

## Laptop Set-up Instructions

**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 in hand.

- 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 you 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.

## Essentials

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 and respond to prompts. Stay close to your device throughout and interact in a timely manner to ensure tasks do not time out.



**Expected timeframe:** The set-up should take approximately 1 hour, depending on your WiFi quality and how quickly you respond to prompts. 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.

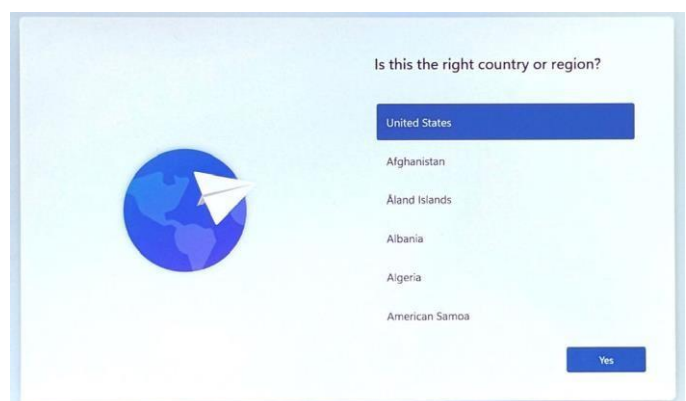
## Let's get started

**Step 1:** Turn on your laptop and connect it 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.

## Choose your location

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

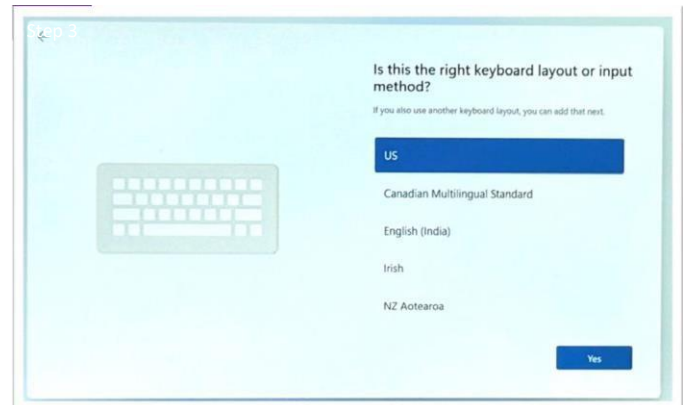


**Important:** The language you choose here will be used throughout the rest of the set-up process and will determine the language of your final desktop and windows interface.

## Choose your keyboard layout location

### Step 3:

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



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

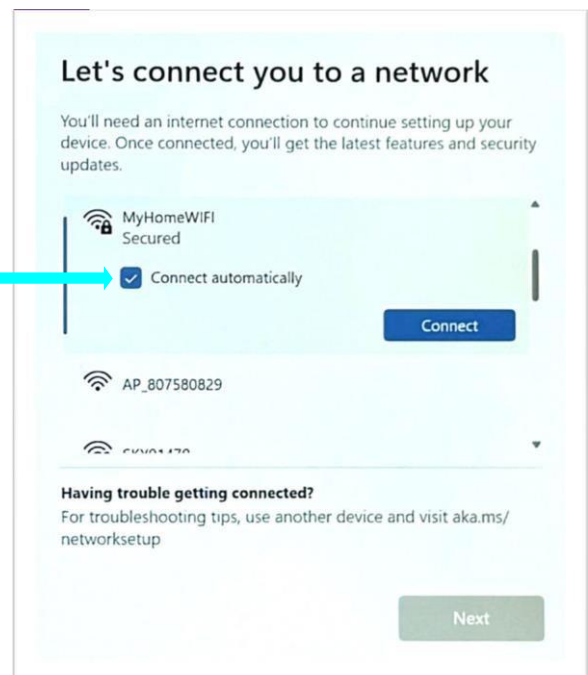
## Connect to WiFi – Remote users only

**Step 4:** 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 step.

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

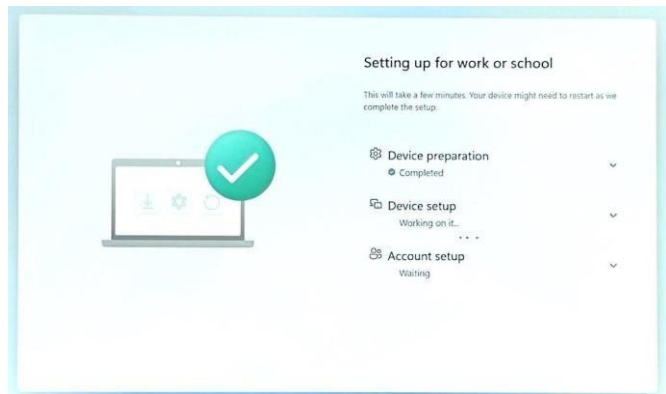
### Important:

- 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**.



