

## Laptop Set-up Instructions

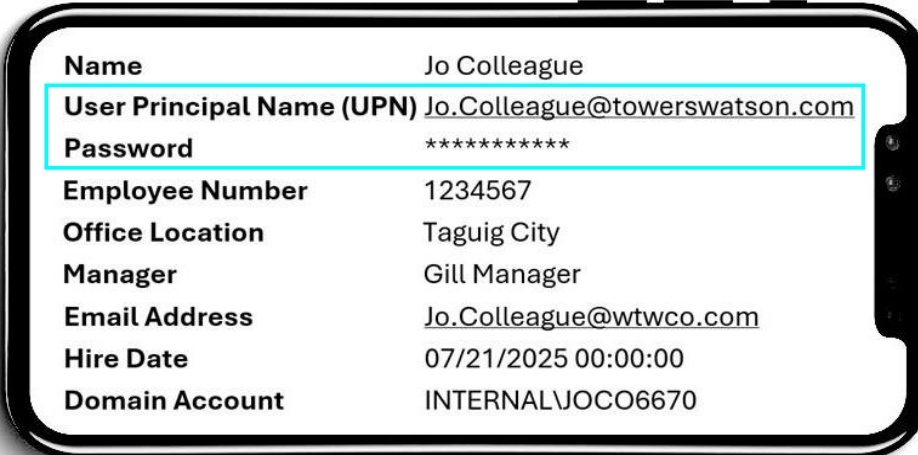
**This step-by-step guide will help you set up your laptop.**

Before you begin, please ensure that you have the email(s) detailing your WTW credentials and Password in hand.

Your line manager should have provided this detail to you via email, as it includes two critical details that you will need repeatedly during the set-up process:

1. Your User Principal Name (UPN)
2. Your Password

*Note, these may have been sent to you in two separate emails. Below is an example and the exact characters and length may vary. Please refer to your email(s) to confirm the credentials, which are unique to you.*



Name	Jo Colleague
User Principal Name (UPN)	<u>Jo.Colleague@towerswatson.com</u>
Password	*****
Employee Number	1234567
Office Location	Taguig City
Manager	Gill Manager
Email Address	<u>Jo.Colleague@wtwco.com</u>
Hire Date	07/21/2025 00:00:00
Domain Account	INTERNAL\JOCO6670

## 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.

## WiFi Access



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

To ensure this, we recommend:

- Keeping the laptop in one place until the set-up is complete
- Avoid using a mobile hotspot
- If you are in a WTW office, your new laptop will automatically connect to the Corporate WiFi.



If you are setting up the device within a WTW office, you may prefer to connect your mobile to the WTW\_Guest WiFi.

To connect your mobile to the guest WiFi, you will need an **email address for a WTW colleague who is ready to approve your access.** This colleague will need to approve your request from their email, and your access will only be enabled after they have done so.

## Mobile Phone (with Internet access)



Please ensure you have a personal mobile device\* in hand, with **Microsoft's Authenticator App** already installed.

- Download the App now from the Google Play or Apple App Store.
- Please ensure it is Microsoft's Authenticator app and not an alternative authenticator.
- Do not set up an account on the App until prompted (at Step 17).

*\*We recommend setting up the Microsoft Authenticator App on your personal device, even if you have been issued a corporate mobile. You will be better prepared to set up your corporate mobile after completing the laptop set-up.*

