



New Laptop Setup

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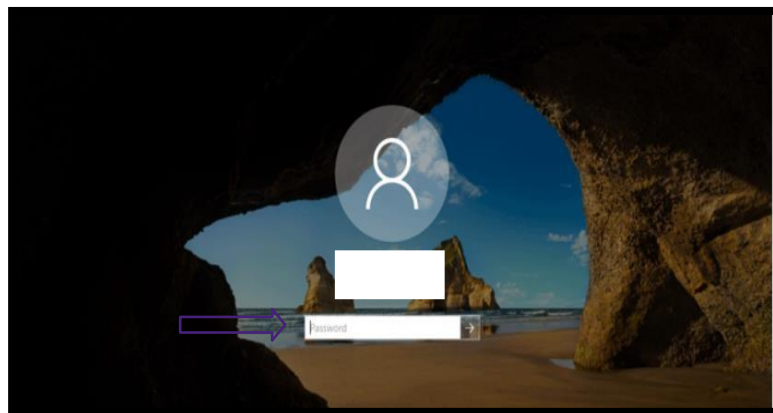
Purpose: This document will help you to configure your Icertis Laptop for the first-time use.

Your Icertis username/ email ID has been shared with you already on the welcome email which you would have received on your personal email ID. You will receive the password on your mobile as a text on your day of joining.

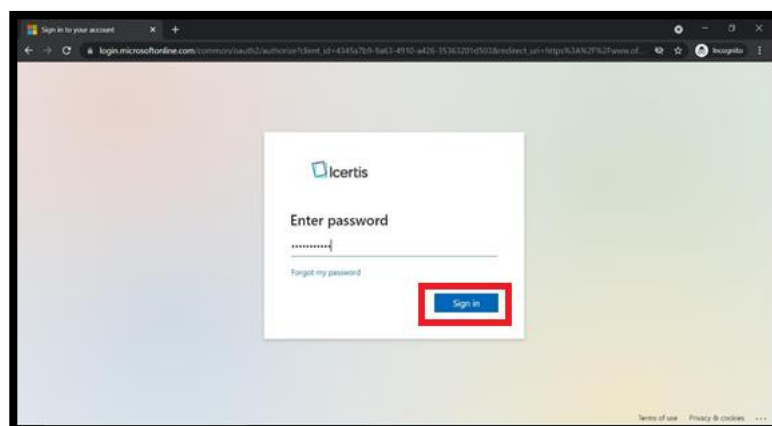
Kindly follow the below steps to configure your laptop for first-time use. Note that some of the steps may not be required if you have logged onto a Icertis provided virtual desktop already (in cases of delay in laptop delivery to remote locations)

First time login and setting up Multi Factor Authentication (MFA)

1. Switch on your laptop and enter the username and password shared with you.

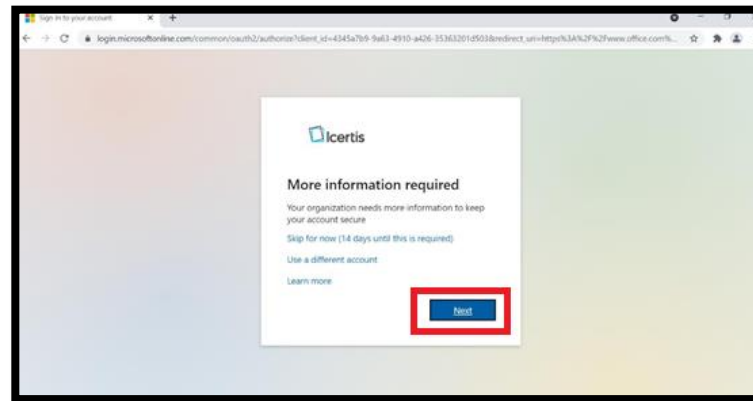


2. Connect the laptop to the Internet with a wired/Wi-Fi connection available at your home/office and make sure that the Internet is working on the laptop.
3. Open the URL <https://portal.office.com> and enter your credentials.

