

STOP!

Before you set up your PC...

Kyndryl employees and contractors need four different IDs for use at Kyndryl.

- **Kyndryl Microsoft Account** (kyndryluser@kyndryl.com)
This ID is used to configure your PC and sign into your email.
- **Kyndryl w3id** (kyndryluser@kyndryl.com)
This ID is used to access Kyndryl-exclusive applications and services.
- **Transition w3id** (kyndryluser@ocean.ibm.com)
This ID is used to access Kyndryl applications, tools, and resources shared with IBM that are hosted and maintained by IBM during the transition.
- **Transition Notes ID** (Kyndryl User/Geo/Ocean)
This ID is used to access Notes databases and applications and other IBM Notes resources. This ID isn't used for email at Kyndryl.

Important: If you believe you might be under a document retention order (DRO), legal hold, or are otherwise required to preserve files and documents, STOP. DO NOT proceed with any workstation provisioning. Notify hold@us.ibm.com and await further instruction.



Set Up a Windows 10 PC

Prepare your computer for use at Kyndryl

Office of the CIO | Help@Kyndryl

Welcome

This guide discusses the PC setup process and other essential information for transitioning your device to Kyndryl. This guide is updated frequently. Check ibm.biz/kyndrylsetupinstructions to ensure you have the latest version.

Your setup instructions vary depending on if you’re transitioning your IBM-managed device to Kyndryl management or if you were provided a new PC.

Before you begin, ensure you have internet access. If you have an Ethernet cable, plug it in. It’s faster and more reliable than Wi-Fi.

If you need help at any point, call Help@IBM and follow the prompts to reach the Kyndryl Transition Help Desk. Ask your manager if you need the telephone number.

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Identities Overview

Kyndryl System IDs

Kyndryl Microsoft Account

kyndryluser@kyndryl.com

Your Kyndryl Microsoft Account is used to access your Kyndryl email and Microsoft suite products. The email address is the same as your Kyndryl w3id but doesn't share a password with your Kyndryl w3id.

After you receive your Kyndryl Microsoft Account, you must reset your password.

In your browser, navigate to aka.ms/sspr and the instructions to reset the account and create a new password.

You're also required to set up two-factor authentication during this setup.

Kyndryl w3id

kyndryluser@kyndryl.com

Your Kyndryl w3id is your primary Kyndryl identity and is used to enroll your device into Kyndryl. You'll also use it to sign in and authenticate to Kyndryl-exclusive applications and services.

IBM System IDs

Transition w3id

kyndryluser@ocean.ibm.com

Your Transition w3id is used to access Kyndryl applications, tools, and resources shared with IBM that are hosted and maintained by IBM during the transition.

The Transition w3id is a temporary ID that is only valid for two years during the transition service agreement.

Transition Notes ID

Kyndryl User/Geo/Ocean

Your Transition Notes ID is used to access Notes databases and applications hosted and maintained by IBM during the transition. You need your Transition Notes ID to access emails from your IBM mailbox after you move to Kyndryl. Your Transition Notes ID isn't used for email at Kyndryl and it isn't required for device setup.

The Transition Notes ID is a temporary ID that is only valid during the transition service agreement.

Data Considerations

Data Considerations

Before you transition your device to Kyndryl management, you should perform digital cleaning to review and remove unnecessary files and folders that don't need to transition with you. Whether you store your data in Box@IBM or locally on your hard drive, digital cleaning is a highly recommended step to expedite your transition time and reduce the risk of data loss. To learn more about Digital Cleaning, navigate to w3.ibm.com/kyndryl-it/digital-cleaning.

Important: Don't perform these steps if you believe you might be under a document retention order (DRO), legal hold, or are otherwise required to preserve files and documents. You must notify hold@us.ibm.com and await further instruction.

In the next step, you select a device transition or setup option. Your data migration process depends on this selection.

- If you keep your current device for Kyndryl use, Box@IBM is the data storage and migration solution.
- If you receive a new device for Kyndryl, use the Lenovo Migration Assistant to migrate your data from your old PC to your new PC.

Instructions to migrate your data are provided after you choose a device transition option in the next step.

Determine Your Setup Options

If You Were Provided a New PC

Your new device is for Kyndryl use and you configure it with your Kyndryl Microsoft Account and password. This identity uses a different password than your permanent Kyndryl w3id.

If you ordered a new PC but haven't received it yet, continue to use your current device for Kyndryl work. Return to this guide after you receive your new device.

If you have your new PC, skip to page 16 for setup instructions.

If You Need to Transition Your Current PC to Kyndryl

If you aren't offered a new PC for Kyndryl work, you must use your current device. To transition your current PC to Kyndryl, you need to back up your data and reset the operating system to factory settings. If you aren't ready to reset your PC, you must sign out of IBM apps and sign in with your Transition w3id to continue to use your device with IBM management. For more information, refer to w3.ibm.com/kyndryl-it/platforms/windows. You must transition your current PC before the Kyndryl spinoff is complete.

If you're ready to take the additional actions to remove the IBM management from your device, proceed to page 10 for instructions to back up your data, reset your operating system, and configure your PC with Kyndryl management.

Transition Your Current PC for Kyndryl Use

Box@IBM Account Migration

Before you transition your current PC to Kyndryl, perform digital cleaning to remove unnecessary files. Store data you need for Kyndryl work in Box@IBM.

Important: Don't perform these steps if you believe you might be under a document retention order (DRO), legal hold, or are otherwise required to preserve files and documents. You must notify hold@us.ibm.com and await further instruction.