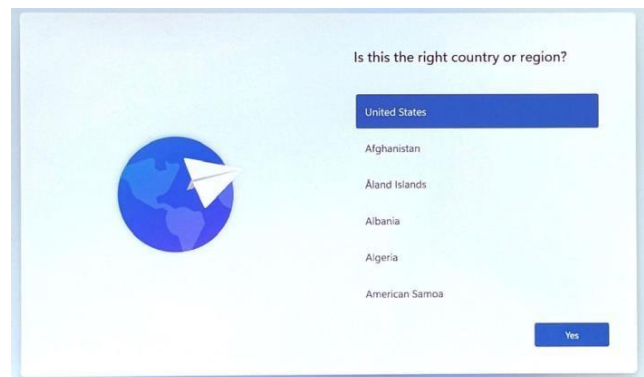
## Let's get started

**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

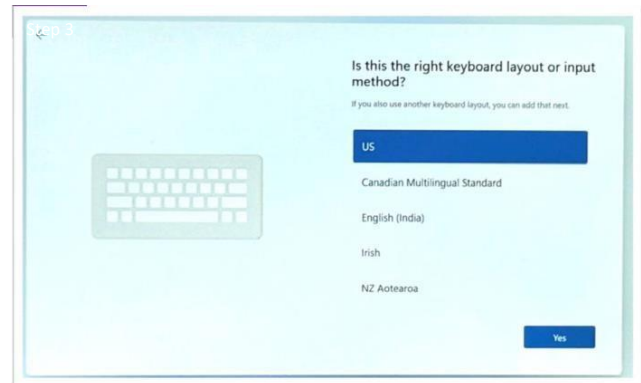
**Step 2:** Choose the **Country/Region** settings that best match your location from the list provided and click **Yes** to proceed.



**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

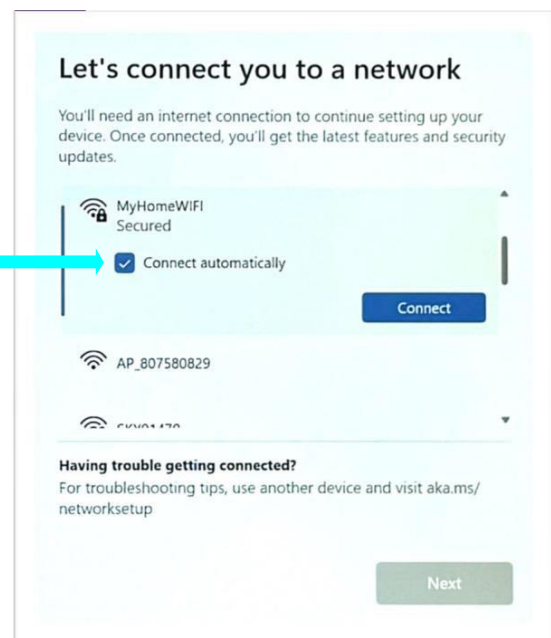
**Step 4:** If you are completing the set-up within a WTW Office, the connection to the WiFi will be automatic, and you can proceed to the next step.

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

### Important:

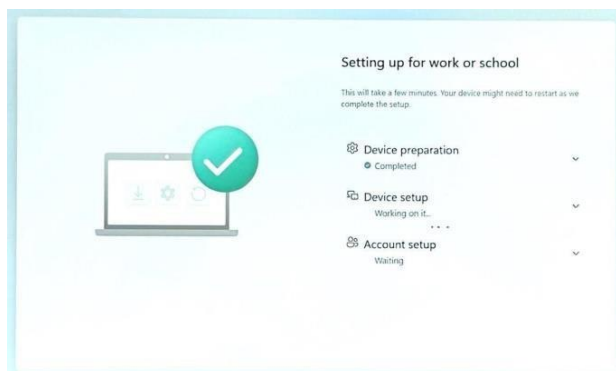
You must ensure that the '**connect automatically**' option is selected before connecting to your preferred network;

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.



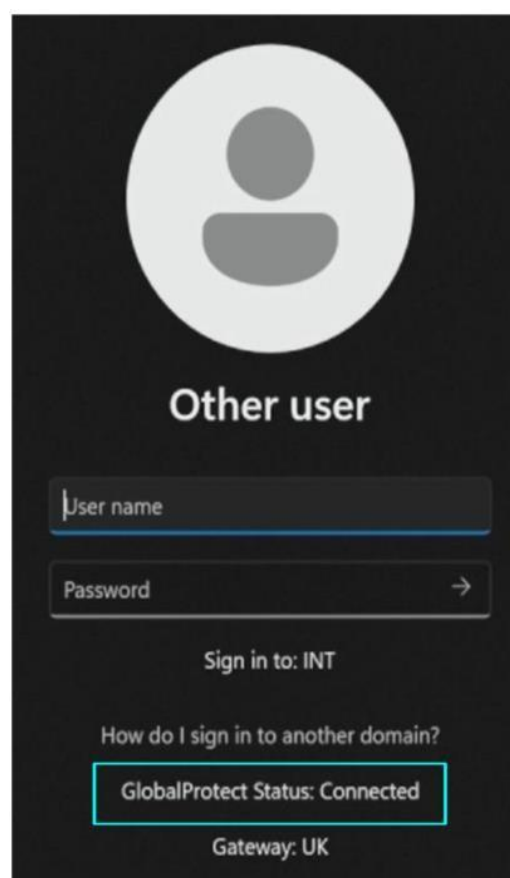
## Sign in to Windows

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

### Step 7:



Sign in using the **Password** and **User Principal Name (UPN)\*** - **not your User Name.**

