Instructions to set-up laptop for new joiners

A user guide to get started with your device

Full User V3.8sc

September 2025

Welcome to WTW

We are excited to get you settled in at WTW and provide ongoing support to help you thrive in your new role.

This easy step-by-step guide will help you setup your laptop.

Before you begin, please ensure you have in hand, the **Welcome Document** provided to you at equipment pickup, detailing your WTW credentials, and your mobile device.

Follow the Instructions and Steps in **this document completely**.
Do **NOT** simply follow the laptop screen prompts, as screen prompts will **not** provide you with what you need to quickly and successfully setup your laptop.

Follow the instruction steps, in THIS document while setting up your laptop.

Please allow between 1-2 hours to complete, using the enclosed instructions, and ensure the laptop remains connected to the power adapter and Wi-Fi.
Please have a mobile device in hand for Microsoft Authenticator App access.

You will use your home Wi-Fi Internet to set up the laptop.
(If you set-up the laptop inside a WTW office, use 'WTWGuest' Wi-Fi. & contact Service Center Office Manager for assistance with Guest Wi-Fi)

After you have completed the laptop set-up from this document:
Return to the **Welcome Document** and complete the final setup instructions.
When setup is complete, you will also have additional onboarding instructions in your WTW Outlook email inbox, for you to read.

Congratulations on joining the team!

LOGIN Information Example

User Principal Name (UPN)
jane.doe1@towerswatson.com

Windows Username:
Jane1234

Windows Password:
fakePassword1234

WTW Email Address:
jane.doe@wtwco.com

Your **User Primary Name-UPN and Password** are used repeatedly during setup.
Windows Username is not used.

This is an example. The exact characters and length of UPN and Password may vary.
Please refer to your **Welcome Document** *to confirm the credentials which are unique to you.*

Essentials

Once you start the laptop set-up process, it is <u>critical</u> that the process is not interrupted.

Prompt interaction: The set-up will require you to enter credentials and respond to prompts. <u>Stay close to your laptop</u> throughout the setup process and interact in a timely manner to ensure tasks do not time out.

Expected timeframe: The set-up should take between 1-2 hours, depending on your Wi-Fi quality and how quickly you respond to prompts. For additional support, Reference the **Getting Help** section and contacts, on the last page of this document.

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 setup and access to the device.

Use the Correct UPN and Password to Log In
Use the UPN and password provided in your Welcome Document. Double-check spelling—**even one typo will block login ability**.

Watch for these prompts which highlight important instructions and tips

Bold and <u>**Underlined**</u> text is noteworthy.

<mark>**Highlighted Yellow Text** is significant information for you.</mark>   <mark style="background:green">**Highlighted Green Text provides you tips and guidance.**</mark>

> Blue Boxes Contain Special Instructions

⚠️ **Very Important Instructions – Please Read and Follow**

What you will need

Wi-Fi Access

Once you start the laptop set-up process, it is critical that your Wi-Fi connection remains stable to avoid interruptions. To ensure this, we recommend:

- Wi-Fi network connection is needed to setup the laptop. <mark>Please do not use a wired network connection until instructed.</mark>

- Keep the laptop in one place and connected to power until the set-up is complete.

- Stay with the laptop during the entire setup process to ensure it does not enter a sleep mode (black screen). *Move mouse or press a shift key to awake laptop from a sleep mode.*

- Avoid using a mobile hotspot.

If setup laptop in a WTW office, contact a Service Center Office Manager for assistance and additional instructions.

Mobile Phone (with internet access)

Microsoft Authenticator
Microsoft Corporation

Please ensure you have a personal mobile device in hand,
with <u>genuine</u> **Microsoft's Authenticator** Application already installed.

If not already installed on your mobile device:
Download the App now from the **Google Play** or **Apple App Store**.

iPhone Apple Store screen

⚠️ <mark>**Search carefully** in the app store and download the Microsoft Authenticator app. <u>It may not be the first listed in search results.</u></mark>

<mark style="background:green">**Instead, you can scan the QR Codes** in the Welcome Document.</mark>

Play Store

App Store

⚠️ **Do not set up the Work/School account on the App yet**, please **wait until prompted later** in the **MFA Setup section** of these instructions to complete the MFA Work/School account setup.

Let's get started

Step 1: Connect your Laptop to an AC power

Use the provided power adapter inside the laptop front box space.

Be sure all connections are firmly connected, to ensure there are no interruptions during the set-up process.

Turn your laptop ON

Laptop Unpacking & Connection instructions are included in Welcome Document.

*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 your **Country/Region** settings from the list provided, select the region and locale settings that best match your location and **click Yes** to proceed.
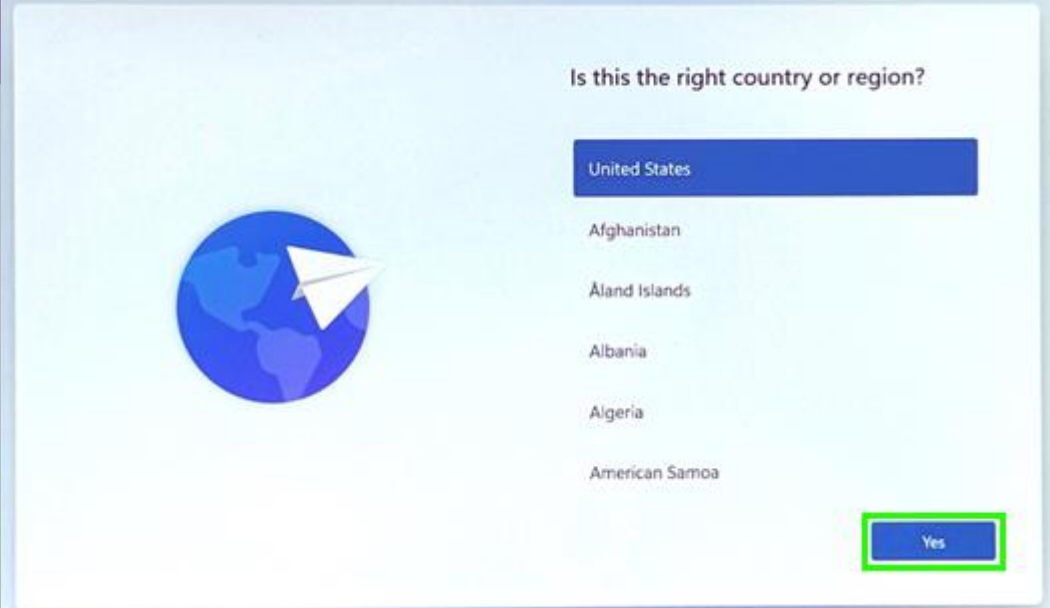
> **Important:** The country you choose here will be used throughout the rest of the set-up process and will determine the language of your final windows interface.

Choose your keyboard layout

Step 3: Choose your keyboard layout from the options provided then **click Yes**.

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

Step 2

Is this the right country or region?

United States
Afghanistan
Åland Islands
Albania
Algeria
American Samoa
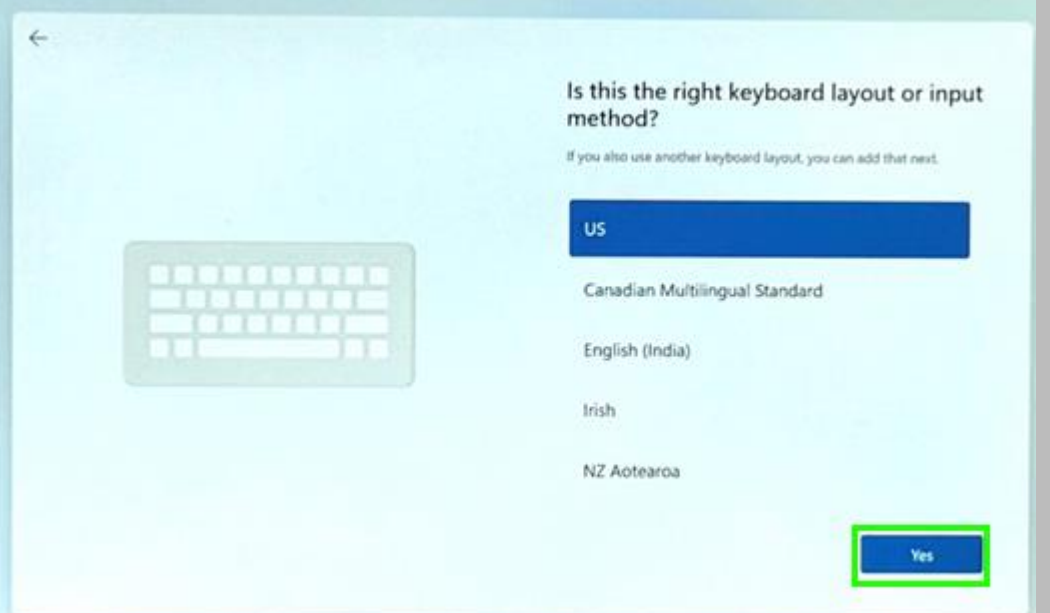
Yes

Step 3

Is this the right keyboard layout or input method?

If you also use another keyboard layout, you can add that next.