Procedures to migrate your Box@IBM account to Kyndryl haven't started yet. Data owned by someone transitioning to Kyndryl might be inaccessible during the migration.

Important: Code42 CrashPlan isn't in scope for the Kyndryl transition and can't be used to migrate or store your data.

Shared Files and Folders

In addition to digital cleaning, review folder and file collaborations to ensure the proper Owner is assigned. Folders can have many collaborators but only one Owner. Content resides in the Owner's account and the account migration to Kyndryl includes any data and folders you own.

If content you own shouldn't migrate to Kyndryl, ensure an IBMer is set to Owner so IBM retains the data.

Note: You can only make someone an Owner at the highest level in the folder structure.

Existing collaborations among Kyndryl employees move with migrated data and existing shared links continue to work (except vanity URLs) after migrating to Kyndryl.

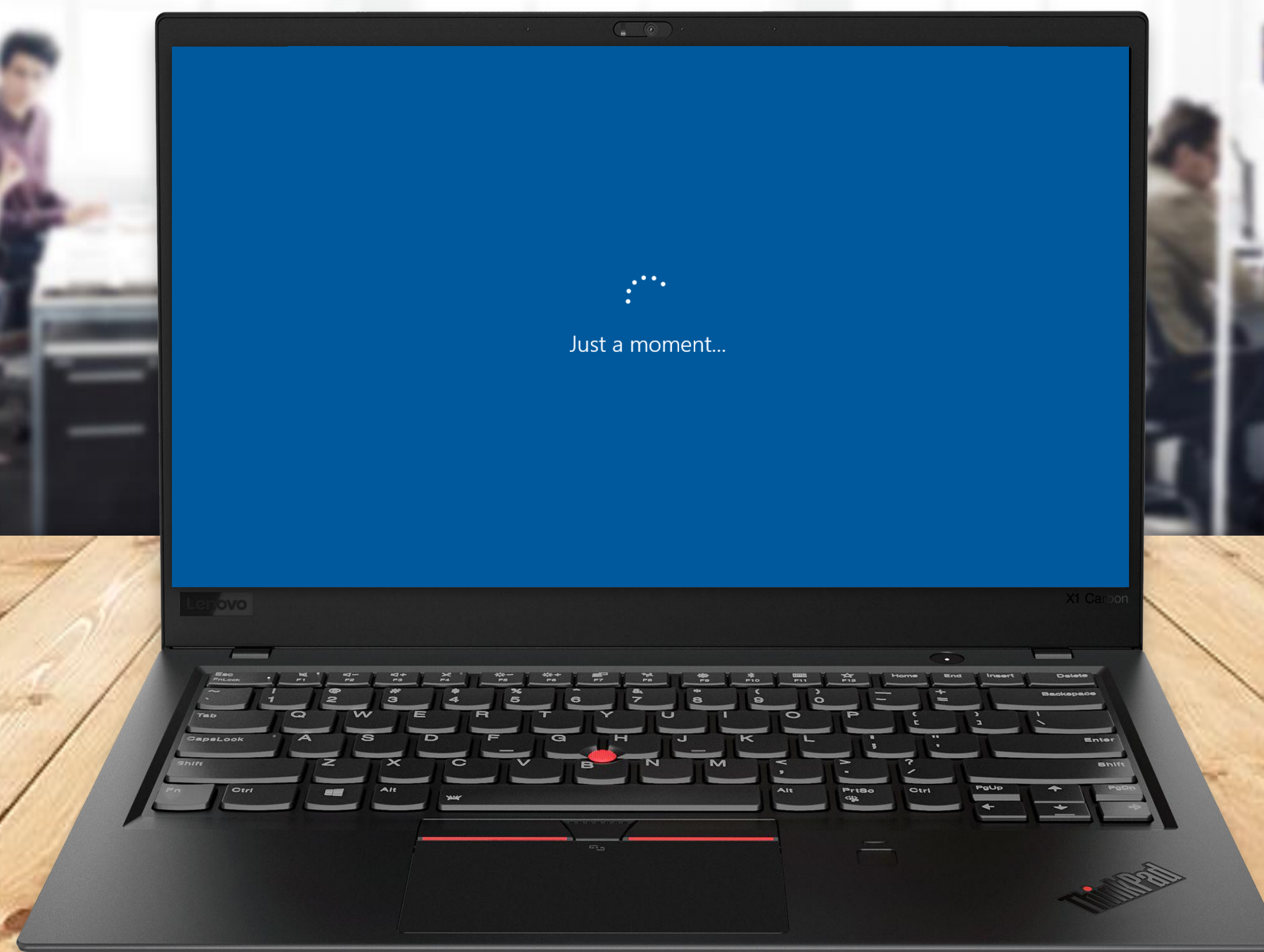
Before You Reset

The process to reset your operating system ensures that IBM management is properly removed from the PC and the correct Kyndryl account and access is established during PC setup. The entire process including setup and application installation can take several hours. Only perform a reset if you haven't received an offer for a new PC or your offer expired.

Important: Don't perform these steps if you believe you might be under a document retention order (DRO), legal hold, or are otherwise required to preserve files and documents. You must notify hold@us.ibm.com and await further instruction.

If you can't reset now, return to page 9 for information to temporarily use your device with IBM management. Return to this guide when you can allocate the appropriate time to reset your PC. Your device must be configured for Kyndryl management before the Kyndryl spinoff is complete.

