IT New Employee Setup Instructions

Welcome to Ontario Health! Please follow the steps below to set up your computer and Ontario Health email address and password on your start date. If you have already set up your hardware, you can skip step 5.

Please note: If you are a contingent worker, your hardware package may differ from the one below. Your package should include the following hardware:

- **Dell laptop & charging cable**
- **Dell Monitor (accessories: DisplayPort cable and power cord**)
- **Dell Pro Wireless Headset**
- **Dell Pro Wireless Keyboard and Mouse Combo**
- **Dell Docking Station**

⚠ **If you are missing any of the equipment listed above, please email the OH Service Desk at** servicedesk@ontariohealth.ca **or call 1-866-364-4373 (open 24 hours/ 7 days a week)**. **This may be due to a supply issue, and we will be sure to send you the equipment once stock is available.**

STEP 1: Set up your Dell Docking Station

1. Connect the AC adapter to a power outlet. Then, connect the AC adapter to the 7.4 mm DC-in power input on the Dell Docking Station.
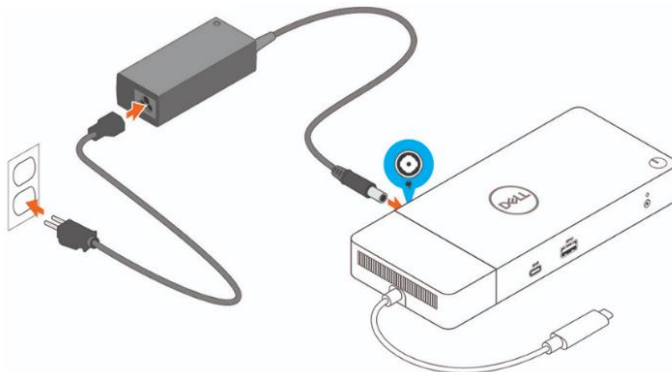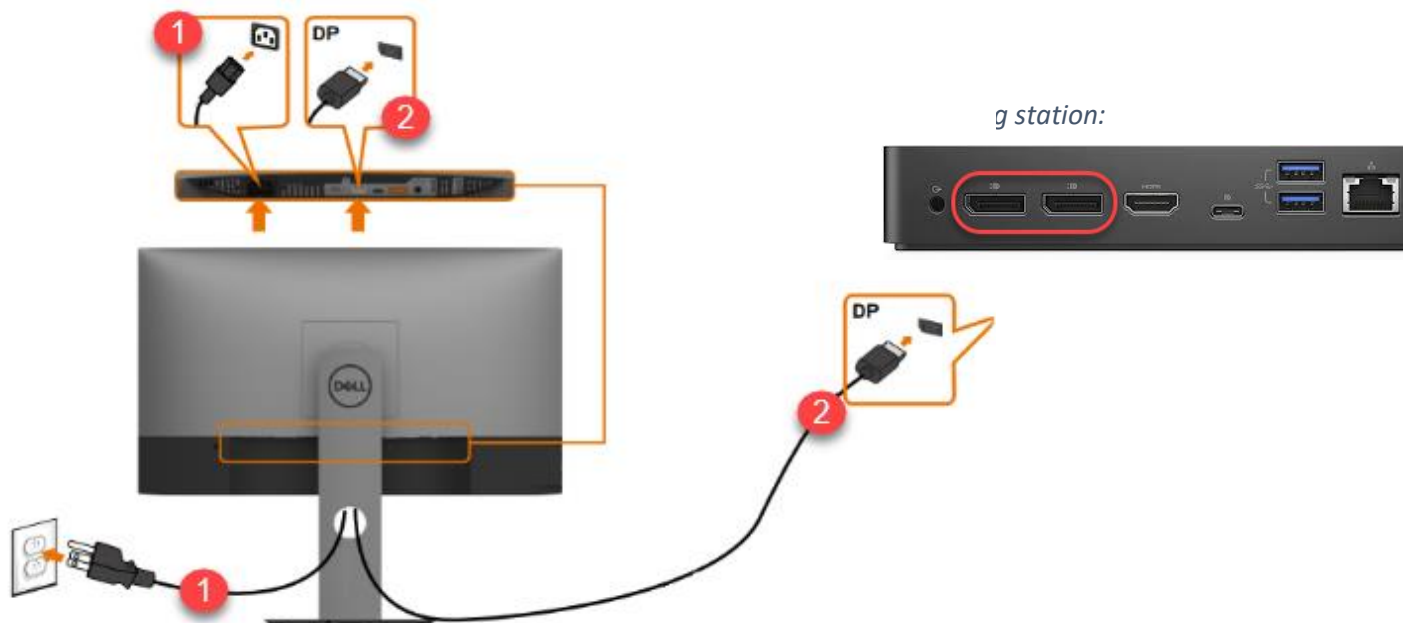