US
Canadian Multilingual Standard
English (India)
Irish
NZ Aotearoa

Yes

Connect to Wi-Fi Network

Step 4: You will be prompted to connect to a Wi-Fi network.

Select the relevant network (your home Wi-Fi network.)
Cellphone based Hot Spot type network is NOT advised.

Important:
You must ensure that the ☑ Connect automatically
option is selected before connecting to your preferred network.

Then:

i)   Move the Slide to see more networks

ii)   Enter your Wi-Fi networks correct pass key (Wi-Fi password) & click **Connect**.

iii)   Click **Next** to Proceed to the next step.

Let's connect you to a network

You'll need an internet connection to continue setting up your device. Once connected, you'll get the latest features and security updates.

📶 MyHomeWIFI
Secured

Slide to see more networks

☑ Connect automatically

Connect

📶 AP_807580829

📶 SKY01470

Having trouble getting connected?
For troubleshooting tips, use another device and visit aka.ms/networksetup

Next

Preparing your device

Your device may progress through several tasks in the background, and you may see several interim messages prior to step 5.

Step 5: You will need to enter your

User Principal Name (UPN) and **Password**.
Your UPN and Windows Password are in the Welcome Document.

Enter your UPN and Password - Then click **Next.**

Type carefully – Accuracy is very important! Verify your CAPs Lock is OFF.
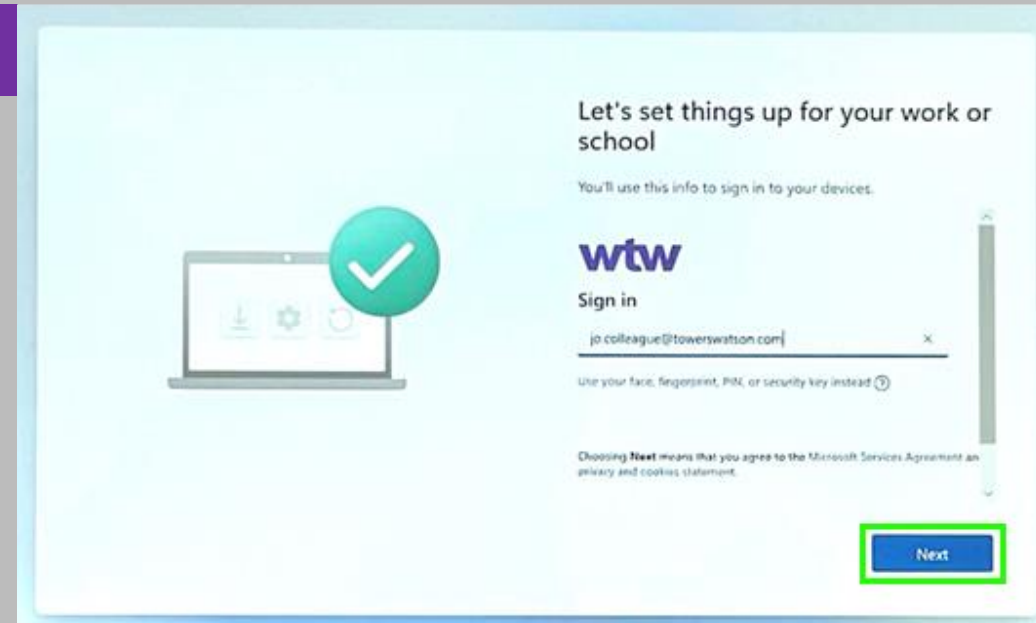
Password issues?
Attempt again with careful typing and verifying spelling and that your keyboard CAPs Lock is Off.
Are you still unable to authenticate login?
Contact the Day 1 Help Line: See Welcome Document
Contact IT Service Central Desk: 615-993-5734

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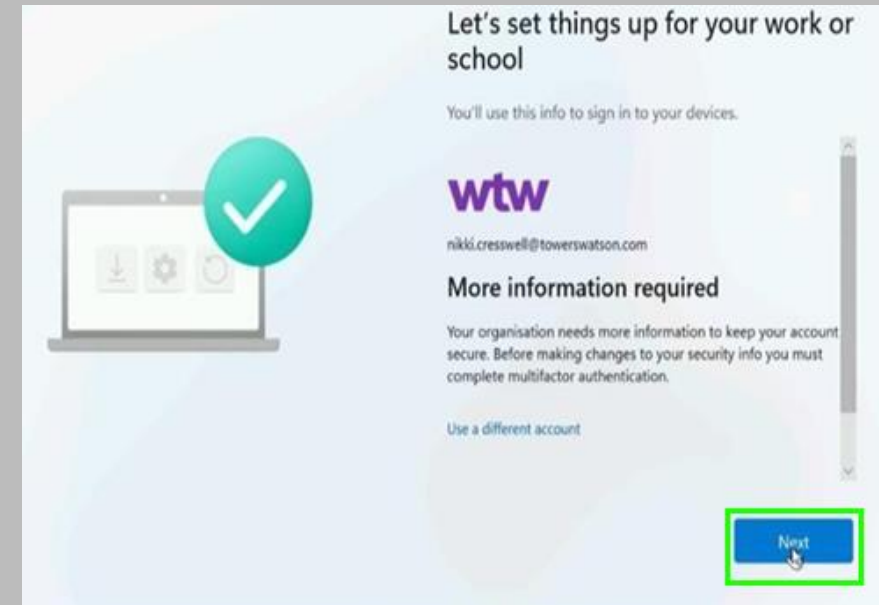
Then Click on **Next** in the **More information required** screen.

9

Set-up MFA

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

Step 6: You will be prompted to install Microsoft's Authenticator app. Page 4 of this guide detailed how/where to download the correct MFA app.

If you have not already installed MFA on your mobile device. Then follow the guidance on Page 4, to download Microsoft's Authenticator app to your mobile device, please do so now before proceeding.

Step 7: Only after you have installed the Microsoft Authenticator app, return to your laptop screen and click **Next** to continue.

Step 6 - On your mobile
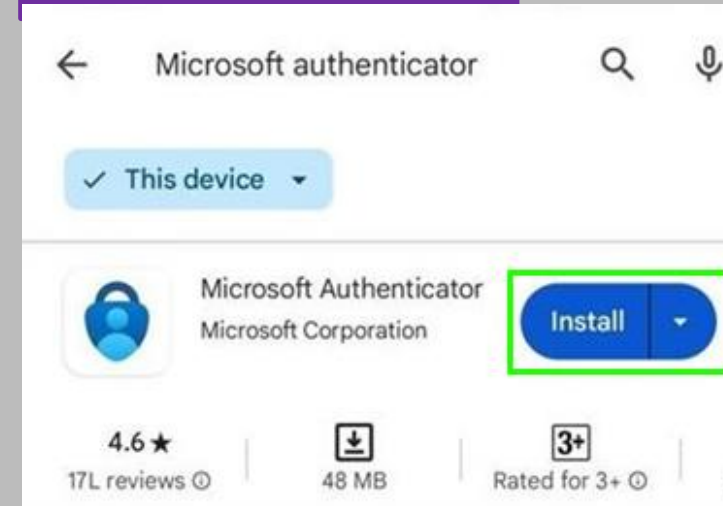
Step 7 - On the laptop
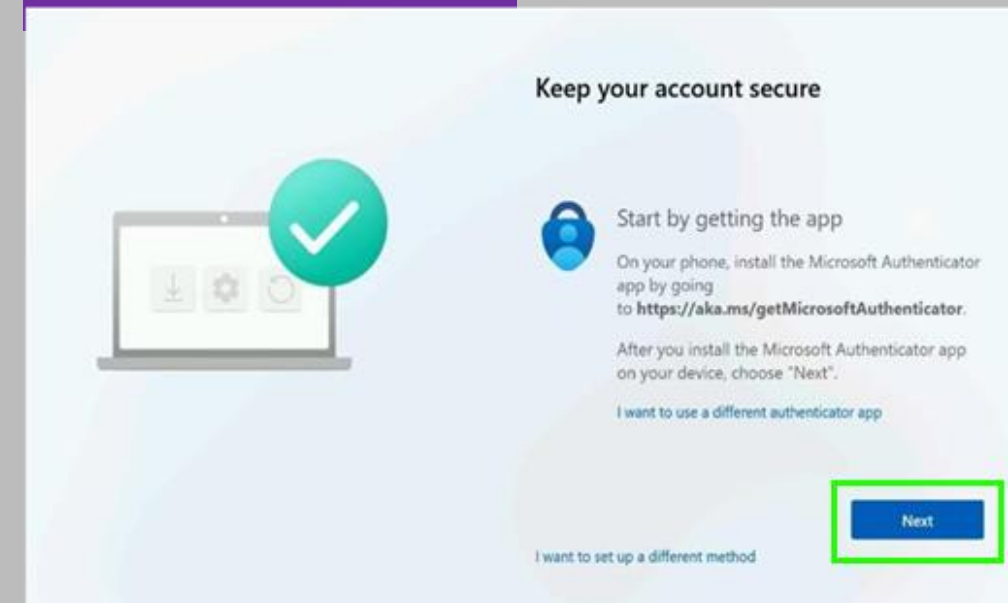
Set-up MFA

Step 8: On your laptop,
You will see the "Set up your account" screen.