Continue to the next page to begin the data backup before you reset your PC.



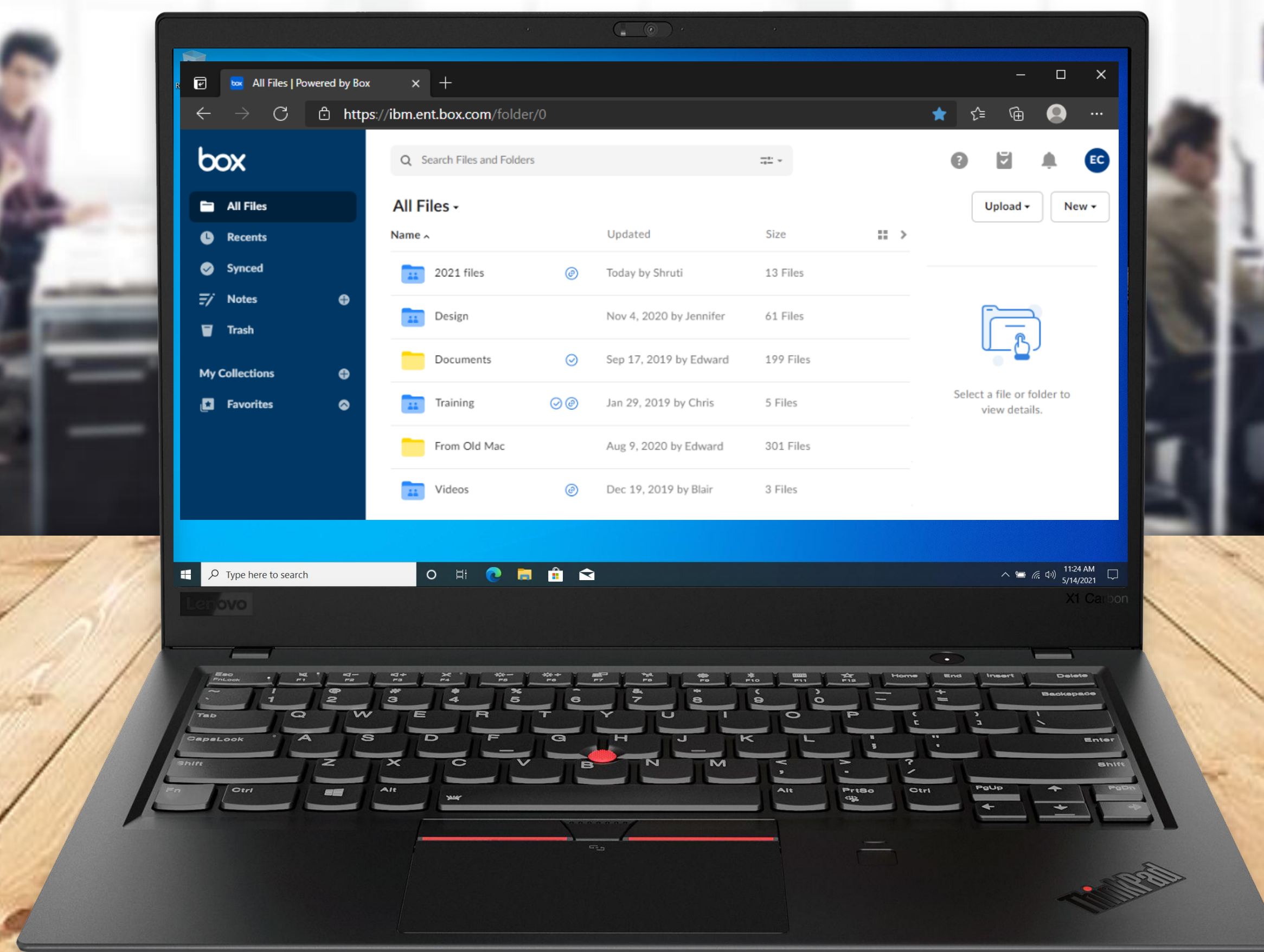
Back Up Your Data

Before you perform a PC reset, you must back up your data. Your Box@IBM account is used to protect data during your transition. Code42 CrashPlan isn't available for migrating data from IBM to Kyndryl.

To back up your data, open ibm.ent.box.com, sign in with your IBM w3id, and ensure all your important data is stored here.

Warning: Upload all data you need to keep after you transition to Kyndryl. The PC reset in the next step deletes all content stored on you PC.

If you don't use Box to store your data, open Help@IBM (w3.ibm.com/help) and search for **Box@IBM: Add or Delete Content** for instructions to upload your data. Wait for all uploads to complete before you reset your PC.



Reset Your PC

Warning: This process removes all data from your computer and resets the device back to factory settings. Don't perform these steps unless you've already backed up all important data to Box.

Important: Don't perform these steps if you believe you might be under a document retention order (DRO), legal hold, or are otherwise required to preserve files and documents. You must notify hold@us.ibm.com and await further instruction.

To reset your PC:

1. Open Windows Start and type **reset**, then select "Reset this PC."
2. Click "Get started," then select "Remove everything."
Important: You must remove everything to successfully reset your PC. Otherwise, the Kyndryl setup won't run and you won't have the apps and configurations you need to use your PC for Kyndryl work.
3. In the "How would you like to reinstall Windows?" dialog box, select "Local reinstall."
4. In the "Additional settings" dialog box, select Next.
5. In the "Ready to reset this PC" dialog box, click Reset.