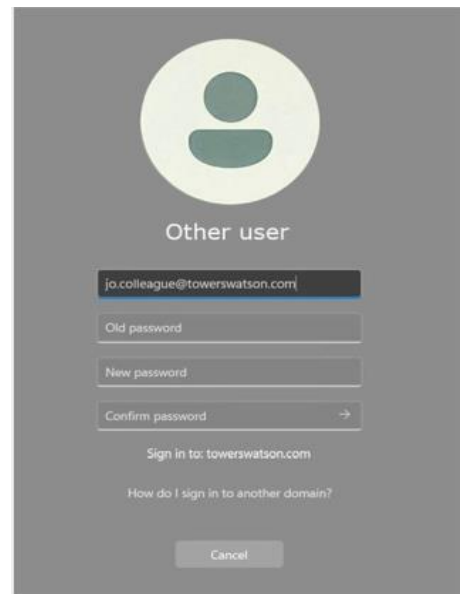


\*Your Password and UPN will have been emailed to you by your line manager – refer to page 1.

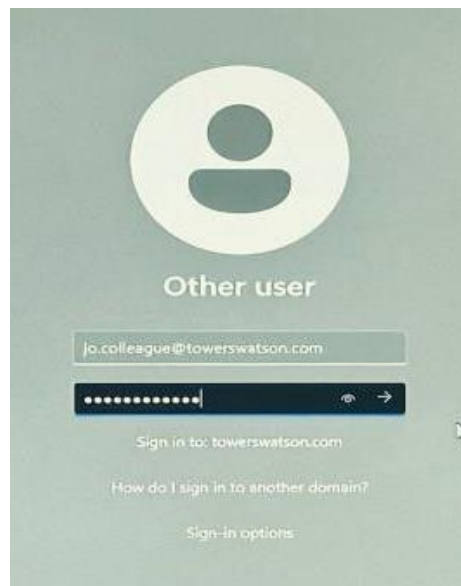


If prompted to change your password  
- *Otherwise, proceed to Step 10*

**Step 8:** If prompted to change your password, create a password that includes a combination of symbols, special characters, and upper and lowercase letters. You may prefer to choose to use a pass phrase or three random words to create something more memorable.

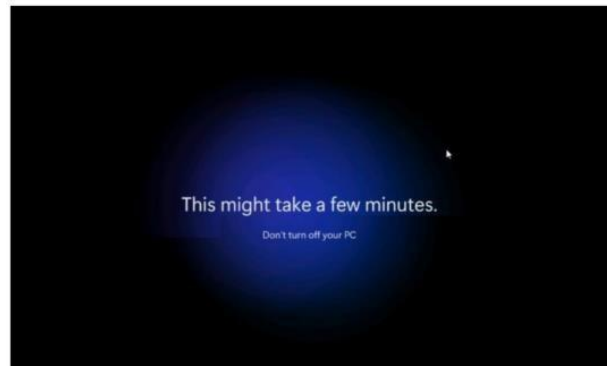


**Step 9:** Once the password is successfully changed, you will be prompted to log in using your new password.



## Auto Account Set-up and Authentication

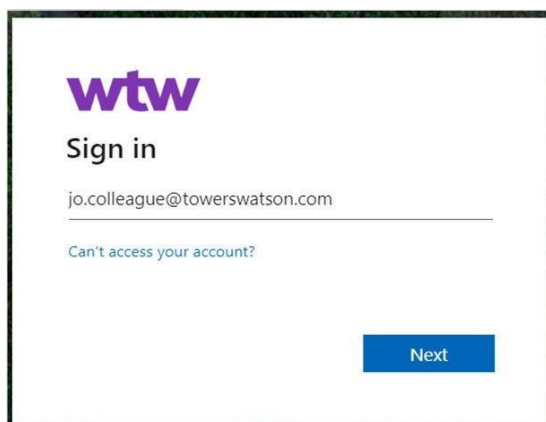
**Step 10:** Auto set-up will take over at this point. Note that you will see some additional set-up screens during this process.



