

Onboarding Call Simulation — Project A (Kenya, Windows Version)

Session Title: Remote Laptop Roll-out & Onboarding Experience

Facilitator: Albert Ray Mukiira — IT Support Officer

Participant: Faith Mwende — New Hire

Date: November 4th 2025

Platform: Google Meet

Call Transcript (Short Simulation)

You (IT Support Officer):

Good morning, Faith! Karibu sana to your onboarding session. My name is Albert and I'm your IT Support Officer here in Nairobi. Today we'll walk through setting up your company-issued Windows laptop and enrolling it into JumpCloud MDM. I hope you can hear me well?

Faith:

Yes, I can hear you clearly.

You:

Great. First, make sure your laptop is connected to the internet. Then, log in using the JumpCloud username and temporary password that was sent to your email. The system will prompt you to create a new password before proceeding.

Faith:

Alright, I've logged in and set a new password. What's next?

You:

Perfect. Now, we'll install the JumpCloud Agent, which connects your device to our MDM system.

Open your browser and go to the link I'm sharing in chat:

<https://jumpcloud.com/agent-download>.

Download the Windows version, then right-click and select Run as Administrator to install.

Faith:

Okay, it's installing now.

You:

Once installed, you'll see a small JumpCloud icon near your taskbar. That means your laptop is enrolled. It allows us to manage updates, install software remotely, and maintain security

compliance.

Faith:

Got it. Should I restart after installation?

You:

Yes, please restart. After rebooting, the agent will register your laptop. Within 5 minutes, I'll see your device appear as Active on the MDM dashboard.

Faith:

Alright, done. What if it doesn't show up as active?

You:

That's normal sometimes. Wait a few minutes and make sure you're online. If it still doesn't sync, just send me a message or open a support ticket — we can recheck remotely.

Faith:

Okay. Are the apps like Slack and Chrome already installed?

You:

Yes — they'll automatically download once the agent syncs. No need to install anything manually. You'll see them appear in your Start menu shortly.

Faith:

Nice. What about antivirus and VPN?

You:

Both are already set up. The antivirus runs automatically in the background, and the VPN client will ask you to log in using your JumpCloud credentials when needed.

Faith:

Perfect. Thank you for explaining everything so clearly.

You:

You're welcome, Faith! You've completed your setup successfully. If you run into any issues later, just email it-support@company.co.ke or open a ticket in the Help Desk portal. Welcome aboard and have a great first week!

Captured User Questions

No.	Question	Category
1	What's next after logging in?	Setup Process

2	How do I install the JumpCloud Agent?	Device Enrollment
3	Do I need to restart after installation?	Device Sync
4	What if my device doesn't show as active?	Troubleshooting
5	Are apps installed automatically?	App Deployment
6	What about antivirus and VPN setup?	Security Setup

Simulation Summary

Employee: Faith Mwende (Kenya)

Facilitator: Albert Ray, IT Support Officer

Device: Windows 11 Laptop

Duration: ~8 minutes

Outcome: JumpCloud Agent installed and MDM enrollment verified

Notes: User questions recorded for Knowledge Base update