After the preparations for resetting the PC have finished (this can take a few minutes), your PC restarts and Windows reinstalls automatically. You can now set up your PC for Kyndryl use. Continue with steps to Install Apps on page 23.

If you experience issues during the reset, try the Reset Troubleshooting on the following page. Otherwise, continue to page 16 to set up your PC with Kyndryl management.

Reset Troubleshooting

If you experience issues attempting to reset your PC:

1. Turn off BitLocker. To do so, click Start, type **bitlocker**, then select Manage BitLocker. Click “Turn off BitLocker” and wait for the process to complete. This step might take several minutes.
2. Restart your PC.
3. Before you sign in, in the lower-right corner of the lock screen, click the power icon, then press and hold the Shift key on your keyboard, then click the Restart option while continuing to hold Shift. Your PC restarts and loads the Recovery Environment.
4. On the “Choose an option” page, click Troubleshoot, then select “Reset your PC.”
5. Select the options to “Remove everything” and perform a “Local reinstall.”

Your PC restarts and the reset begins. Continue with steps to Install Apps on page 23.

If this fails, or if you need help, call Help@IBM and follow the prompts to reach the Kyndryl Transition Help Desk. Ask your manager if you need the telephone number.

Set Up Your PC

Set Up a PC

To set up your new PC, unbox it, plug in the power cord, and turn it on. Be sure to keep your computer plugged into power during the setup.

If you recently reset your PC, the setup process is the same as a new PC.



Step 1

On the “Welcome” screen, select your language and click Yes.

On the next screen, choose your Region and click Yes.

On the next screen, confirm your keyboard layout then click Yes. If you need an additional keyboard layout, choose the appropriate layout and click Continue. Otherwise, click Skip.

If you’re asked how you would like to set up your device, select “Set up for an organization.”



Step 2

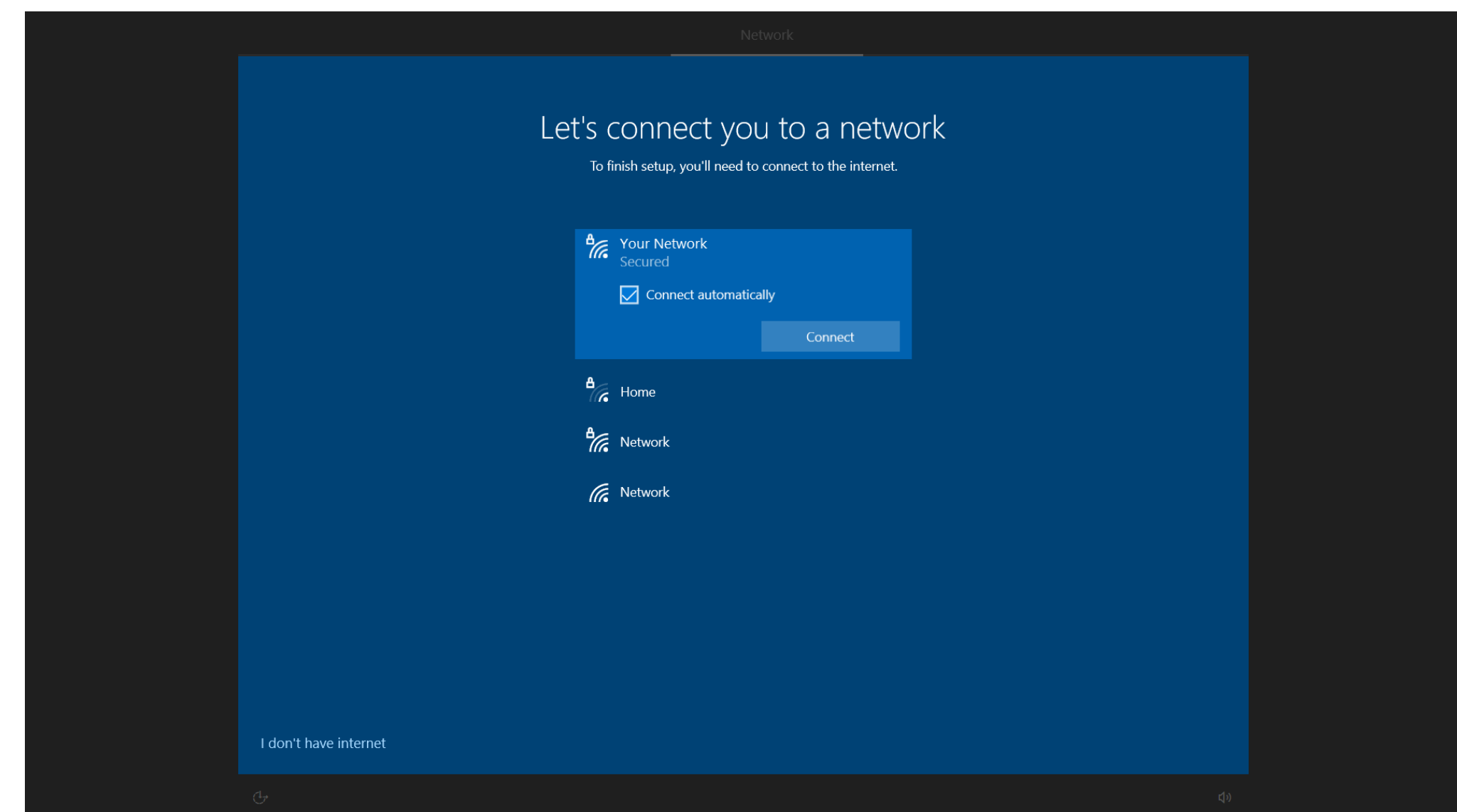
Connect your device to the internet.

