

Kia ora,

We are providing this loan laptop to assist you with your studies or working from home.

In this package, you should find:

- A laptop and all its cables
- Instructions on how to set up Windows on this laptop

For help. If anything is missing from this package, or you have problems setting up your laptop or connecting to the Internet, please reach out for help through AskOtago. It is available seven days a week between 7am and 11pm New Zealand time:

Phone: 0800 80 80 98

Email: university@otago.ac.nz

Online chat: http://otago.custhelp.com/app/chat/chat_launch

Please keep the packaging for the laptop, for when you return it. We will be back in touch to arrange its return. If you wish to return it sooner, please contact AskOtago.

Take care,

IT Support Services.

Note; this document was created using instructions for a Windows computer. There may be slight variations in the process depending on the make\model of laptop computer you have been provided.

Setting Up Windows 10 for the First Time

This document contains information about setting up your computer and configuring Windows 10 for the first time. To set up your new computer, unpack the computer, turn it on, and then complete the Windows 10 setup process.

Step 1: Unpacking the computer

Unpack the laptop and other items from the box.

1. Unpack the laptop from the box.
2. Select a location for the computer that is near a power source.

Note: Keep the packing, you will need it to return the laptop to the University when you have finished using it.

Step 2: Connecting the power cord to the computer

Connect the power cord to the laptop and to a power source.

1. Connect the power cord to the computer and to a wall outlet.

Step 3: Connecting the mouse to the laptop

1. If one has been supplied, plug the mouse USB cable into the computer.
2. Feel free to use your own Mouse if one has not been supplied.

Step 4: Setting up Windows 10

Configure your preferences, connect to the Internet, and get started using the operating system.

1. Press the power button to turn on the computer (located top right hand corner next to the keyboard). During the setup process, Windows 10 might take a long time to process an item without visual feedback on the screen to indicate progress. **This is normal.**

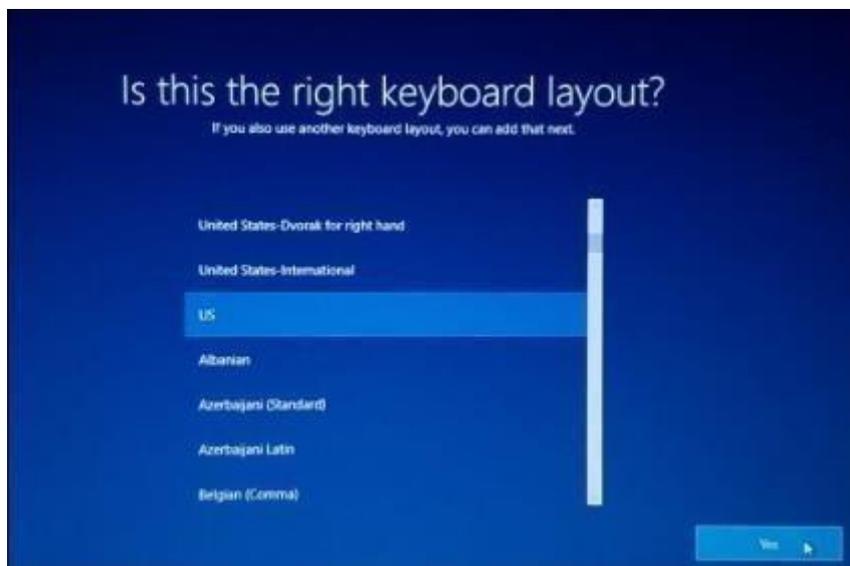
Caution:

To avoid damaging the data on the computer, do not restart your computer during the setup process and make sure the laptop is connected to the plugged-in power supply.