⚠️

Before selecting **Next**, verify Microsoft Authenticator app has been downloaded and is open on your mobile device. <mark>You will need to use the app to quickly scan a QR code on the next screen, which will appear for a limited time only.</mark>

Step 9: When you see the QR code appear on your laptop screen, scan it using the **Microsoft Authenticator** app you installed on your mobile device

If you already have a non-WTW account registered with Microsoft Authenticator (using an existing work or personal account),

Skip the next page and proceed to Step 11.

Step 8

Keep your account secure

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back   Next

I want to set up a different method

Step 9

Keep your account secure

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Sample

QR Code

Can't scan image?

Back   Next

I want to set up a different method

Set-up MFA

Step 10: Open the Microsoft Authenticator app on your mobile device and select **Add work or school account**.

Choose **Scan a QR code.**

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

Important: The **Work or School** account requires you to add your User Principal Name (UPN).

Please refer to your **Welcome Document** *to confirm the credentials which are unique to you.*

Skip the next slide and proceed to Step 12.

Step 10
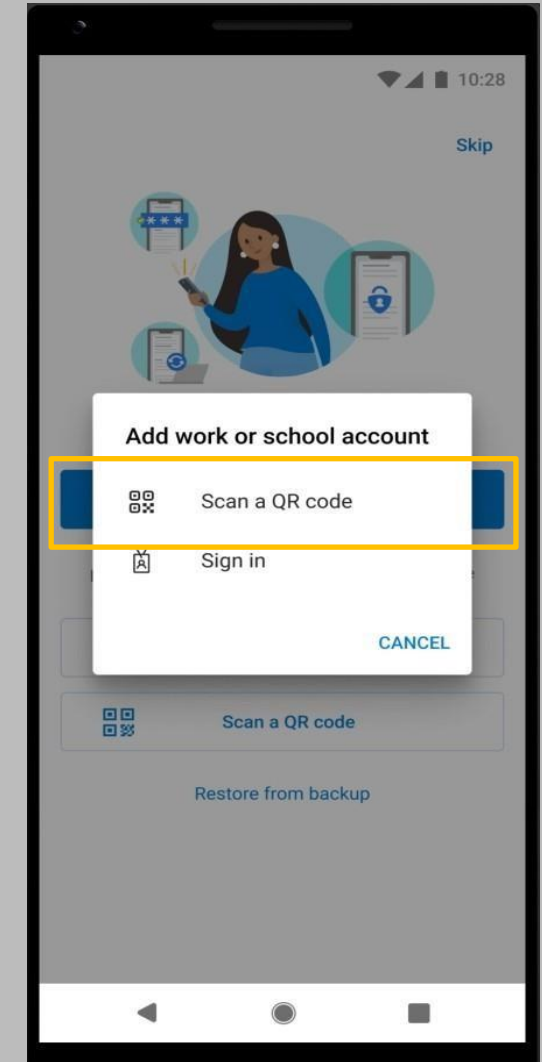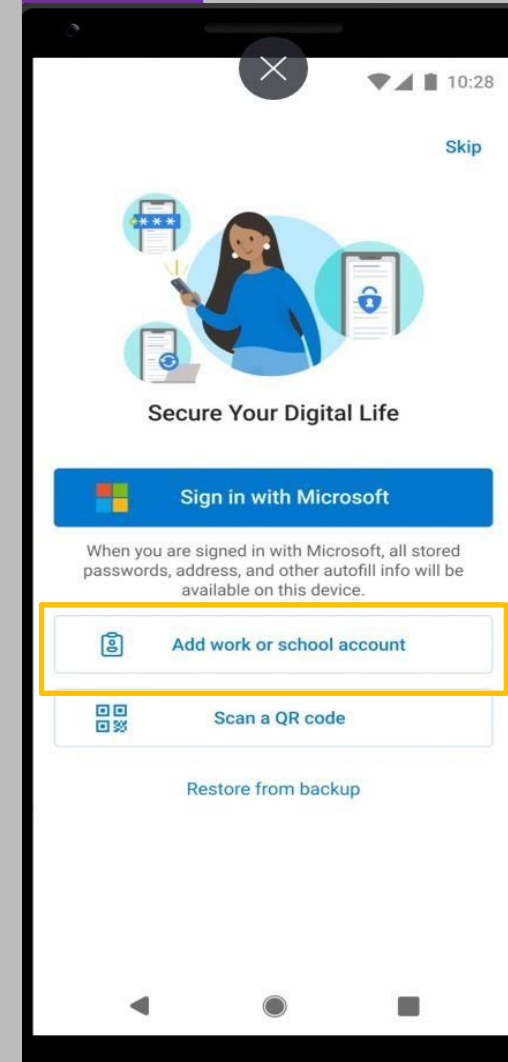
Set-up MFA

If you already have an account registered with Microsoft Authenticator

Step 11: Add an account (using the ➕ in the top right tool bar).

Select **Work or School** account.

Continue to Step 12.

Step 11
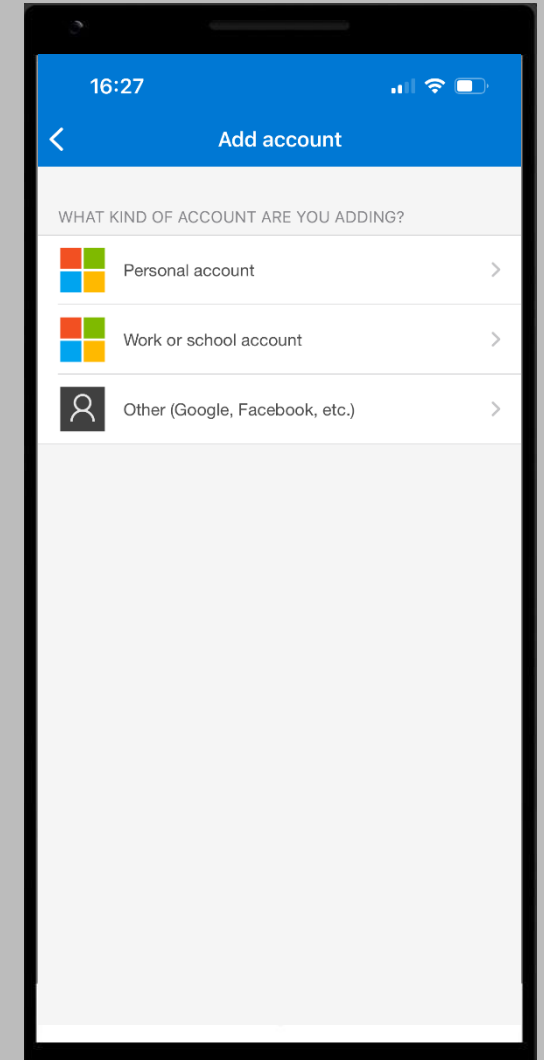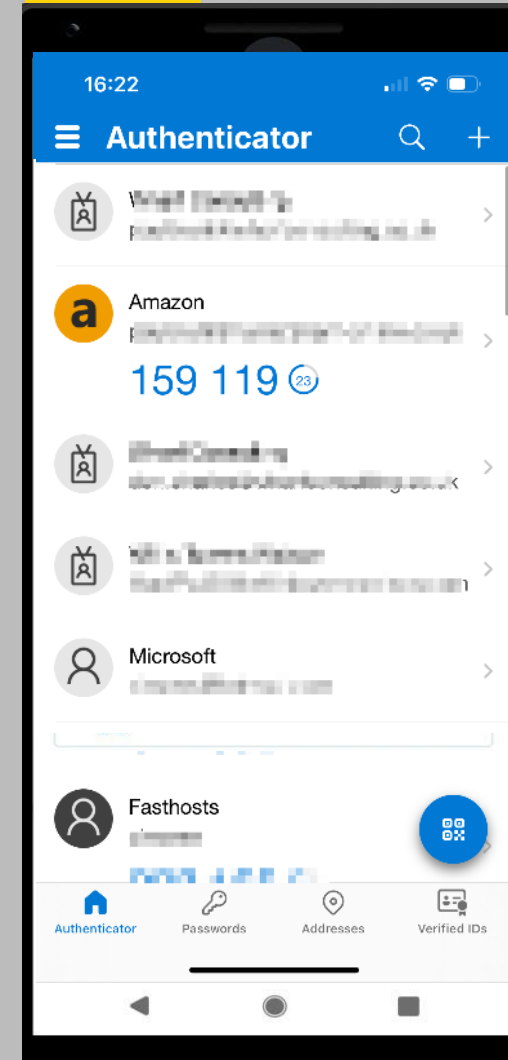
Set-up MFA

Step 12:
Take your phone to your laptop screen and
<mark>Scan the QR code that appears on your laptop</mark>.
Then click **Next**.