Important: Don't skip this step. A network connection is required to correctly configure your device.

If you connect to the internet with an Ethernet cable, your connection is detected automatically and you may proceed to Step 3.

- If you're connecting remotely (e.g., from your home or a client site), select your Wi-Fi network from the list and enter the password when prompted.
- If you're connecting from a company site, don't select the IBM wireless network. Use IBMInternet instead. You won't connect to an internal company network yet. This is discussed later in the guide.

Your PC checks for any critical software updates then takes you to the next step.



Step 3

On the “Sign in with Microsoft” or “Welcome to Kyndryl” page:

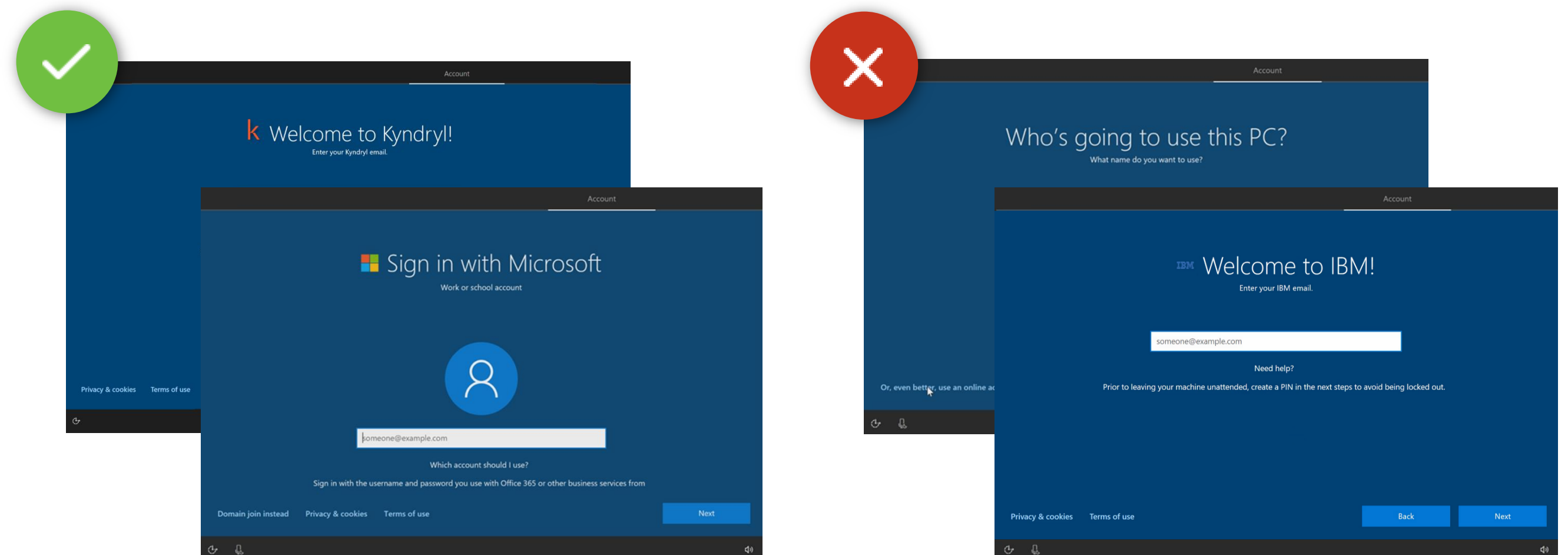
1. Enter your Kyndryl.com email address, then click Next.
2. Enter your Kyndryl Microsoft Account password, then click Next.
3. Complete the two-factor authentication request with a two-factor method you set up during your ID configuration.

