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## Standard Operating Procedure

# Customer Remote Device Setup Tasks

**Procedure Description:** Setup steps for your new device enabling final setup and configuration steps during scheduled appointment with ITSG. **Time: 60- 80 minutes.**

Step No	Process step	Key points	Explanation/examples/diagrams/Links
1	▶ Unboxing Laptop	<p>Remove the laptop from packing, including the power supply (some departments have asked that you retain the box for later use)</p> <p>Most laptops come with a charge, but not a high one, first you will need to connect the two halves of the power-lead together via the clover shaped connector, then plug it in to a wall socket and your device</p>	
2	Get Windows Ready. Take steps necessary to get your device setup.	<p>Once the power is connected, switch on the device. You will be prompted to answer several questions; a brief description from Microsoft available here: <a href="https://community.windows.com/en-us/stories/set-up-your-device-with-the-windows-10-out-of-box-experience">https://community.windows.com/en-us/stories/set-up-your-device-with-the-windows-10-out-of-box-experience</a></p> <p>You will be asked (Windows Setup Questions in <b>bold</b>, answer guidance in <b>highlighted text</b>):</p> <p><b>Continue in selected Language? English (United States)</b> Click 'Yes'</p> <p><b>Let's start with region. Is this right?</b> Find United Kingdom in the list. Click 'Yes'.</p> <p><b>Is this the right keyboard layout?</b> Select United Kingdom. Click 'Yes'</p> <p><b>Want to add a second keyboard layout?</b> Click 'Skip'</p> <p>Let's connect you to a network. Select your home network as appropriate and login using your usual network details.</p> <p><b>Windows 10 Licence Agreement.</b> Select 'Accept'</p> <p><b>How would you like to setup?</b> Select <i>setup for a personal use</i>. Click 'Next'</p> <p><b>Let's add your account.</b> Click <i>Offline Account</i> in the bottom left of the screen.</p> <p><b>Sign in to enjoy the full range of Microsoft apps and services.</b> Click <i>Limited Experience</i> in the bottom left of the screen.</p>	

		<p><b>Who's going to use this PC?</b> To keep things consistent enter the username that you use on your Office PC (either firstname.lastname or sso username depending on when you joined your department). Click 'Next'</p> <p><b>Create a super memorable password.</b> Enter a password and ensure that you do not forget it otherwise you won't be able to use your laptop.</p> <p><b>Create security questions for this account.</b> Once again, ensure that you use something that you will be able to remember if you need to recover your account later.</p> <p><b>Set up Windows Hello to sign in faster and more securely.</b> Skip for now.</p> <p><b>Next come several privacy related questions.</b> You can choose the least invasive answers 'Don't use.....' 'No....' 'Send only required...' etc.</p> <p><b>Let Cortana help you get things done.</b> Click 'Not Now'</p> <p><b>Support &amp; Protection.</b> Enter your details and department email.</p> <p><b>Support &amp; Protection.</b> Tick 'My information is correct' <b>Untick</b> 'Use my information to register.....etc' Click 'Next'.</p> <p><input checked="" type="checkbox"/> This Windows setup stage is complete and you can now logon following some further 'This might take several minutes' screens.</p>	
3	Connect to the Internet	So that we can remote in to complete our setup you will need to have internet access, please connect the device to your internet if you have not already	
4	Install Software	<p><b>Sophos Anti-virus:</b> It is a requirement of the university that all devices that connect to the university's network have an anti-virus program installed, the university supplies Sophos for this purpose, instructions on how to download and install Sophos can be found here <a href="#">Sophos</a></p> <p><b>VPN:</b> Used for connecting securely to University of Oxford resources from home. As part of the <b>prerequisites</b> you must actively register for an account to access the VPN</p> <p><b>Kofax power PDF:</b></p>	<p><b>Install Instructions:</b> <a href="https://itsg.socsci.ox.ac.uk/how-to-install-sophos">https://itsg.socsci.ox.ac.uk/how-to-install-sophos</a></p> <p><b>VPN Registration:</b> <a href="https://register.it.ox.ac.uk/self/remote_access">https://register.it.ox.ac.uk/self/remote_access</a></p> <p><b>Download &amp; Install:</b> <a href="https://register.it.ox.ac.uk/self/software?swp=vpn">https://register.it.ox.ac.uk/self/software?swp=vpn</a></p> <p><b>Install Instructions:</b> <a href="#">VPN Installation   Social Sciences Information Technology and Services Group (ox.ac.uk)</a></p> <p><b>Install Kofax</b> <a href="#">Install Kofax (PowerPDF) PDF Editor   Social Sciences Information Technology and Services Group (ox.ac.uk)</a></p>

Kofax power PDF is available for windows devices *owned by the university*, for viewing and editing .pdf files, information on how to download and install Kofax can be found here [Kofax](#)

**MFA:**

During the Microsoft Office download, Microsoft Outlook, OneDrive and Teams setup, you will be prompted to authenticate using MFA; please have your authenticator at hand.

