



# Windows 10 Modern Managed Device User Installation Guide



## What is it?

A Windows 10 Modern Managed Device is a Maersk Corporate issued Laptop or Mobile Phone that is not joined to the Maersk network. Applications, Configuration, Security Configuration, Patches and Updates are all managed over the internet to provide a secure device from which to access Maersk resources like Office 365.

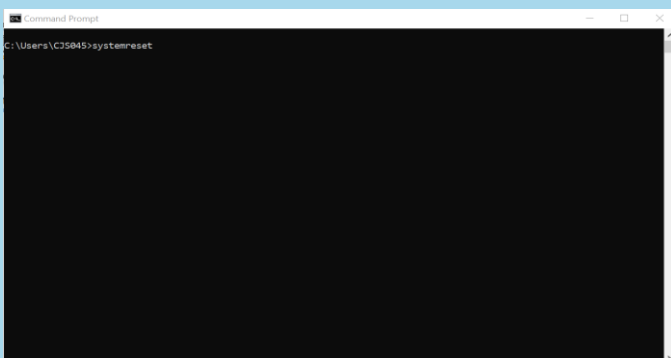
The purpose of this document is to provide users of existing and new devices, details on how to move over to Modern Management, after a **ServiceNow** request has been made. Completing this process will remove all data from the device and so you should ensure all data is contained within OneDrive which will be accessible after completion.

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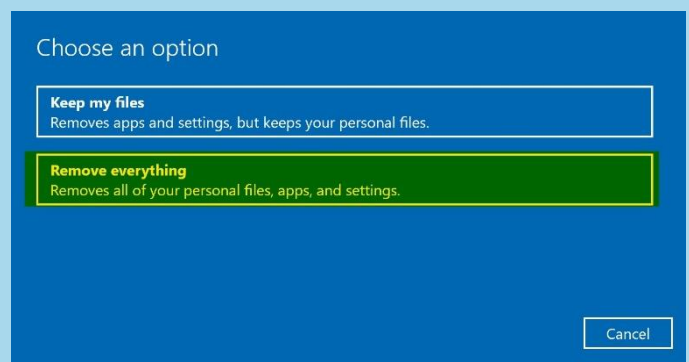
**\*Please note your device must be Windows 10 1809 Pro minimum before starting.**

If this is not a new device, it will need to be reset before starting. This step may need to be completed by Local IT if you do not have the correct permission or if the System Recovery option is not available on your device. **If you are not able complete this step for any reason please contact Local IT before moving to Step 1.**

