

Instructions to set-up new/replacement laptop

A user guide to get started with your device

Full User V3.8

July 2025

Before you begin

Make sure you have the following WTW Credentials to hand.

1. **Password:** (not PIN). If you do not know your password, you can reset at <https://aka.ms/sspr> (provided you use a mobile device set up with MFA).
2. **User Principal Name (UPN):** This will end in either, @willistowerswatson.com OR @towerswatson.com (not @wtwco.com).

Other essentials



Wi-Fi Access

Once you start the laptop set-up process, it is critical that your Wi-Fi connection remains stable to avoid interruptions. To ensure this, we recommend you:

- Keep the laptop in one place until the set-up is complete
- Avoid using a mobile hotspot
- If you are in a WTW office, you will need to register to use the Guest Wi-Fi. This guide will walk you through how to do this. You will need to nominate a WTW Colleague who is prepared to verify your access to the Guest Wi-Fi via email.



Multifactor Authentication (MFA)

You will need MFA on a mobile device throughout this process.

Avoid interruptions

Once you start the laptop set-up process, it is critical that it is not interrupted! We recommend:



Prompt interaction: The set-up will require you to enter credentials and respond to prompts. Stay close to your device throughout and interact in a timely manner to ensure tasks do not time out.



Expected timeframe: The set-up should take between 1-2 hours, depending on your Wi-Fi quality and how quickly you respond to prompts. If the process takes significantly longer or if you need additional support, please contact the IT Service Desk using the contact details provided on slide 29.

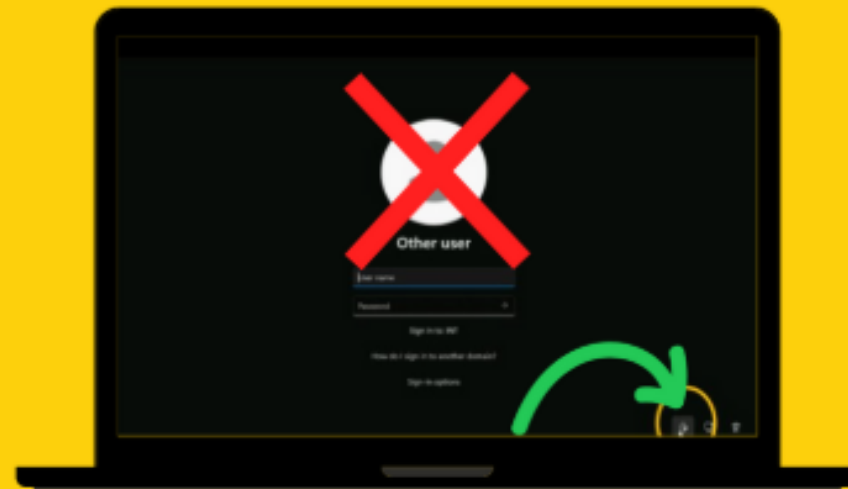


Follow the provided instructions carefully. If the steps are not followed correctly, the process may need to be restarted or, in some cases, rolled back by IT. This can significantly delay your setup and access to the device.

AVOID SET-UP FAILURE

Follow the instructions in this guide with step-by-step precision.

Pay special attention to Step 10, where you must connect to the VPN before signing into your Windows desktop.



Let's get started

Step 1: Turn on your laptop on and **connect it to an AC power source** to ensure there are no interruptions during the set-up process.

Important: If you are setting up your laptop in a WTW office, do not use a docking station for power, as this can cause intermittent issues.




Choose your location

Step 2: Choose your **Country/Locale** settings from the list provided, select the region and locale settings that best match your location and **click Yes** to proceed.

Important: The language you choose here will be used throughout the rest of the set-up process and will determine the language of your final desktop and windows interface.

Step 2



Is this the right country or region?

