

AutoPilot Laptop Computer Deployment for New Employees, Temps and Contractors

Preparation (Summary)

1. **Important:** Before powering on the device, connect (hardwire) your computer to the Internet using a wired Ethernet cable to your internet router or WiFi router. Do not power on the computer until it is hardwired. An ethernet cable is included with your computer in items shipped to you. *NOTE: If your laptop does not have an ethernet port, it will use wi-fi and is unnecessary to use the ethernet cable. In this case, just set the cable aside.*



Fig. 1 Ethernet Cable
(color may differ from image)

2. Connect the power adapter to your device and plug into a working outlet. Please do not power off or unplug your device during the setup process.
3. The setup process will take 30 minutes to 2 hours, depending on your network connection. **Do not leave your computer** – You will be prompted to login up to three times during the first 10 minutes.
4. Once the Windows desktop comes up, **do not unplug the ethernet cable, if ethernet cable was used.**
5. Open the Company Portal app, select “Windows” and click OK. Windows will then begin downloading all standard applications. At this point, please allow an additional minimum of 30 minutes for all the applications to install.
6. Once all O365 applications have downloaded, you can disconnect from the Ethernet Cable, if used, and virtually connect to your WIFI.

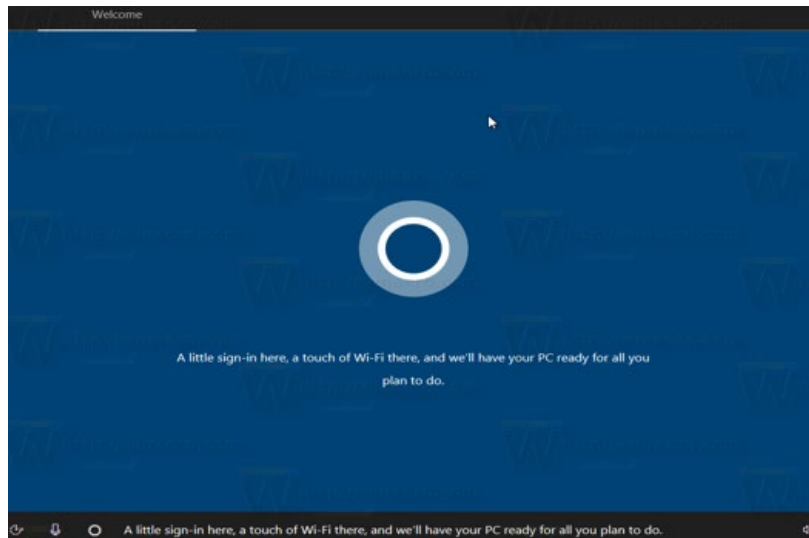
The deployment process seems to complete faster at home, rather than in a PCG office, provided the home internet connection is capable of high speeds (200Mbps-1000Mbps).

The computer will restart up to 6 times during the deployment process and you may need to login again each time, so keep an eye on it throughout the deployment.

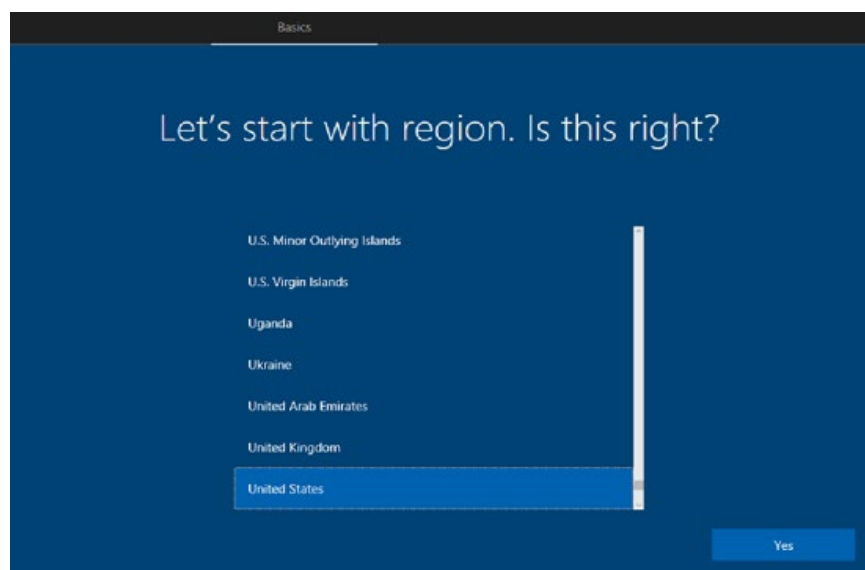
Having said that, we know you may be in an uncomfortable spot to be near your router, but once fully deployed, you can disconnect the hardwire, if used, and switch to WIFI.

