

New Hire Laptop Setup & First-Day Instructions

Purpose

This Knowledge Base document offers comprehensive guidance for new employees to effectively configure their company-issued laptops, finalize the initial login procedure, confirm device registration in the company's management system, install necessary applications, comply with security protocols, and utilize IT support resources. This document guide is meant to guarantee a seamless first-day experience for remote onboarding.

SETUP GUIDE STEP-BY-STEP TO BE FOLLOWED BY NEW HIRE

1. First Time Login

1. Start by turning on your laptop using the power button. Allow the device to completely boot to the Windows login screen.
 2. Connect the laptop to a dependable Wi-Fi network. A stable internet connection is essential for enrollment into the management system and for the installation of company applications.
 3. On the login screen, input your company email address along with the temporary password provided by the IT department. Press Enter to log in.
 4. Follow the prompts displayed on the screen to establish a new personal password. Make sure that the password complies with the company's security policy (minimum of 8 characters, including uppercase letters, lowercase letters, numbers, and symbols).
 5. Once you have completed the password setup, your desktop environment will load, preparing you for the subsequent steps.
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2. MDM Enrollment Verification

1. Upon establishing an internet connection, the laptop will automatically register with the company's Mobile Device Management system (FleetDM).

2. The IT department can remotely confirm that your device has been successfully registered by verifying its presence under Hosts in the FleetDM dashboard.
 3. Users are not required to take any manual steps for enrollment; however, it is essential that they maintain the device's connection to the network throughout the initial login process.
 4. Successful enrollment guarantees that the device obtains all required configurations, policies, and software deployments from the company.
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3. Required Applications

Your laptop comes pre-configured with the necessary software for daily operations. New employees should check that the following applications are installed and operational:

- Microsoft Teams: This application is utilized for internal communication, meetings, and collaboration. Please ensure you can log in using your company credentials.
- Chrome or Edge Browser: These browsers are recommended for accessing web-based tools, email, and company portals.
- VPN Client: This is essential for securely connecting to the company network from remote locations. Please verify that you can establish a VPN connection.
- Antivirus (Windows Defender): This software offers real-time protection against malware and other threats. Please confirm that Windows Defender is enabled and functioning.

If any of the aforementioned applications are absent or not working properly, please reach out to IT support without delay.

4. Security Requirements

All company laptops are required to adhere to the following security protocols to safeguard sensitive information and ensure compliance with regulations:

1. Password Policy: The password for the device must consist of a minimum of 8 characters and include a mix of letters, numbers, and special symbols.
2. Antivirus Protection: Windows Defender must be activated and running continuously to avert malware attacks.
3. Firewall: The integrated firewall must be operational to prevent unauthorized network access.
4. Device Encryption: BitLocker or the company-approved encryption method must be activated to secure data in the event of loss or theft.
5. Automatic Updates: The system should be set up to automatically download and install Windows updates and security patches to maintain the device's current status.

Non-compliance with these stipulations may lead to limited access to company systems.

5. Support Channels

New employees can obtain IT support through various channels to resolve any issues or inquiries during the onboarding process:

1. **Email:** Forward detailed support requests to itsupport@A.com. Be sure to include your device name, a description of the issue, and any pertinent screenshots.
2. **Ticket Portal:** Utilize the company's ticketing portal to report issues and monitor the status of their resolution. This allows IT to prioritize and respond effectively.
3. **IT Hotline:** For urgent matters, contact the IT support hotline during business hours (Monday–Friday). Please provide your device information and a concise description of the issue.

IT support is available to assist with enrollment, software installation, security verification, and troubleshooting to ensure that new employees can commence work without delay.