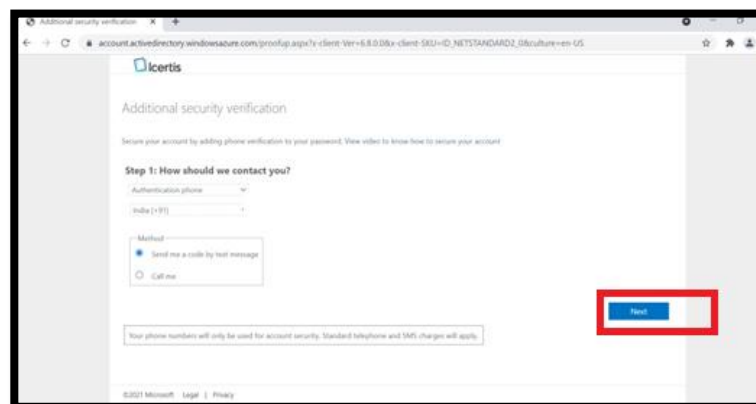


4. Click on the Next button to register your mobile number for MFA

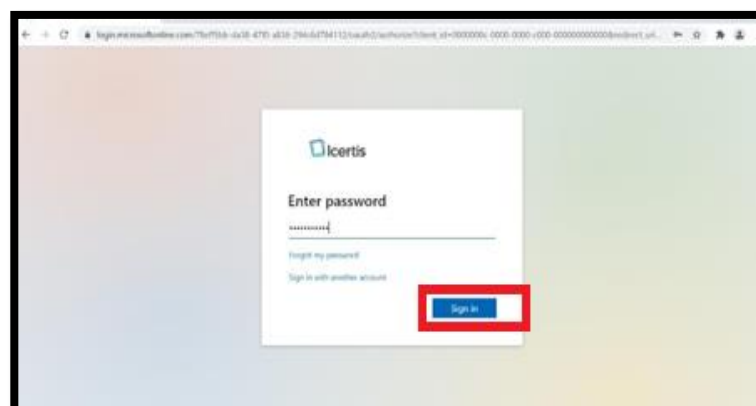
Note: Do not click on 'Skip for Now' as many of our applications are MFA enabled, and you won't be able to access them without MFA set up.



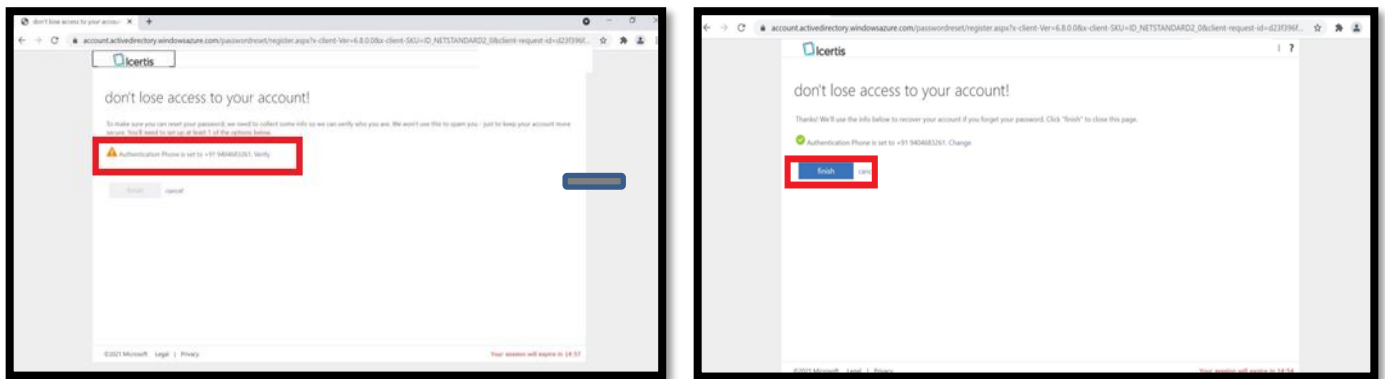
5. Select the country code and enter your mobile number. Choose the 'Method' for verification. Once the verification is complete, click on done.