From an Admin Command Prompt type  
**Systemreset**



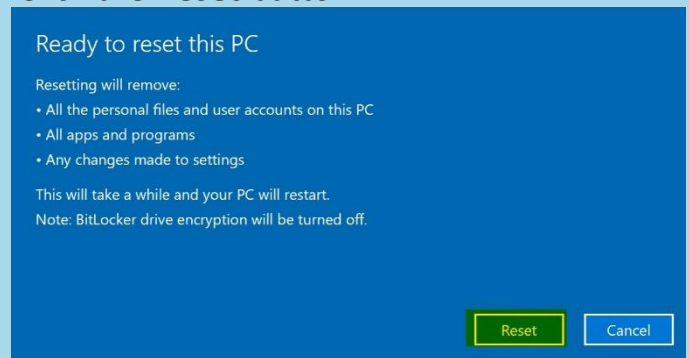
Select Remove Everything



Select the **Just remove my files** option



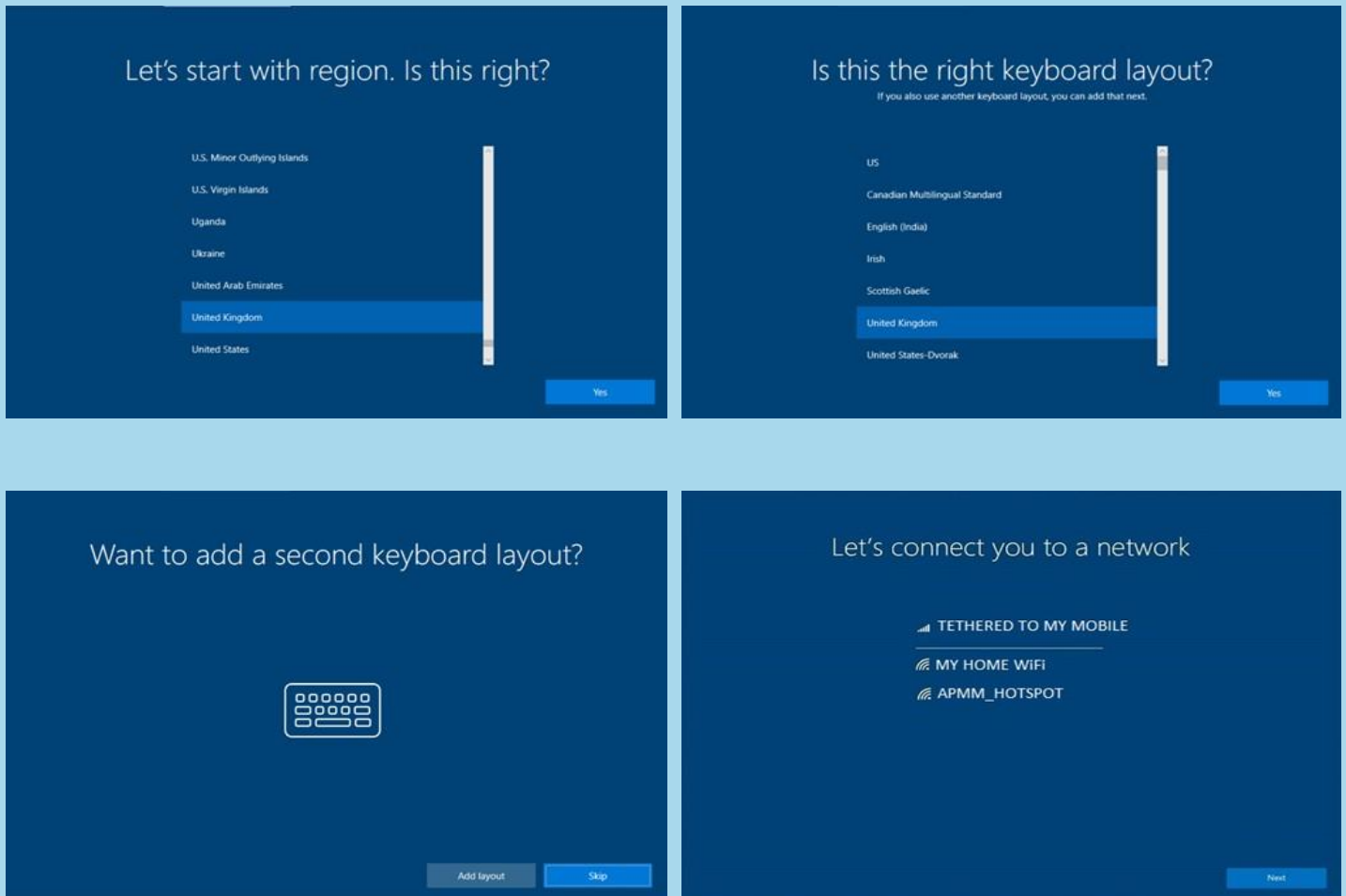
Click the **Reset** button



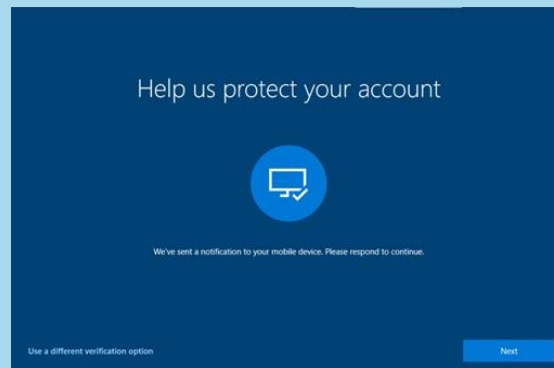
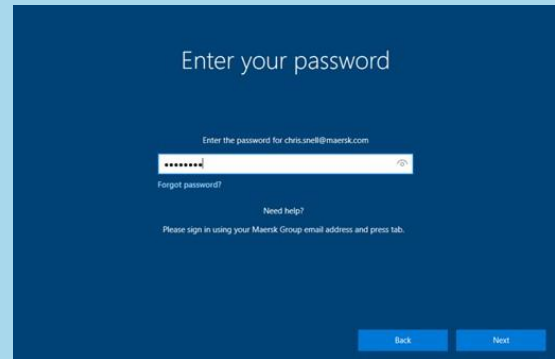