Step 13:
Your mobile device / phone may prompt you to test the MFA set-up. Enter the number displayed on your laptop into the notification you receive on your mobile device and select **Yes** to complete.
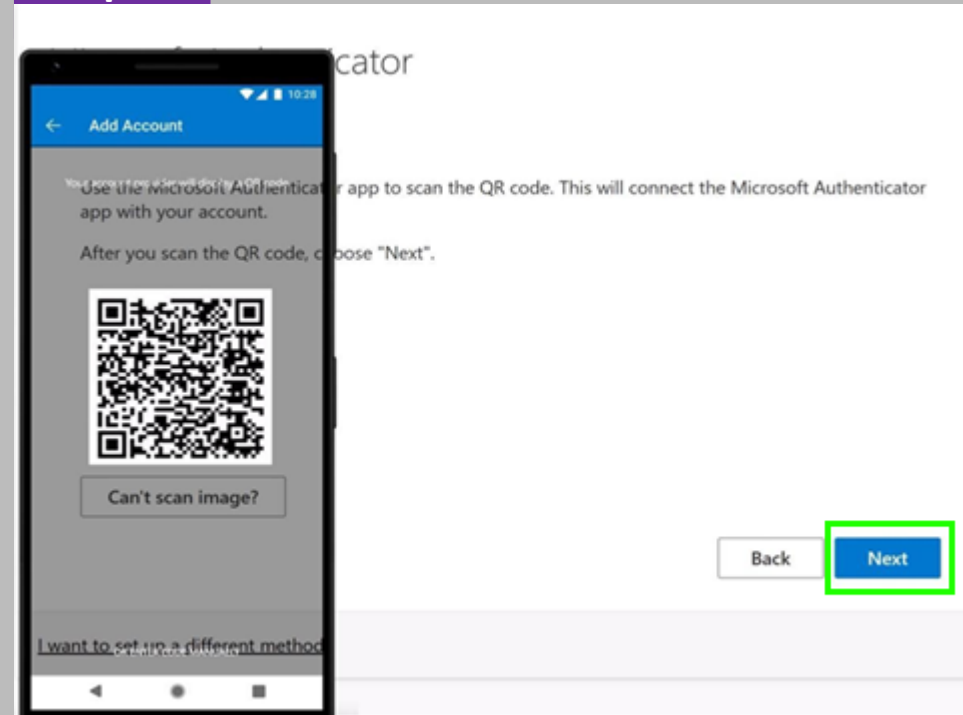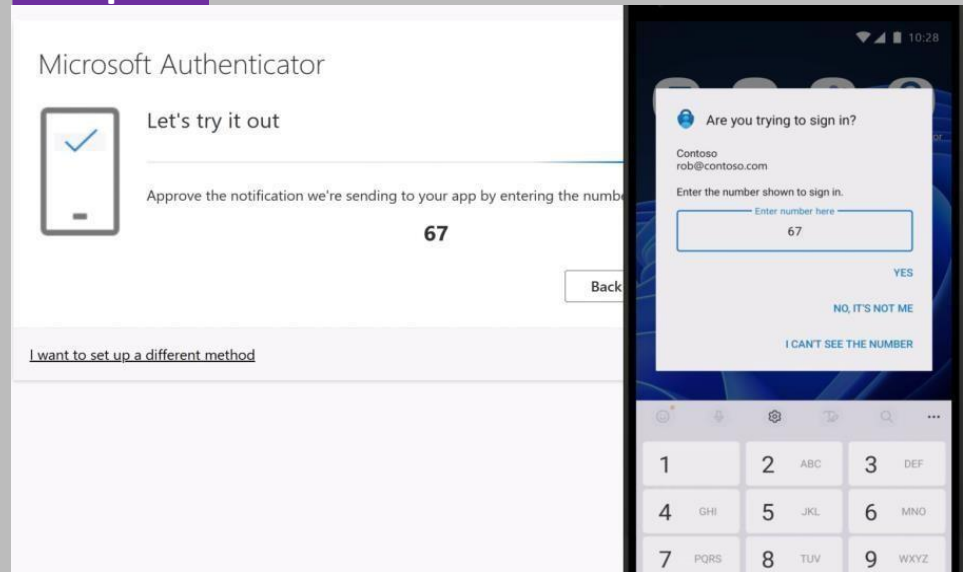
Set-up MFA

Step 14: 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 15: Enter the 6-digit code and click **Next**.

Step 16: Click **Done**.

Step 14

Step 15

Step 16

30 minutes automated set-up

Step 17: Auto set-up will take over at this point, automatically moving through several additional setup screens and a possible restart over the next 30 minutes.

The duration of this process can vary depending on your internet connection speed.

If you encounter the error *'Device is already enrolled'*

This can be resolved without IT support by simply **Restarting the laptop**

Step 17
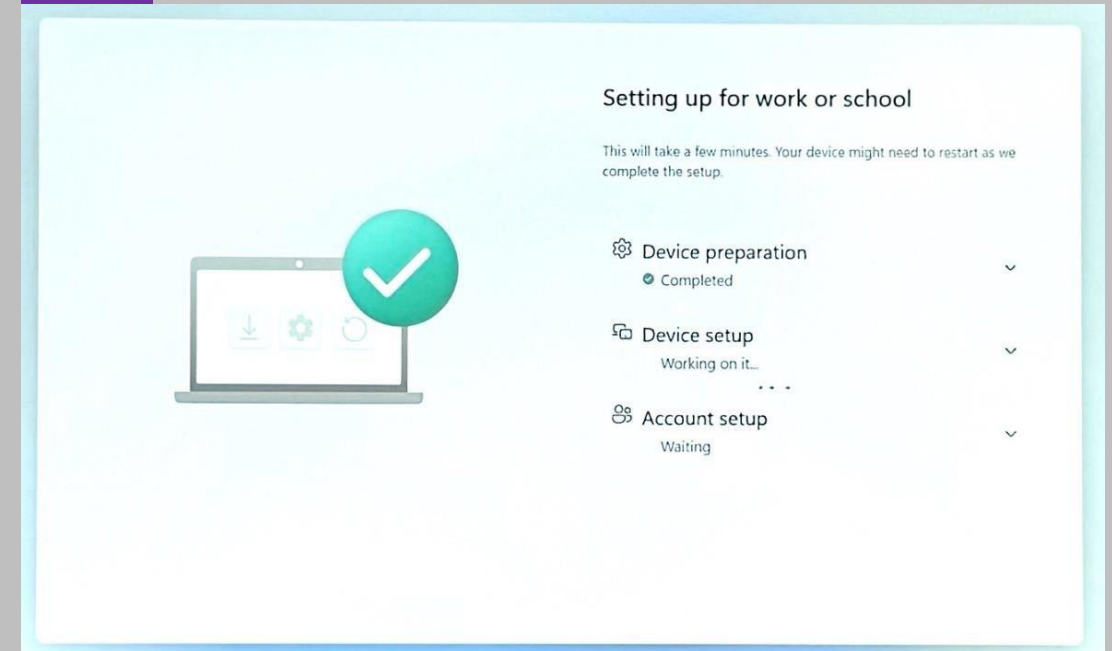
Connect to VPN –
Do not attempt to Sign in

Step 18:

Once you see the login screen,

Do NOT attempt to log in.

Instead, click the **Network Sign-in icon** in the lower right of the screen.

This is the icon that looks like a padlock.

Important: When the log in screen pops up **DO NOT LOG IN. Click the Small Padlock** icon to connect to the VPN first!
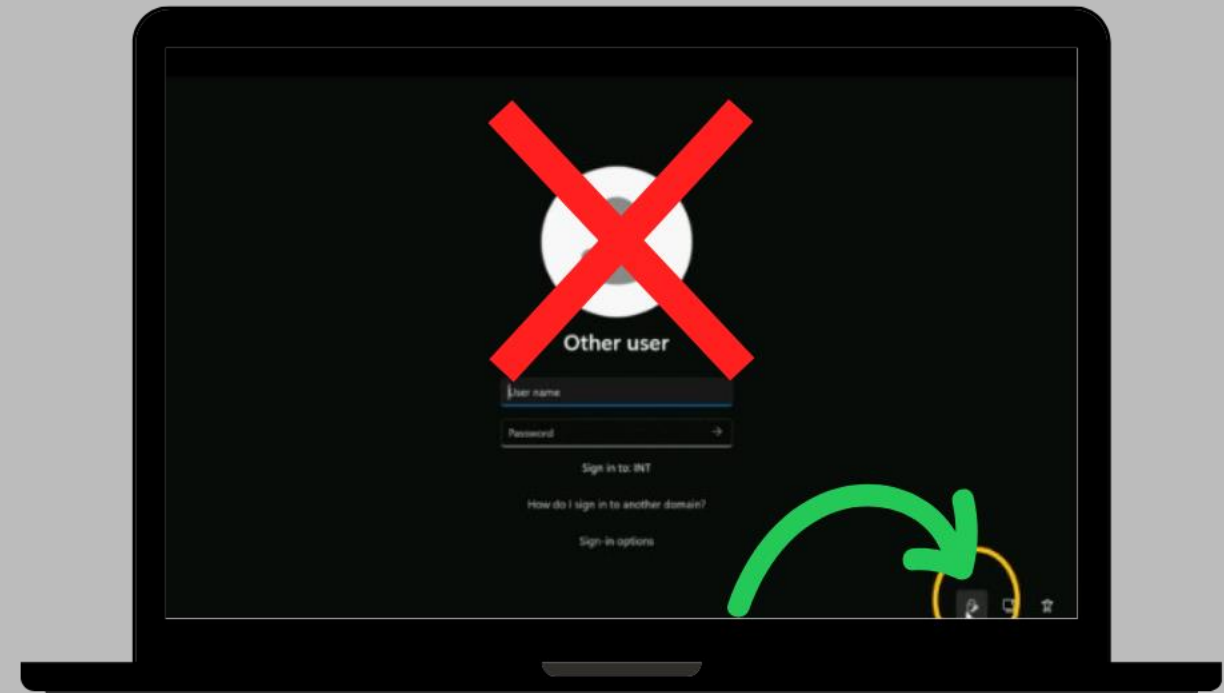
Connect to VPN

