

## Windows 10 Auto Pilot Enrollement Guide

1	WELCOME	3
1.1	New Laptop Checklist	3
2	GETTING READY	4
2.1	Switching on your laptop	4
2.2	Initial set-up and reboot	4
2.3	Setup Check	9
3	LOG ON TO YOUR LAPTOP	10
4	CHECK YOUR APPLICATIONS	16
4.1	MS Outlook	16
4.2	MS OneDrive	17
4.3	MS Teams	18
5	SUPPORT	19

## 1 WELCOME

Welcome to the **Tesco Self-Serve Laptop Guide**. This guide will walk you through how to set up your new Tesco laptop for the very first time.

This process should take about **an hour** to complete, but don't worry, it's mostly automated. Please follow the steps **in order**.

If you are **new to Tesco**, sign-on needs to be confirmed by multi-factor authentication via your mobile phone. You will have to register to [OneLogin](#) - if need any clarification on the process please call either your Line Manager or the IT Service Desk.

If you have an issue at any point in the guide, contact the **IT Service Desk**.

**Call:** 08066588300

**Visit:** If you're in the office, go to the 'My Tech' centre located in Stargate Near Library.

**Chat:** <https://help.ourtesco.com/hc/en-us>

**Raise a Ticket:** <https://help.ourtesco.com/hc/en-us>

### 1.1 New Laptop Checklist

You'll need the following to get started:

- The new Tesco laptop.
- A mobile phone for multi-Factor authentication (MFA).
- The WIFI password to your home Broadband network if enrolling from home only for Office We can use Guest Wi-Fi.
- A nearby power socket.
- Your Tesco email address and Password.

**Note:** You should perform your enrolment in a suitable location where you would normally have a decent Wi-Fi connection, preferably near to your Wi-Fi router if at home.

## 2 GETTING READY

### 2.1 Switching on your laptop

To begin, unbox your laptop and plug it into a power source.

Switch on your laptop. The power button is located on the upper right-hand side of the keyboard.

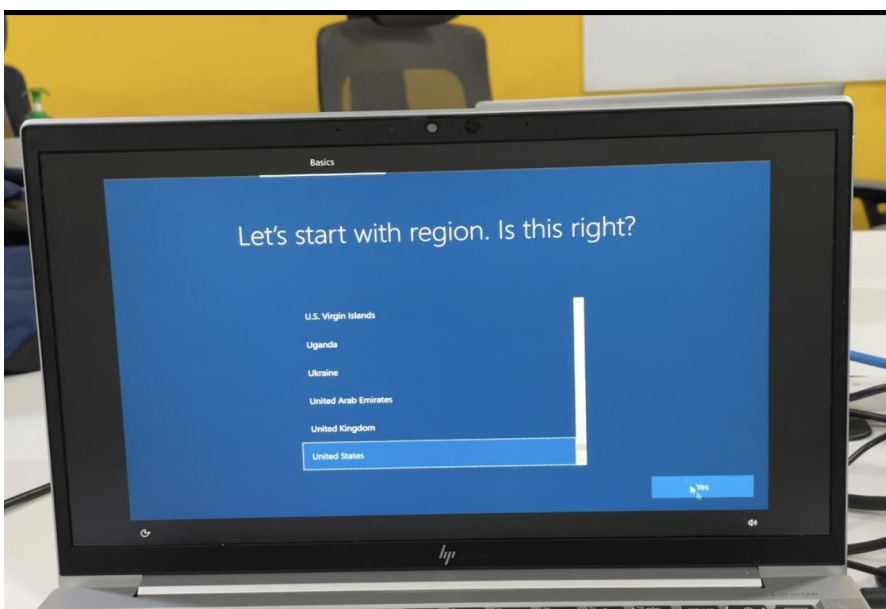
You can shut down or restart the laptop by holding this button down until the light goes out.



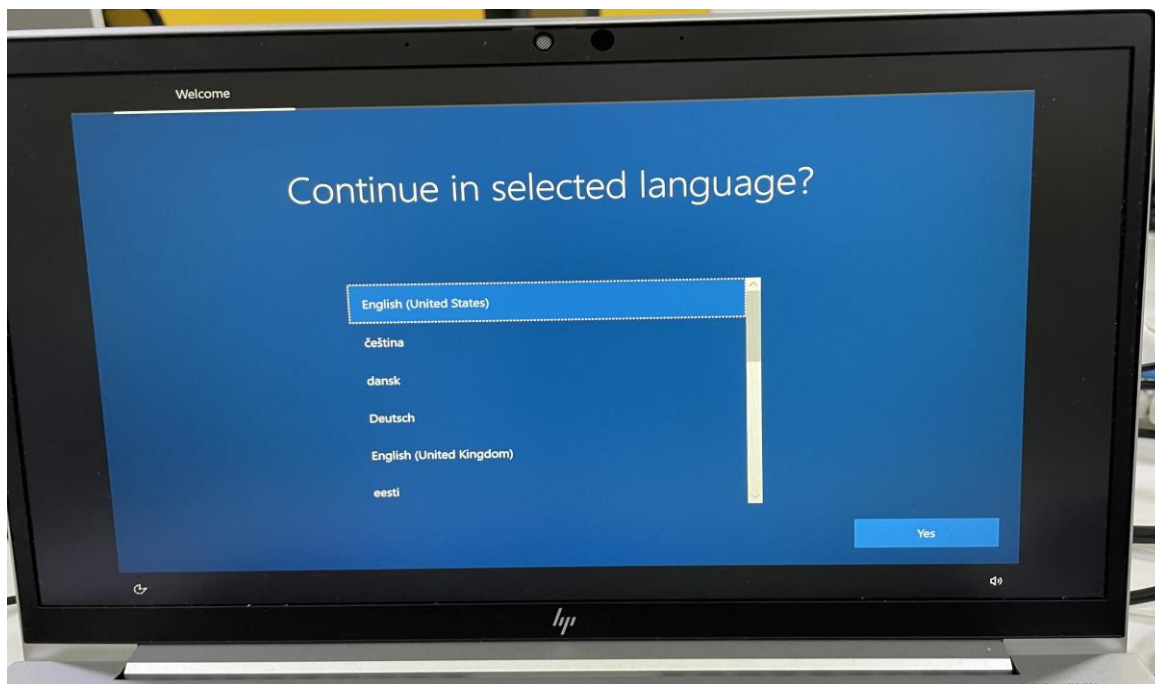
### 2.2 Initial set-up and reboot

When the laptop powers up, you should see the following screen.

