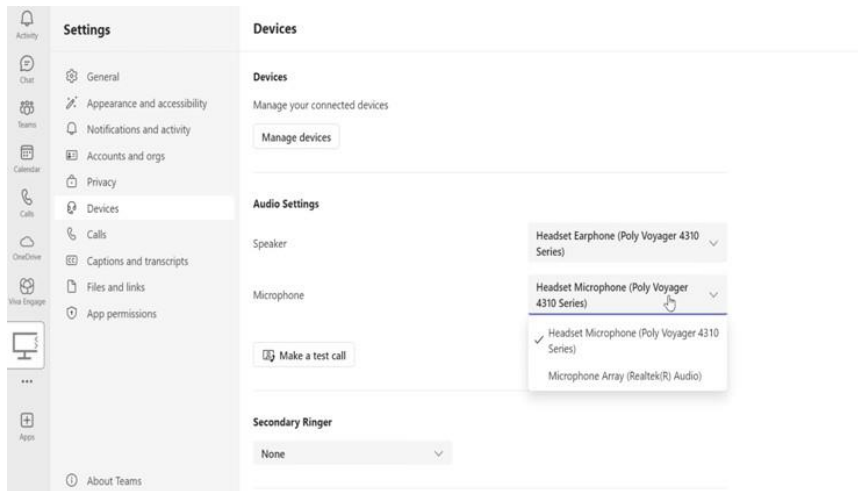


Setup Headset for Teams in AVD

Step 29: 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 30



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

- Devices:** A section with the text 'Manage your connected devices' and a 'Manage devices' button.
- Audio Settings:** A section with two dropdown menus:
 - Speaker:** Currently set to 'Headset Earphone (Poly Voyager 4310 Series)'.
 - Microphone:** Currently set to 'Headset Microphone (Poly Voyager 4310 Series)'. A mouse cursor is pointing at this dropdown. Below it, 'Headset Microphone (Poly Voyager 4310 Series)' is selected with a checkmark, and 'Microphone Array (Realtek(R) Audio)' is also visible.
- Make a test call:** A button with a speaker icon.
- Secondary Ringer:** A dropdown menu currently set to 'None'.

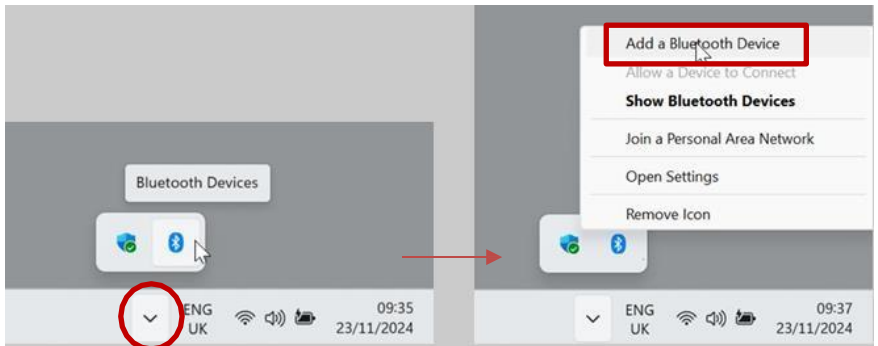
Setup Headset for Teams in AVD

Step 30: 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!