Step 19: Enter the following credentials
to Sign in to the **Network/VPN**
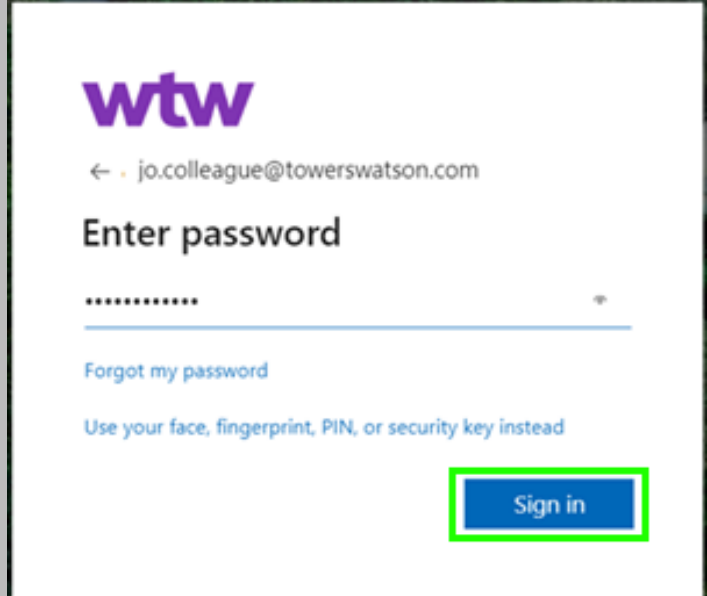
i) Enter your User Principal Name (UPN)
   Then Click **Next**

ii) Enter your Password
    Then Click **Sign in**

Please refer to your **Welcome Document** *to confirm the credentials which are unique to you.*

Approve sign in request via MFA

Step 20:

Approve the sign-in using the MFA
Authenticator app on your mobile.
Entering the MFA code.

Step 21:

When prompted to 'stay signed in?'
Click **Yes.**

Step 22:

Once connected, click the **Back** button.

Step 20

wtw

jo.colleague@towerswatson.com

Approve sign in request

Open your Authenticator app, and enter the number shown to sign in.

48

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

I can't use my Microsoft Authenticator app right now

More information

Step 21

wtw

katrinemarie.basilio1@willistower...

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No   Yes

Step 22

Connected

Back

Sign in to Windows

Step 23: Sign in to your user account using the **User Principal Name (UPN)** and **Password**

*Please refer to your **Welcome Document** to confirm the credentials which are unique to you.*
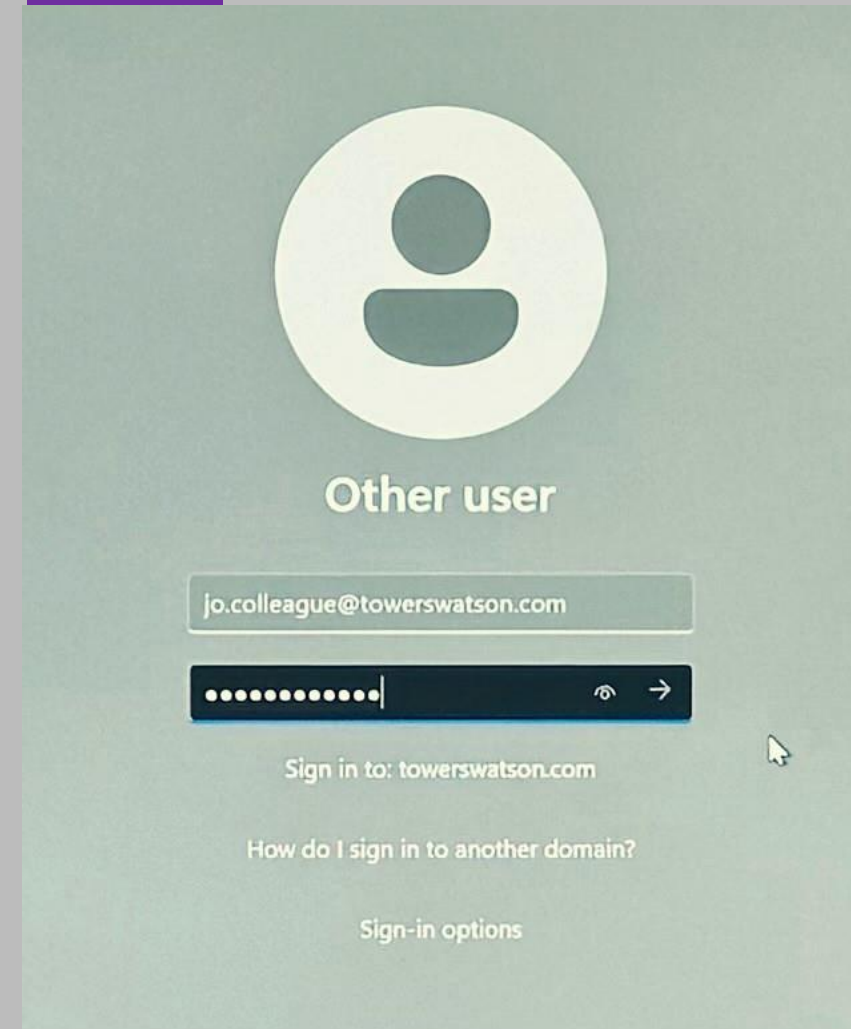
⚠️ ***Do not use your Windows Username.***

You will then be prompted to change your password.

Domain Unavailable?

This error can be resolved quickly without IT support by:

1) Restarting the laptop.

2) The set-up process will only ask you to repeat Steps 21 - 24.

3) Wait 10 minutes before attempting Step 25 again.
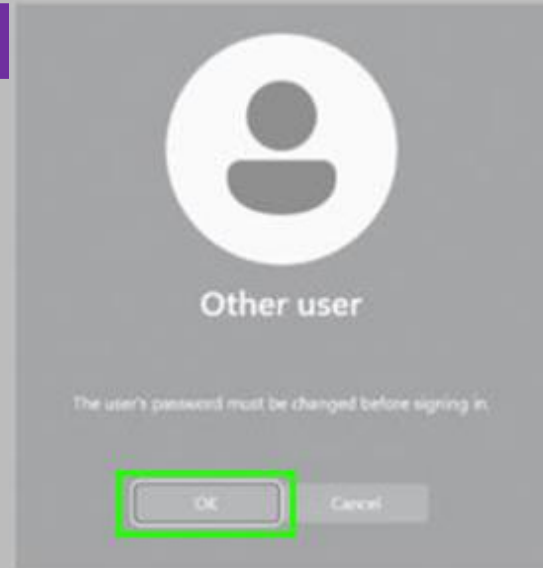

Step 23

Change your Password

Step 24: Change to a password of your choice.

Use a mix of symbols, special characters, and upper and lower case letters. You may choose to use a passphrase or three random words to create something more memorable.
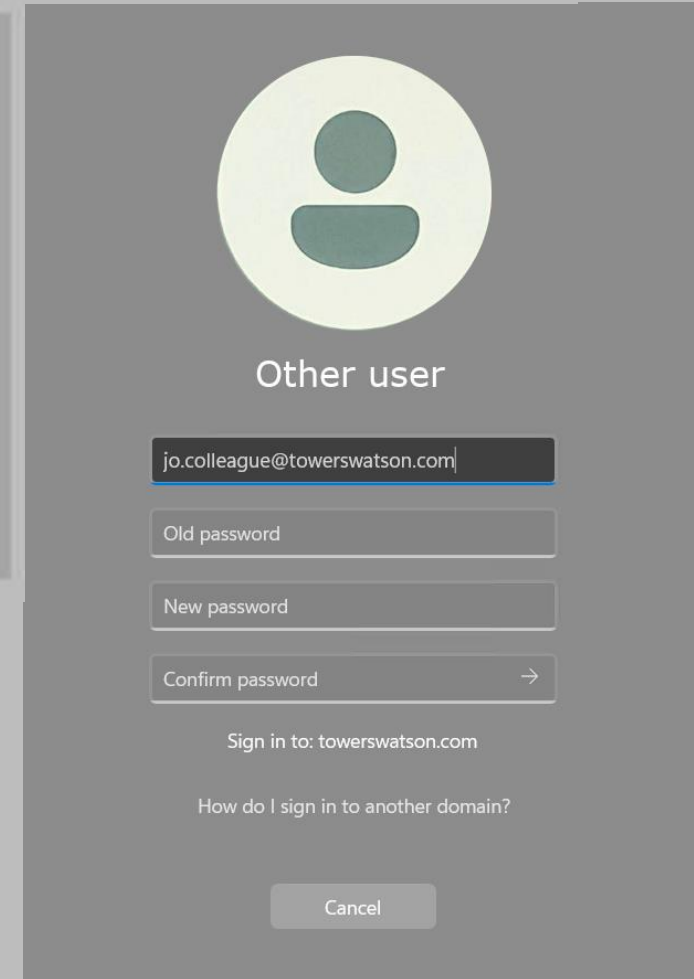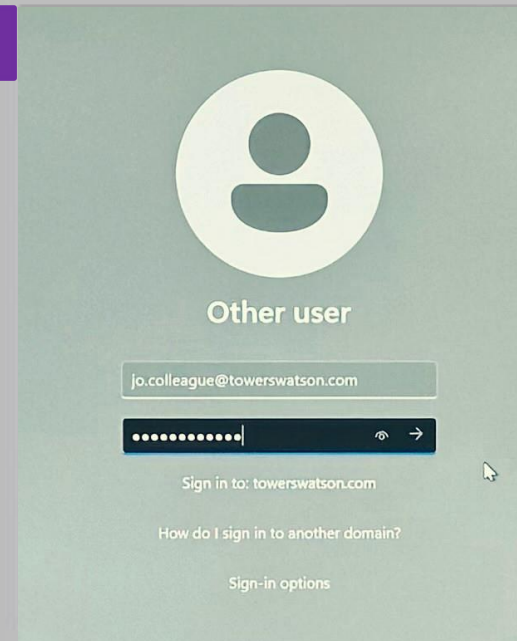
Write down & **Store your password in a safe place**.