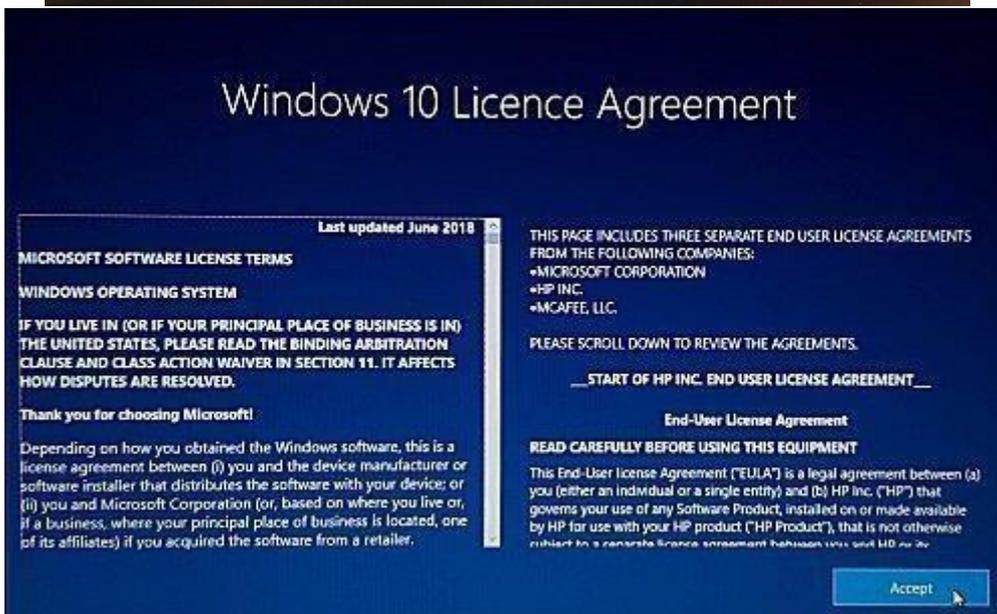
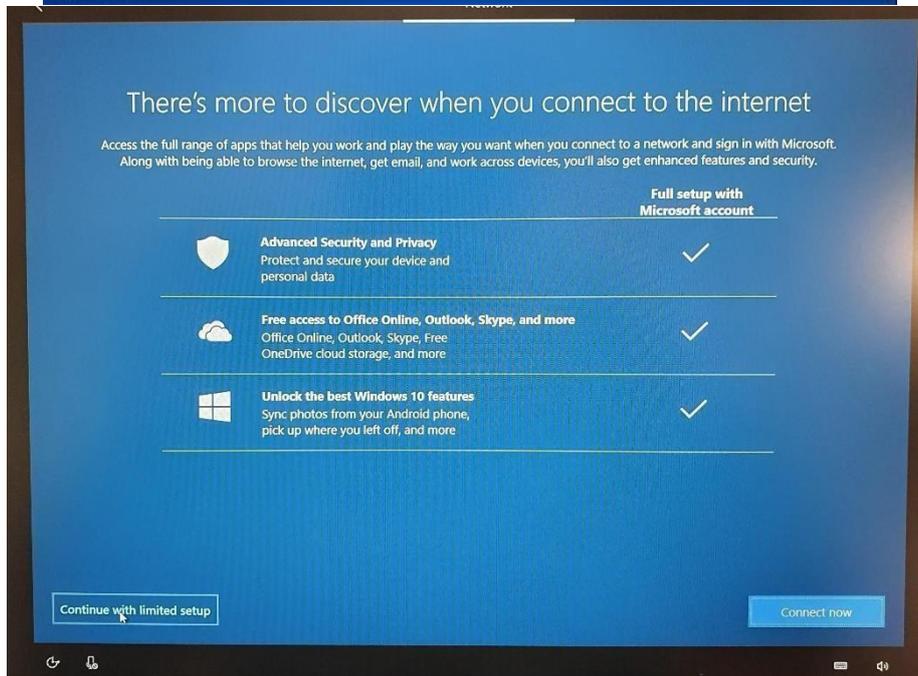
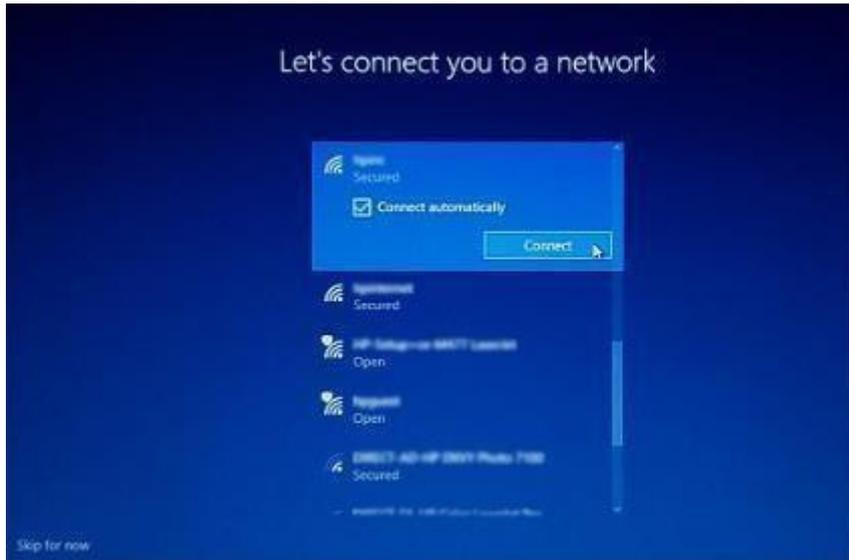
2. After the manufacturer logo, the **Let's start with region. Is this correct?** screen displays. Select your country or region from the list, and then click Yes.