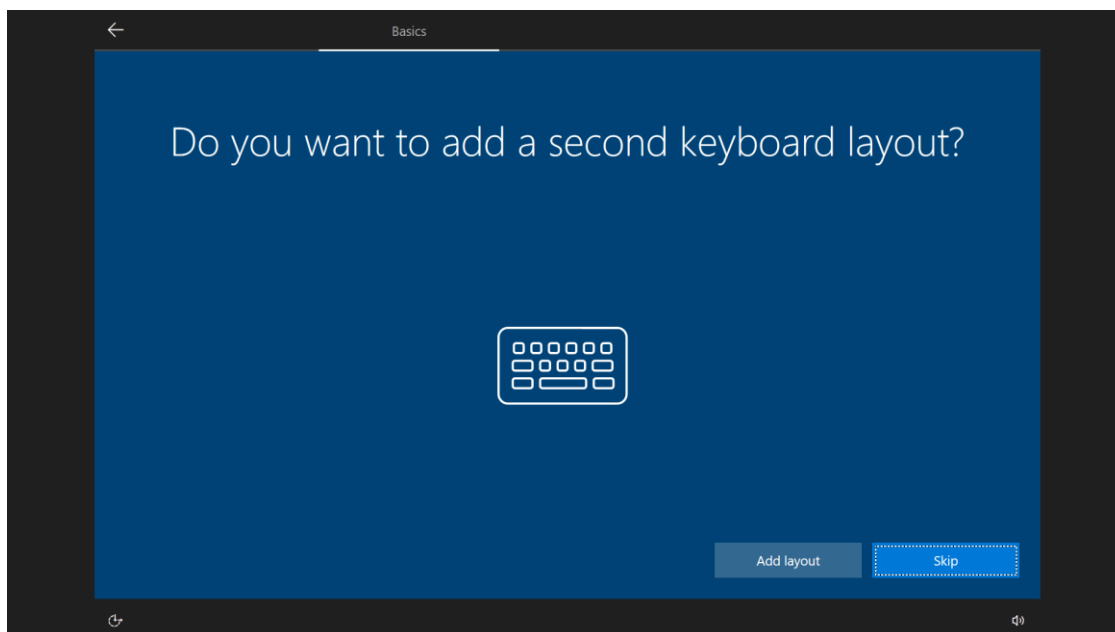
Select the region as United States. Click **YES**



Select the Selected language as United State or India. Click **YES**

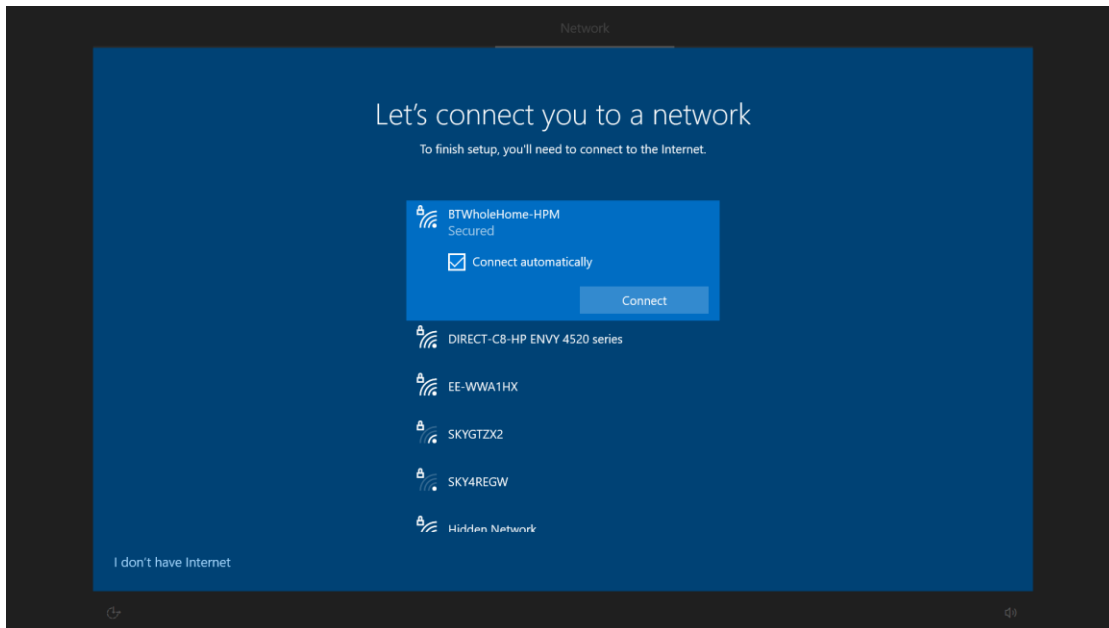


When prompted for a second keyboard layout, click **SKIP**



A list of available WIFI networks will show.