2. Connect the USB Type-C connector to your Ontario Health laptop.
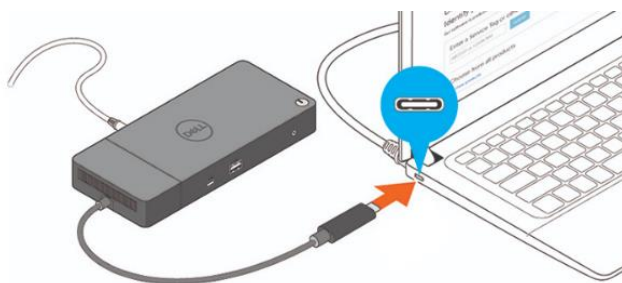
STEP 2: Set up your Dell Monitor

1. Connect the power cable to the monitor and the power outlet.

2. Connect the DisplayPort cable to the monitor and the docking station.
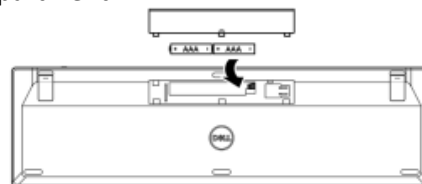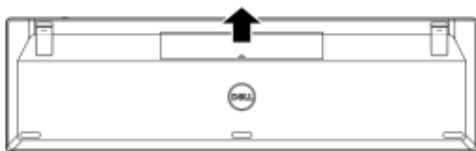

g station:

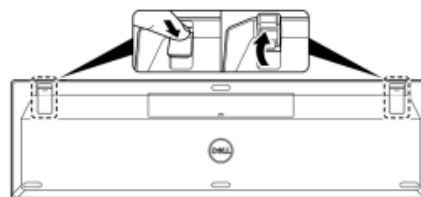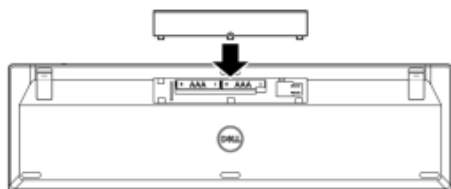3. Press the power button on the back of the monitor and on the laptop to turn them on.

STEP 3: Set up your Dell Pro Wireless Keyboard and Mouse

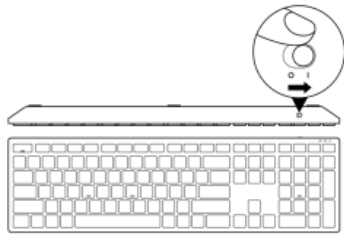### Keyboard setup:

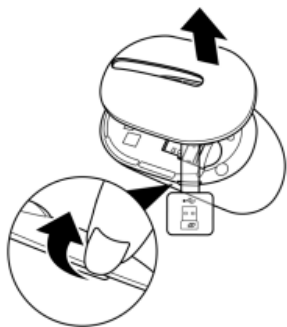| 1. Using your fingertip, pry open the battery cover.	2. Install the AAA batteries into the battery compartment.
3. Replace the battery cover.	4. Open and extend the keyboard feet.