Note: select New Zealand

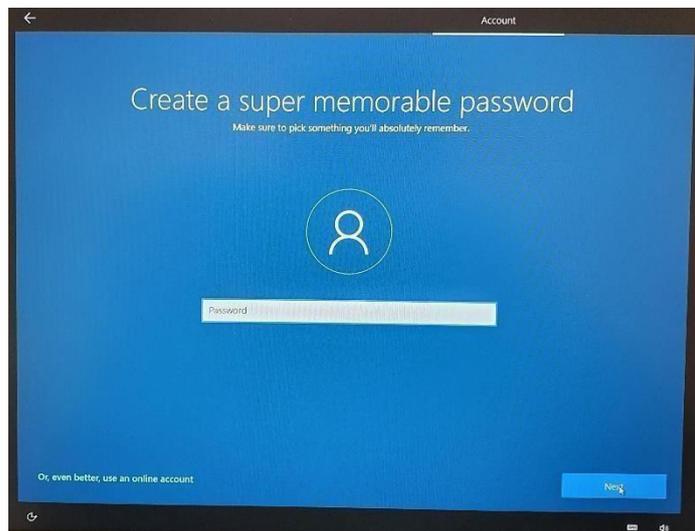
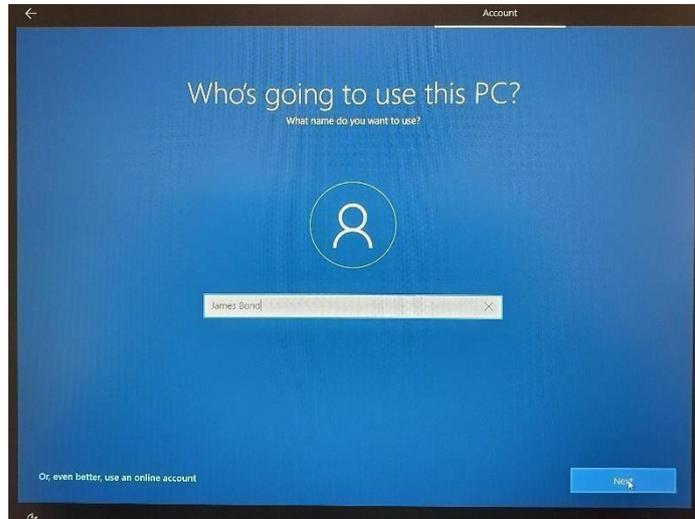
3. The **Is this the right keyboard layout?** screen displays. Select US layout, and then click Yes.



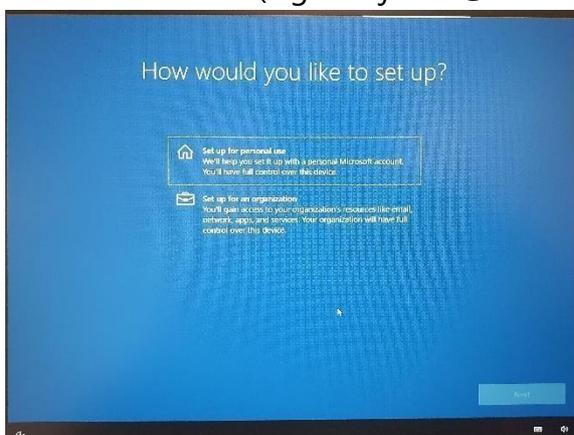
4. On the **Do you want to add a second keyboard layout?** screen, you can either follow the instructions for adding another keyboard layout or click Skip.
Note: recommend you select Skip
5. On the **Let's connect you to a network** screen, select the Skip for now. We will connect to the internet later in the setup. The device may reboot and take you to connect again, but select the "I don't have Internet" option.
 - o It may present a screen showing what options are available with internet, click the "Continue with limited setup".
 - o The **Windows 10 License Agreement** screen displays. After reading the license agreement, to proceed, click Accept to continue.



