**IT Process**

1. **Brand New Device**
   1. Assign any new device an ITRE number ID and add it to the excel spreadsheet
   2. Create and print ID Tags for the device and folder
      1. Place all related documents in this folder
2. **Upgrade to Windows 10**
   1. Desktop
      1. Turn on PC and remember to use external keyboard with no splitter to start
      2. Boot from CD
      3. Choose “Custom Install”
      4. Delete all partitions
      5. Personalize – Set “Name” then “Express”
   2. Surface Tablet
      1. Make sure the tablet is off and the USB with windows 10 is plugged in
      2. Hold down the volume down button and click power
      3. When the “Surface” logo appears, release the volume down button
      4. Select Enterprise 64 (or 32)
      5. Delete all drive partions
3. **Create Admin account**
   1. Username: itre2login
   2. Password: ITRE ID #, ITRE, and the new pass #
   3. Hint: new pass
4. **Add Device to the network**
   1. Click on Desktop and Attach to Network
   2. Click on folder
   3. Right click on the Open Network and Sharing Center (lower right on the taskbar)
   4. Go to Ethernet, then Properties, then TCP/IPv4
      1. Subnet mask: 255.255.255.0
      2. Gateway: 152.14.29.1
      3. DNS Servers: 152.1.14.14 and 152.1.14.46
5. **Attach Device to ITRE’s Domain**
   1. Open Folder
      1. Click “System” and change to domain itre.ad.ncsu.edu
      2. Computer Name/Domain changes
      3. User/Password entry
      4. Restart
   2. Activate Windows
      1. Run command prompt as administrator
      2. Enter script
   3. Remove user
      1. Set password to admin account password (see above)
      2. Set admin to admin account username (see above)
   4. Get the MAC address
      1. Windows Key + R + Enter
      2. Cmd
      3. Ipconfig/all
      4. Write MAC address on device foler. O always represents the number zero, never the letter O.
   5. Register device in Bluecat
      1. Only if the device is for a new user, If not, then change when ready to switch PS’s so the user remotes in with the same IP. If remote is not used just assign a new number.
6. **Install Software**
   1. Antivirus Protection
      1. Install System Center Endpoint Protection
      2. Install CC Cleaner
         1. Allow CC Cleaner to install Google Chrome
   2. Printers
      1. **Needs Additional Info**
   3. PC Programs
      1. Install VPN Cisco Connect
      2. Install Microsoft Office 2016
         1. Remove if present
            1. InfoPath
            2. Lync
            3. OneNote
            4. Sky Drive Pro
         2. Open Word
            1. If asked, select “Install Updates”
         3. Open a new file, then go to File, then Account
         4. Select New Product Key
            1. Enter **TBKM6H7NBTGVPD82HJT9Y7V7M**
            2. **User:** Staff
            3. Organization: ITRE
      3. Install Adobe Acrobat
         1. Use “Setup” to install
         2. Open the word file and copy the serial number
         3. Select “Complete” install
   4. Browsers (optional)
7. **Personalization Settings**
   1. Change browser homepage to the ITRE website itre.ncsu.edu
8. MISC. Notes from old guide
   1. Personalization Settings ————**EVERYTHING I NEED IS IN CONTROL PANEL**
      1. change power to never shutdown
      2. Change Desktop icon to user
      3. Default to ITRE WEBPAGE CHANGE HISTORY TO 0
      4. Content only address bar
      5. MENU BAR – SET
      6. MANAGE ADD-ONS - Google only and remove Bing
      7. Click prevent programs from changing
      8. REFERENCE ANNE’S THE QUICKLIST
      9. PROCESS VIEWER - IS A MUST HAVE ON ALL PC’S
   2. Microsoft Office
      1. Get S.N.: From Software Folder
      2. “IF DESKTOP ACTIVATE…IF LATOP USE LIENCE CODES: XNHG7-7HJTP-2KMPB-GKC8B-K7367”
      3. SET DEFAULTS IN IE