United States

Afghanistan

Åland Islands

Albania

Algeria

American Samoa

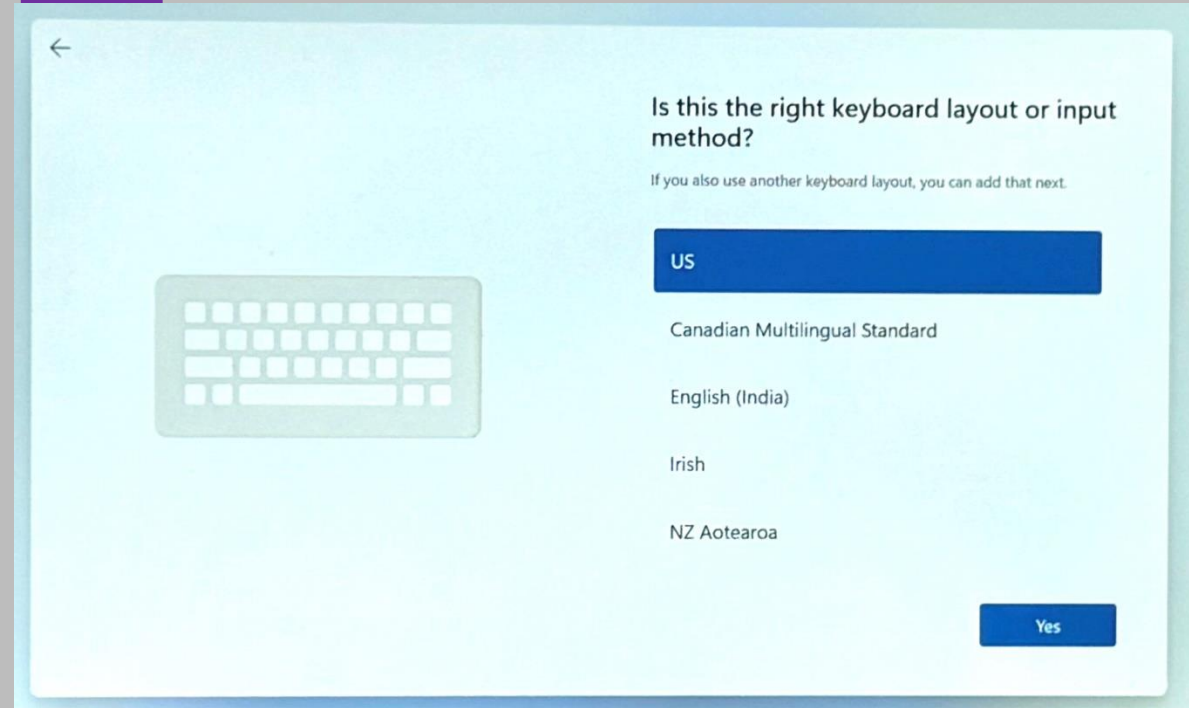
Yes

Choose your keyboard layout

Step 3: Choose your keyboard layout from the options provided then **click Yes**.

Important: If a second keyboard option is presented, select **Skip** to continue with the set-up.

Step 3



Connect to Wi-Fi – Remote

Step 4: You will be prompted to connect to a Wi-Fi network. If you are joining the Wi-Fi within a WTW Office, refer to the instructions on the next slide.

OR

If you are working remotely, select the relevant Wi-Fi network.

Important: You must ensure that the '**connect automatically**' option is selected before connecting to your preferred network. Then:

- i) Enter the correct network key (Wi-Fi password) and click Next.
- ii) Proceed to Step 8.

Step 4

Let's connect you to a network

You'll need an internet connection to continue setting up your device. Once connected, you'll get the latest features and security updates.



MyHomeWIFI
Secured



Connect automatically

Connect



AP_807580829



CMR01470

Having trouble getting connected?

For troubleshooting tips, use another device and visit aka.ms/networksetup

Next

Connect to Guest Wi-Fi – In office

Step 5: You will be prompted to connect to a Wi-Fi network.

If you are in a **WTW office**, you will need to connect to **“WTWGuest”**. You may need to scroll down the available Wi-Fi list to locate.

Important: You must ensure that the **‘connect automatically’** option is selected before connecting to your preferred network.

Wait for the following screen to display – this may take 30 seconds.