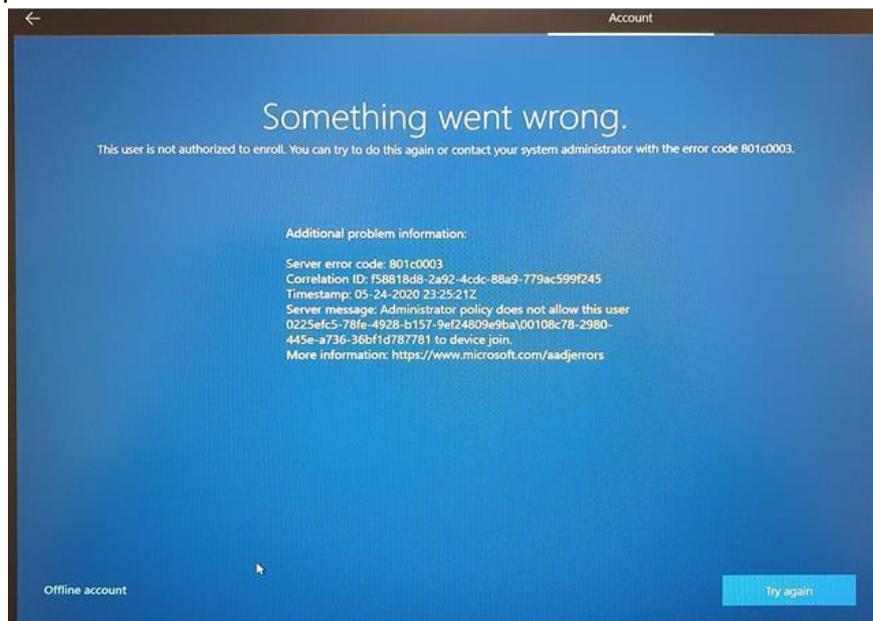
6. If continuing without internet you will be prompted to make a local account which you will need to provide a name, password and security questions.



- If you connected with internet then, the **Sign in with Microsoft** screen displays. Select "Set up for an organization". Sign in with your university student\staff email account (e.g. bonja007@student.otago.ac.nz).



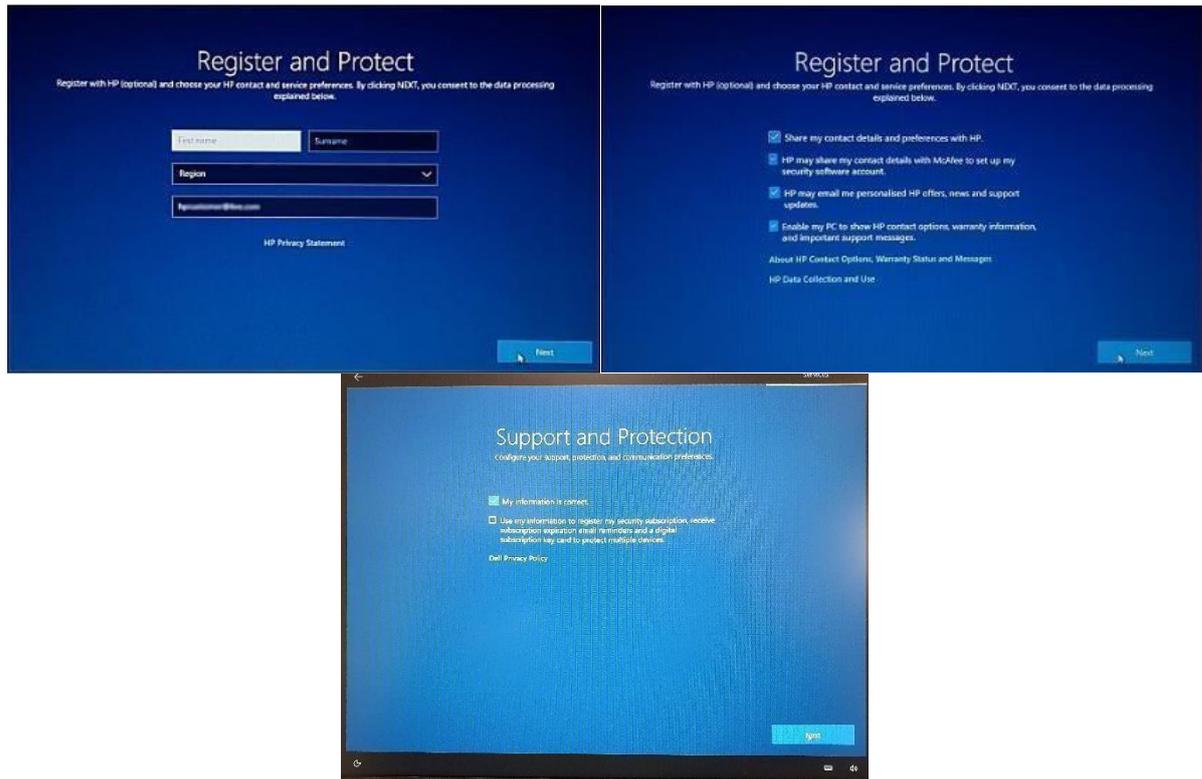
- If you had connected with internet you may get an error when attempting to use your student email, click the option to make an **Offline account** and follow the steps above.