Step 25: Once the password is successfully changed, login using your new password.

Auto Account Set-up and Authentication

Step 26:

Auto set-up will take over at this point.

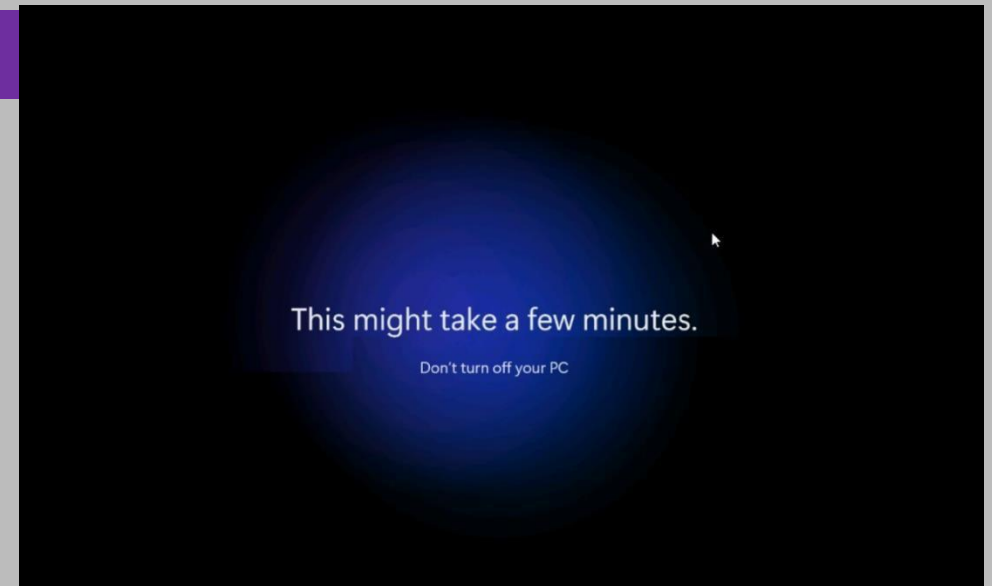Note that you will see some additional setup screens during this process.

Step 27:

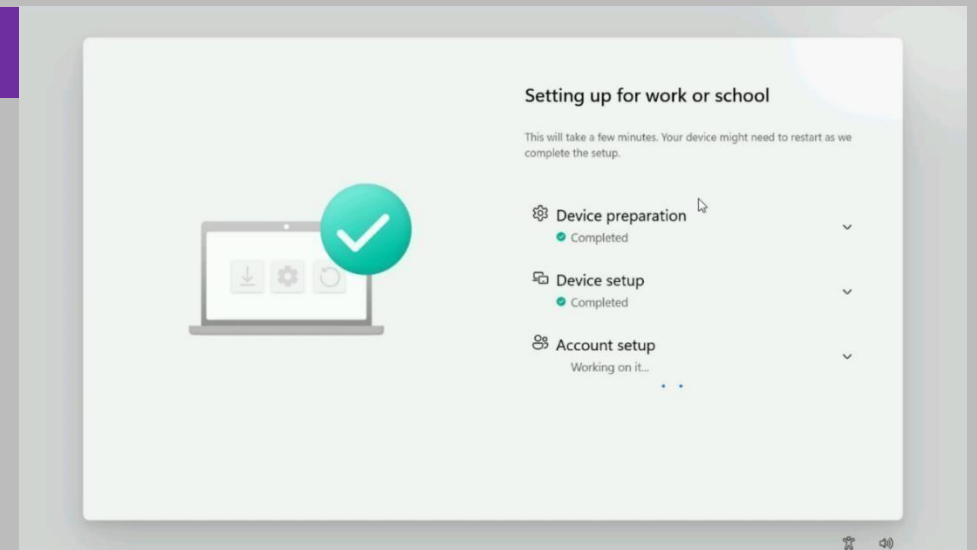You may be prompted to Authenticate again using MFA on your mobile device.

If you are prompted, complete login as normal.
Refer to slides 20-22

Step 26

Step 27

Connecting to Microsoft365 Services

Step 28:

You will be prompted to Sign in again.

Use your User Principal Name (UPN) to Sign in.

*Please refer to your **Welcome Document** to confirm the credentials which are unique to you.*

Step 28

Microsoft

Sign in

jo.colleague@towerswatson.com

No account? Create one!

Can't access your account?

Next

This UPN shown is an example. The exact characters and length of UPN and Password may vary.

*Please refer to your **Welcome Document** to confirm the credentials which are unique to you.*

23

Connecting to Microsoft365 Services

Step 29:

The last direct input needed is to allow the organization to manage your device.

At this point you must only click Box ☑ *(if not already check)*
'Allow my organization to manage my device'
 do **not** select any other option.

Then click **Yes, all apps** button
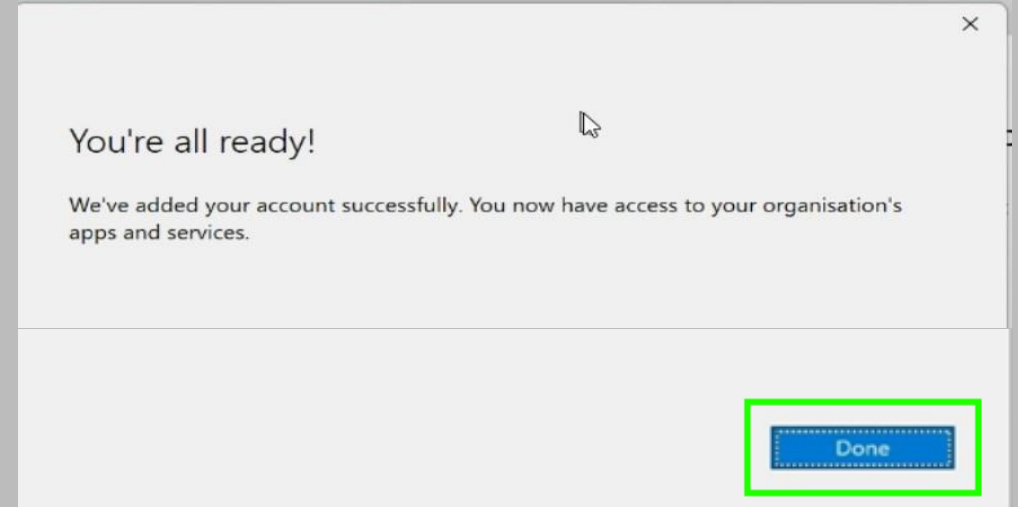
Final steps

Step 30:

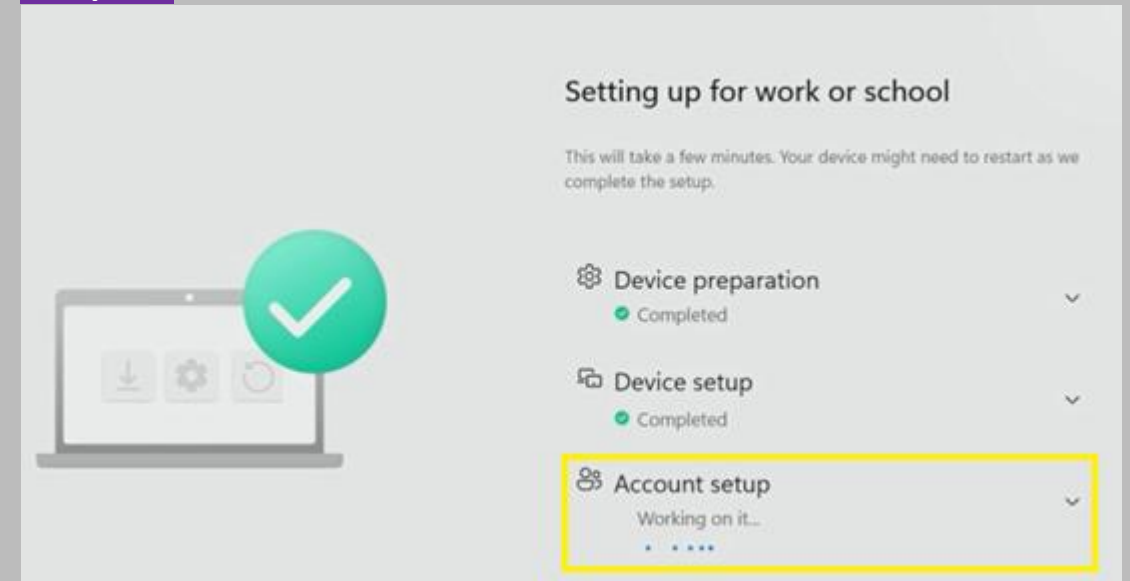Click **Done** and after a few moments you will be logged into your new device.