Please be patient while the account set-up completes, and continue again when you see the next step.

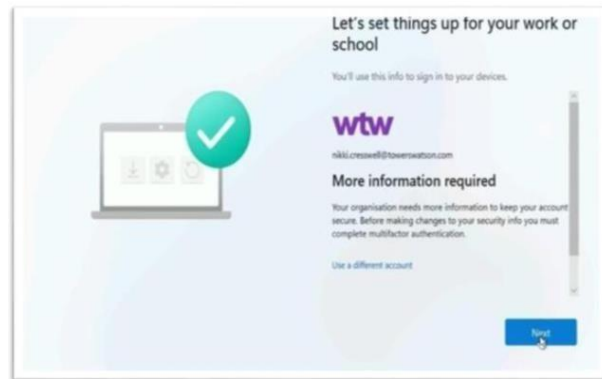
**Step 11:** You will be prompted to sign in to your device.

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



## Preparing your device

**Step 12:** Click "Next" in the "More information required" screen.

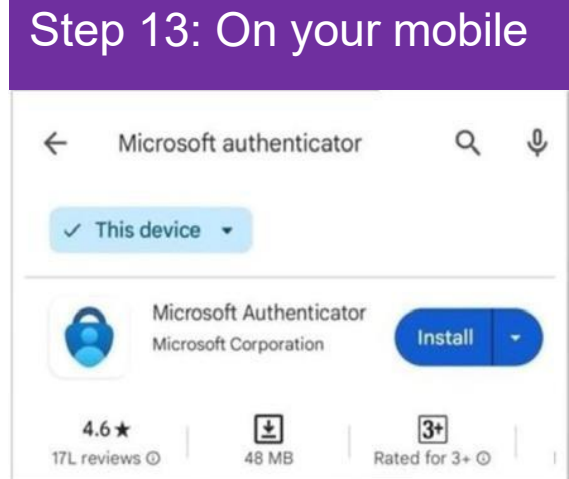


## Set-up MFA

The following steps will guide you through your Multi-Factor Authentication (MFA) set-up. Have your mobile device ready, then click **Next**.

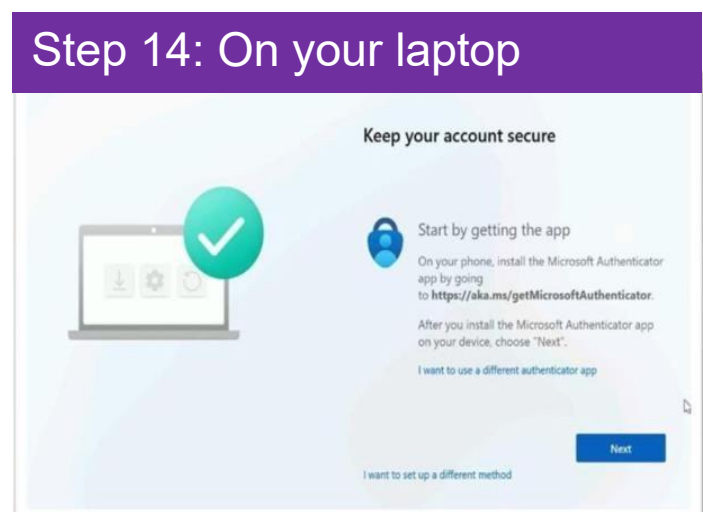
### Step 13:

You will be prompted to install Microsoft's Authenticator app. You may have already done this (as advised on Page 4). If not, please download Microsoft's Authenticator app to your mobile phone, before proceeding.



### Step 14:

Only after you have installed the Microsoft Authenticator app, return to your laptop screen and click **Next** to continue.



