**DTCC Laptop Loan Program Welcome Letter**

**Dear USER’s NAME:** Welcome to Delaware Technical Community College! This letter contains some helpful information pertaining to your laptop’s configuration of software and virtual support for assisting with technology issues.

**LAPTOP SETUP – once device is powered on:**

1. Set Region – *Eastern Time Zone*
2. Set Keyboard layout – **SKIP** additional layout
3. Connect to network – Wired/WIFI
   1. Please connect to DTCC users with your Delaware Tech account information when on campus.
4. Restart will occur after setup
5. Microsoft Prompt to sign in with Work or School
   1. ENTER DTCC EMAIL ADDRESS AND PASSWORD
   2. Login again to the DTCC single sign on page
6. Windows Hello (PIN Setup)
   1. This will prompt you to create a PIN to use the laptop, please review the PIN requirement in the same dialog box
      1. Minimum PIN length – 8 Characters
      2. Numbers, lowercase and uppercase letters required
      3. Password expiration – 180 days
      4. Once changed you cannot use your last 10 PINs
      5. Should the number of failed login attempts reach 12, the device will be wiped
   2. ***Note*** this requires a method of contacting you, it is currently recommended that you choose Authentication Phone and enter a valid cell or google voice number.
      1. This method will provide a choice for Microsoft to call to confirm your usage or to send a text message with a verification number

**Software Installed:**

* **Web Browsers:**

1. Microsoft Edge
2. Mozilla Firefox
3. Google Chrome

* **Anti-Virus**

1. Avast

* **Utilities:**

1. Office 365 (Sign in with your DTCC email account to activate)
2. Zoom
3. Adobe Reader
4. OneDrive (Cloud Storage)

**Technology Support and Cyber Security:**

For Live Support

* Navigate to**:** <http://go.dtcc.edu/virtualtechnicalsupportcenter>
* Alternately, contact us by phone:
  + 1-929-436-2866
  + Meeting ID: 893 361 716
* Or leave a message at 302-857-1700 and we will be in contact

IIT Support Page

* For FAQ’s, password reset and submitting support tickets visit our website at:
  + 1. <https://iit.dtcc.edu/>
* Cyber Security
  + It is recommended to abide by best security practices to protect your data and laptop. For cyber security tips visit our website at:
    1. <https://iit.dtcc.edu/cyber-security/>

**Keeping your laptop secure and up to date:**

* Installing Updates
  + Updates should be installed frequently to best protect your data and laptop from experiencing any malicious software
    1. Select the **Start**   button, and then go to **Settings** > **Update & Security**  > **Windows Update**.

**Microsoft Store**

* DTCC has applications available via Microsoft store for all students.
  + To access the store, Select the **Start**  button, and start type “**Microsoft Store”**, then hit the **Enter** Key.
  + Once the window opens, in the top right click the picture icon and select “**Add school or work account**” sign in with your DTCC account credentials.
  + \*\*\*\* Make sure to uncheck the box “Allow my organization to manage my device” before clicking next.
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**Using Wi-Fi on your laptop**

1. Select the **Network** icon on the taskbar. The icon that appears depends on your current connection state. If you don’t see one of the network icons (or a similar one) shown in the following image, select the **Up arrow** to see if it appears there.
   1. A screen shot of a computer

      Description automatically generated
2. Choose the Wi-Fi network you want, then select **Connect**.
3. Type the network password, and then select **Next**.
4. Choose **Yes** or **No**, depending on the type of network you are connecting to and if you want your PC to be discoverable by other PCs and devices on the network.

Our commitment to you is to support your technology needs throughout your academic endeavors at Delaware Technical Community College.

Kelly McVeigh - Vice President for Information and Instructional Technology Delaware Technical Community College