Step 31:

Setting up for work or school

Please wait while Account Setup completes configuring you account on the laptop.

Final steps

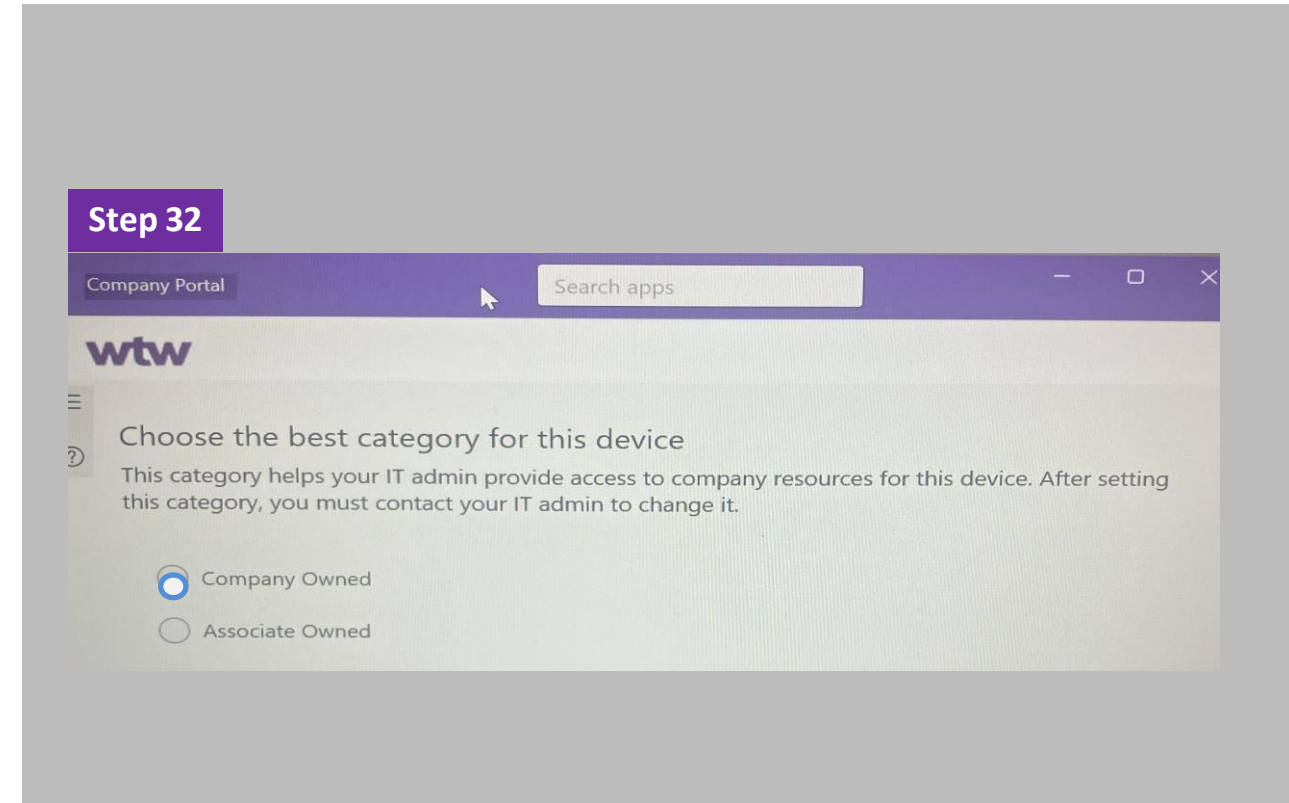**Step 32: Run Company Portal** soon after you arrive at your Windows desktop.

To locate it, type **Company Portal** into the desktop search bar.

Click the windows taskbar icon 🪟 & Type to Search 🔍 Company Portal

Further Company Portal guidance is available on the following slides.

When the Company Portal opens, please:

i) Confirm the terms and conditions

ii) Confirm the device is **Company Owned**

Step 32

Company Portal   Search apps

wtw

Choose the best category for this device

This category helps your IT admin provide access to company resources for this device. After setting this category, you must contact your IT admin to change it.

⦿ Company Owned
◯ Associate Owned

Step 33: Restart laptop

Important: You must restart before accessing other applications or completing next steps.

Microsoft Teams and Outlook

Step 34: Click the windows taskbar icon 🪟
Then Type: Outlook

Open **Outlook**. If it prompts you for your log in credentials, exit the screen and restart your device.

If Outlook continues to ask for your login credentials, contact IT Service Central.

Step 35: Click the windows taskbar icon 🪟
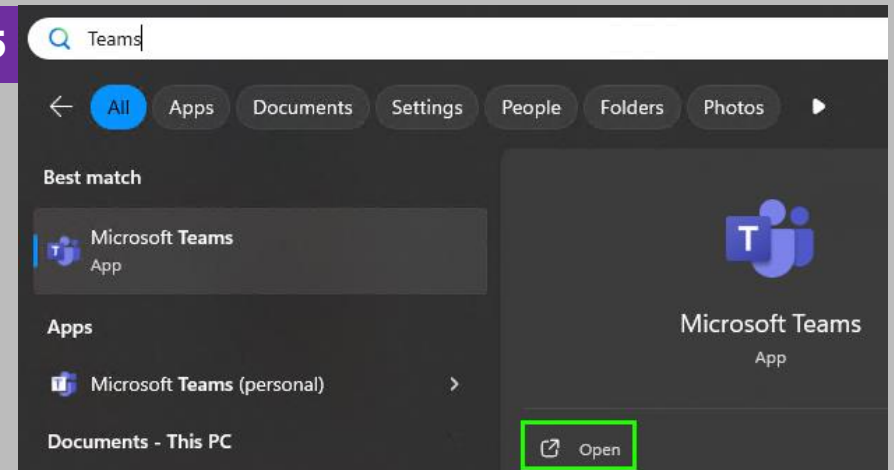**Then Type: Teams**

Click to Open MS-Teams from the Windows Start Menu and Install the New version if offered.

If an error appears during MS-Teams setup, asking for a newer version of "Microsoft Edge WebView2". (Goto Next Page) Company Portal for instruction on how to install the latest version Microsoft Edge WebView2.
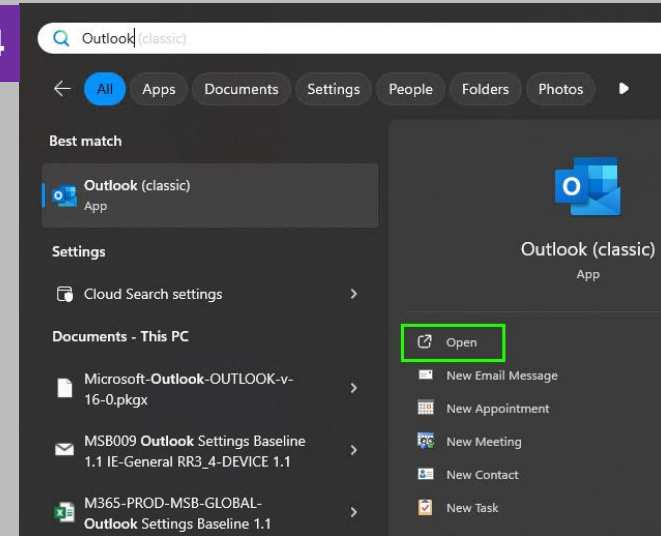
How to install required business applications – Company Portal

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

1) Click the windows taskbar icon 🪟 & Type to **Search** 🔍 **Company Portal**

2) In Company Portal, **click on the search bar** on the upper left corner of the screen. **For example:** If you want to install "Microsoft Edge WebView2", you could type the words "Edge" or "WebView" in the search bar.
A list of all the applications having those words appear on the screen.

3) Select the application that 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 task bar about the download. After the application is installed, the Button will change from "Install" to "Reinstall" or "Uninstall".

