

New Hire Laptop Onboarding Troubleshooting Guide

Purpose

This document provides a structured troubleshooting guide. It helps identify, troubleshoot, and resolve common issues encountered during laptop setup, MDM enrollment, application installation, and security compliance.

Troubleshooting Table Guide

Issue Area	Problem	Symptoms	Troubleshooting Steps	Recommended Resolution
Login & Password Issues	Cannot log in with issued company credentials	<ul style="list-style-type: none">• Password rejected• Locked account• Incorrect login prompts	<ol style="list-style-type: none">1. Confirm correct email & temporary password.2. Check keyboard layout.3. Try previous password if changed.4. Reset password using IT support.5. Record reset in ticketing system.	Successful login after password reset and verification.
MDM Enrollment (Miradore)	Laptop not appearing under Miradore device list	<ul style="list-style-type: none">• Device missing in dashboard• Policies not applying• Agent not syncing	<ol style="list-style-type: none">1. Ensure strong internet connection.2. Confirm Miradore agent installed from PPKG.3. Restart laptop and wait 5 minutes.4. IT verifies sync under Devices.	Device visible in Miradore and fully synced.

			5. Reinstall provisioning package if needed.	
Required Applications	Teams, VPN, browser, or other required apps not launching	<ul style="list-style-type: none"> • App crashes • Missing apps • Installation errors 	<ol style="list-style-type: none"> 1. Confirm internet connection. 2. Verify the app is installed from company provisioning. 3. Remove corrupted installs and reinstall. 4. Check antivirus or Windows Defender logs. 	Successful installation or full app functionality confirmed.
Security Requirements	Device not compliant with security policies	<ul style="list-style-type: none"> • Antivirus disabled • Firewall off • No BitLocker • Missing updates 	<ol style="list-style-type: none"> 1. Confirm Windows Defender active. 2. Ensure firewall is turned on. 3. Check BitLocker encryption status. 4. Install pending updates. 	Device meets all company security policy requirements.
Connectivity Issues	Cannot access email, portals, or company network	<ul style="list-style-type: none"> • Login failures • 403 errors • Missing shared drives 	<ol style="list-style-type: none"> 1. Confirm internet connection. 2. Attempt VPN connection. 3. Verify Miradore enrollment. 4. Validate 	Restored access to email, shared drives, and company systems.

			credentials.	
			5. Restart device.	
Escalation / Reporting	Issue unresolved after troubleshooting	<ul style="list-style-type: none"> • Persistent errors • User unable to proceed 	1. Log all details in the IT ticket. 2. Escalate critical issues. 3. Follow up with user.	Full escalation workflow completed with closure confirmation.