Deploying your New Device (Detailed)

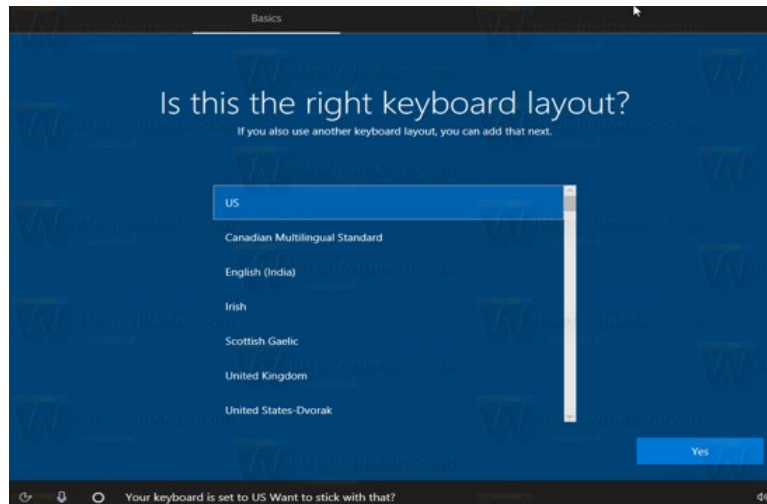
1. **Connect using either (hardwire) or wi-fi.**
2. Connect to power (after hardwiring to your wi-fi).
3. Power on your new device.
4. Cortana will welcome you.



5. **“Let’s start with region”**
 - a. Select your region and keyboard layout.

