Setting up your new device

V1.0 November 2023

This guide will show you how to set up your device via Windows Intune and apply the settings, configurations and customisations outlined by the university.

If you encounter any errors, or any of the steps do not match your experience, please email the IT Service Desk or call 0208 331 7555.

This process can take several hours to complete, though basic software such as Office and Teams will be ready after roughly 20-30mins. Software Center will not be available right away, and you will not be able to install additional software until Software Center is available. This is expected behaviour. We recommend that you keep the laptop powered and switched on (locked if necessary) to enable background tasks to complete. This can take up to two days but may take longer e.g. if the laptop is in sleep mode.

You will need your mobile device to approve any MFA (Multi-Factor Authentication) prompts. For any issues with MFA please visit: https://www.gre.ac.uk/it-and-library/infosec/protect-yourself/mfa

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1. Select your region
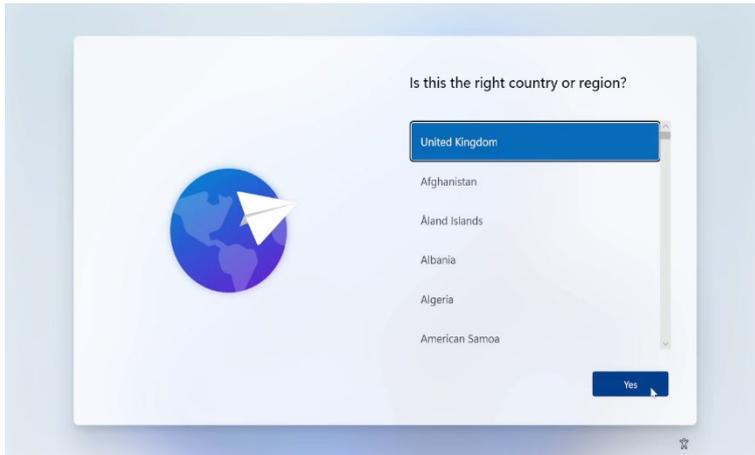
Firstly, select your device region. United Kingdom

Click **Yes**.

2. Select your keyboard layout
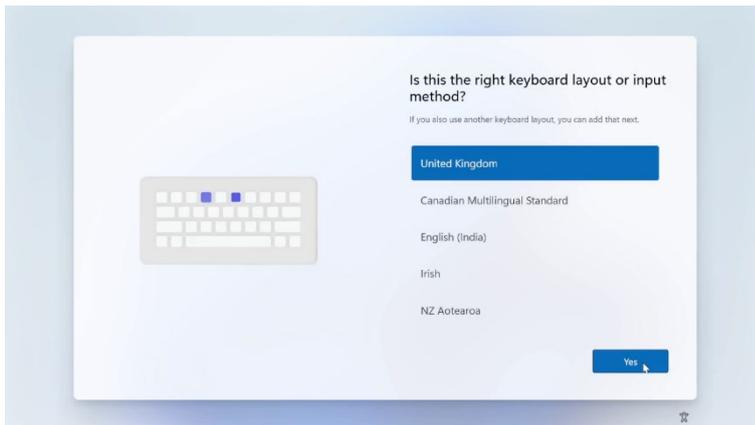
Select the layout of your keyboard. United Kingdom

Click **Yes**.

3. Add second keyboard layout
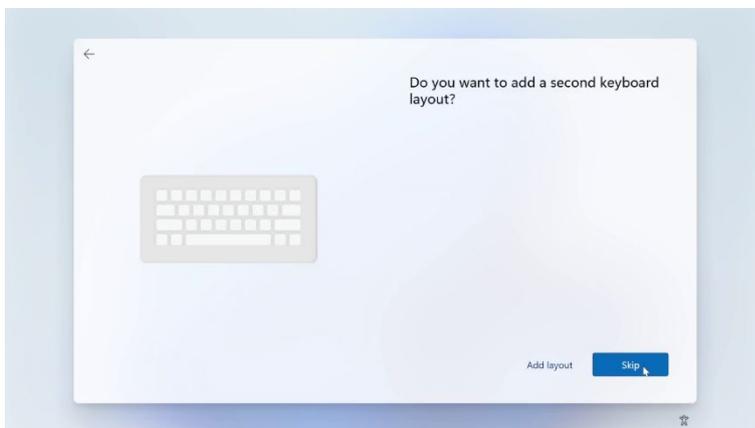
If you require a second keyboard layout, click Add Layout.

This can also be done later.

Otherwise, click **Skip**.