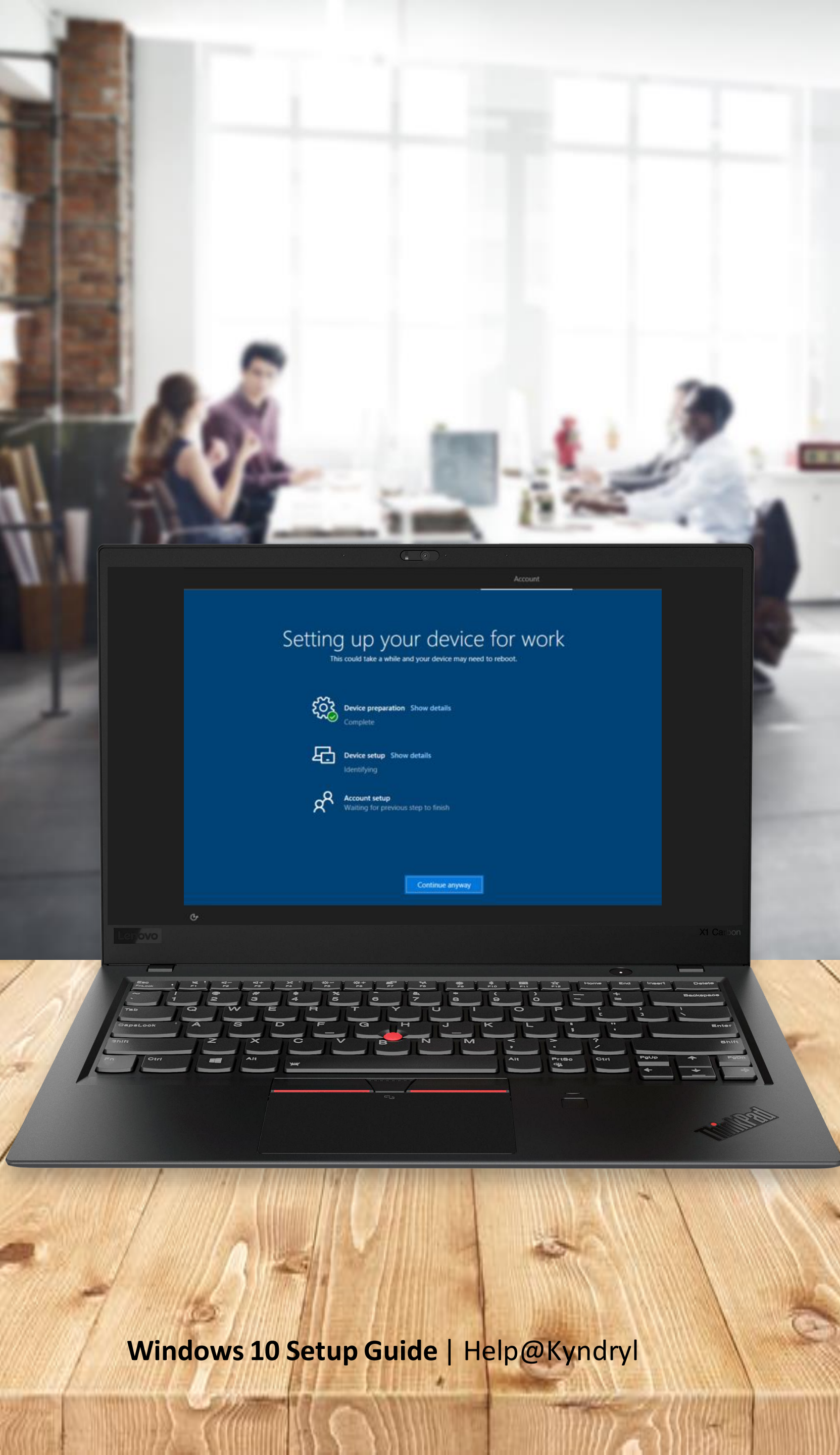
DON'T attempt to sign in:

- If your screen displays “**Welcome to IBM.**” You must contact the Kyndryl Transition Help Desk to properly configure your device for Kyndryl use.
- If your screen displays “**Who’s going to use this PC?**” your computer didn’t properly connect to the internet. To resolve this, change your internet connection. For example, if you connected wirelessly, locate and plug in an Ethernet cable, then repeat Step 3.

After you change your connection, the next step depends on the option that appears in the lower-left corner of the screen:

- If “...use an online account” appears, select it. Make sure you’re connected to the internet and try the sign-in again.
- If “...use an online account” doesn’t appear, force a shutdown of your PC by holding down the power button for 10 seconds. After the screen goes black and the keyboard is no longer illuminated, turn the PC back on and begin the setup process from Step 1 again.





Step 4

Your PC begins an automated enrollment process.

Important: Don't step away from your PC during this time. You must wait for the process to complete.

After the configuration is complete, you're prompted to set up a biometric login. Follow the on-screen steps to set up fingerprint or facial recognition.

Step 5

At the "Set up a PIN" prompt, create a six-digit numeric PIN. Your PIN is stored on your PC and never expires. You can use your Windows Hello PIN to sign into your PC without typing in a password each time so choose something easy to remember.

After you create your PIN, click OK.