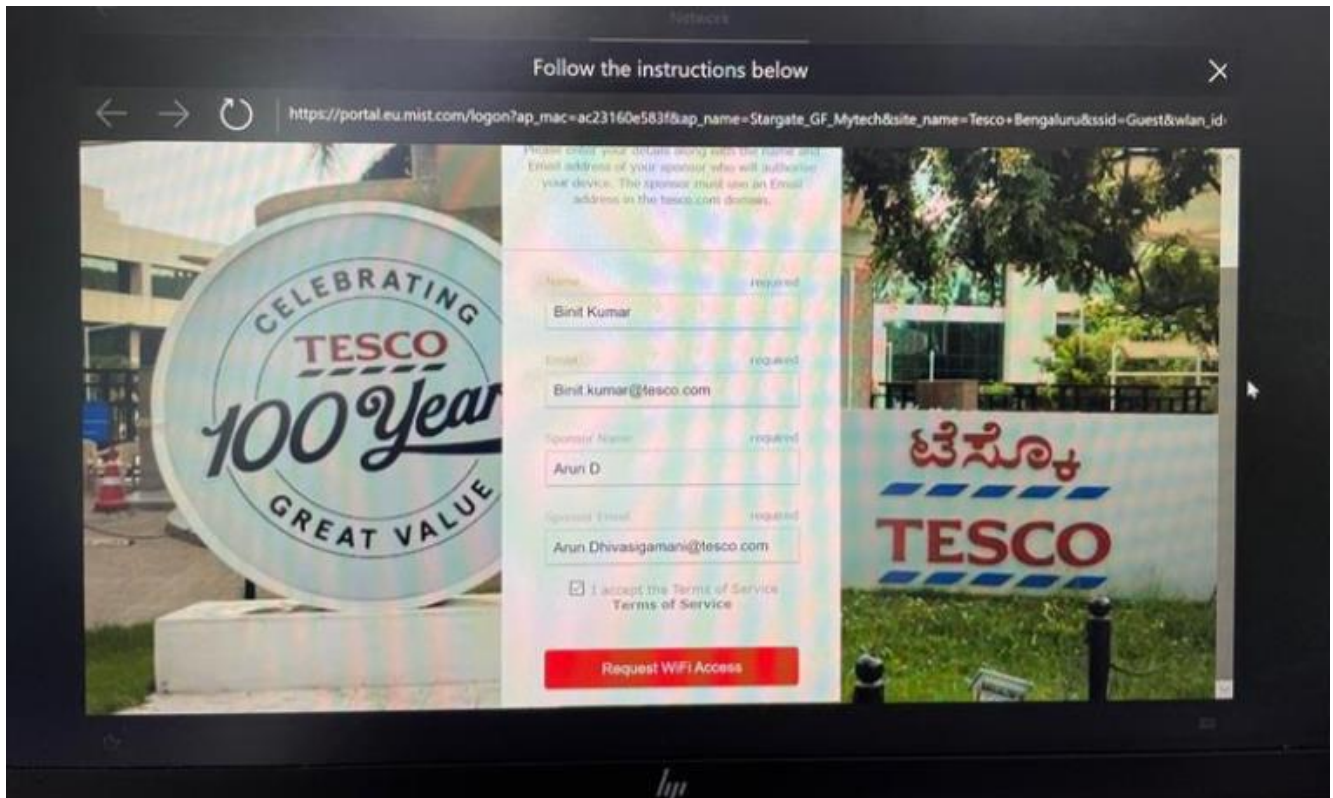
If you are enrolling from home, you need to select your Home Broadband. Click **CONNECT**. Enter the password for your home broadband connection and click **NEXT**.



If you are enrolling from the office you need to select option for **Guest**, but **do not** select 'Connect automatically'.

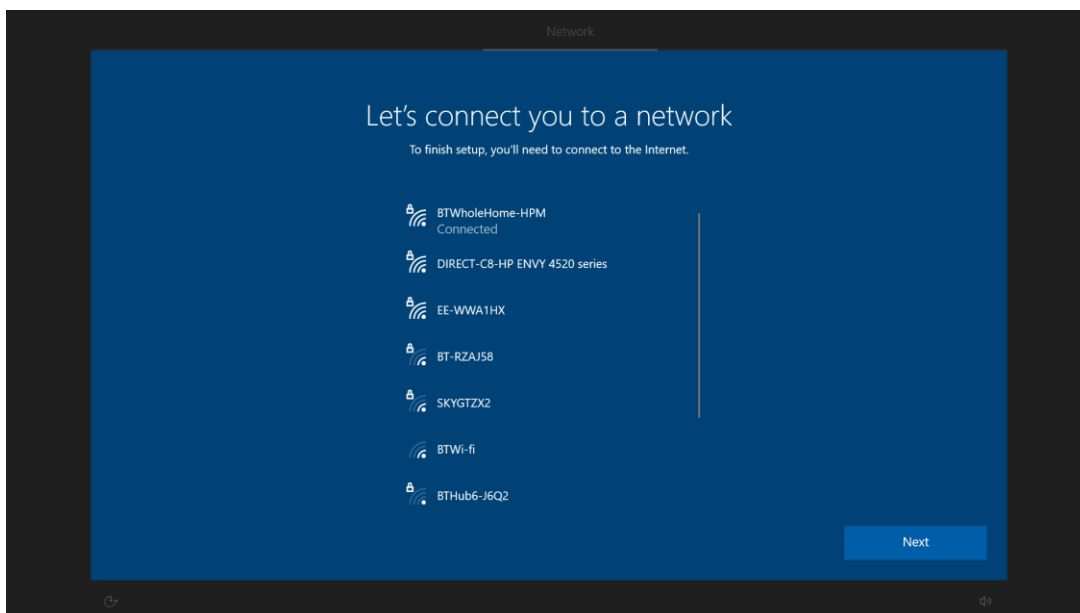
A browser window will appear, and you need to tick the option to accept WIFI terms and conditions to connect to **Guest**.