Step 5

Let's connect you to a network

You'll need an internet connection to continue setting up your device. Once connected, you'll get the latest features and security updates.



WTWGuest
Open

Other people might be able to see info you send over this network



Connect automatically

Connect

Connect to Guest Wi-Fi – In office

Step 6:

Enter your name and WTW email address and click **Continue**.

The next step make take up to 60 seconds to appear.

Step 6

Welcome to WTWGuest

Welcome to the Willis Towers Watson Guest network. Please acknowledge the Acceptable Use Policy. Warning: Unencrypted Connection You are connecting to the WTWGuest network. Please be aware that this connection is not encrypted. For your security, avoid transmitting sensitive information such as passwords, credit card numbers, or personal data while using this network.

A member of this organization needs to approve your request for internet access via email.

Your name

Your email

Continue



Powered by Cisco Meraki

Connect to Guest Wi-Fi – In office

Step 7:

- i) Add the email address for a colleague who can quickly **approve your WiFi access**
- ii) Read the **Acceptable Use Policy** and show consent by **ticking the box**.
- iii) Then select "**Request internet access.**"



Your WTW contact will receive an e-mail which they will need to approve.



After your request is approved, you will have secure Wi-Fi access, and the screen will change to 'Checking for updates.'



Wait for the next step to display – this may take up to 60 seconds.

Step 7

Welcome to WTWGuest

Welcome to the Willis Towers Watson Guest network. Please acknowledge the Acceptable Use Policy. Warning: Unencrypted Connection You are connecting to the WTWGuest network. Please be aware that this connection is not encrypted. For your security, avoid transmitting sensitive information such as passwords, credit card numbers, or personal data while using this network.

sponsor email

You must consent to the following to access the internet.

☐

<https://www.willistowerswatson.com/en-US/Notices/global-website-privacy-notice>

Request internet access

Preparing your device

Your device may progress through several tasks in the background, and you may see several interim messages prior to step 8.

Step 8: You will need to provide your login credentials.

This will be your **User Principal Name (UPN)*** and **Password** - refer to slide 2.

If you encounter any issues with your login, please contact the IT ServiceDesk using the contact details provided on slide 29 to report that your credentials are not working.

Then click **Next**.

