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**Last Modified Date**

March 7, 2021

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Table of Contents

[Copyright Statement 1](#_Toc72073891)

[How to Setup Your Workstation 3](#_Toc72073892)

[Getting Started 3](#_Toc72073893)

[First Start 3](#_Toc72073894)

[How to Synchronize Your Workstation 6](#_Toc72073895)

[How to Update Your Workstation 7](#_Toc72073896)

[How to Perform a Manual Reset of Your Workstation 8](#_Toc72073897)

# How to Setup Your Workstation

## Getting Started

Below is the important information you should know to setup your new workstation. Please be sure to read it over carefully. Before proceeding with your initial setup, make sure you have connected your monitors, keyboard, mouse, and ethernet cable to your new workstation.

*Got a question? Remember, IT is here to help! If you run into an issue, please email help@contosocorp.com to report any issues with your workstation.*

## First Start

On your first start, your system will go through a series of screens and reboots automatically. Eventually, you will land on the *Setting Up Your Device for Work* screen as show below.



From here, follow the steps on the **next page**.

|  |  |
| --- | --- |
| **Step 1** | Review the Setting up your device for work screen. Wait until each step is marked as Complete or Failed.  If setup fails at *Device Preparation* or *Device Setup*, please stop, and reach out to help@contosocorp.com for assistance. Be sure to take a picture of the details shown on the screen to help us better assist you.  If setup fails at *Account Setup*, you can click on Continue Anyway. |
| **Step 2** | You will then be asked to set a PIN. This will allow you to login to your workstation in the future, with just a PIN.  See the source image |
| **Step 3** | Once your PIN is setup, you should be at the desktop of your workstation.  Please wait 15 minutes for your system to cleanup additional setup tasks before proceeding to the next step. |
| **Step 4** | Click on the Start Menu and go to Settings. |
| **Step 5** | Click on Update and Security |
| **Step 6** | Allow any Windows Updates to complete and reboot the system even if it doesn’t indicate a reboot is necessary. |
| **Step 7** | After reboot, login and allow the system to complete setup. We recommend leaving it for 30 minutes. Reboot it one more time and you should see your regular applications in the start menu. After the reboot, if your start menu appears to be missing an application you need, please notify IT by emailing help@contosocorp.com.  Else, you are ready to go! |

# How to Synchronize Your Workstation

Follow the below steps if you were instructed to by IT or believe your workstation is behind or missing applications as a troubleshooting step.

|  |  |
| --- | --- |
| **Step 1** | Open the windows start menu, and click on the Company Portal app. |
| **Step 2** | In company portal, click settings on the bottom left of the screen. |
| **Step 3** | On the settings screen, click on Sync. |
| **Step 4** | Once your system completed the synchronization, go ahead, and reset the system to make sure any changes are applied. |

# How to Update Your Workstation

Follow the below steps to update your workstation and ensure that it is up to date with patches and security updates.

|  |  |
| --- | --- |
| **Step 1** | Click on the Start Menu and go to Settings. |
| **Step 2** | Click on Update and Security |
| **Step 3** | Click on Check for Updates. |
| **Step 4** | Allow any Windows Updates to complete and reboot the system if it informs you that the system needs to restart. |

# How to Perform a Manual Reset of Your Workstation

Follow the steps as annotated below to reset your workstation. If you experience an issue at any step, please contact help@contosocorp.com for assistance.

|  |  |
| --- | --- |
| **Step 1** | Log off or be at the logon screen of windows.  See the source image |
| **Step 2** | Hold the SHIFT key, click the power icon on the lower right of the screen, and click reset. Then release the SHIFT key. |
| **Step 3** | The system will now reboot and should boot into “Recovery Mode” as shown below:  See the source image |
| **Important!** | If you do not boot into the screen as shown above, something went wrong. Please attempt steps 1 – 2 again. If it still fails, please reach out to help@contosocorp.com for assistance. |
| **Step 4** | Click Troubleshoot on the Choose an Option screen.  See the source image |
| **Step 5** | In Troubleshoot, select Reset This PC.  See the source image |
| **Note!** | Step 6 and 7 may be reversed depending on the system, so if you see Step 7 appear before Step 6, that is ok! |
| **Step 6** | On the recover from a drive screen, choose Fully clean the drive. |
| **Step 7** | On the Reset this PC screen, choose Cloud Download.  See the source image |
| **Step 8** | Windows will now begin the process of downloading and installing a clean image of Windows. Please periodically check the system for messages.  The system will reboot several times during this process. |
| **Step 9** | A message may appear during the reset that says the following:  *A configuration change was requested to clear the TPM WARNING: This request will remove any keys stored in the TPM. You will lose all created keys and access to data encrypted by these keys. Press F12 to clear the TPM Press Esc to reject this change request and continue.*  You need to press F12 to continue. |
| **Step 10** | Windows may reboot several more times before approaching the Intune Setup Screens. |
| **Step 11** | Once windows completes initial setup, it should take you to this screen to report the status of it configuring. It may ask you to login first, in which case login using your network credentials to continue setup.  See the source image  If setup fails at *Device Preparation* or *Device Setup*, please stop and reach out to help@contosocorp.com for assistance. Be sure to take a picture of the details shown on the screen.  If setup fails at *Account Setup*, you can click on continue anyway. This will self-resolve. |
| **Step 12** | You will then be asked to set a PIN. This will allow you to login in the future on your workstation only via this PIN.  See the source image |
| **Step 13** | Once your PIN is setup, you should be at the desktop of your workstation.  Please wait 15 minutes for your system to cleanup additional setup tasks before proceeding to the next step. |
| **Step 14** | Click on the Start Menu and go to Settings. |
| **Step 15** | Click on Update and Security |
| **Step 16** | Click on Check for Updates. |
| **Step 17** | Allow any Windows Updates to complete and reboot the system even if it does not indicate a reboot is necessary. |
| **Step 18** | After reboot, login and allow the workstation to complete setup. We recommend leaving it for 30 minutes. Reboot it one more time and you should see your regular applications in the start menu.  After the reboot, if your start menu appears to be missing an application you need, please notify IT by emailing help@contosocorp.com.  Else, you are ready to go! |