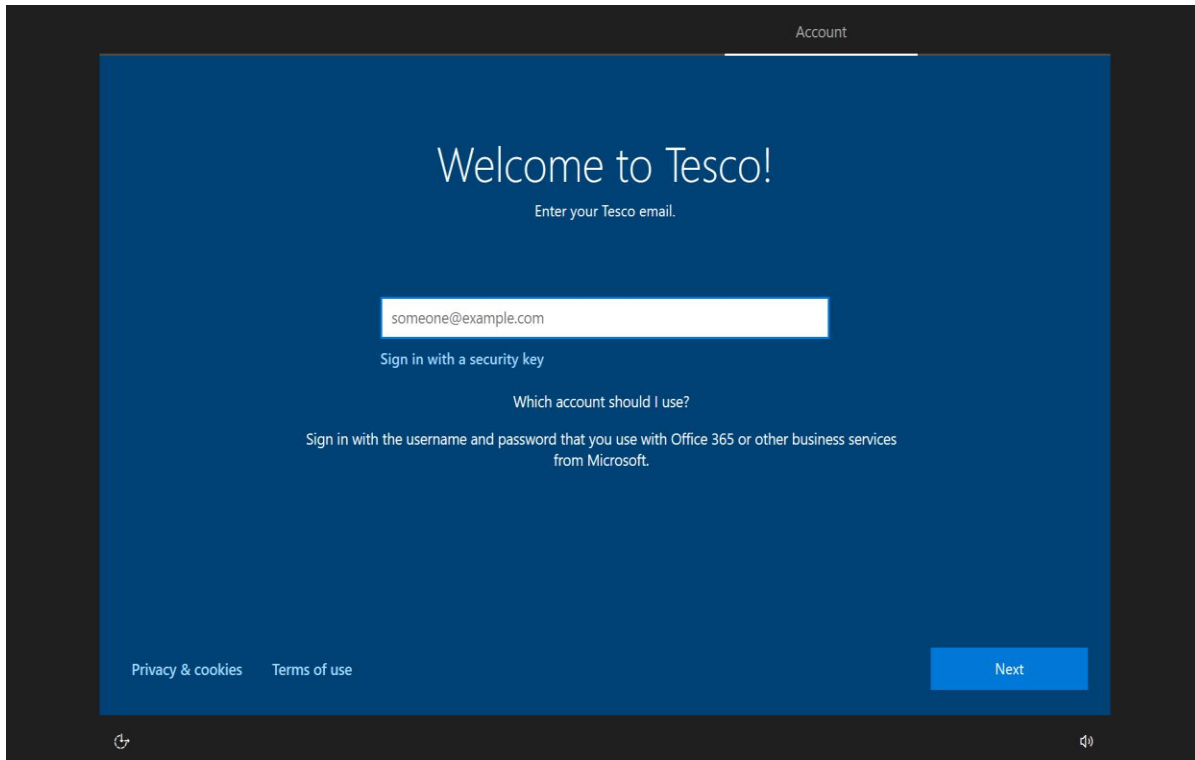
When your WIFI shows as 'Connected', Click **NEXT**.

If you get any errors or are unable to connect, ensure the password you have is correct and that you are within range of your Wi-Fi router.



At this stage the laptop may show a message saying, '**Getting things ready for you**'. It may then **automatically reboot** itself (turn off and on again).

After the reboot (or if the laptop does not reboot), you will see the message '**Welcome to Tesco**'. If so, you can move on to section 2.3 – Setup Check.



**Note:-** If you do not see the Welcome to Tesco screen at this stage, please stop the enrolment and report your issue to the IT Service Desk as this can result in a failed enrolment.



## 2.3 Setup Check

At this stage you should see the **Welcome to Tesco** screen (shown on the left below). If you see image 1 - Welcome to Tesco, skip to **Section 3 – Log on to your laptop**.

**If you see image 2** – How would you like to set up, or any other screen, try restarting the laptop by holding down the power button for 10 seconds to turn the laptop off, and then pressing the power button to start the laptop again.

If you still do not see the Welcome to Tesco screen, then stop the enrolment and report the issue to the **IT Service Desk**.

Image 1

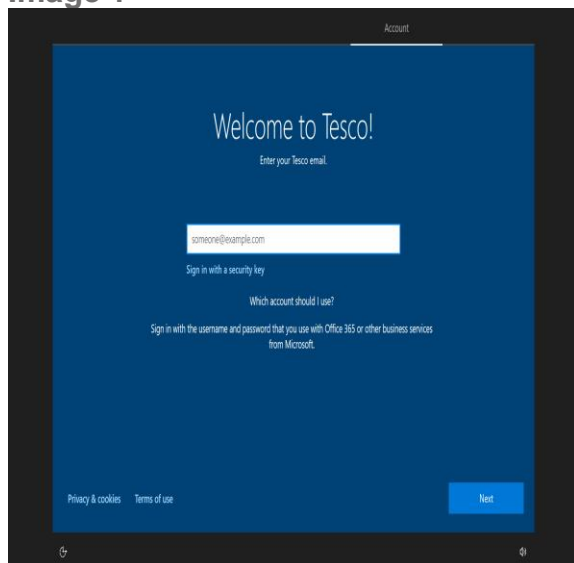
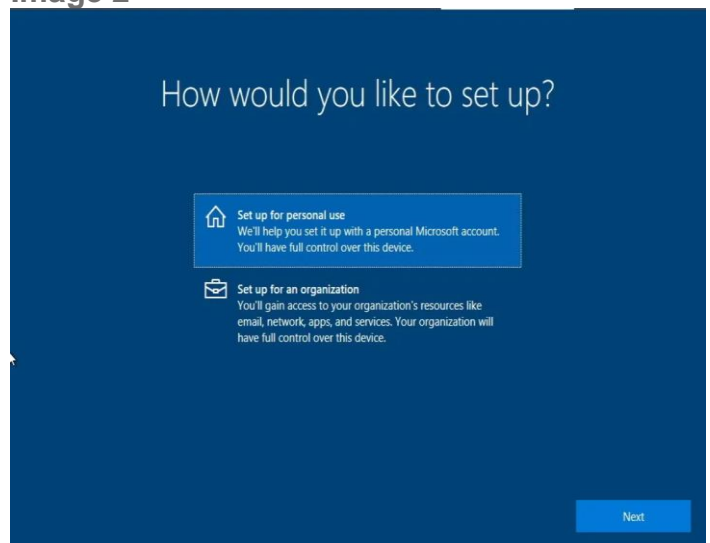