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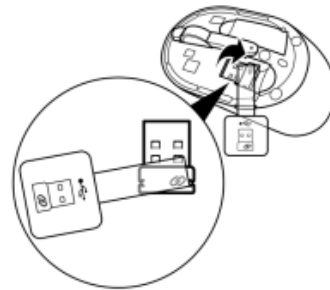|	
5. Slide the power switch to turn on the keyboard.	**NOTE:** Ensure the distance between your computer and keyboard is within 0.5 meters.

Mouse setup:

1. Locate the slot on the side of the mouse cover. Using your fingertip, pry open the mouse cover.	2. Remove the USB dongle from its compartment. Remove the tag from the USB dongle.
3. Install the AA battery into the battery compartment.	4. Replace the mouse cover.
5. Slide the power switch to turn on the mouse.	
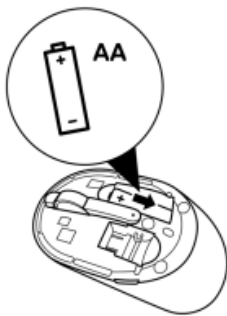
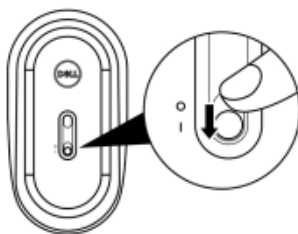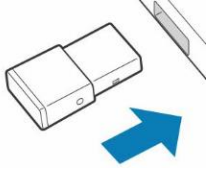**NOTE:** Ensure that the distance between your computer and mouse is within 0.5 meters

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Pairing your keyboard and mouse using the USB dongle

To pair your Dell Pro Wireless Keyboard and Mouse, connect the Dell Universal USB dongle to the USB port on your docking station or laptop. This will click your keyboard and mouse, as they are a combo set.

STEP 4: Connect your Dell Pro Wireless Headset

Your Bluetooth USB adapter comes pre-paired to your headset.

1. Turn on your headset and insert the Bluetooth USB adapter into your laptop or docking station.
2. The USB adapter LED flashes and turns solid to indicate that the headset is connected to the USB adapter. If you are wearing your headset, you hear "PC connected" to indicate that the connection has been established. When on a call, the LED on the USB adapter flashes blue. When not on a call, the LED is solid. For complete instructions on using your new headset, see Dell Pro Wireless Headset WL5022 User's Guide.

Note: You may use personal headsets, but we cannot guarantee their compatibility or functionality with your laptop.

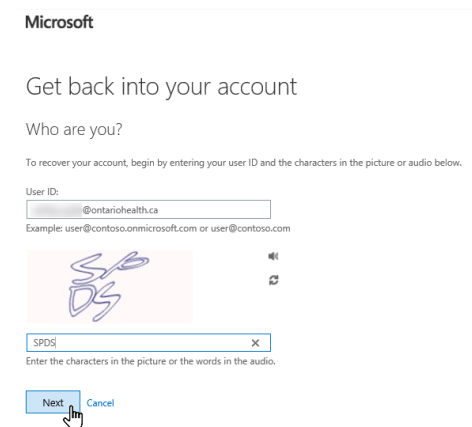## STEP 5: Create a Password for your Ontario Health Account/ Email Address

Using a personal device (computer, phone), follow the steps below to create your Ontario Health password.

