



HELPDESK DEPARTMENT
Verification List Windows

This form proposes that the Help Desk agent can confirm with the end user
that all software and configuration its 100% working

All equipment must be without information of former users, if procurement delivers a used equipment, it must be formatted and start the whole process of enlistment.
Before formatting you must verify with procurement the issue of office and windows licenses.

First Setup

Create local user soporte1	
Answer the three security question	
Install all updates	
Check all drivers (Device Manager)	

Second Setup (Software)

Velociraptor	
Mcafee	
FireEye	
Teramind	
Ansible	
GLPI	
Laps	
Rocketchat	
Chrome	
Adobe Reader	
Teamviewer Host (WFH - WH)	
Open VPN (Connect)	
7-Zip	
Microsip	
Microsoft Office - Libre Office	

Third Setup (End User)

Configure Outlook (Optional)	
Log in (check user profile load completely)	
Mention the it.jetu.cr website which has information on internal websites and general IT information.	
Microsip (Configured and tested)	
Rocketchat (Tested)	
VPN (Configured and tested)	
Remote Desktop Shortcut (Configured & tested)	
Other Software or configuration requested by the user	

If for any reason the end user cannot verify that the above mentioned is functional, he/she must assume the responsibility that the equipment is delivered without
knowing if it is 100% functional to work from home or abroad and must sign here

Equipment Delivery Date	
Employee's Signature	
HD Executive Signature	
# Ticket number	