Further information can be found here <https://help.it.ox.ac.uk/mfa>

**Microsoft Office:**

Includes Word, Excel, PowerPoint, Outlook & can be downloaded & installed via the web:

1. Go to the e-mail web access (<https://outlook.office.com/owa/>)
2. Sign-in using your SSO details
3. Click "Nexus365" (top left of screen)
4. Click "Install Office>Office 365 apps"
5. The download and install will start

Further information can be found here:  
<https://help.it.ox.ac.uk/nexus365/index>

**Microsoft Outlook:**

Once Office is installed you can setup Outlook to read your email:

1. Open outlook
2. In the window that opens where it asks for your e-mail address type in your [sso@OX.AC.UK](#) e.g, [admn8765@OX.AC.UK](#)
3. When prompted for username and password it will be your sso (as above) and your sso password

Once you have logged in to Outlook it may take a little while for all your e-mails to be pulled from the server, so do not worry if you do

**MFA authenticator update:**



<https://mysignins.microsoft.com/security-info>

**SSO password reset:**

<https://webauth.ox.ac.uk/>

**Office Install from Office365 Online:**

<https://outlook.office.com/owa/>

		<p>not see all your e-mails straight away (there is updating information at the bottom of the outlook window)</p> <p>Further information can be found here  <a href="https://help.it.ox.ac.uk/configure-email">https://help.it.ox.ac.uk/configure-email</a></p> <p><b>Microsoft Teams:</b>  To sign in to Teams please follow the above for Microsoft Outlook from Step 2</p> <p>Further information can be found here  <a href="https://help.it.ox.ac.uk/teams-getting-started">https://help.it.ox.ac.uk/teams-getting-started</a></p> <p><b>Microsoft OneDrive:</b>  To sign in to <a href="#">OneDrive</a> please follow the above for Microsoft Outlook from Step 2</p> <p>Further information has been supplied by the university and can be found here <a href="https://help.it.ox.ac.uk/onedrive-for-business-getting-started">https://help.it.ox.ac.uk/onedrive-for-business-getting-started</a></p> <p><b>Log in to Microsoft Edge:</b></p> <p>All browsers can back up your bookmarks and usernames &amp; passwords to the cloud; your sso is a Microsoft account &amp; you can backup these in Microsoft Edge</p> <p>To sign in to Edge please follow the above for Microsoft Outlook from Step 2 (the login button is at the top right of edge)</p> <p>Setup information and can be found here <a href="#">Edge sign-in and sync</a></p>	<p><b>Edge has the following Icon:</b></p>  <p><b>To find Edge. Click the Start Menu  bottom left of your screen and it appears in the list under 'M' for Microsoft.</b></p> <p><b>If you cannot find it, download &amp; install from:</b> <a href="#">Download Microsoft Edge</a></p> <p><b>Setup Instructions for Edge/Office365 Sync:</b>  <a href="#">Microsoft Edge - Synchronise with Office365   Social Sciences Information Technology and Services Group (ox.ac.uk)</a></p>
5	Dock & Monitor Setup	If your department has purchased a monitor and/or a Docking station for you, at this stage we will look at connecting them up	

**Monitor:**

Please remove from packaging

Monitors usually come in parts that need putting together and there are usually instructions on how to assemble them, the information is usually straight forward (connect base to stand, connect stand to monitor, plug power in to wall and screen), please switch on the Monitor

You will find in the box for the Monitor a display lead of some sort (Display Port (DP), HDMI etc,), all you need to do is match the port on the laptop with the ports on the monitor and the cable and plug both ends of the cable in\*

The screen should now display

\* If there is not a cable that matches both the laptop and monitor, the department will need to purchase one


**Docking station and Monitor:**

Please remove from packaging

Monitors usually come in parts that need putting together and there are usually instructions on how to assemble them, the information is usually straight forward (connect base to stand, connect stand to monitor, plug power in to wall and screen), please switch on the Monitor

Once you have assembled and plugged in the monitor you can plug in the Docking station, it has a power supply similar\*\* to the laptop, please plug in to the wall and it (if powered lights will come on power lead)

You will find in the box for the Monitor a display lead of some sort (Display Port (DP), HDMI etc,), all you need to do is match

		<p>the ports on the back of the dock with the ports on the monitor and the cable and plug both ends of the cable in</p> <p>Now that you have the Docking station and Monitor connected you can plug the Docking station in to the laptop via the usb-c connector*** **</p> <p>** The laptop power supply can be used with the dock if they match</p> <p><b>Docking station monitor:</b></p> <p>Please remove from packaging</p> <p>Monitors usually come in parts that need putting together and there are usually instructions on how to assemble them, the information is usually straight forward (connect base to stand, connect stand to monitor, plug power in to wall and screen), please switch on the Monitor</p> <p>At this point you should have a usb-c cable to use to connect the screen to the laptop, plug this in to the screen first then the laptop*** **</p> <p>*** If the laptop is off when the dock is plugged in, it will start-up after a couple of seconds delay and display to the screen, if the laptop is on you should see the monitor start to display</p> <p>**** The laptop does not need to have its power cable plugged in</p>	
6	 This procedure is complete.	Next step is to join your scheduled appointment with ITSG to complete your device setup.	