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

Assistance:
If you have any problems setting up your laptop, please reach out for help through AskOtago directly via online chat, email, or phone:

Freephone 0800 80 80 98 (within New Zealand)
Tel +64 3 479 7000
Email university@otago.ac.nz
Chat with an AskOtago Service Representative:
https://otago.custhelp.com/app/chat/chat_launch

If you are on the Dunedin campus you can visit us in person 8:00am–6pm Mon-Sat at the AskOtago Central Hub in the Information Services Building (corner of Albany and Cumberland Streets, opposite the Otago Museum)

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.

Setting Up Windows 11 for the First Time

This document contains information about setting up your computer and configuring Windows 11 for the first time. To set up your new computer, unpack the computer, turn it on, and then complete the Windows 11 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 11

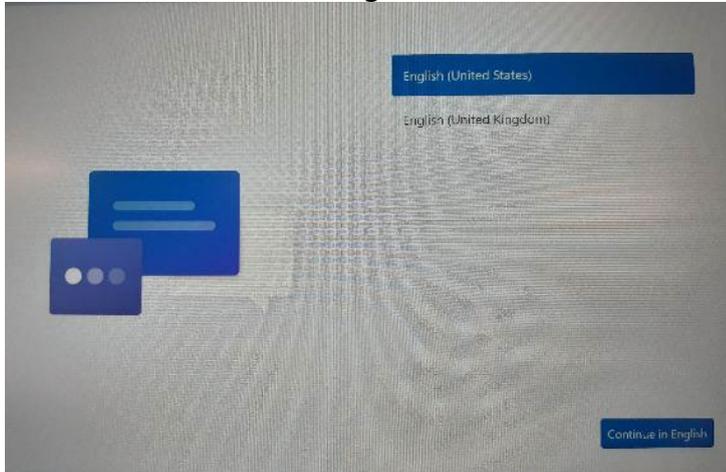Configure your preferences, connect to the Internet, and get started using the operating system.

1. Press the power button to turn on the computer (located top right-hand corner next to the keyboard). During the setup process, Windows 11 might take a long time to process an item without visual feedback on the screen to indicate progress. **This is normal**.
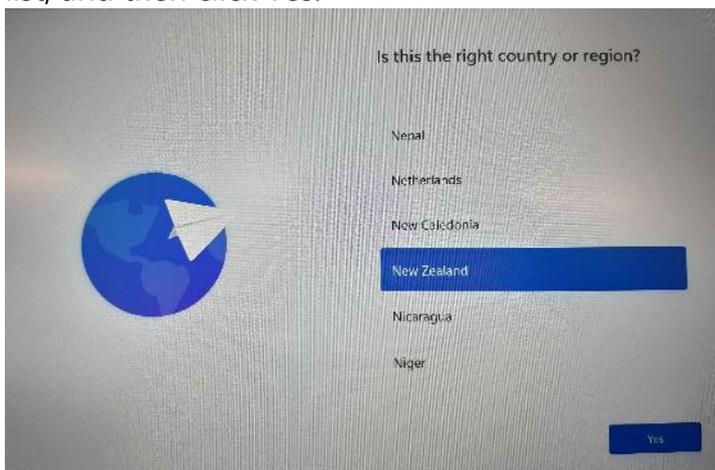
   Caution:

   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.

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.
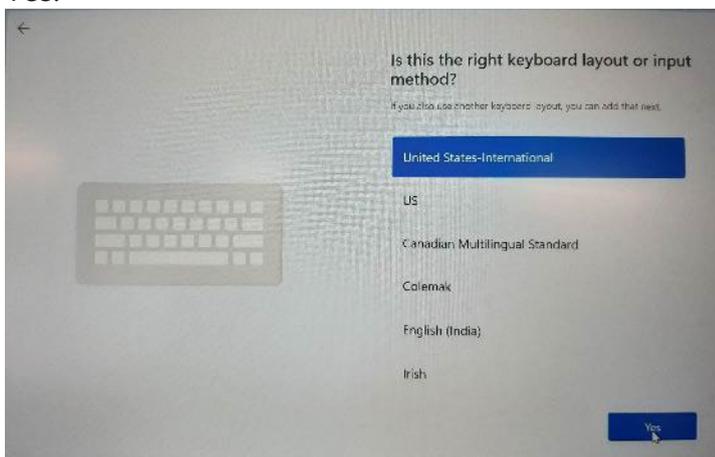
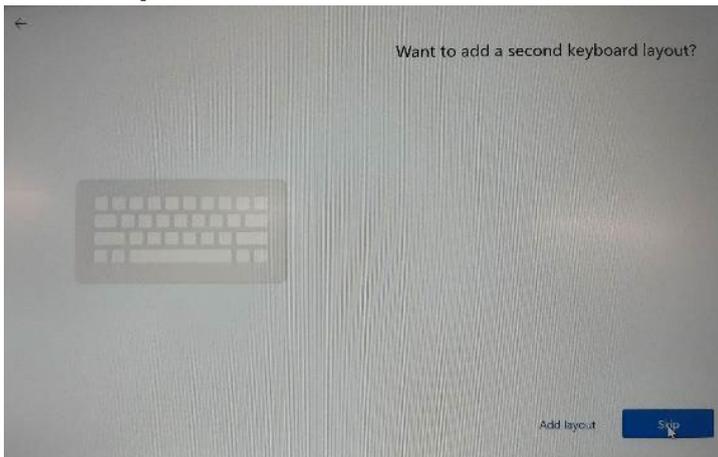After the manufacturer logo, select "**Continue in English**"

Is this the right country or region? screen displays. Select **New Zealand** from the list, and then click Yes.