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4. Select wireless network
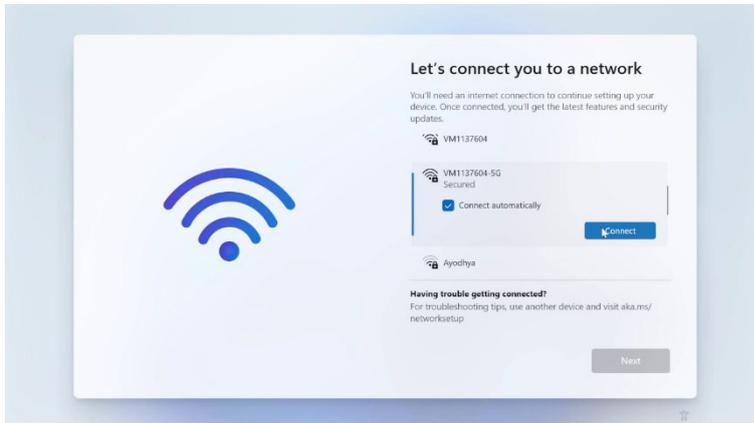
If connected by ethernet cable,
you can skip the next 3 steps.

Otherwise, select your Wi-Fi
network from the list.
On Campus use eduroam (remember to
log in with your **username@gre.ac.uk**).

Click **Connect**.

5. Enter your Wi-Fi password
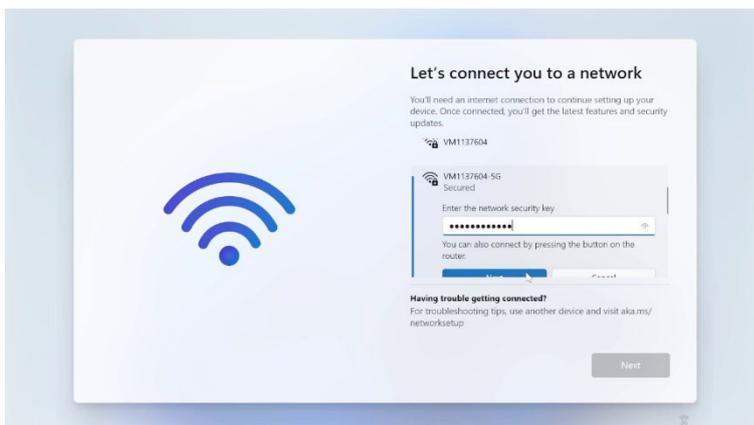
Enter the password to your Wi-Fi
network.

Click **Next**.

6. Connected to Wi-Fi
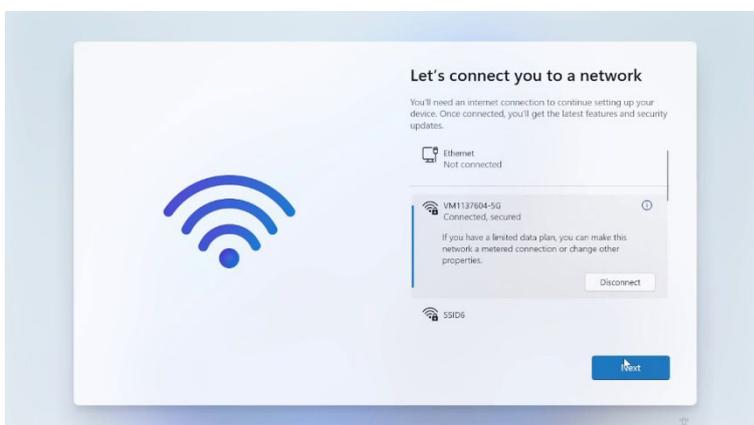
Once you have successfully connected
to the Wi-Fi network click **Next**.

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7. Checking connect to Microsoft
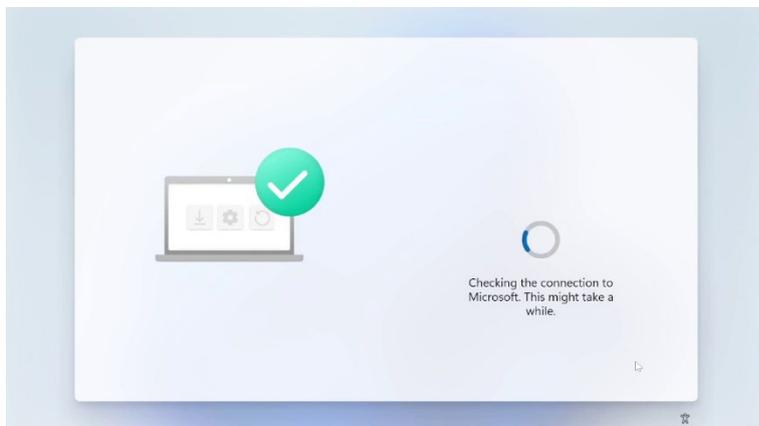
The device will now check the connection to the Microsoft servers.