Need Help or don't have a personal device? Please call the Ontario Health Service Desk, which is open 24 hours/ 7 days a week. **Toll Free:** 1-866-364-4373, **Local:** 416-586-4373, servicedesk@ontariohealth.ca mail to:

Access the **Self-Service Password Reset tool on a personal device** using the following address: https://passwordreset.microsoftonline.com/

- Enter your new Ontario Health email (firstname.lastname@ontariohealth.ca) into the User ID field.
- Enter the combination of letters and numbers displayed in the bottom box.
- Click **Next.**

If you do not see a verification method listed and instead receive the *Get back into your account* message shown in the image on the right, please call the Ontario Health Service Desk for assistance: 1-866-364-4373
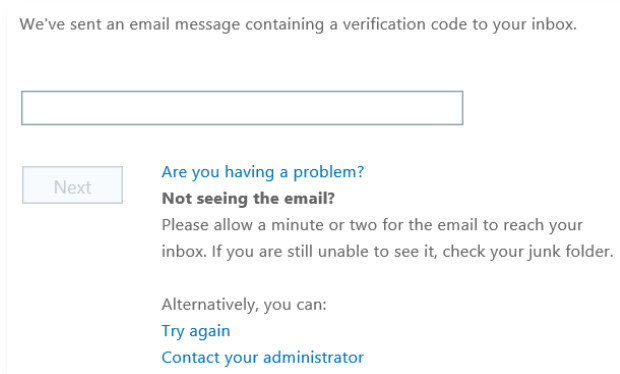
Ensure **Email my alternate email** is selected and click **Email**. *The email address displayed here is the one that was entered into Workday during the recruitment process.*
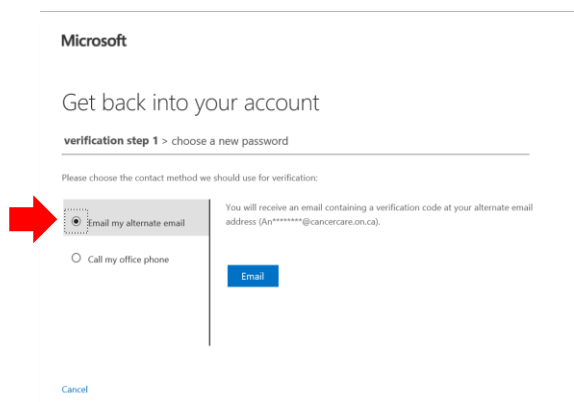
1. Select **Email my alternate email**: Click **Email**. You will receive an email from msonlineservicesteam@microsoftonline.com to the personal email address you used during your recruitment process. This email will contain a verification code, as seen below.

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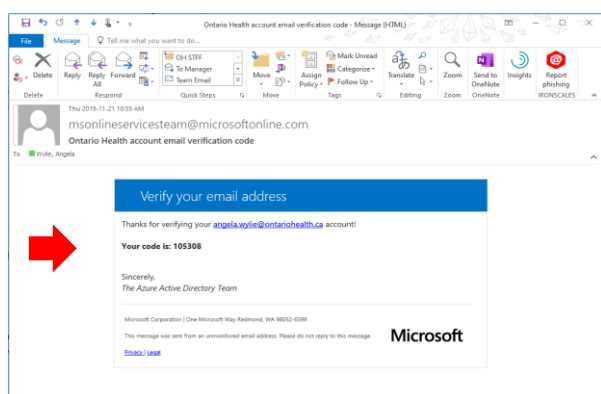
Please Note: Allow a minute or two for the verification email to reach your inbox. If you are still unable to see it, check your junk folder. Alternatively, you can try again by clicking <u>Are you having a problem?</u> Which will appear after some time.

We've sent an email message containing a verification code to your inbox.

Next

Are you having a problem?
Not seeing the email?
Please allow a minute or two for the email to reach your inbox. If you are still unable to see it, check your junk folder.