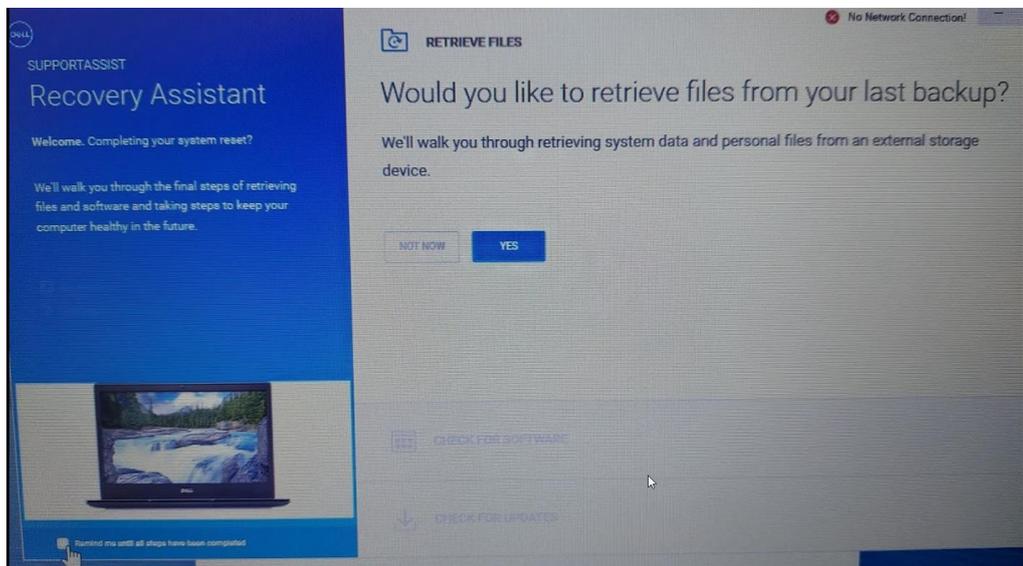
- After signing in the following setup screens display. Follow the on-screen instructions to customize Windows such as:
 - Link your Android or iPhone to this PC
 - Protect your files with OneDrive
 - Set up your Office
 - Do more across devices with activity history (SELECT NO)
 - Chose privacy settings for your device (LEAVE AS DEFAULT)



- On the registration screen, type your personal information, and then click Next
 - On the **Register and Protect** screen, select your preferred privacy settings, and then click Next.
 - You may be presented with the **Support and Protection** screen, tick the my information is correct box and click Next.



10. If you receive a message to retrieve files from your last backup, please remove the tick from the reminder check box (bottom left of the screen) and close the window:



11. Read any introductory screens describing the features of your computer, make selections when prompted, and then click Next up on completing each.

You are now done with the initial setup process.

Step 5: Changing the Date and Time settings

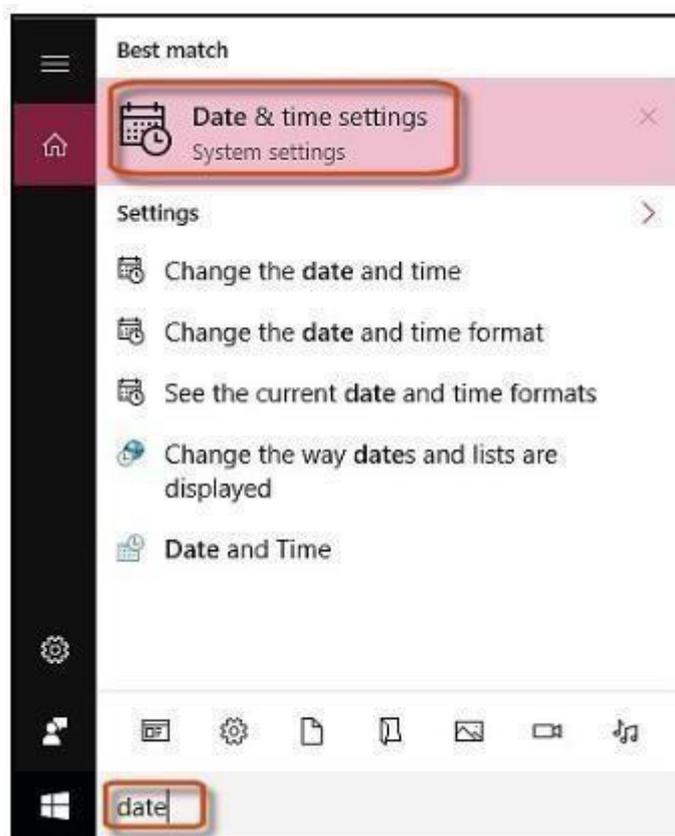
Adjust the date and time on your computer.