If this fails, please restart the device, ensure your network has an adequate Internet connection and try again.

8. Checking for updates
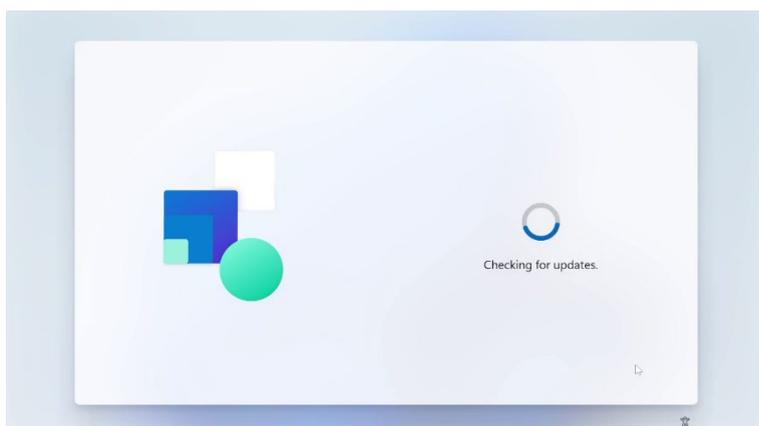
The device will now begin to pre-install Windows updates.

The time this takes can depend on the size and number of updates available and the speed of your broadband.

The device may also restart before moving on.

9. Log into your university account
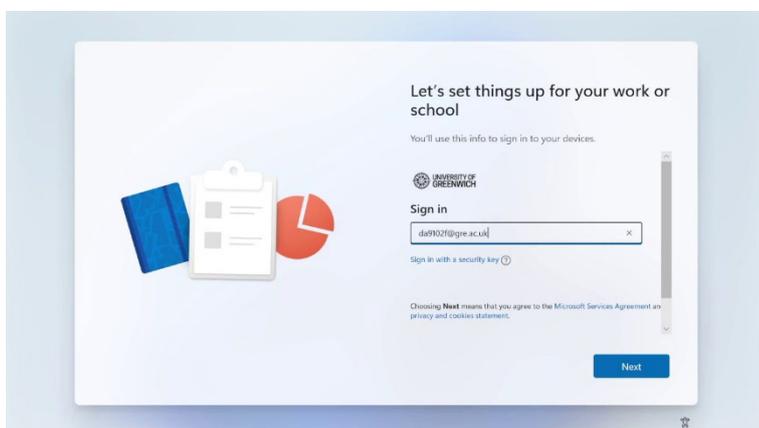
The device is now ready to connect to your university account.

Please enter your **username@gre.ac.uk**.

Click **Next**.

If this screen does not appear at this stage, please contact the IT Service Desk

10. Enter login password
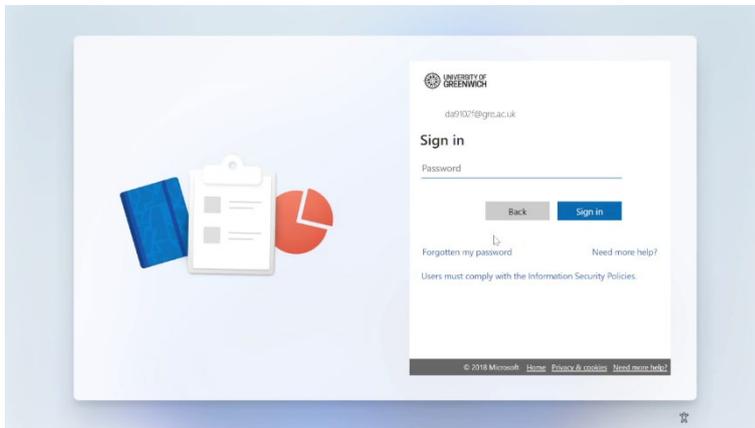
You will now be redirected to the standard sign in screen.

Enter your university password, the same used to log into university computers and Portal.

Click **Sign in**.