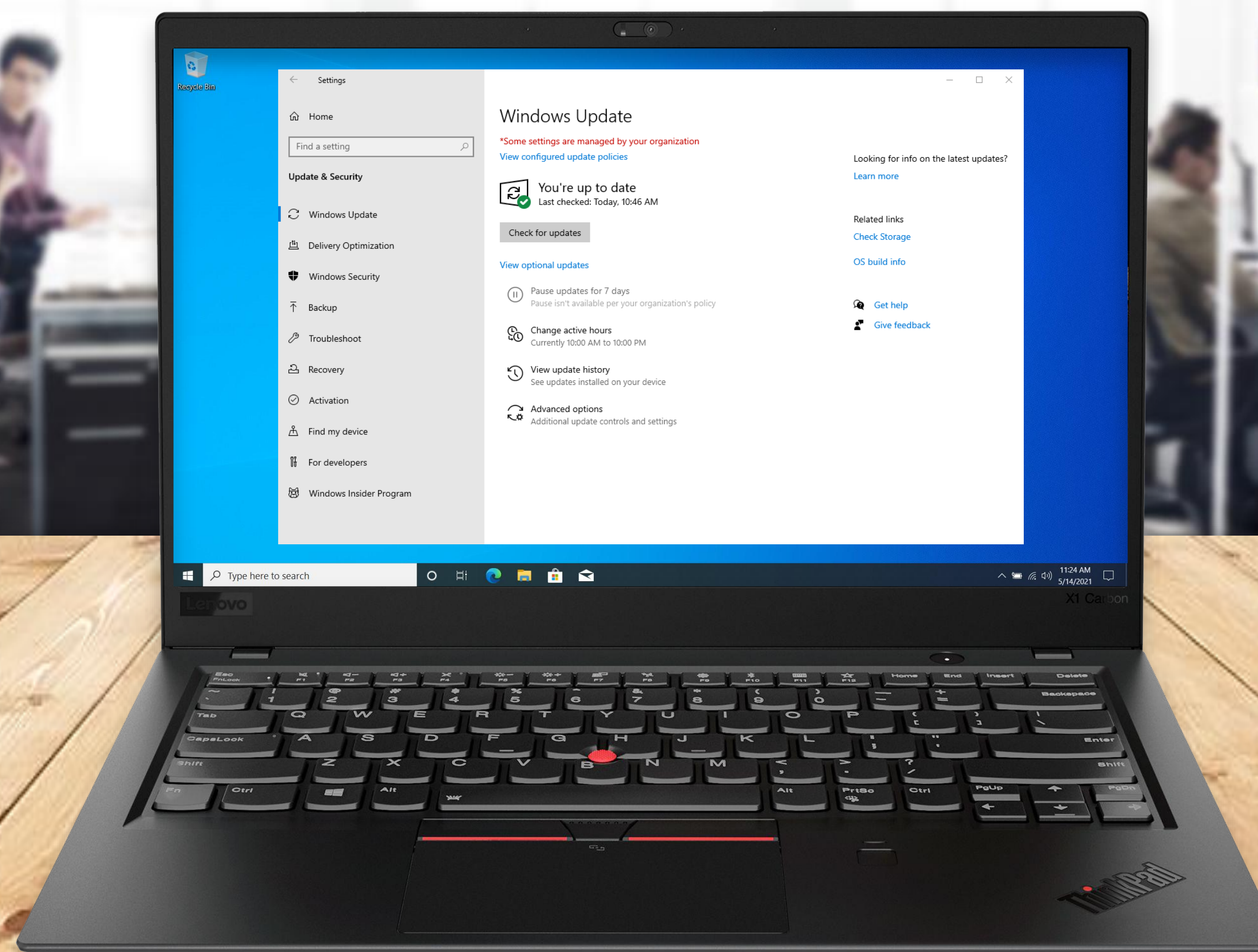
Update Windows

After Windows starts, the desktop appears. Before you begin to customize your PC, install apps, or migrate your data, it's important to run Windows updates to ensure a smooth customization process and comply with Kyndryl's IT security policy.

To run Windows updates:

1. Click Start and type **updates**, then select "Check for updates."
2. Windows Settings opens the Windows Update page. Some updates might already be downloading. Allow these updates to complete then restart your PC when prompted.

Repeat these steps until Windows Update indicates "You're up to date."



Install Apps

Install Apps

The Company Portal app is the definitive source for application installations on Kyndryl-managed devices. If your device is still IBM-managed, continue to use the PC@IBM App Store.

To open and use the Company Portal:

1. Click Windows Start and type **portal**, then select Company Portal from the search results.
2. The Company Portal opens and displays Kyndryl applications available to you.
3. Select an application, then click Install.

The Company Portal indicates the installation progress. Click Home to return to the list of available applications.

Required Applications

Most applications aren't preinstalled. Prioritize installing the following applications required for Kyndryl work:

- Cisco Webex Meetings
- Microsoft 365 Apps
- Slack

GlobalProtect, an application used to access the IBM network on Kyndryl-managed devices, is automatically installed and is ready to use.

Connect to IBM

Connect to IBM with GlobalProtect

The GlobalProtect app is used to connect to the IBM network.
To use GlobalProtect:

1. Click Start and type **global**, then select GlobalProtect.
2. In the drop-down, select the appropriate option for your geography:
Americas: ibm-ras.gpcloudservice.com
EMEA: ibm-ras-emea.gpcloudservice.com
Asia Pacific: ibm-ras-apac.gpcloudservice.com
India: ibm-ras-india.gpcloudservice.com
3. Click Connect.
4. A w3id sign-in prompt appears. Use your Transition w3id (kyndryluser@ocean.ibm.com) to sign in.

If you experience issues attempting to connect, call Help@IBM and follow the prompts to reach the Kyndryl Transition Help Desk. Ask your manager if you need the telephone number.