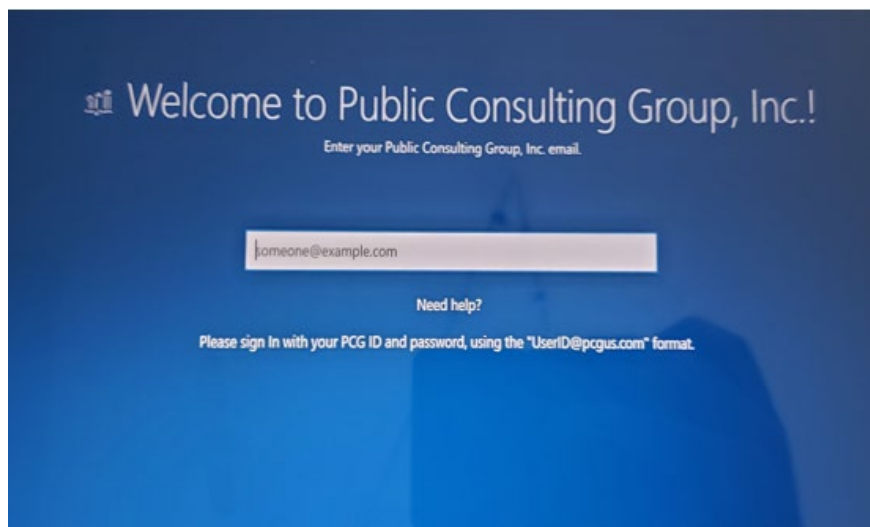


6. You can select additional keyboard layouts if desired

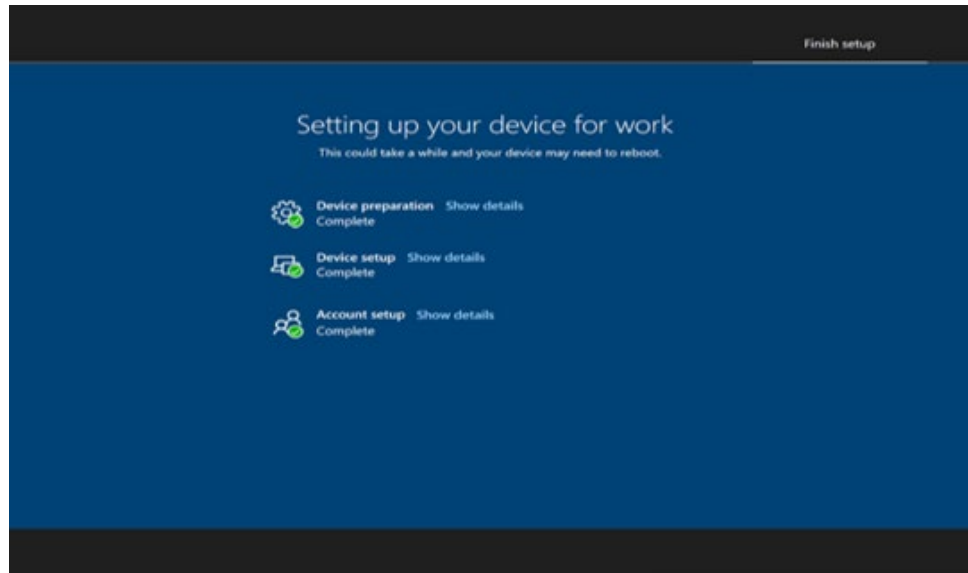


7. “Welcome to Public Consulting Group, Inc!”

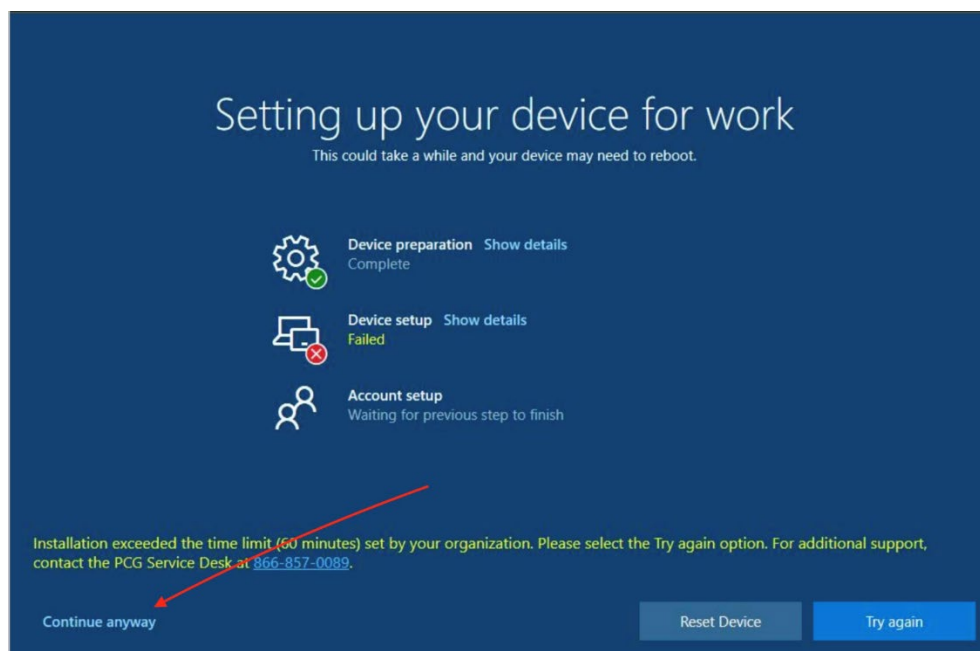
- a. **Sign** in with your PCG email address & temporary password.
- b. Example: [userid@pcgus.com](mailto:user123@pcgus.com)



8. Your device will now download and install all the necessary software to get you started. The process will take about 30 minutes to 2 hours.