Image 2



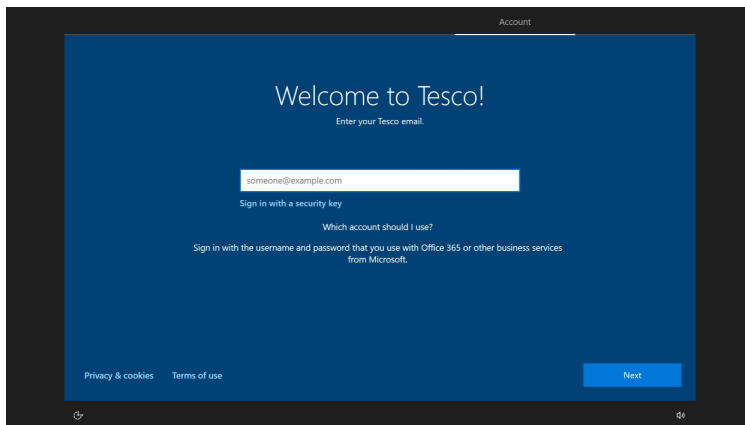


### 3 LOG ON TO YOUR LAPTOP

This section describes how to log on to your laptop for the first time and what to expect from the automated process.

#### Steps

#### Additional Information

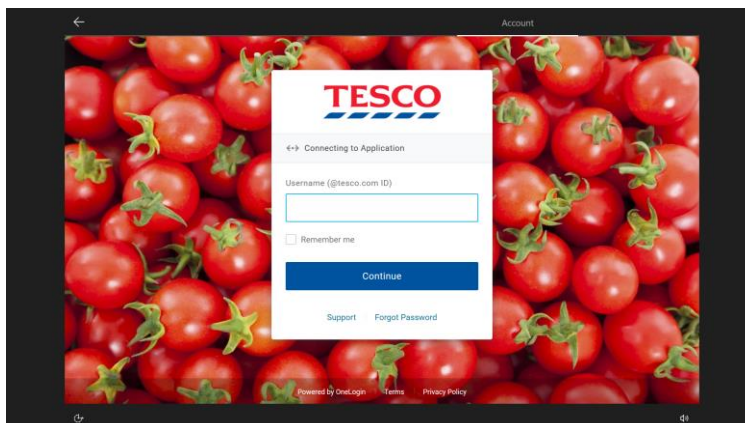


**Enter your email address**  
(aka Username)

**Click NEXT**

The format is:

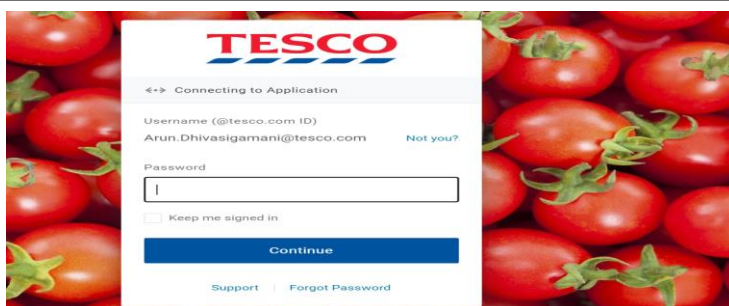
[FirstName.Lastname@Tesco.com](#)



The OneLogin Page will appear.