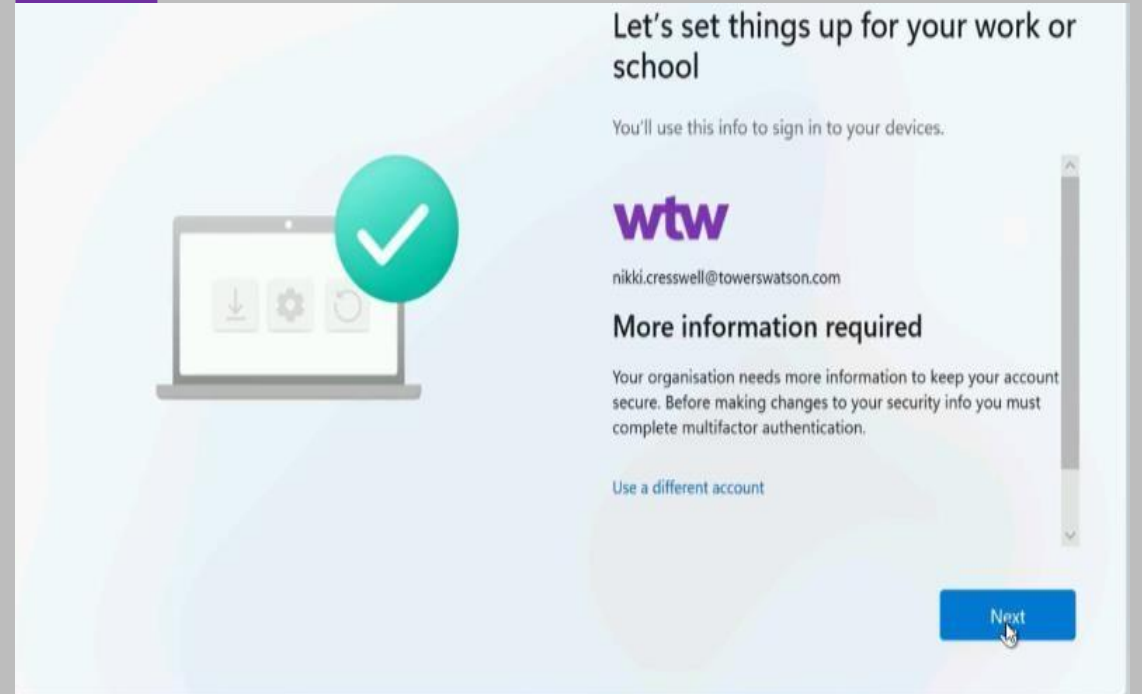
Step 8

Preparing your device

Step 9:

Click on **Next** in the More information required screen.

Step 9



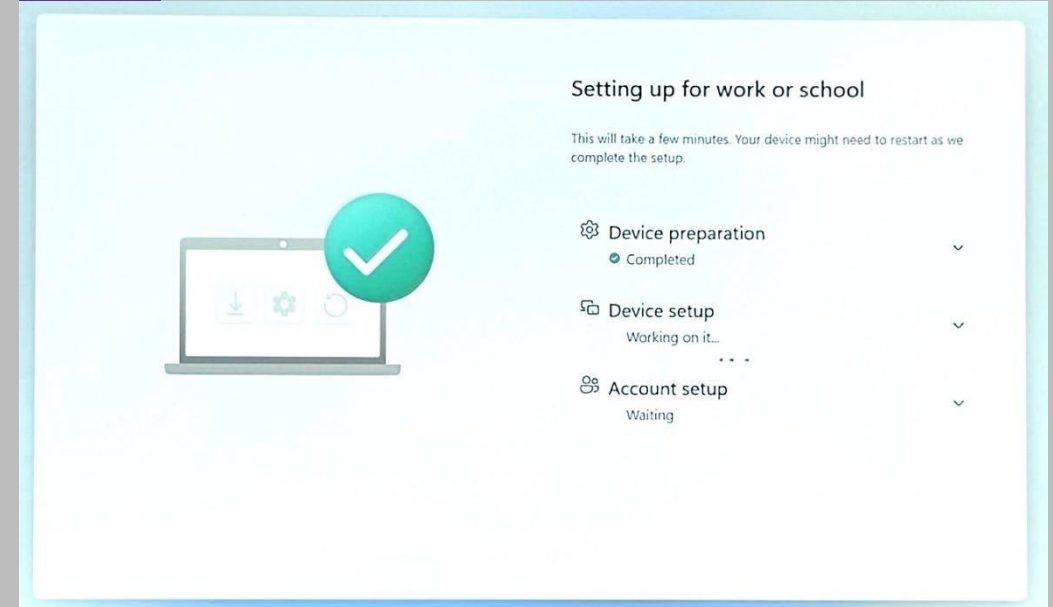
30 minute automated set-up

Auto set-up will take over at this point, automatically moving through several additional setup screens and a possible restart over the next 30 minutes. The duration of this process can vary depending on your internet connection speed.

If you encounter the error: '*Device is already enrolled*' This can be resolved without IT support by simply restarting the laptop

Important: When the log in screen pops up **DO NOT LOG IN**. Complete the next steps to connect to the VPN first! See next slide.