1. In the bottom-right corner of the screen, find the date and time.



- If the date and time are correct, skip to [Things to do after setup](#).
- If the date and time are incorrect, continue with these instructions.

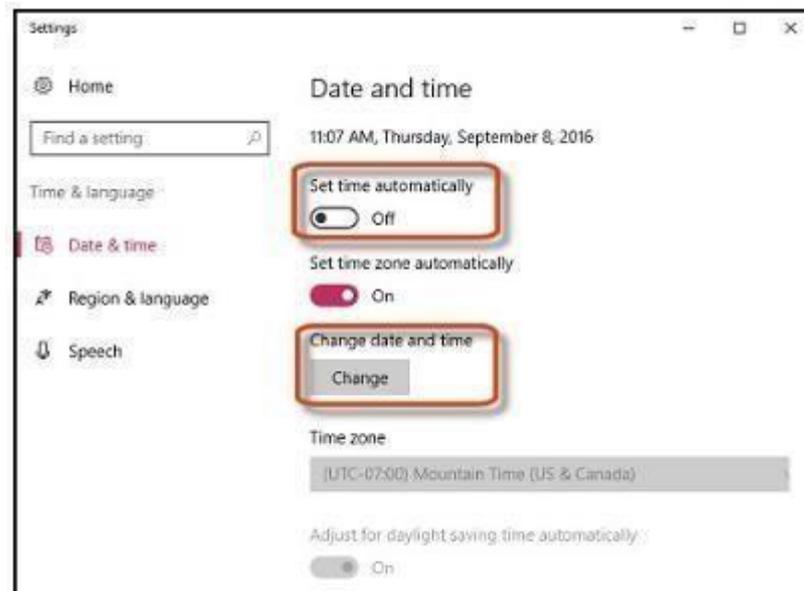
2. To change the date and time, in Windows search for Date. In the results, click **Date & time settings**.



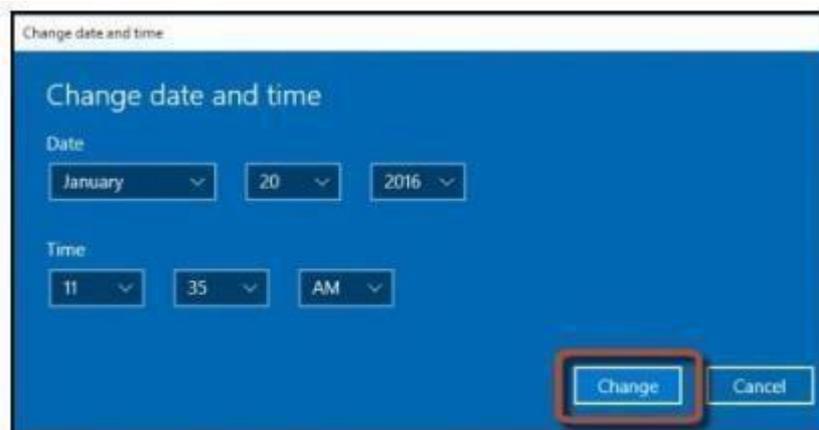
3. Move the Set time automatically slider to Off. Then, under Change date and time, click Change.