## Configuring your settings

**Step 5:** The laptop set-up process will now begin. The duration of this process can vary, depending on the quality of the WiFi.



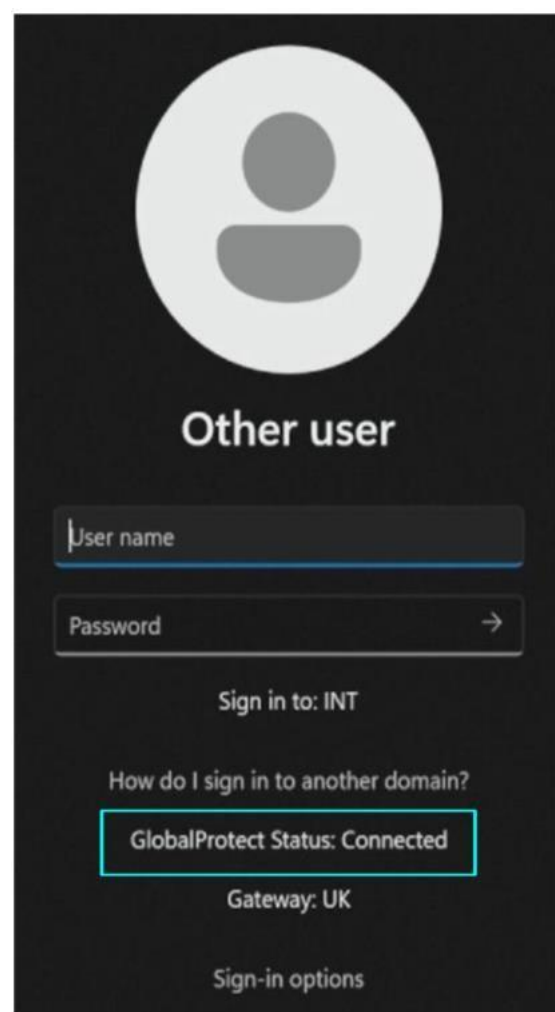
## Sign in to Windows

**Step 6:** Ensure Global Protect is connected, as indicated in the adjacent image.



**Step 7:** Sign in to your user account using the Password and User Principal Name (UPN)\* – **not your User Name.**

*\*Refer to page 1.*



## Auto Account Set-up and Authentication

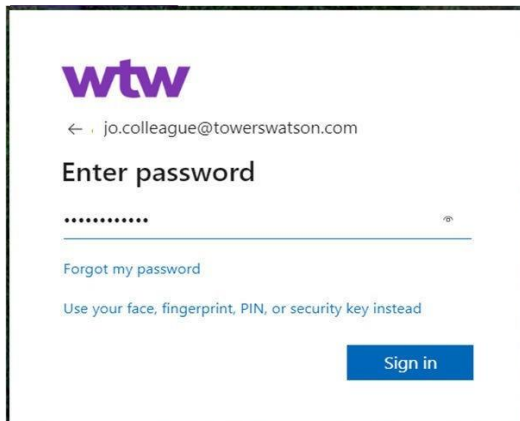
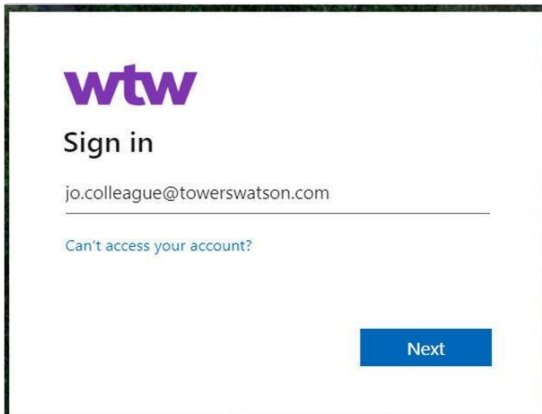
**Step 8:** Auto set-up will take over at this point. Note that you will see some additional set-up screens during this process.



Please be patient while the account set-up completes, and continue again when you see the next prompt (detailed in Step 9).