11. Approve authentication
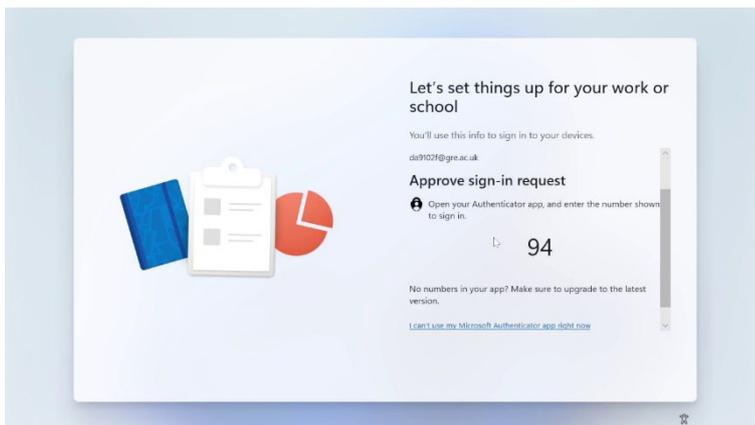
Approve the Multi-Factor authentication prompt using the Authenticator App.

12. Device settings
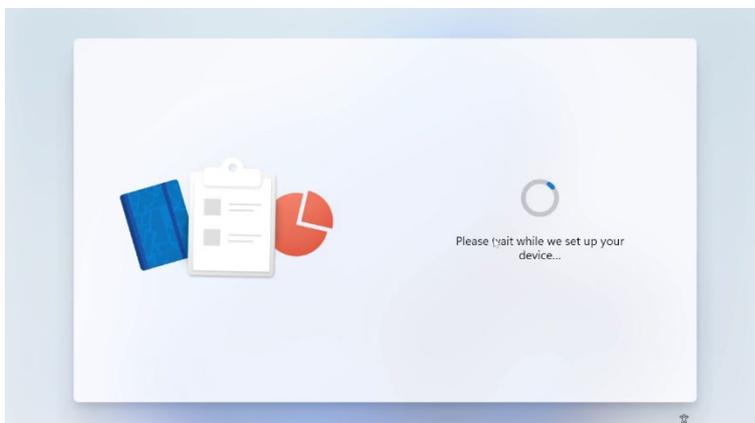
The device will now prepare some settings, this should only take a few minutes.

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13. Device preparation
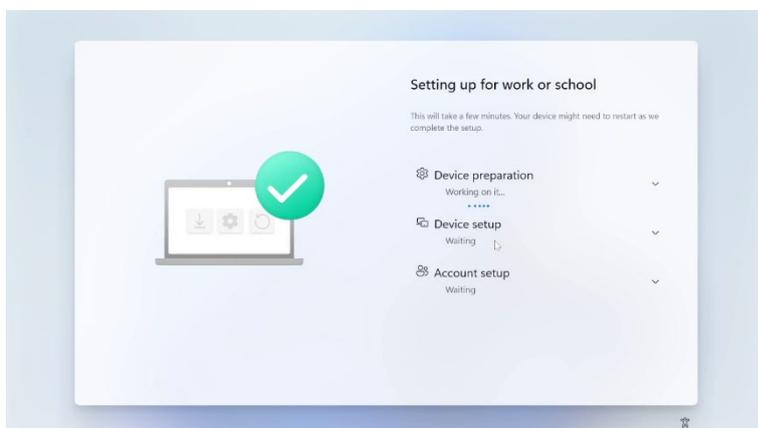
The device will now begin applying the university's customisations and policies.

Depending on your connection speed, this should take a few minutes before progressing to the next stage.

14. Device setup
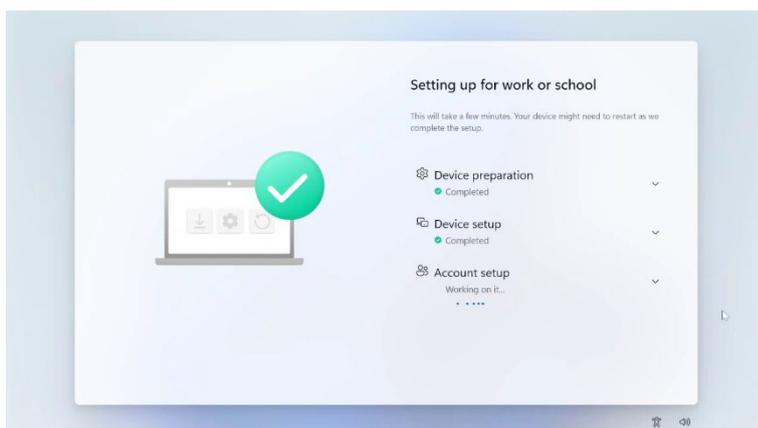
The device setup stage will take some time to complete as it applies all the required configurations.