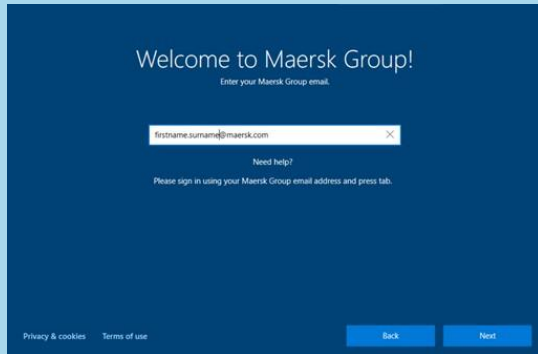
The Device will restart into the Microsoft OoBE (Out of Box Experience) which starts at Step 1 below.

- 1 When the device starts or restarts following a reset, it will enter the Microsoft OoBE (Out of Box Experience).

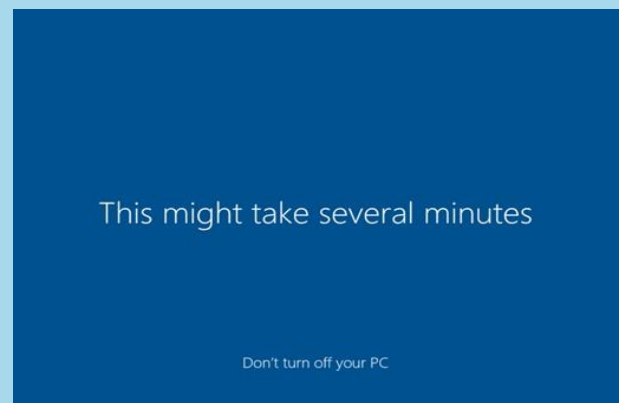
Select Country/Region, Keyboard and Wifi Network