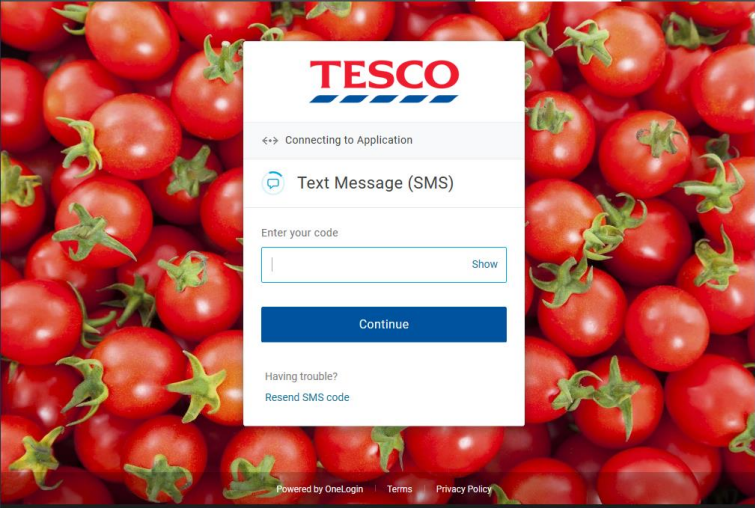
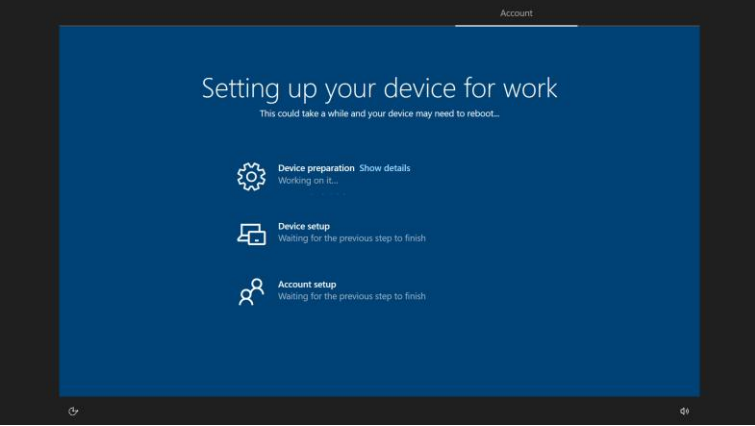
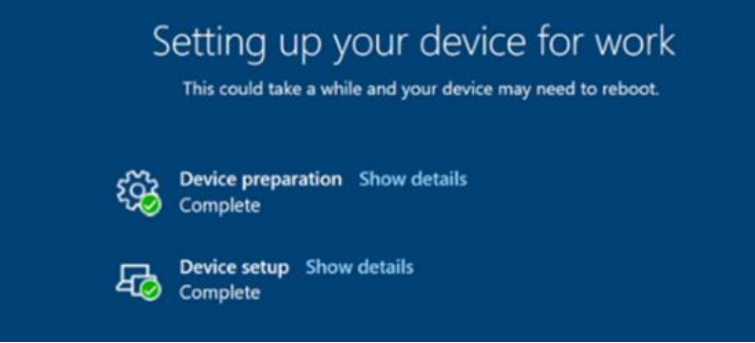
**Re-enter your email address.**

**Click Continue**



**Enter your password.**

**Click Continue.**

	<p>If you have already set up Mobile Authentication for OneLogin you'll be prompted to <b>enter the code</b> from that device.</p> <p>If not, follow the on-screen steps to enable <a href="#">Mobile Authentication</a> via OneLogin Protect app or text message (SMS).</p> <p>If still not getting Code or Push notification report the issue to the IT Service Desk.</p>
	<p>Once log-in is successful, you'll be able to <b>Set up your device for work</b>.</p> <p>This is an automated process which can take up to an hour.</p> <p><b>NOTE: The device may shut down and restart during this time – don't worry, this is expected.</b></p>
	<p>As each section completes a <b>green tick</b> ✓ will appear next to the icon.</p> <p>If the Device setup stage does not complete you should receive a message '<b>Device Setup Failed</b>'.</p> <p>Please report to the IT Service Desk, who will perform a 'Fresh Start' on your device.</p>

	<p>When ‘<b>Device Preparation</b>’ and ‘<b>Device Set up</b>’ are complete with green ticks, the laptop will restart, and you will see the Tesco start-up screen.</p> <p><b>Press Ctrl-Alt-Del</b></p> <p>Click <b>OK</b> to accept the Legal Notice.</p>
	<p>Enter your Tesco <b>email address and password</b> again.</p>

This might take several minutes

Don't turn off your PC

Wait a few minutes whilst your laptop updates more settings.

## Setting up your device for work

This could take a while and your device may need to reboot...



**Device preparation** Show details  
Complete



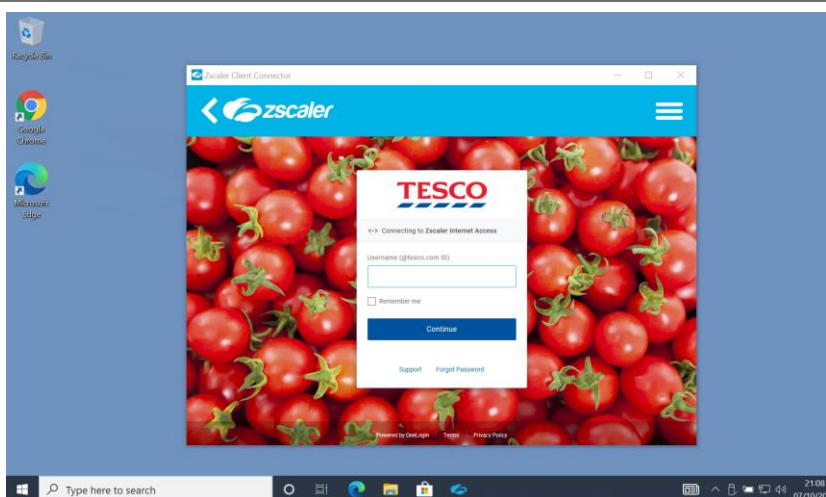
**Device setup** Show details  
Complete



**Account setup** Show details  
Working on it...

'**Account setup**' is the final setting to **green tick** ✓

After which, your desktop will appear.

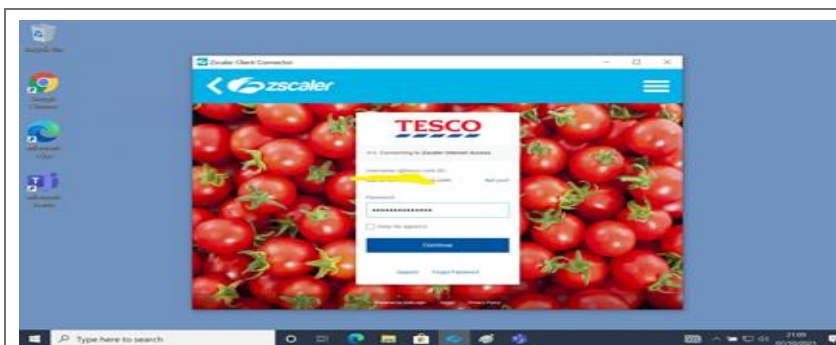


Your desktop will now appear.

