

# 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"><li>• Password rejected</li><li>• Locked account</li><li>• Incorrect login prompts</li></ul>	<ol style="list-style-type: none"><li>1. Confirm correct email &amp; temporary password.</li><li>2. Check keyboard layout.</li><li>3. Try previous password if changed.</li><li>4. Reset password using IT support.</li><li>5. Record reset in ticketing system.</li></ol>	Successful login after password reset and verification.
MDM Enrollment (Miradore)	Laptop not appearing under Miradore device list	<ul style="list-style-type: none"><li>• Device missing in dashboard</li><li>• Policies not applying</li><li>• Agent not syncing</li></ul>	<ol style="list-style-type: none"><li>1. Ensure strong internet connection.</li><li>2. Confirm Miradore agent installed from PPKG.</li><li>3. Restart laptop and wait 5 minutes.</li><li>4. IT verifies sync under Devices.</li></ol>	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"> <li>• App crashes</li> <li>• Missing apps</li> <li>• Installation errors</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirm internet connection.</li> <li>2. Verify the app is installed from company provisioning.</li> <li>3. Remove corrupted installs and reinstall.</li> <li>4. Check antivirus or Windows Defender logs.</li> </ol>	Successful installation or full app functionality confirmed.
Security Requirements	Device not compliant with security policies	<ul style="list-style-type: none"> <li>• Antivirus disabled</li> <li>• Firewall off</li> <li>• No BitLocker</li> <li>• Missing updates</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirm Windows Defender active.</li> <li>2. Ensure firewall is turned on.</li> <li>3. Check BitLocker encryption status.</li> <li>4. Install pending updates.</li> </ol>	Device meets all company security policy requirements.
Connectivity Issues	Cannot access email, portals, or company network	<ul style="list-style-type: none"> <li>• Login failures</li> <li>• 403 errors</li> <li>• Missing shared drives</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirm internet connection.</li> <li>2. Attempt VPN connection.</li> <li>3. Verify Miradore enrollment.</li> <li>4. Validate</li> </ol>	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"> <li>• Persistent errors</li> <li>• User unable to proceed</li> </ul>	<ol style="list-style-type: none"> <li>1. Log all details in the IT ticket.</li> <li>2. Escalate critical issues.</li> <li>3. Follow up with user.</li> </ol>	Full escalation workflow completed with closure confirmation.