Note:

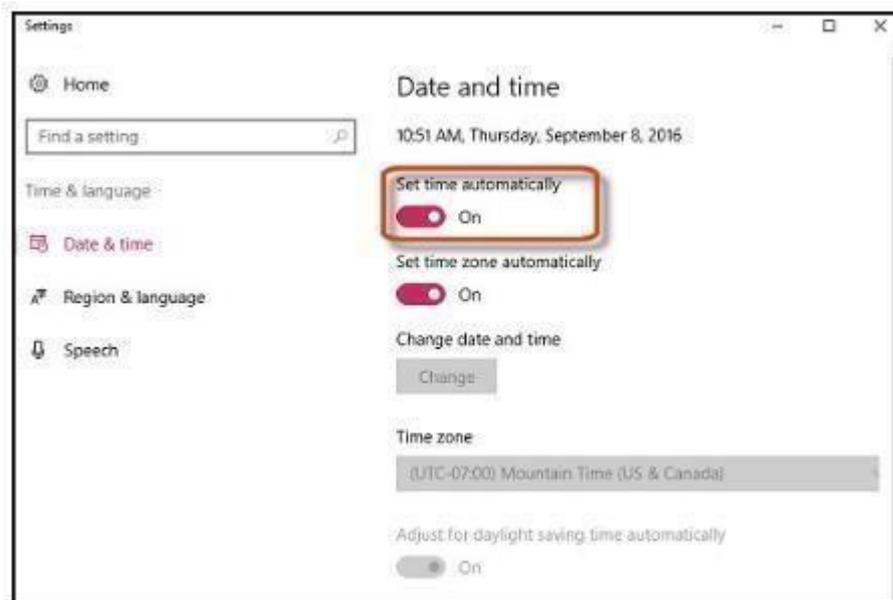
By default, the Set time automatically slider is set to On. If the computer is not connected to the Internet, the date and time might be incorrect.



4. Adjust the date and time as needed, then click Change.



5. If the computer is connected to the Internet, move the Set time automatically slider to On



Step 6: Things to do after setup

Congratulations! You have successfully set up Windows 10.

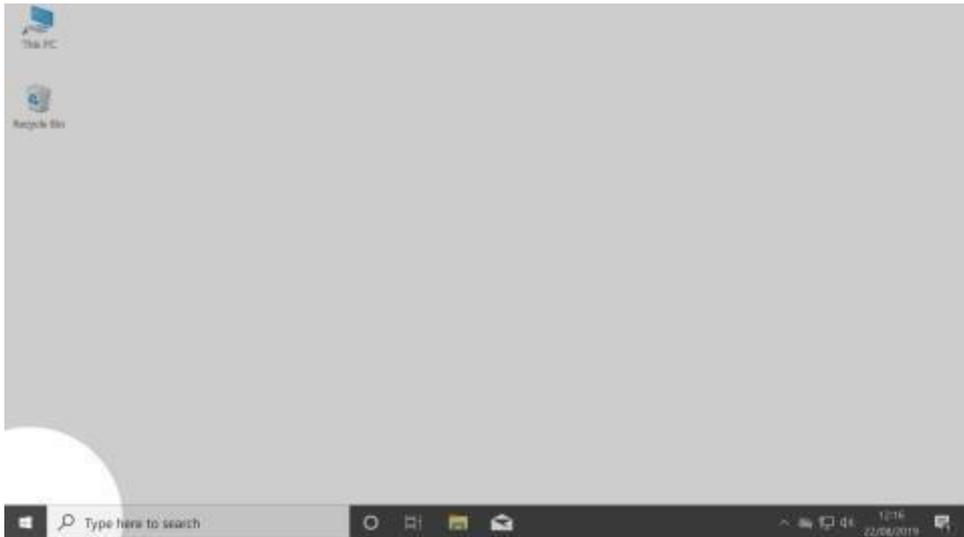
You now need to install Anti -Virus software

Anti-Virus software: Sophos – <https://home.sophos.com/en-us.aspx> **Note: we do not expect you to pay for this product. Download and install the FREE version**

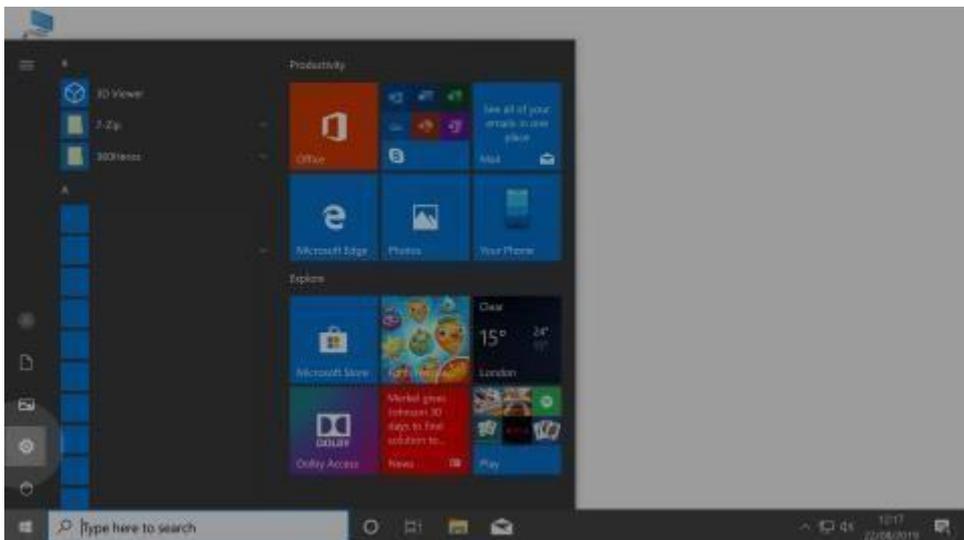
Step 7: Turn on automatic updates for Windows 10