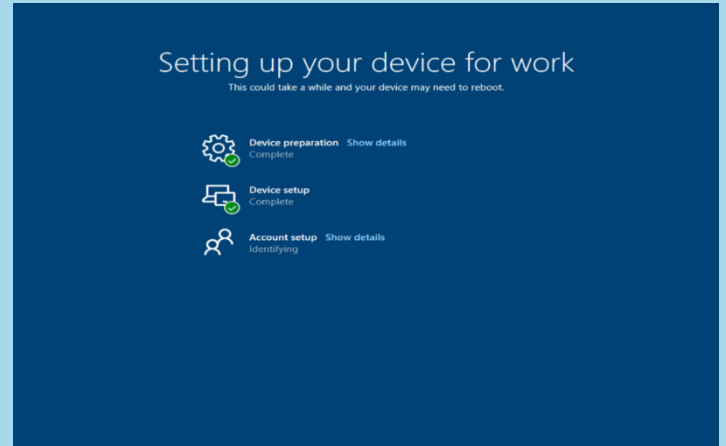
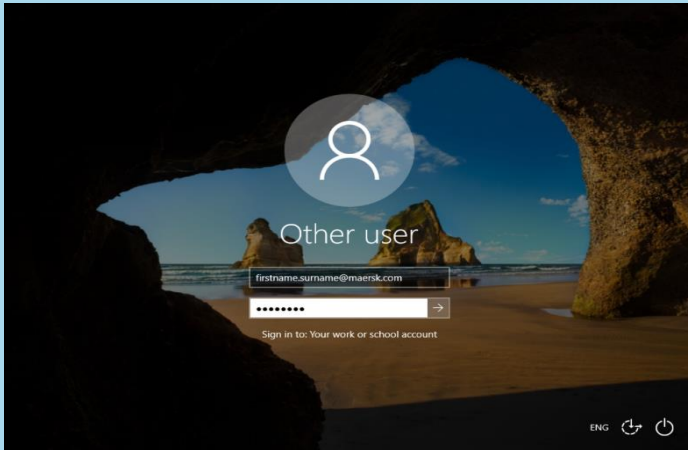
- 2 At the **Welcome to Maersk Group!** page enter your **email address** and **password**. You'll need to approve with **MFA** either via the **Authenticator App**, or a **Text Message** code. If you don't see the following screen **DO NOT PROCEED!** Contact the Maersk Mobility Team [mobility@maersk.com](mailto:mobility@maersk.com)



- 3 Your device will now be enrolled to Intune and joined to the Maersk Azure AD. Security and Configuration policies will now be setup. The **Company Portal App** and **Office 365** will also be installed at this point. You will not be able to use the device until this stage is complete. During this process you will have to login once with your full email address, password.



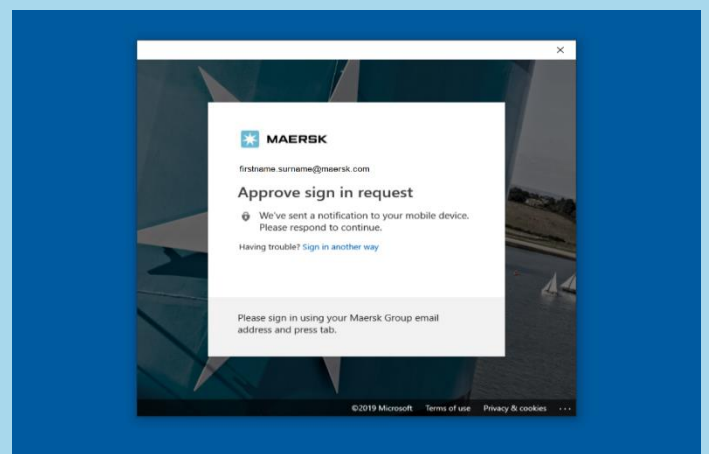
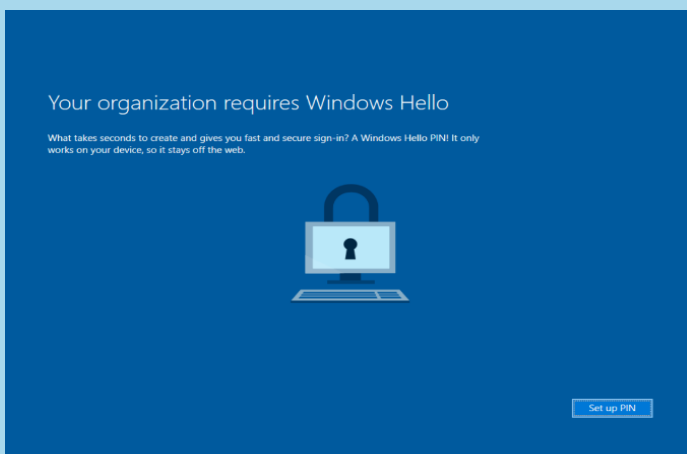
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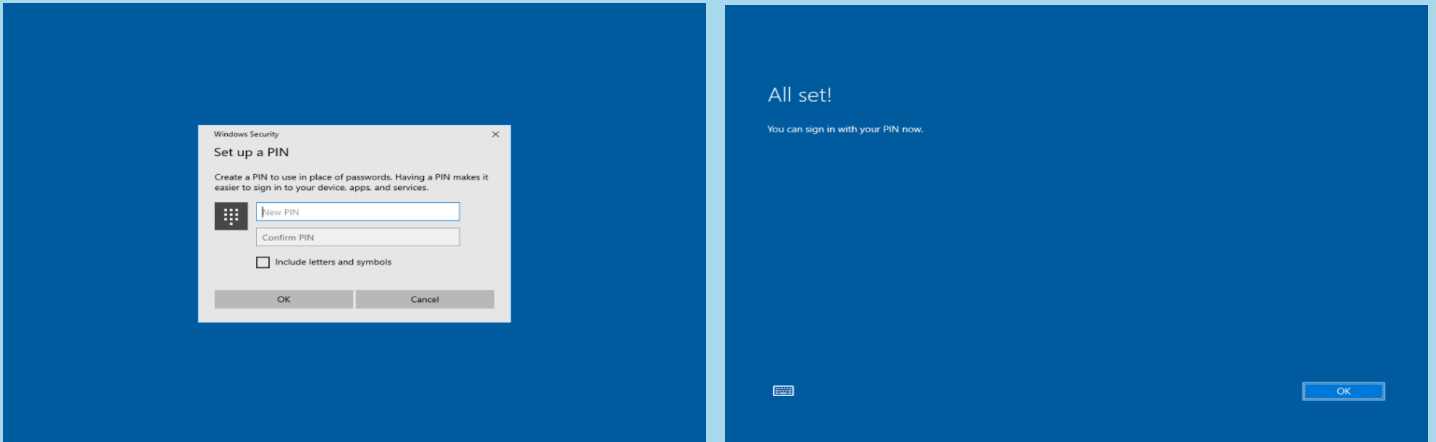
Depending on Network Speed it may take between 1 and 3 hours to complete the **Device Setup** and **Account Setup** steps shown above.