You'll see the 'Zscaler Login Portal' aka 'the tomato page'. This should appear within 40 minutes and is dependent on your network speed and/or laptop model. For most new starters it should be a matter of 1-2 minutes.

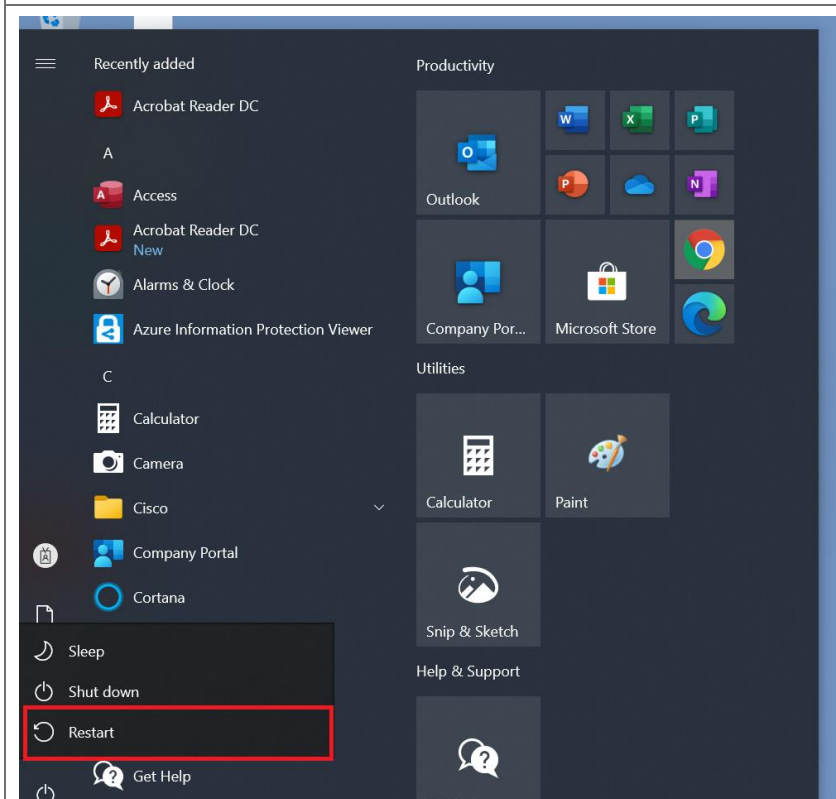
Please do not use Chrome or Microsoft Edge until after Zscaler logon is complete.

Enter your Tesco Username  
[firstname.lastname@tesco.com](mailto:firstname.lastname@tesco.com)  
Click continue.



Enter your Password  
Click continue.

If successful, the tomato page will disappear.



### IMPORTANT:

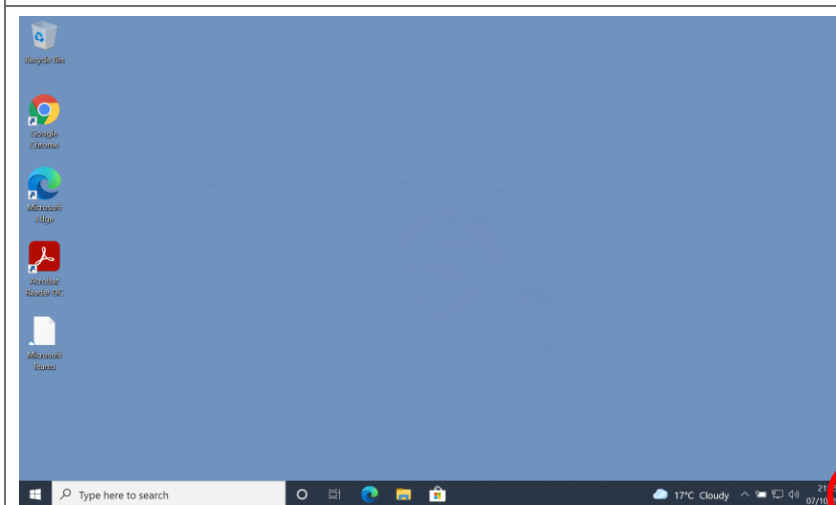
Wait for 30 minutes and then restart the laptop by clicking Start and Restart.

This will turn the laptop off and on again.





Logon using your Tesco Username and Password, as before.



Some applications will continue to install automatically. You can check on progress in the Notification Centre, highlighted in red.

**It is recommended to leave the laptop logged in and unused while this occurs.**

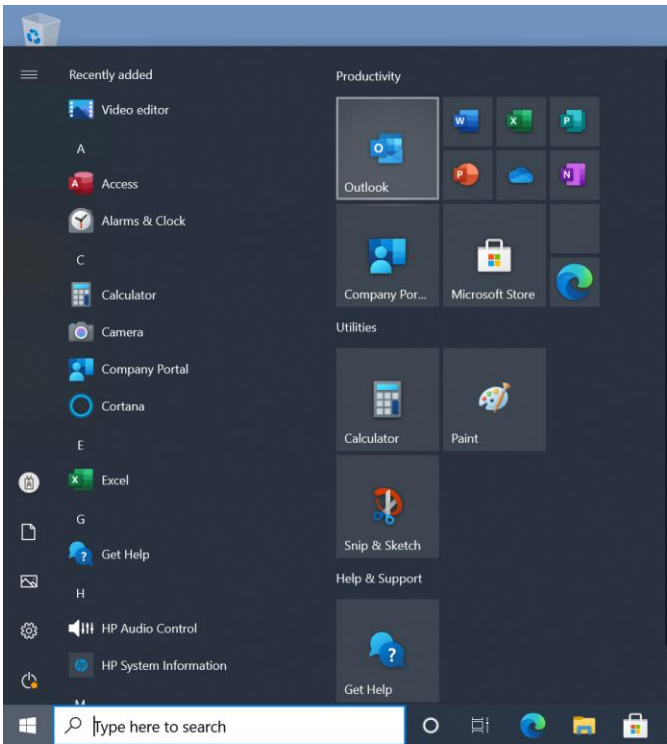

The desktop may look different to the one shown depending on the assigned applications for you.