**Step 9:** You will be prompted to sign in to your device.

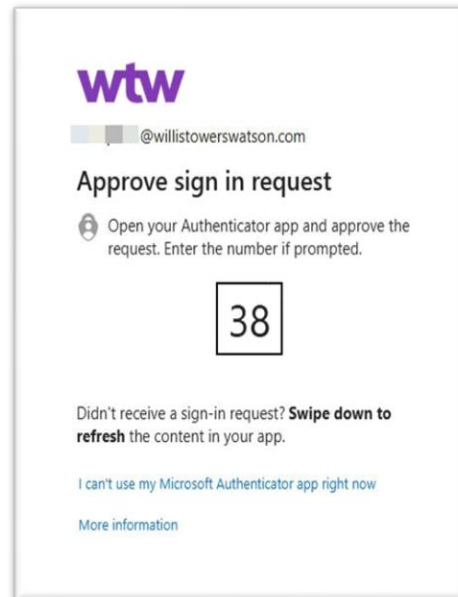
Please use your UPN and Password (not your User Name).



## Connecting to Microsoft 365 services

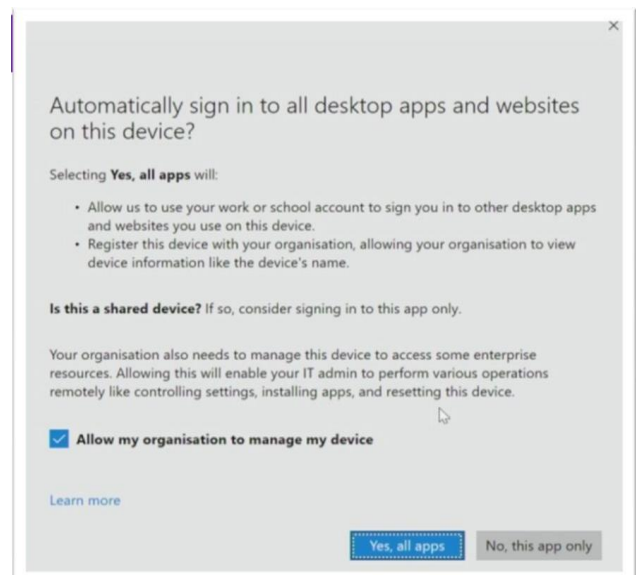
### Step 10:

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



### Step 11:

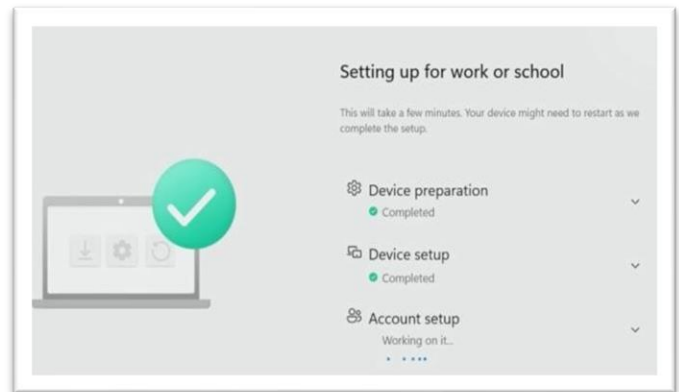
Allow the organization to manage your device.  
– do not select any other option.