6. Click on 'Next' button on the following page and re-enter your password.



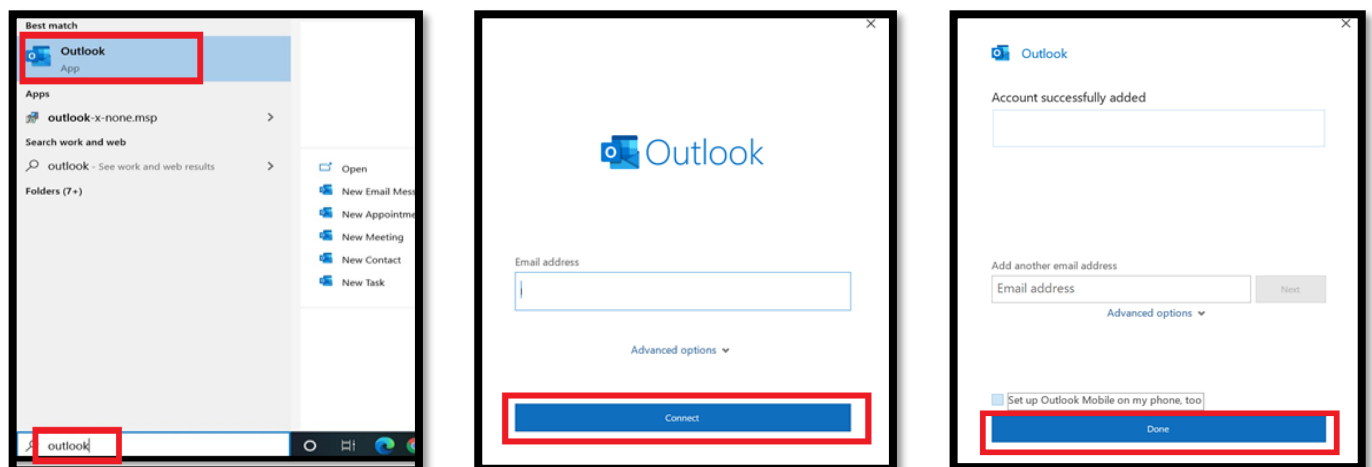
7. For verification, click on the highlighted option and choose either 'Text' or 'Call' and click on finish.



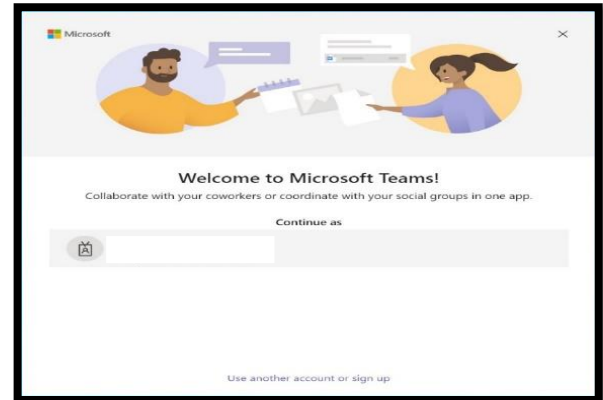
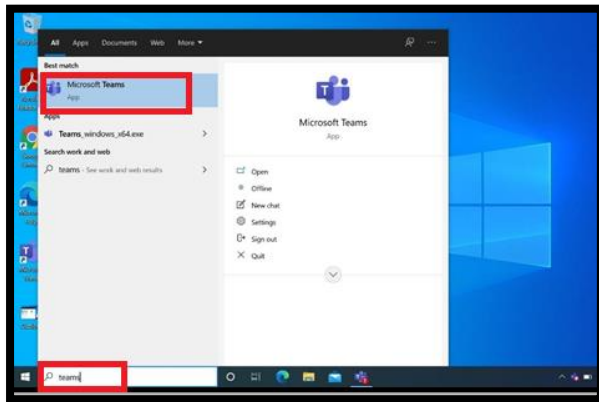
Congratulations! Your account is now configured fully with MFA.

How to Configure Outlook and Teams

1. Look for Outlook in the Search bar and open it.
2. Enter your Icertis email address, click on Connect and then click on Done.



Look for Microsoft Teams app in the Search bar and click on it. Enter your Icertis email ID and then click Continue.



Wonderful! Your setup is complete now. Thank you.

How to contact IT

In case of any problems during or after the setup, you can always reach Icertis IT using one of the following options:

- Raise a ticket at <https://itsupport.icertis.com> (preferred method)
- For urgent issues, you can also call us at (only during working hours)
 - India: +91 813 033 3733
 - US: +1 202 318 7124