Is this the right keyboard layout? screen displays. Select US layout, and then click Yes.
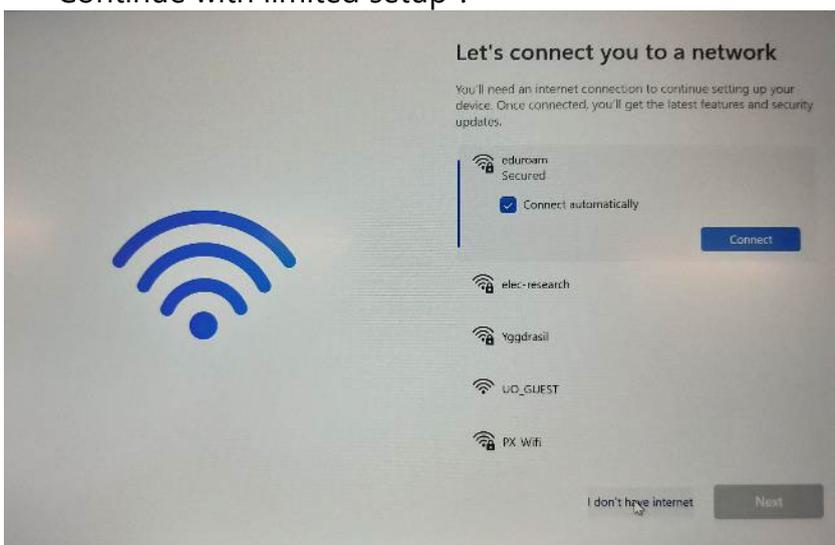
Want to add a second keyboard layout? On the screen, you can either follow the instructions to add another keyboard layout or click Skip. Note: recommend you select **Skip**

On the **Let's connect you to a network** screen, select "**I don't have Internet**" for now. You can connect to the internet once the laptop has been set up.
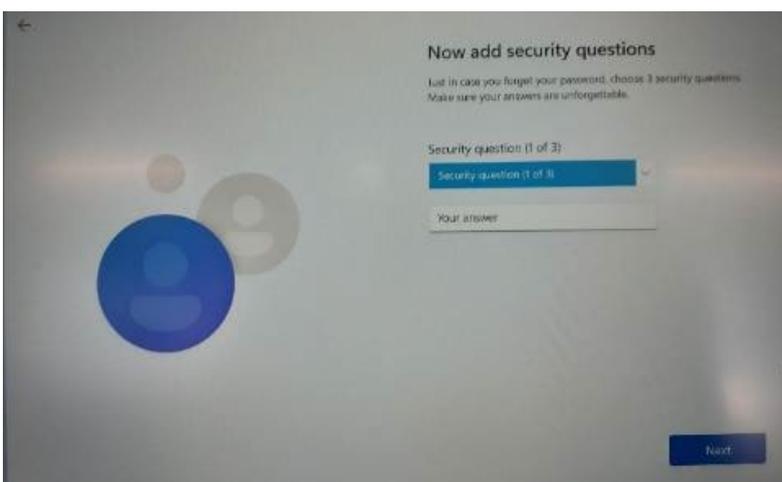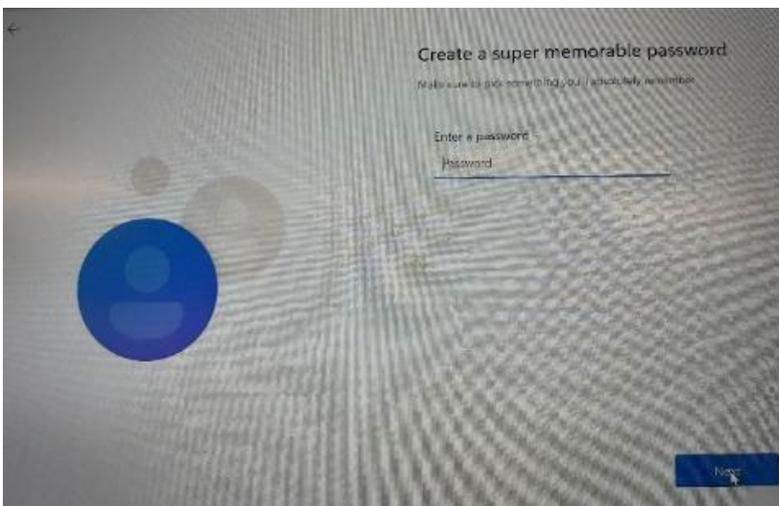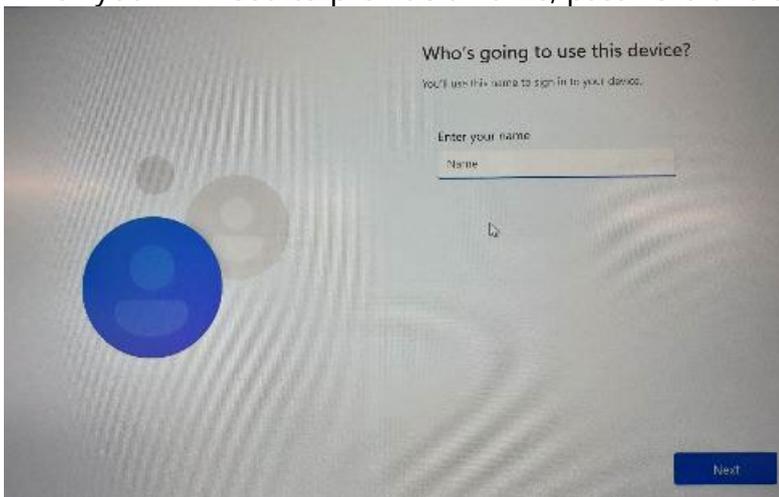
- The device may reboot and take you to this screen again but re-select the "I don't have Internet" option.
- It may present a screen showing the available options for the internet; click "Continue with limited setup".