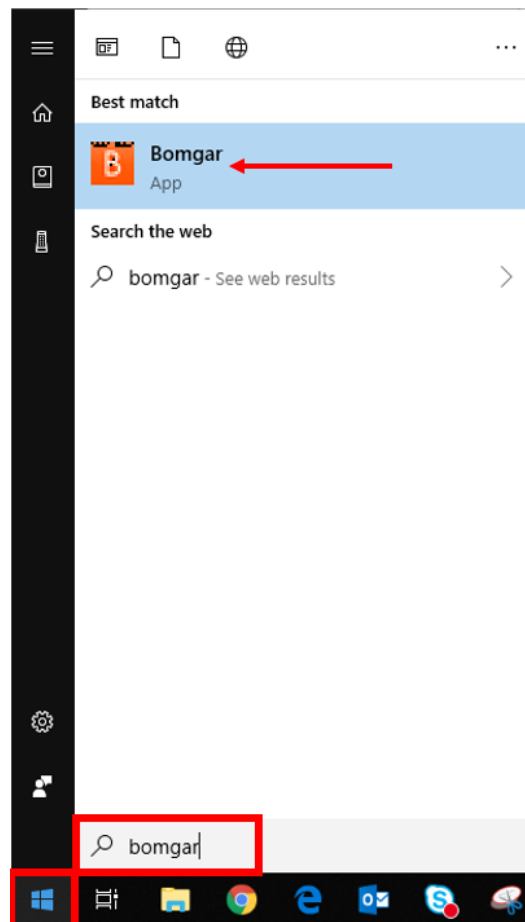
9. If the deployment takes longer than 60 minutes and tells you it has Failed, please click "Try again" at least once. If it times out again, select "Continue anyway."




To validate a successful deployment, follow these steps:

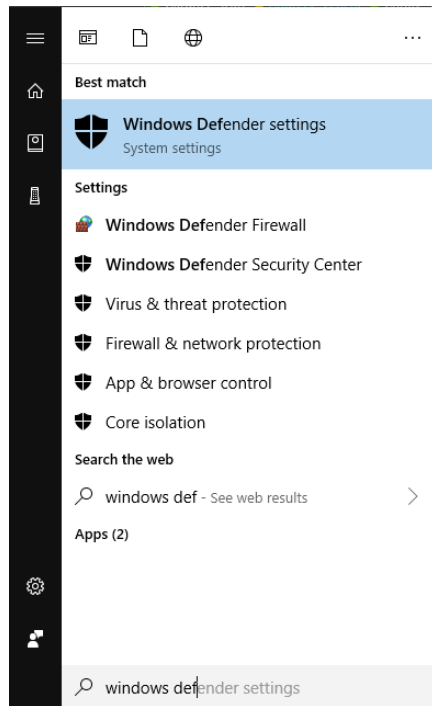
THIS FORM to provide feedback & validation. For your convenience, the bullets below are what you will need to validate and provide feedback on.

- ☐ You were able to sign into your device using your PCG credentials.
 - Ex. jsnow@pcgus.com (your full email address)
- ☐ What time did you power on the device?
- ☐ What time did the process complete?
- ☐ Validate the following applications are on your new device; *If you have difficulty finding any of these, simply type the app name into the "start window" in the BOTTOM LEFT corner of your screen.*