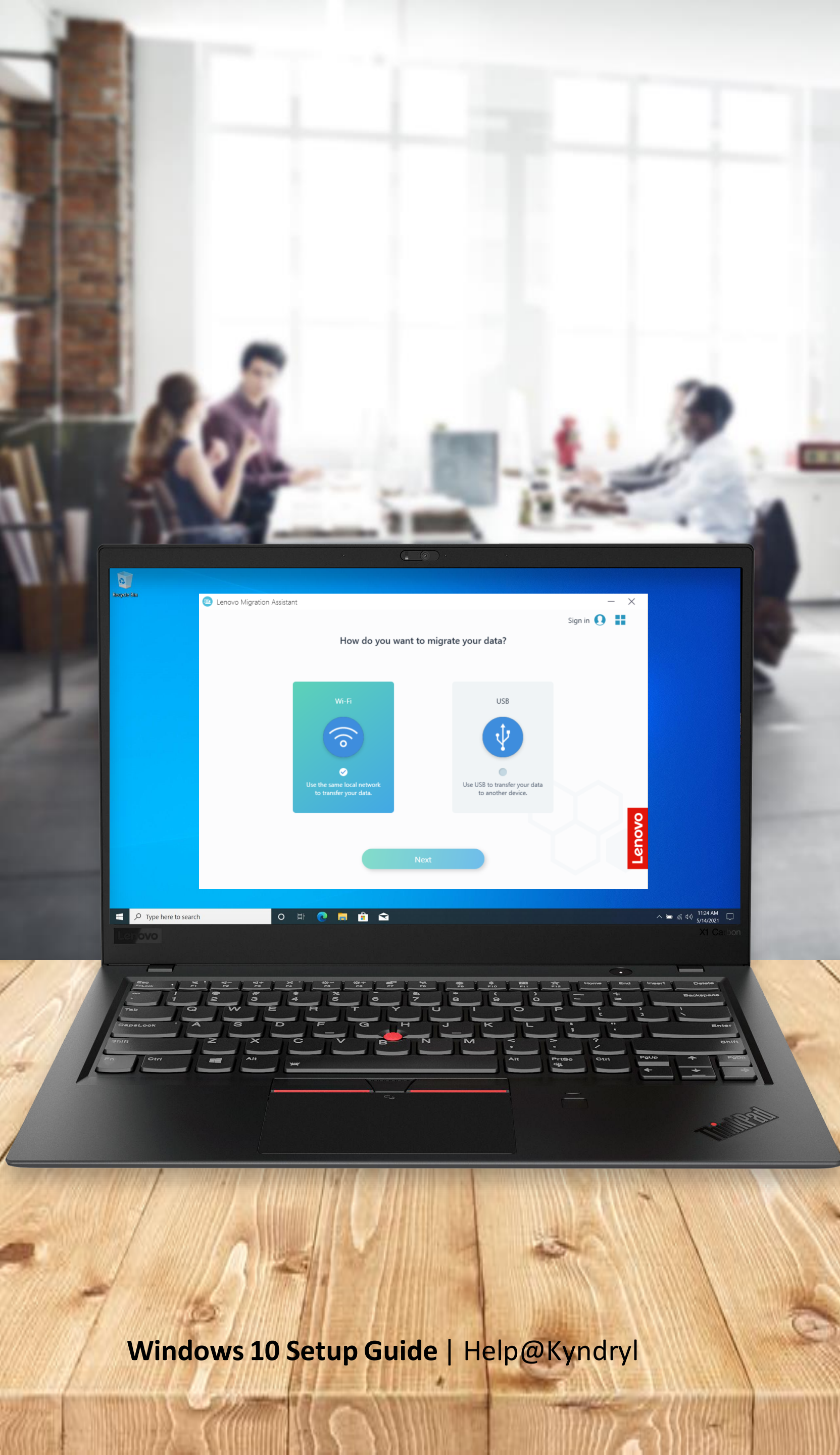
Migrate Data with the Lenovo Migration Assistant

Migrate Data with the Lenovo Migration Assistant

If you received a new PC for Kyndryl use and need to migrate data from your old PC, use the Lenovo Migration Assistant. You must install the Lenovo Migration Assistant on both PCs before you can move your data. If your old device still uses IBM management, open the PC@IBM App Store (w3.ibm.com/download/standardsoftware) on your old PC, search for **migrate**, then follow the instructions to install the Lenovo Migration Assistant. Install the Lenovo Migration Assistant from the Company Portal on your new PC.

After the Lenovo Migration Assistant is installed:

1. On both PCs, click Start and type **Lenovo migration**, then select Lenovo Migration Assistant.
2. To prevent anonymous usage statistics collection, clear the check from the checkbox, then click Start.
3. Select a connection option:
 - If you select Wi-Fi, both PCs must connect to the same network for a successful transfer. Click Next.
 - If you select USB, you must have a current USB exemption otherwise the transfer will fail. Keep in mind you're responsible for ensuring data is securely migrated and protected throughout the migration process. Click Next.



Migrate Data with the Lenovo Migration Assistant

4. You're prompted to indicate which PC you're currently using. On your old PC, click Old Computer. On your new PC, click New Computer.
5. The Lenovo Migration Assistant indicates the network to which you're connected. This value should match on both PCs. If so, use the generated code from the old PC and input it into the prompt on the new PC.
6. The Lenovo Migration Assistant connects the PCs. On the new PC, use the interface to select files to transfer. Select all appropriate files and click Migrate. You shouldn't select any options under "System settings" since these settings are managed for you.

Depending on the size and number of files you select, the migration might take a while. When the transfer completes, confirm all your desired files are migrated. Your files are deposited in the corresponding repository on your new PC (e.g., if a file was stored in Documents on your old PC, it is transferred to Documents on your new PC). If you're having trouble finding a transferred file on your new PC, click "Transferred Files" and review the report to locate your missing file. If you need to perform another transfer, click "Migrate more."

For questions or concerns with data migration, call Help@IBM and follow the prompts to reach the Kyndryl Transition Help Desk. Ask your manager if you need the telephone number.



Next Steps

Congratulations! Your PC is configured for use at Kyndryl.

Next, if you haven't done so already, check your Kyndryl email. Your Kyndryl email works natively in Outlook on the web (outlook.office.com) or in the Outlook desktop application included in your Microsoft 365 apps installation. Sign into either application with your Kyndryl Microsoft Account.

Your IBM email (ibmuser@ibm.com) remains your primary email account until the Kyndryl spinoff is complete. You need to set up Notes or Outlook to access your IBM email in the same way you did before you transitioned your PC for Kyndryl use.

Optionally, if you need to access Notes databases from IBM, you can install and configure Notes now. The Notes setup guide is available on Help@IBM (w3.ibm.com/help). In place of an IBM Notes ID, use your Transition Notes ID.

Questions?

Call Help@IBM and follow the prompts to reach the Kyndryl Transition Help Desk.
Ask your manager if you need the telephone number.