Step 9



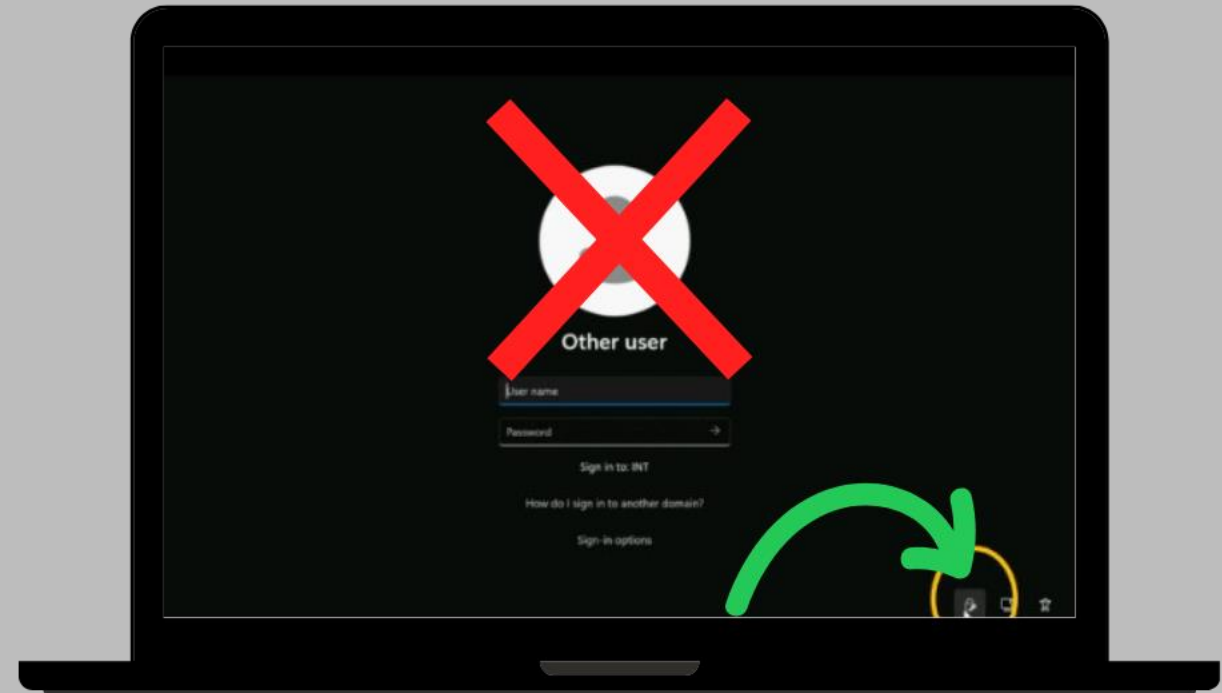
Connect to VPN – Do not attempt to Sign in

Step 10:

Once you see the log in screen, **do not attempt to log in**. Instead, click the **Network Sign-in icon** in the lower right of the screen. This is the icon that looks like a padlock.



Step 10



Connect to VPN

Step 11:

Enter the following credentials to Sign in to the **Network/VPN**

- i) Enter your User Principal Name (UPN)
- ii) Enter your Password – Click **Sign in**

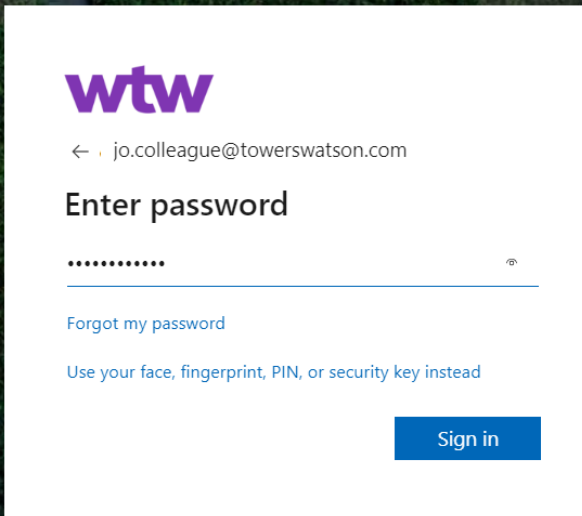
For a reminder of your UPN and Password, refer to slide 2.

Step 11



The screenshot shows the 'wtw' logo at the top left. Below it is the text 'Sign in'. There is a text input field containing the email address 'jo.colleague@towerswatson.com'. Below the input field is a link that says 'Can't access your account?'. At the bottom right is a blue button labeled 'Next'.