Use the down arrow to view the status of each substage.

15. Account setup
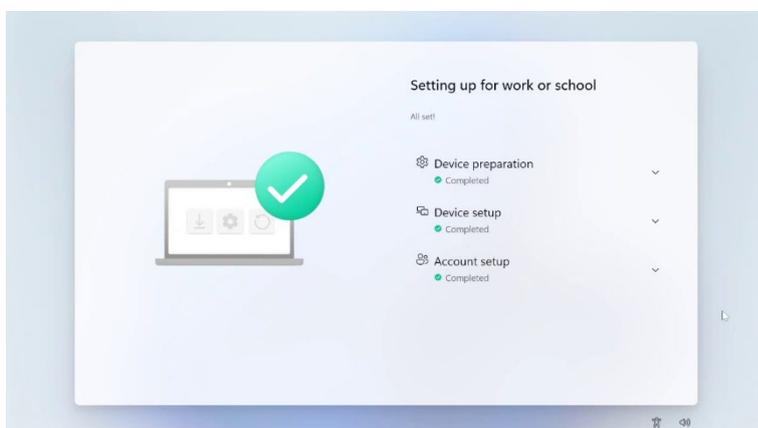
At this stage you will be required to sign into your university account and approve any Multi-Factor Authentication prompts. Once signed in, the Account setup stage will continue until completed.

16. Windows desktop

The device may reboot before taking you to the Windows sign in screen.

Log in using your **username@gre.ac.uk** and again with your standard university password.

You should now see the Windows desktop.

17. Microsoft applications
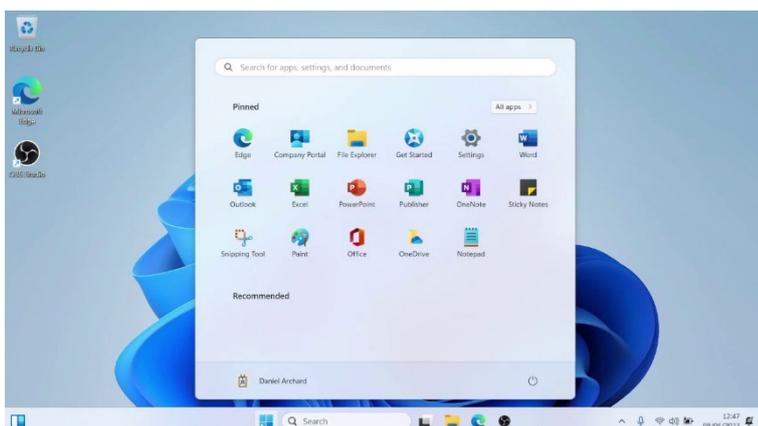
Over time certain base applications will begin to install in the background, this includes the Microsoft Office suite, Teams and various security and accessibility software. These will install without indication and eventually appear within the start menu.

18. Software Center

To access other applications on this device, search the start menu for Software Center and launch the result.

19. Desktop background
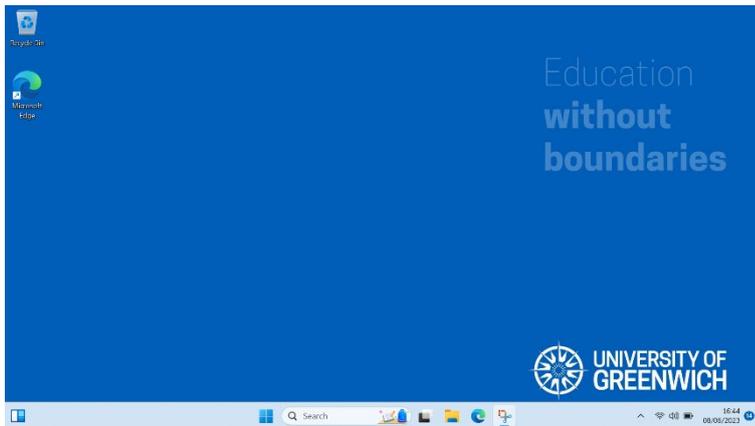
After a period, your device may require a reboot to install updates and apply various policies, you should receive a notification to do this. After rebooting, the desktop and login background should update to University of Greenwich branding.

This completes device setup.