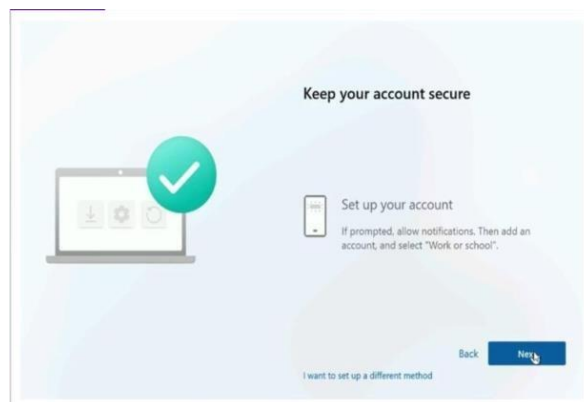
## Set-up MFA - continued

On your laptop screen, you will see the "Set up your account" screen.



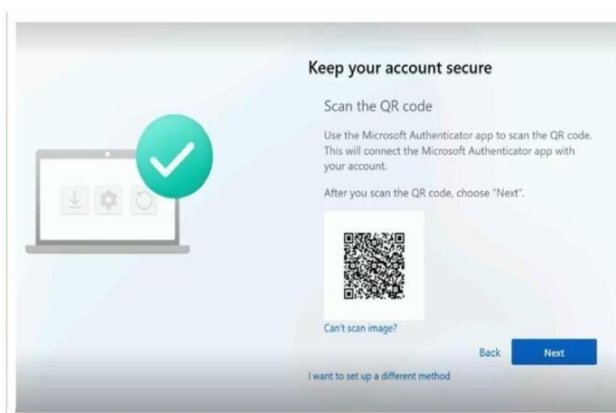
### Step 15:

Before selecting **Next**, make sure the Microsoft Authenticator app has been downloaded and is open on your mobile device.



You will need to use the app to quickly scan a QR code on the next screen, this will appear for a limited time only.

**Step 16:** When you see the QR code appear on your laptop screen, scan it using the MFA App you just installed on your mobile device.



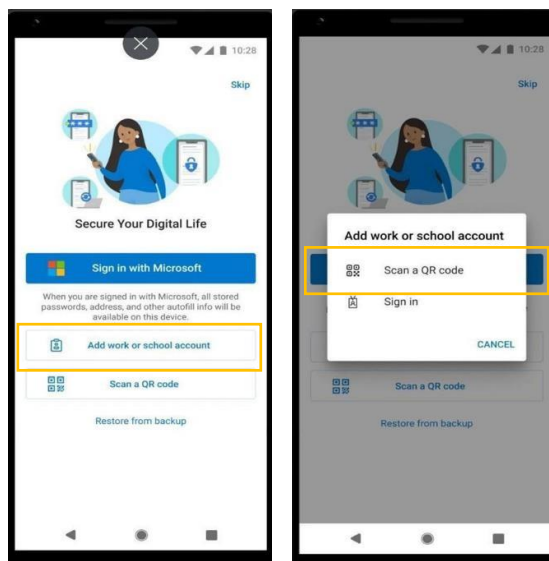
## Register with MFA

If you have already registered with Microsoft Authenticator prior to starting with WTW (example, for a past employer or personal account), please skip the next step and proceed to **Step 18**.

**Step 17:** Open the Microsoft Authenticator app on your mobile device and select "Add work or school account."

Choose **Scan a QR code**.

Scan the QR code displayed on your laptop screen. This will set-up your MFA account.



**Important:** The **Work or School** account requires you to add your User Principal Name (UPN) – *Refer to the email sent to you by your line manager.*

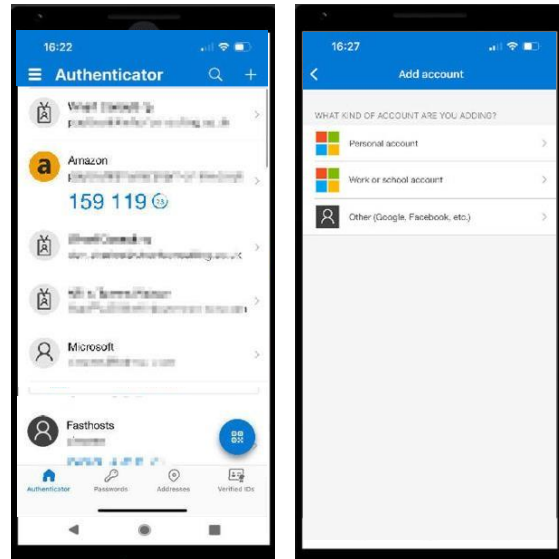
**Skip the next page and proceed to Step 19.**

If you already have a non-WTW account registered with Microsoft Authenticator

**Step 18:**

Add an account (using the + in the top right toolbar).