At this point your laptop is ready to use and you can proceed to **Check Your Applications.**

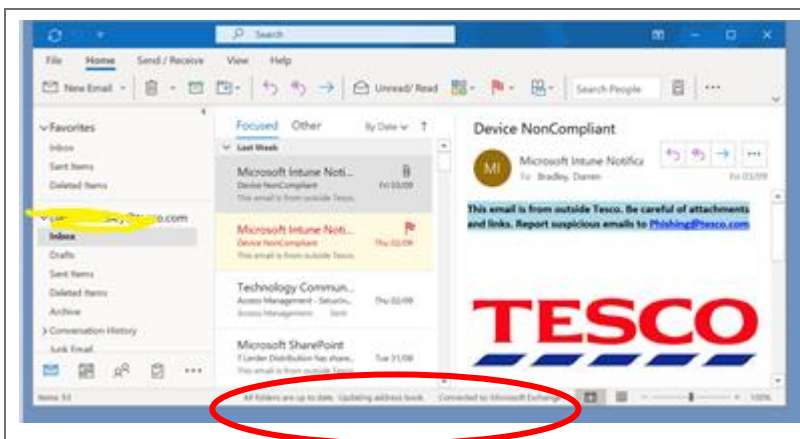
## 4 CHECK YOUR APPLICATIONS

These steps will ensure your applications, such as Outlook/Teams, are set up correctly.

### 4.1 MS Outlook

Steps	Additional Information
	<p>The Outlook application will already be installed.</p> <p>To setup your personal account <b>Click the start button</b> <input type="checkbox"/> <b>Select Outlook</b></p>
	<p>Outlook will automatically load and connect to your Office 365 Mailbox.</p> <p>This is based on your email address and password already entered during Log on.</p> <p>If not, You can login to your Email ID and Passowrd to setup the outlook.</p>





Your Outlook mailbox will open with any emails you've already received.

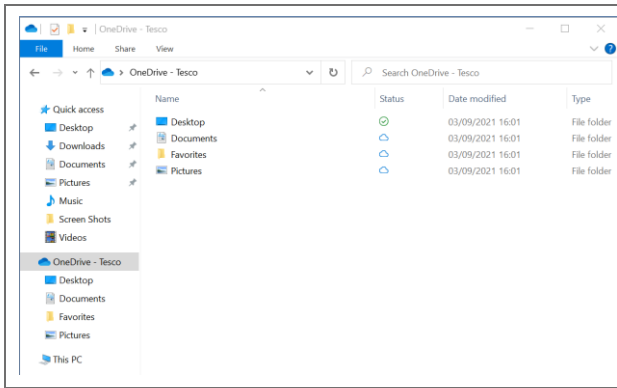
Check that '**Connected to Microsoft Exchange**' is shown at the bottom of the screen.

**Please Note:** All your emails may not be present straight away and depending on the size of your mailbox, this may take some time to Sync them to your desktop.

Progress is shown at the bottom of the screen. When complete, it will say '**All folders are up to date**'.

## 4.2 MS OneDrive

Steps	Additional Information
<p>The screenshot shows the Windows taskbar at the bottom of the screen. A red arrow points to the OneDrive cloud icon in the system tray. Below the taskbar, a OneDrive notification window is open, stating: 'You are now syncing "OneDrive - Tesco". You can edit files in "OneDrive - Tesco". Click here to view your files.' The notification window has a close button (X) in the top right corner. The taskbar also shows the time as 11:29 and the date as 06/09/2021.</p>	<p>OneDrive will automatically load and connect. This is indicated by the <b>blue cloud</b> ☁ in the bottom right of the screen.</p> <p>Folders such as My Documents are stored in the OneDrive location.</p> <p>The Notification Center will confirm once this Sync process is complete.</p>



Open **File Explorer** to see all the OneDrive-Tesco locations.

### 4.3 MS Teams

Steps	Additional Information
	<p><b>Microsoft Teams</b> will start automatically when you log on to your laptop.</p> <p>The Teams icon will show in the bottom of the screen alongside Outlook and File Explorer.</p>
	<p>Teams can also be accessed via the start menu and typing Teams.</p>

For any new software requests ,Raise a ticket on below Link :- <https://www.ourtesco.com/help/software-catalogue>

For Tesco Windows laptop there will no separate VPN to work from HOME, You can see the Zscaler which has been pre-installed in the systems, Where it will connect automatically when you connect to an external network (Please refer below image) ,If any of the applications not working with external network please refresh the zscaler by opening from applications or restart the system.

  
VPN Access

  
Network Security

  
Notifications

  
Statistics

Connectivity	
Username	[redacted]@tesco.com
Service Status	ON    TURN OFF
Network Type	Off-Trusted Network
Authentication Status	Authenticated
Broker	165.225.126.195
Client	192.168.68.106
Time Connected	Thu, Jun 16 2022 09:42:54 AM
Protocol	TLS

Well, Done! You’ve successfully set up your new laptop and core applications.

4.7 Support

If you have an issue at any point in the guide, please contact the IT Service Desk.

- Call: 08066588300
- Visit: If you’re in the office, go to the ‘My Tech Centre’ located in Stargate near Library.
- Chat: <https://help.ourtesco.com/hc/en-us>
- Raise a Ticket: <https://help.ourtesco.com/hc/en-us>