Please review the License Agreement screen displays. After reading the license agreement, click Accept to continue.
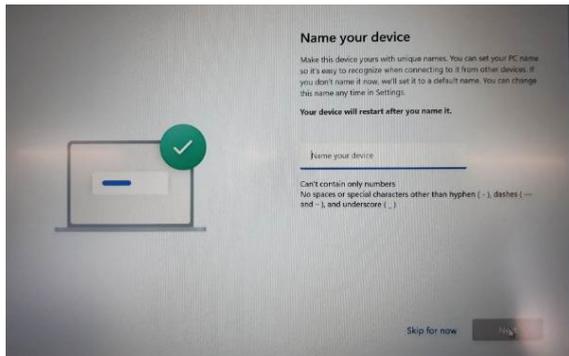
"**Who's going to use this device?**" you will be prompted to make a local account which you will need to provide a name, password and security questions.
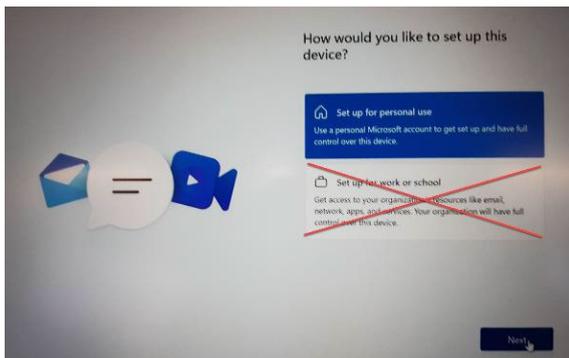
If you connected to a Network: -
If you have a personal Microsoft account (e.g. @outlook.com, @hotmail.com), you can use this to create an account. **You cannot use your Otago University account.**
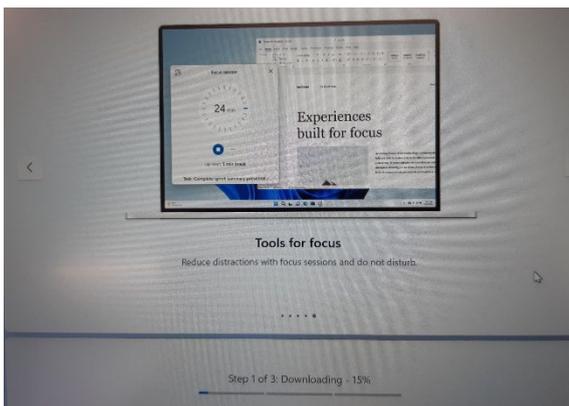
If you do not have a personal account, you will need to reboot the laptop by pressing down on the power button for 15 secs and restarting the process. Please ensure you are not connected to the internet.
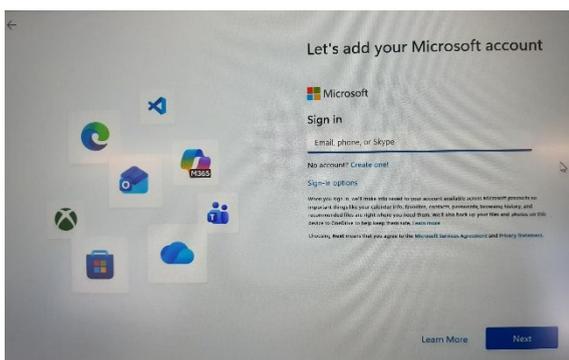

You can create a name for your device. Enter a name, or select Skip for now

Select Set up for personal use and Next

Depending on the version installed, Windows will check for updates and may download additional features.

Enter your personal email address, and next follow the Online Instructions.

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, you can reset the laptop to its factory-state:

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. The PC will now start to reinstall Windows. The process takes about 5 minutes to complete
12. When the computer goes into set-up mode 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.