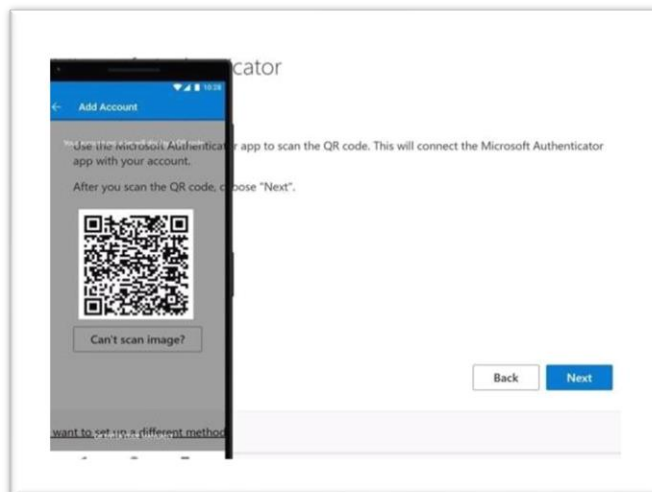
Select **Work or School account**. Continue to Step 19.



## Test MFA

### Step 19:

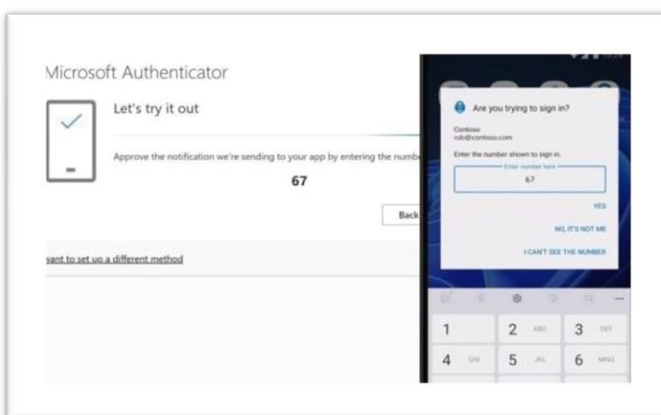
Take your phone and scan the QR code that appears on your laptop screen. Then click **Next**.



### Step 20:

Your device may prompt you to test the MFA set-up.

Enter the number displayed on your laptop into the notification you receive on your mobile phone and select **Yes** to complete.