Alternatively, you can:
Try again
Contact your administrator
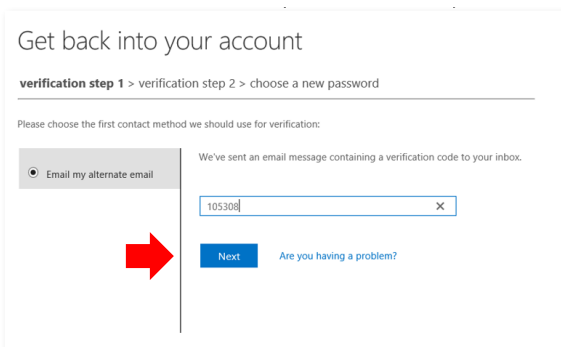
2. Enter the Verification Code that you received into the password reset tool. Click **Next**.
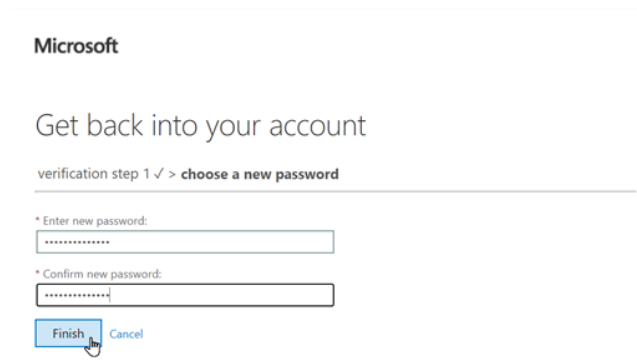
Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

○ Email my alternate email

We've sent an email message containing a verification code to your inbox.

105308   ×

Next   Are you having a problem?

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:
....

* Confirm new password:
....

Finish   Cancel

5. Enter a new password (see below tip) and confirm it in the secondary field below. Click **Finish**.

TIP: In terms of passwords, length is strength, so use a passphrase. Passphrases (a sentence or series of words) are easier to remember and can be made complex with punctuation. However, even if you don't add complexity (uppercase/ lowercase/ numbers/ special characters), <u>the longer the passphrase, the stronger it will be</u>.
Passphrases must be a minimum of 12 characters in length.
Example: "Mary had a little lamb, X3!"

Congratulations, you have reset your Ontario Health password! Please follow the next steps to log in.

STEP 6: Connect your Ontario Health Laptop to your Home Network & Log In

Before logging into your new Ontario Health computer, you must connect to your home network. Please follow the steps below to join:

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1. Power on the laptop by pressing the power button top right of your laptop keyboard. *The computer should already be connected to your Dell docking station and monitor (See steps 1 & 2).*

2. The login screen will appear. Click the **globe icon** in the bottom right corner of the login screen. A list of available networks in your area will appear. Locate the name of the network you want to join and click **Connect**.
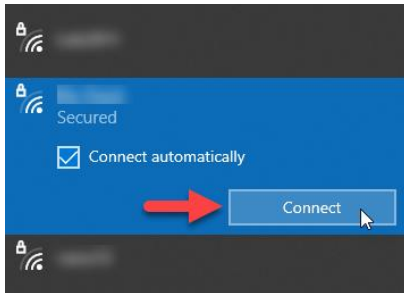
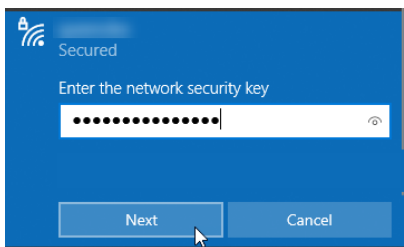3. When prompted, enter the network security key and the password for the Wi-Fi network you're attempting to join. Note that this may be printed on the back of the router or may be uniquely chosen by the owner of the web, in which case you'll need to ask them for the password. Click **Next**.

4. For security reasons, click "No" at the following prompt to prevent your PC from being discoverable.

5. From the login screen, click any key to log in. If you see another account listed, you'll need to connect to **another user** in the bottom left of the screen.

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6. Enter your **Ontario Health email address and password** as shown in the image below, and click → to sign in.

STEP 7: IF REQUIRED, Connect to Virtual Private Network (VPN)

Please Note: VPN is only required to access legacy resources, and many employees will not require it. If you are unsure if you need a VPN, please contact your Manager for assistance. For instructions on VPN use, see the Virtual Private Network (VPN) User Guide. *VPNs include PulseSecure VPN, GlobalProtect, Cisco AnyConnect Secure Mobility Client, Check Point VPN & FortiClient.*

STEP 7: Multi-Factor Authentication (MFA) Setup

Once you log in, you can open and access your office365 applications, such as **Teams** and **Outlook**. Please note that once you log into either with your Ontario Health password, your Office365 account will prompt you to complete the Multi-Factor Authentication setup. You can use this link to complete the form if it does not manually.