If you installed a program like Microsoft Teams, it should also be viewable in your Start Menu **All >** *list.*
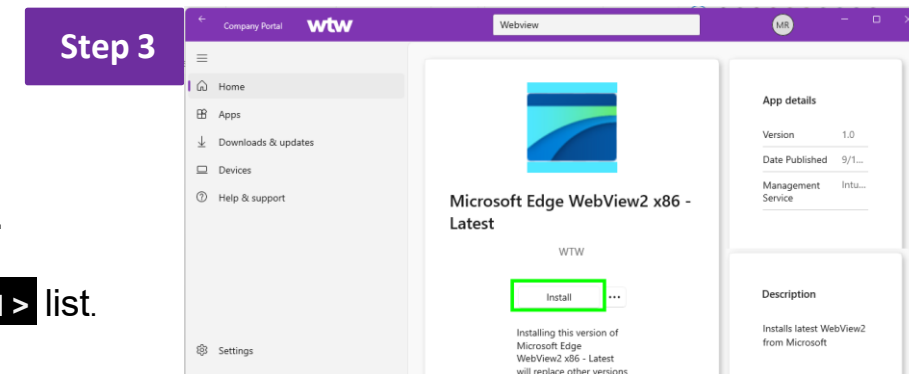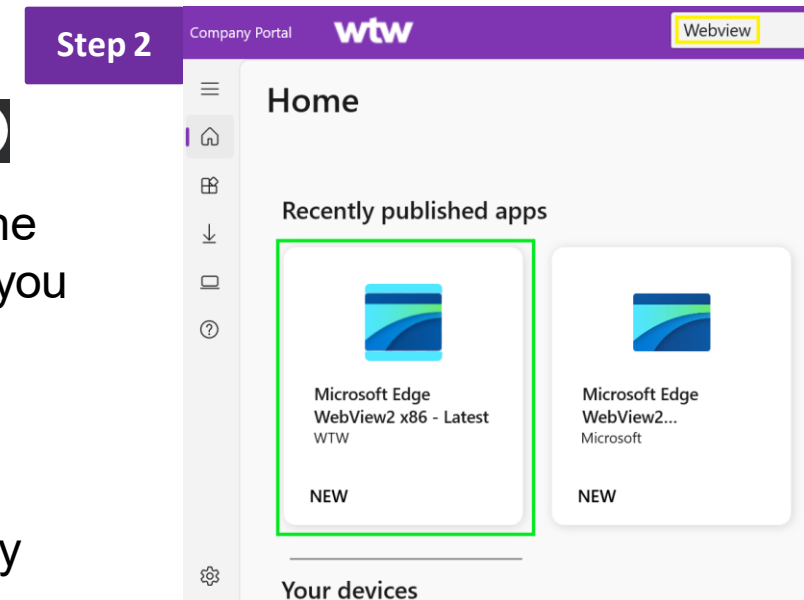
Power Settings

Verify Laptop Power Settings

➤ Click the windows taskbar icon

➤ Type "p**ower set"**
  to search for 'Power, sleep and battery settings'

➤ **Click '`Open`'**

➤ **Power mode**

➤ **Click** the **Down** ⬜ arrow to open list.

➤ **Select '`Best Performance`'**

➤ Then **Click** ❌ to Close.
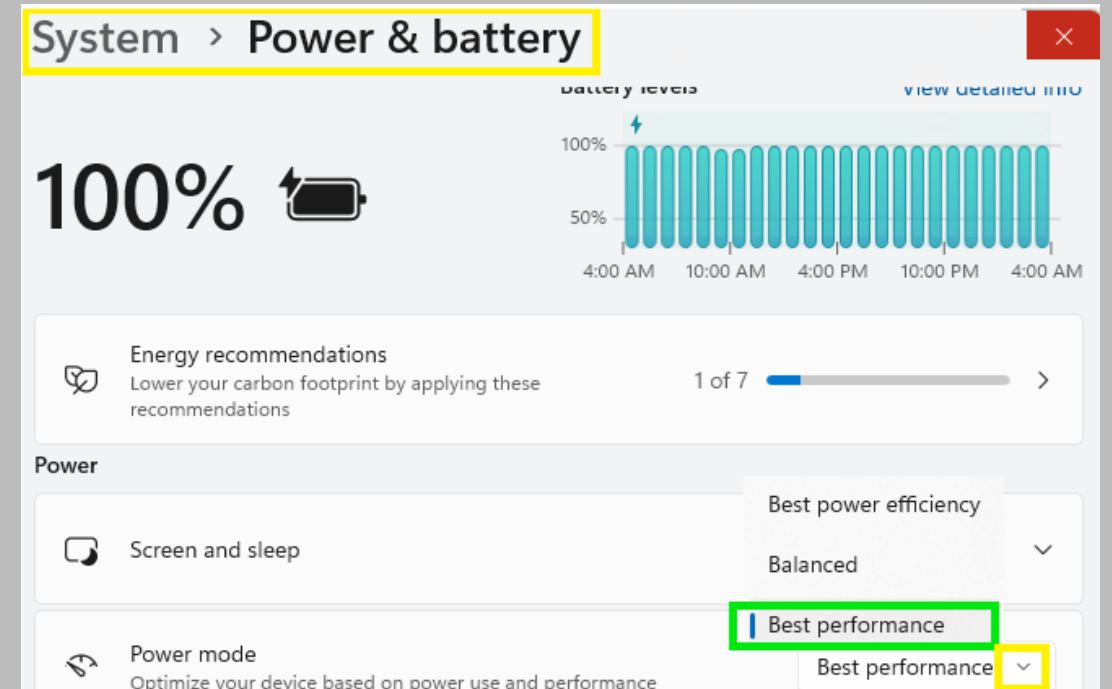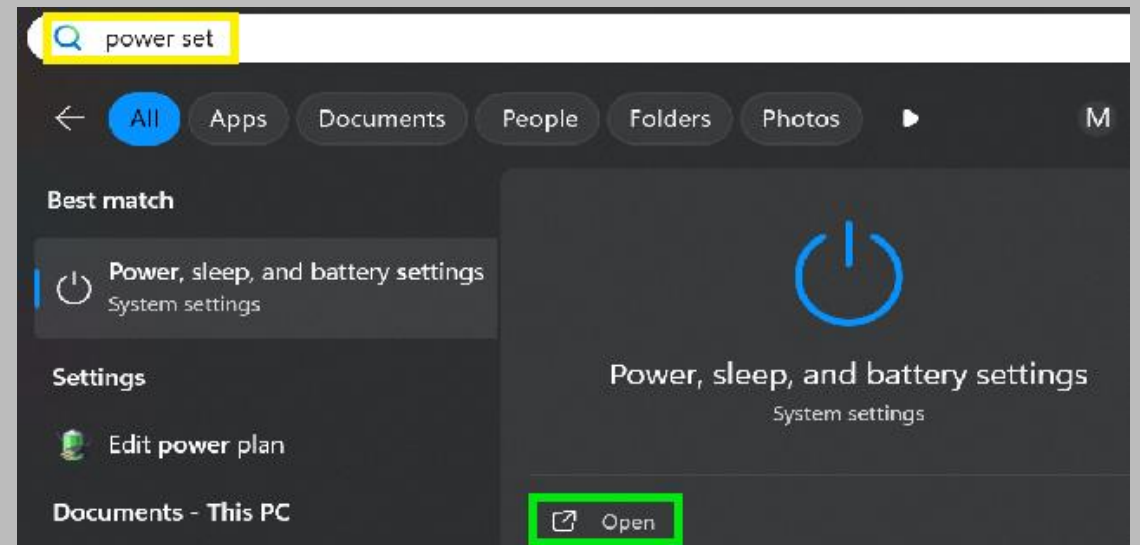
Post set-up checklist

1) Check that your **Windows language**, **keyboard** and **time zone** are all correct.

2) Connect the Ethernet Cable from Laptop Network Jack, to your router, as per the Welcome Document Section 1: instruction.

3) Connect all Accessories as per the Welcome Document Section 3: Accessories instructions.

4) After connecting all accessories and Restarting your Laptop.
   Open Teams and Outlook.

5) Goto your **Welcome Document Section 4** and **Join Training Class.**

If you are in the office, ensure that your laptop automatically connects to the WTW Colleague Wi-Fi.

Laptop Care and Acceptable Use

Always look after the laptop to keep it in good condition. Please help by following these steps:

- Ensure WTW laptops are used for business purposes only.

- Do not customize your laptop with stickers.

- Use only WTW provided and Service Center Tech Team approved accessories.

- Take care to avoid damage. When cleaning the screen and keyboard, only use a dry cloth.

- Do not place anything that is hot, or contains a liquid on the laptop

- Use on solid and clean table surface, so laptop vents on (*bottom & back)* are not blocked.

- When not in use, store your laptop in a safe place.

- Report any laptop issues to IT immediately for troubleshooting and support.

Getting Help

Have you Read the Laptop Setup instructions thoroughly.

Have you Checked the Welcome Document Section 5 – FAQs

There are many good tips and advice to assist you with common issues in the Section 5: FAQs.

Please <u>read those first</u> to self-service your issue(s), before calling the Day 1 Help Line or IT Service Center.

If you are still having issues, use the support numbers below.

Be sure to explain your issue clearly and specifically.

If you need assistance at any point, we're here for you:
• **Contact your Trainer** using your training class chat in Teams – If Teams is not working.

• For Day 1 support after you've returned home, call the **Day 1 Help Line** listed in your Welcome Document.
• For ongoing technical support, reach out to the **IT Service Central Help Desk** at 615-993-5734

Thank you!

wtw