By default, **Windows 10** updates your operating system automatically. However, it is safest to manually check that you are up to date and it is turned on.

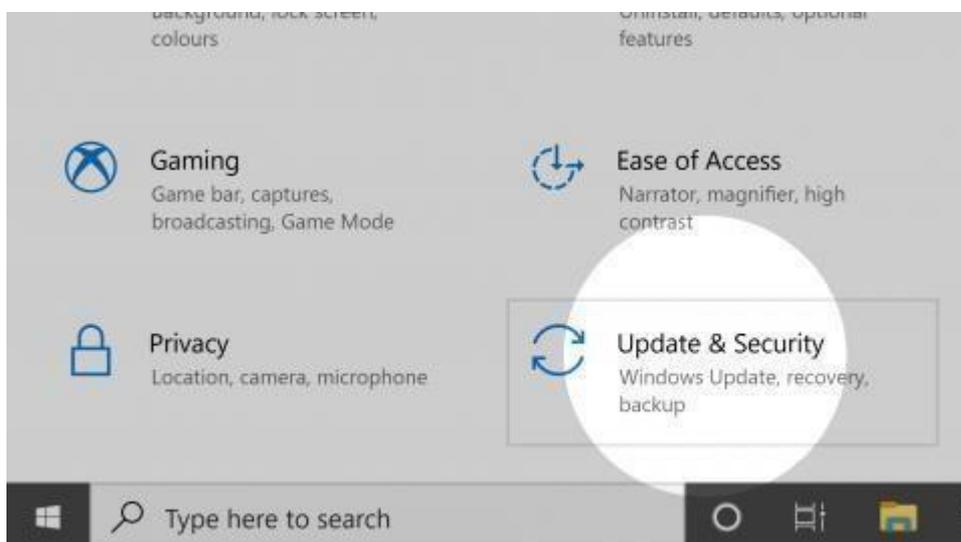
1. Select the **Windows** icon in the bottom left of your screen.



2. . Click on the **Settings Cog** icon.



3. Once in **Settings**, scroll down and click on **Update & Security**.





4. Click "Check for Updates" and wait for everything to download & install. This process will take approximately 45 minutes to complete and depends on your Internet Connection and speed.

Your Computer should restart automatically after updates have been installed.

Step 8: Dell Command\Update

After the computer has restarted you may be prompted to check for Dell updates. It is recommended that you click Check and then Install.

On some computers this step will happen automatically with no prompt, and you just need to leave the computer turned on and connected to the internet for about 30 minutes after setup.

Returning Your Laptop

When we receive the laptop back from you, we will completely erase the hard drive which means any files you have saved to the laptop will be lost forever. We will perform this task immediately upon return. There will be no option to request recovery of your files.

Before you return it to us, make sure you have saved your files to an appropriate place such as an external drive\USB stick, your student and\or cloud storage or to your own personal computer.

If you are concerned about returning your laptop to us with your personal data and files, follow this YouTube video which shows how you can reset the laptop to its factory state the day that you received the laptop:

The steps to take are:

1. Turn on computer (**make sure it is connected to the plugged in power supply**)
2. Click on the screen as if you are going to login
3. Holding down the Shift key, click the Power icon (bottom right icon on screen)
4. Still holding down the Shift key click Restart
5. Click Troubleshoot
6. Choose Reset This PC
7. Click "Remove Everything"
8. Click "Fully clean the drive"
9. Click "Reset"
10. The process will take about 30 minutes to complete. 11. Press ESC
12. The PC will now start to reinstall Windows. The process takes about 5 minutes to complete
13. When the computer goes into Cortana mode (i.e. set up) hold power button down for a few seconds and shut the computer down, box the laptop and cables up in the original packaging and return to the University. Communications regarding how, where and when to return your loaned computer will be provided to you soon.