1. Upon entering your OH email and password, you will see the following **More information required** page. Click **Next**.
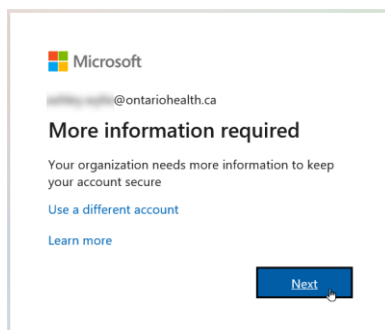
2. You will be presented with the following contact options:
   - Authentication Phone
   - Office phone
   - Mobile app

Decide which Authentication method you would like to set up but **do not select Office Phone. Your Ontario Health Microsoft Teams phone number is not an approved authentication method.**
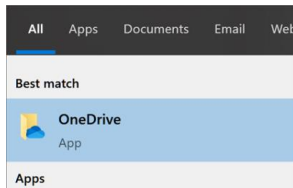
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Option 1: Mobile app: The Microsoft Authenticator App is the easiest and preferred verification method. It's just one click instead of typing in a 6-digit code. If you travel, you won't incur roaming fees when you use the application.

Option 2: Authentication Phone: You will receive a 6-digit code to enter to verify your login using your phone number. DO NOT select Office Phone! Your Ontario Health Microsoft Teams/ Office Phone number is not an Ontario Health-approved authentication method.

For the complete OH Multi-Factor Authentication Guide, see here (this link may not be accessible until you complete the setup). Once your MFA setup is full, you can access your O365 desktop applications, such as Teams and Outlook.

## STEP 8: Set up the OneDrive for Business Sync App

1. Select the Start button, search for "OneDrive," and click the OneDrive App.

2. When OneDrive Setup starts, enter your Ontario Health email address and select *Sign in*. Click here for complete setup instructions from Microsoft.

STEP 9: Sign in and Sync Microsoft Edge Internet Browser

To get the most out of Edge and ensure your settings (such as favourites, history, passwords, and more) are saved and synced across the different devices you use, we recommend signing into Edge using your @ontariohealth.ca account. To log into Edge, click on the account icon at the top right of your Edge browser. Click **Sign in to sync data**, choose **Work or school account** and proceed to enter your @ontariohealth.ca email address and password.
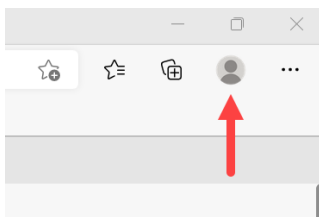
STEP 10: Additional Settings

Ergonomic Setup

See here for how to set up your workstation ergonomically.

Monitor and display Setup

If desired, you can adjust the settings for your displays (laptop screen and external monitor). Click here for instructions on using multiple Windows monitors, including rearranging your displays and choosing the

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display option (extend, duplicate, etc.)

Note: You may use personal monitors, but we cannot guarantee their compatibility or functionality with your laptop.
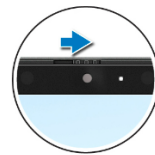
In-laptop webcam Setup

Your new Dell laptop has a privacy shutter, which can be used to cover the camera for full privacy.
1. Slide the privacy shutter to the left to access the camera lens.

2. Slide the privacy shutter to the right to cover the camera lens.

Pin Frequently Used Applications to Taskbar

Click here for guidance on pining apps to your Windows taskbar for easy access. *Steps on adding shortcuts to your desktop are also included.*

For technical support or inquiries, please get in touch with the Ontario Health Service Desk:
Phone: 1-866-364-4373
Email: servicedesk@ontariohealth.ca

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