



# Set up your Microsoft Managed Desktop device

## Welcome to your new device

Congratulations! Your organization has given you this new device managed by Microsoft Managed Desktop. The hardware has been carefully chosen and tested to provide the best experience available. It comes with the latest versions of Windows 10 and Office 365 ProPlus apps (and more besides)--and you'll never have to worry about keeping any of this software up to date because that happens automatically.

Even better: there's Microsoft Managed Desktop security and operations teams keeping an eye out for issues so you can stay secure and productive. To get started, follow the Setup steps in this guide. Typically, you should be able to get set up and on your way in minutes, not hours. If anything goes wrong while you're setting up, skip straight to the Help section of this guide for next steps.

## Setup

1. Power on the device.
2. Set your preferences for region and keyboard (you won't be able to use the GetHelp app for locales other than English).
3. Choose the preferred network name for your organization.

### Preferred network name

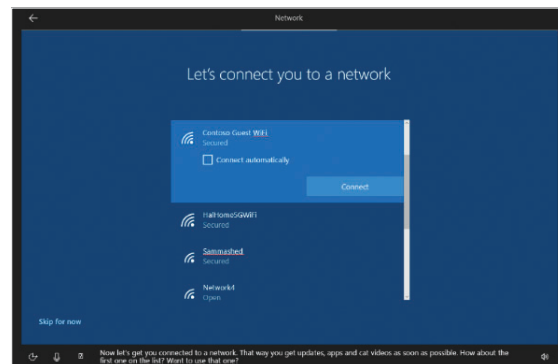
Select Connect automatically, then select "Connect".

4. Sign into the device using your work account.

### Work account name

Keep the device powered on and connected to the network while setup completes.

5. Your device will install updates, so stay nearby because it might ask you to restart it, possibly several times.

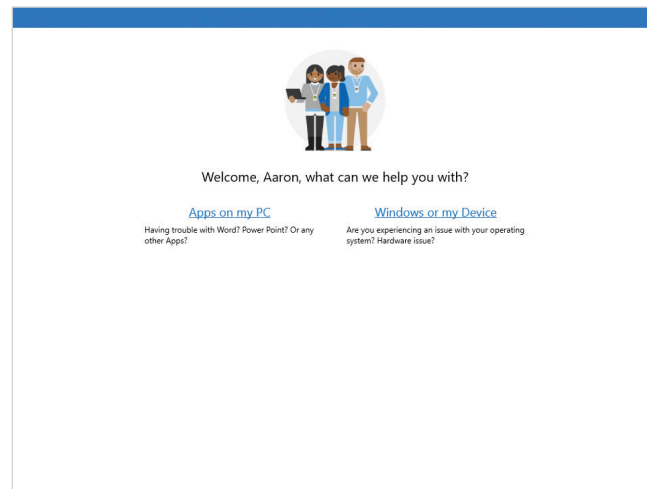
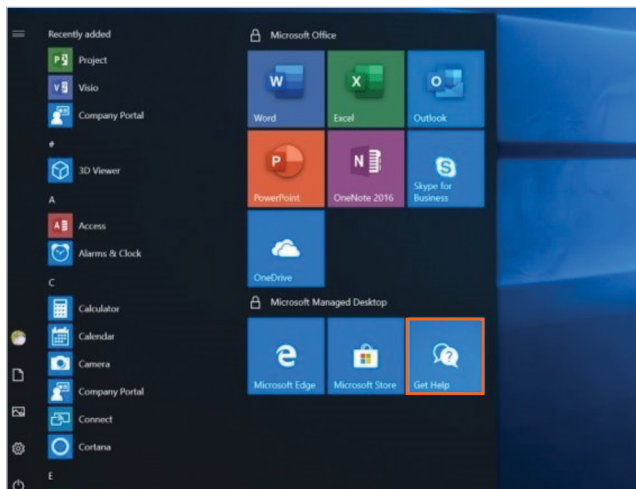


Save this guide for reference just in case you need help in the future and the Get Help app isn't accessible.

## Help

If something unexpected happens with the device hardware, Windows software, Office 365 ProPlus apps, or other apps, you can ask for help by using the Get Help app. If you're having trouble with peripherals or your wireless network, contact your local IT admin support staff.

### Your local IT contact information



1. You can always find the Get Help app by pressing the Start button and then typing "get help" in the search box. You can also find the GetHelp shortcut among the live tiles or pinned to the taskbar.
2. When the app opens, tell the app what kind of problem you're having.
3. The app will offer you some suggested remedies. Give those a try, and if you're still having trouble, you can talk with support staff over chat or by having them call you. Support staff might ask for remote access to your device. It's safe for you to give them permission to do this.

## What if I can't use the Get Help app?

If you're not able to access the Get Help app, you can still get help by calling the appropriate support number for your region:

- United States: +1 855 425 0216 • Canada (excluding Quebec): +1 855 425 0216 • United Kingdom: +44 800 026 0698
- Belgium: +32 800 58533 • Luxembourg: +352 800 40119 • Australia: +61 180 037 0619 • New Zealand: +64 988 44380

After your contact with support staff, you'll receive some surveys about your experience. The feedback you provide helps us improve your experiences with Microsoft Managed Desktop in the future.

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