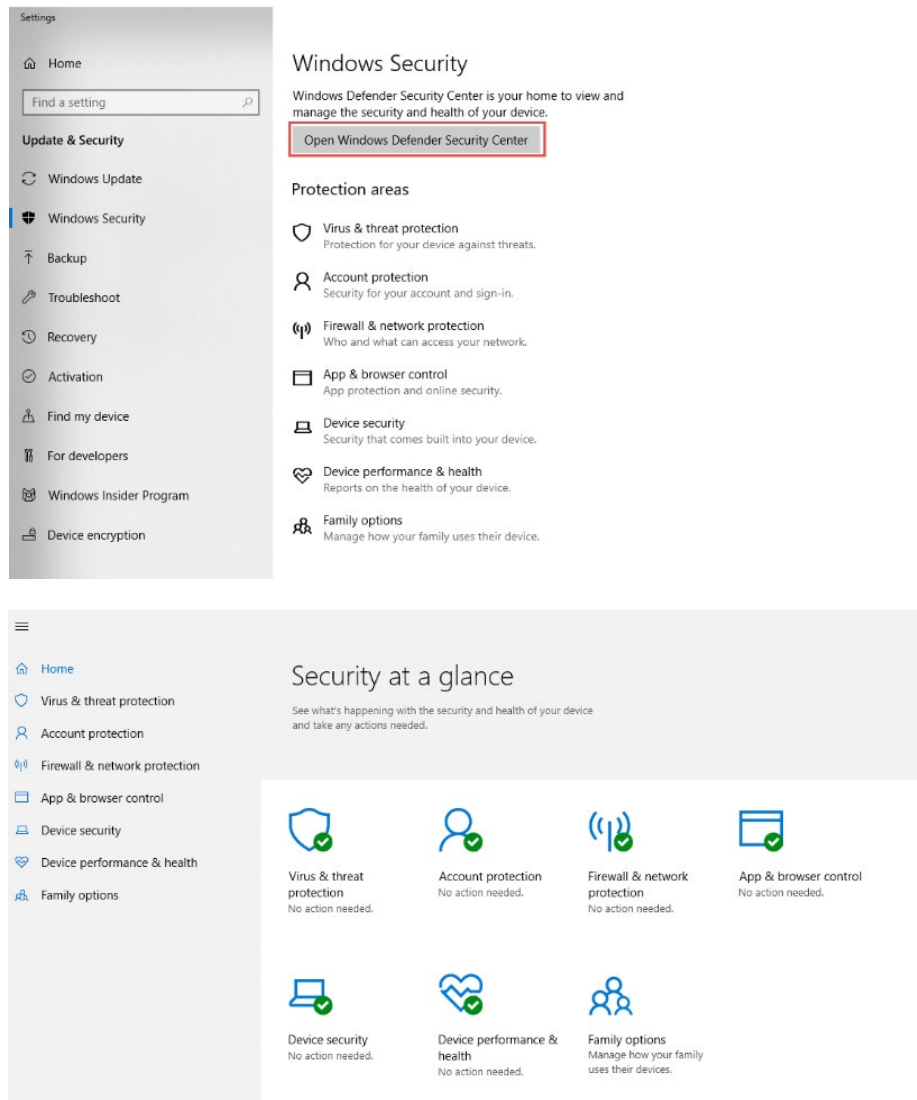


- Microsoft Office
- Big IP Edge Client (AKA F5/VPN)
- Chrome Browser
- Internet Explorer Browser
- Microsoft Edge Browser

- Bomgar
- Microsoft Teams
- ☐ Try a Teams call. Does audio and video work?
- ☐ Verify the date and time on your laptop is correct
- ☐ Are you able to connect to WIFI?
 - *At home and/or PCG Employees WIFI (if in a PCG office)*
- ☐ Are you able to connect to the PCG Intranet (see icon on computer desktop)?
- ☐ Are you able to connect to VPN?
 - Try accessing something you need to be on the network to access
 - Example: A shared network drive or SQL server instance
- ☐ Are there any Standard PCG applications or software missing?
 - *This does not include 3rd party applications or software*
 - If yes, let us know what is missing.
- ☒ Is Windows Defender turned on?
 -  *Type in the start window in lower left corner, "Windows Defender Security Center".*



- Select to “Open Windows Defender Security Center to validate it is turned on



If you hit any snags along the way contact:

- Newhire-support@pcgus.com
- 866-857-0089, leave a callback number if voicemail answers and the first available Support Desk Representative will return your call.

**CONGRATULATIONS and
WELCOME to PCGI**