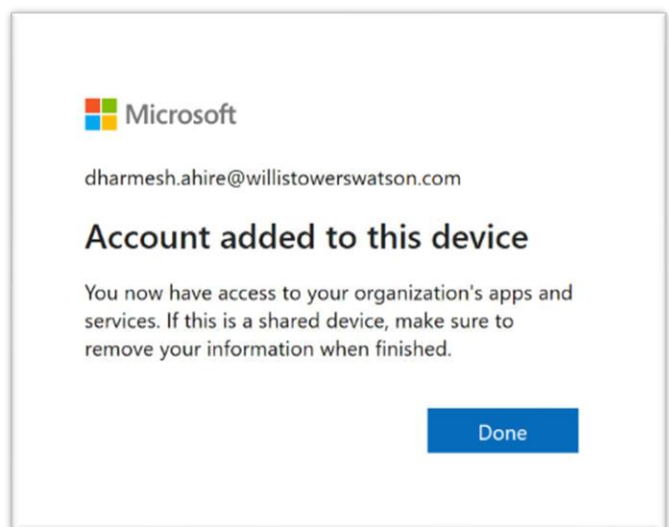
## Account set-up

### Step 12:

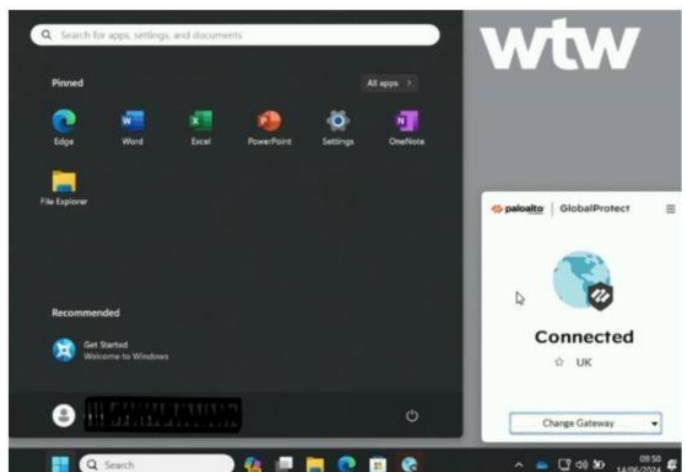
Your device will take few a moments to complete the account set-up.



Once complete, click **Done**.



After a few moments, you will be logged into your desktop.



## Final steps

### Step 13:

When you arrive at your desktop, you must run Company Portal. You can locate this by using the search tool within your desktop toolbar.

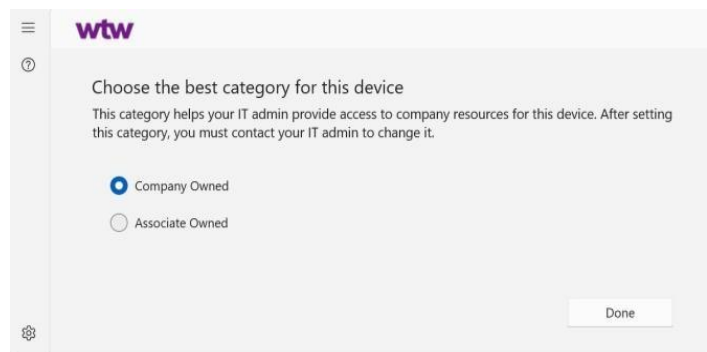


*Further guidance on how to locate Company Portal is available on page 14-15.*

### Step 14:

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 15.



**Step 15:** Reboot your laptop! You must reboot before accessing other applications (e.g. Outlook).

## Post set-up 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 it prompts you 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. Further guidance on Company Portal can be found on the following page.
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 search for '[Additional steps for new laptops](#)' from the WTW intranet.

## Looking after your laptop

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

Please help us to do this by following these steps:

- Ensure WTW laptops are used for business purposes only.
- Do not customise 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.

## How to install additional business applications

While core programs and applications have been preloaded, there may be additional software/applications you may need to perform your role. You can install all WTW approved software from the Company Portal, using the following guidance.

1. Click the Windows icon in your taskbar > **Search** > **Company Portal**
2. To install an application, **click on the search bar** in the upper left corner of the screen. For example, if you want to install "Power BI desktop", you could type the words "Power BI" or "Power" or "Desktop" in the search bar. A list of all the applications having those words would appear on the screen.



3. Select the application you want to install and click on **"Install"**. This can take some time to download, depending on the speed and quality of your internet connection.



4. Once syncing is complete, the install will begin. (You will also see a notification in your taskbar about the download.) Once the application is installed, you should be able to see it listed in your Start Menu.

## Support

If you need support during any of this process, please contact the **WTW IT Service Desk**.

Argentina	+54 11 2040 1652
Australia	+61 3 9917 5248
Austria	+43 1 417 0818
Belgium	+32 28 08 4387
Brazil	+55 11 4680 6585
Canada	+1 437 561 6955
Chile	+56 2 2938 1504
China	+86 10 5783 2999
Colombia	+57 60 1508 6572
Denmark	+45 89 87 35 90
France	+33 3 60 84 02 80
Germany	+49 69 8088 4354
Hong Kong	+852 2592 5497
India	+91 2269 115888
Indonesia	+1803 854 0034
Ireland	+353 1 903 6208
Israel	+972 3 753 0535
Italy	+39 02 47787 999
Japan	+181 3 4563 3217
Malaysia	+60 3 2783 4304
Mexico	+52 55 4163 2572
Netherlands	+31 20 241 7675
New Zealand	+64 9 984 9441
Norway	+47 75 80 32 09
Peru	+51 1 701 8887
Philippines	+63 2 8639 6741
Portugal	+351 211 250 565
Singapore	+65 6929 8560
South Africa	+27 10 500 8835
South Korea	+82 70 4784 4355
Spain	+34 932 200 700
Sweden	+46 31 361 3487
Switzerland	+41 21 588 0548
Taiwan	+886 8 0113 6297
Thailand	+66 2 430 4558
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