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Finally depending on the device you have, you'll be asked to setup Windows Hello facial recognition and a backup PIN. On devices without a Hello compliant Camera you'll only be asked to set a PIN. If you are prompted to setup a fingerprint please skip this as it will not work at this stage.

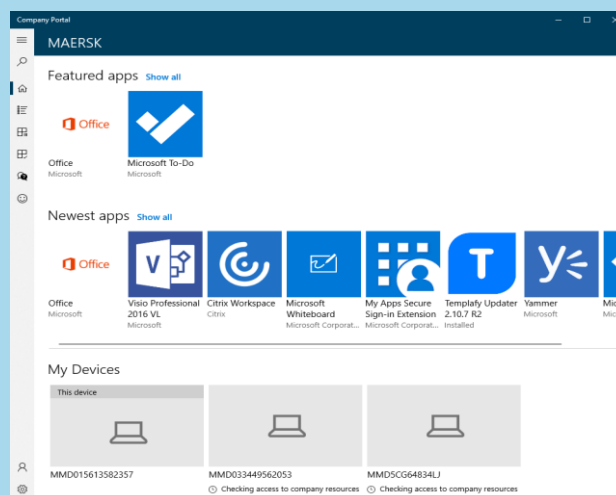


## 4



Once device provisioning is complete you will have full access from the Desktop in Windows 10 to all Maersk Resources like **Outlook, Skype, Teams** etc, however during the first few hours the device will be installing **Device Drivers** and **Windows Updates**, and ensuring compliancy so you'll be prompted to restart the device several times.

The **Company Portal** app is where all Maersk approved applications can be installed from. When you first open the app you'll need to select that the device is **Company Owned**.



For any further support or guidance please raise a ticket in ServiceNow