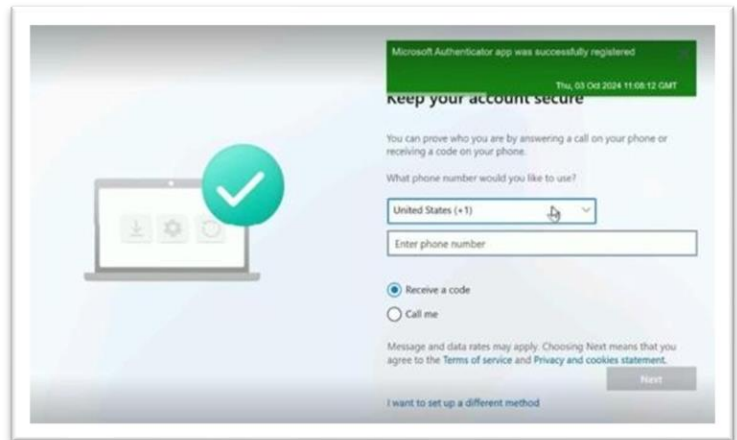


## MFA - register second authentication method

### Step 21:

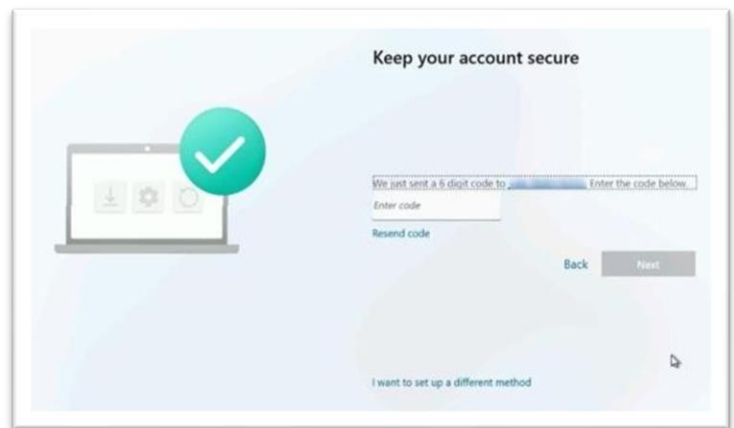
You will be prompted to register your mobile number to receive an SMS code.

Enter your mobile number, then select **"Receive a code"**. Then click on **Next**.



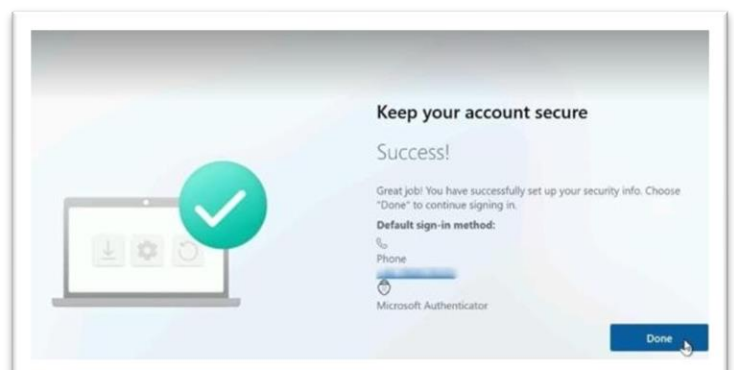
### Step 22:

Enter the 6-digit code and click **Next**.



### Step 23:

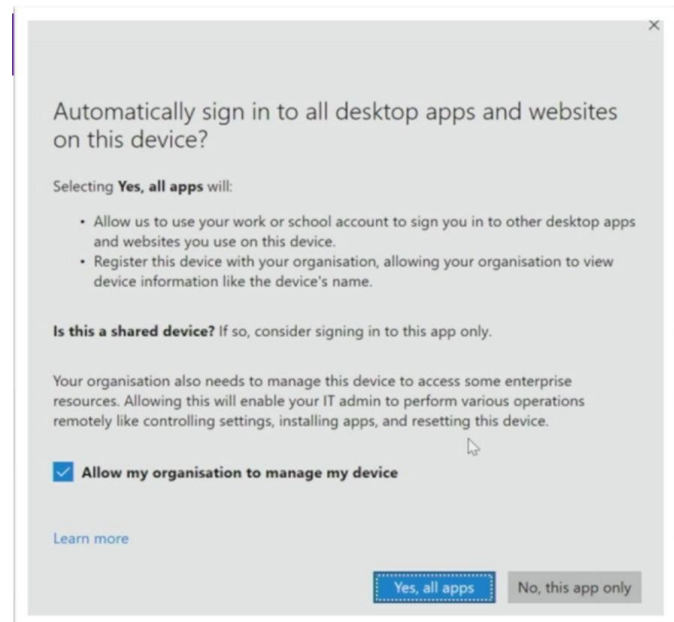
Click **Done**.



## Account set-up

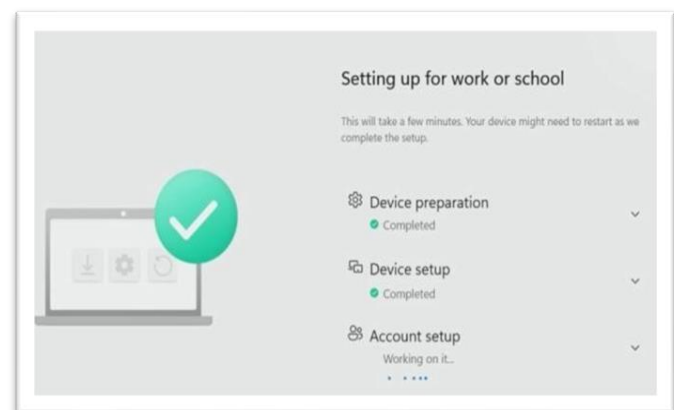
### Step 24:

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



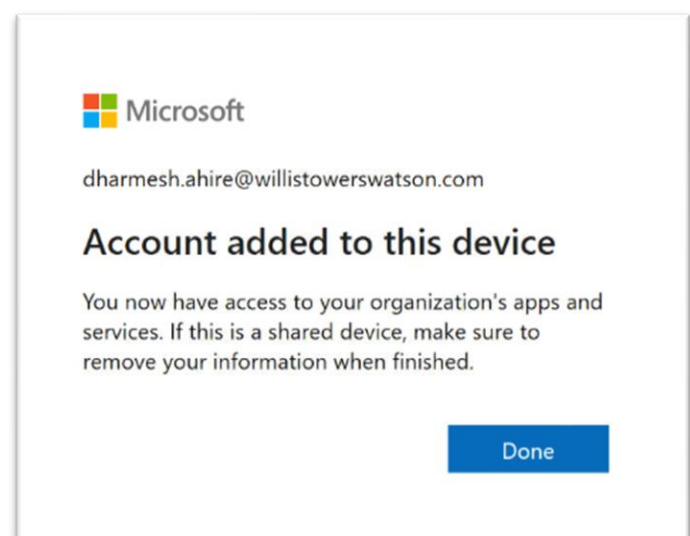
### Step 25:

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



Once complete, click **Done**.

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

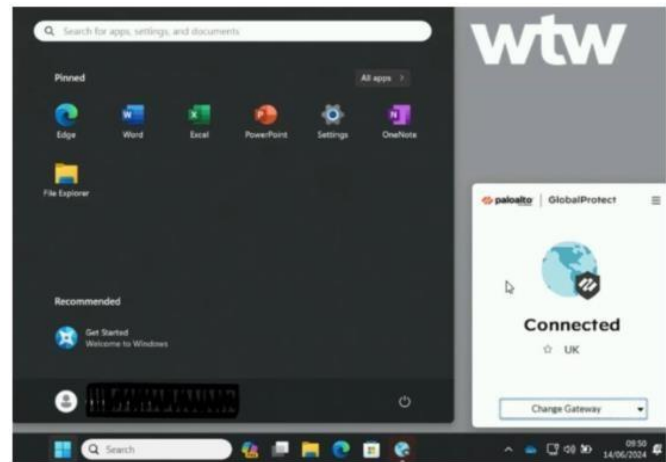


## Final steps

### Step 26:

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

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

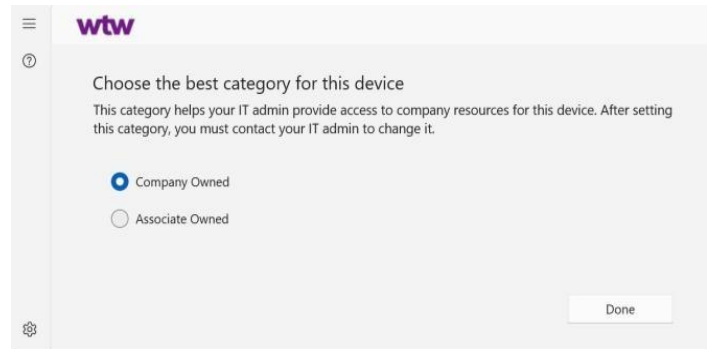


*Further guidance on how to locate Company Portal is available on page 21-22.*

## Step 27:

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 28.



## Step 28:

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. 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 below location.

For additional steps you can take after you set-up your new laptop search for

**'Additional steps for new laptops'**

from the WTW intranet.

## How to install additional business applications

While core programs and applications have been preloaded, your line manager/team are best placed to advise you on which additional software/applications you need to perform your role. You can install all WTW approved software from the Company Portal.

- 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 are in an analyst role that requires Power BI and 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 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
UAE	+971 4 449 0599
United Kingdom	+44 203 608 2801
United States	+1 615 993 5734
Venezuela	+58 212 710 2154
Vietnam	+1800 400 177