Step 11



The screenshot shows the 'wtw' logo at the top left. Below it is a back arrow icon followed by the email address 'jo.colleague@towerswatson.com'. Below this is the text 'Enter password'. There is a password input field with masked characters '.....'. Below the input field is a link that says 'Forgot my password'. Below that is a link that says 'Use your face, fingerprint, PIN, or security key instead'. At the bottom right is a blue button labeled 'Sign in'.

Connect to VPN – Approve sign in request via MFA

Step 12:

Approve the sign-in using the MFA Authenticator app on your mobile.

Step 13:

When prompted to 'stay signed in?', click **Yes**.


Once connected, click the **Back** button.

Step 12

wtw

jo.colleague@towerswatson.com

Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

48

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Step 13

wtw

katrinemarie.basilio1@willistower...

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No

Yes



Connected

Back

Sign in to Windows

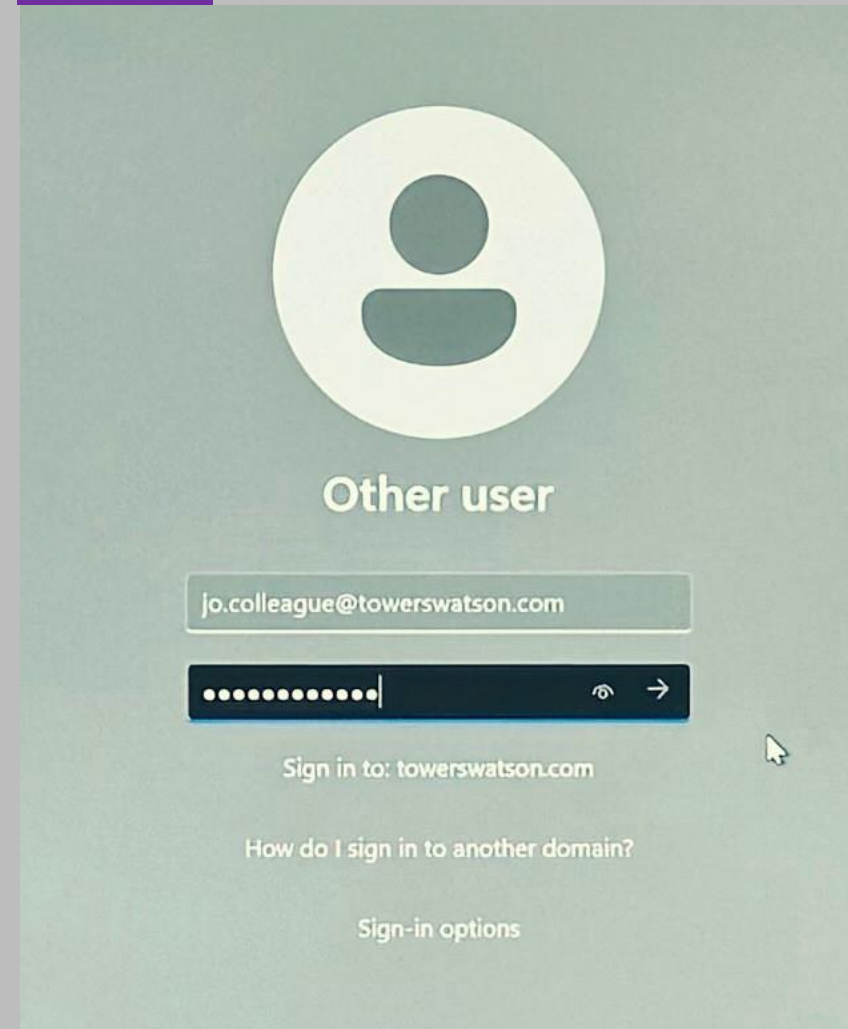
Step 14: Sign in to your user account using your **Password** and **User Principal Name (UPN)** – *refer to slide 2.*

If using a temporary password you will be prompted to change it.

Domain unavailable? This error can be resolved quickly without IT support by:

- 1) Restarting the laptop.
- 2) The set-up process will only ask you to repeat Steps 10 - 13.
- 3) Wait 10 minutes before attempting Step 14 again.

Step 14



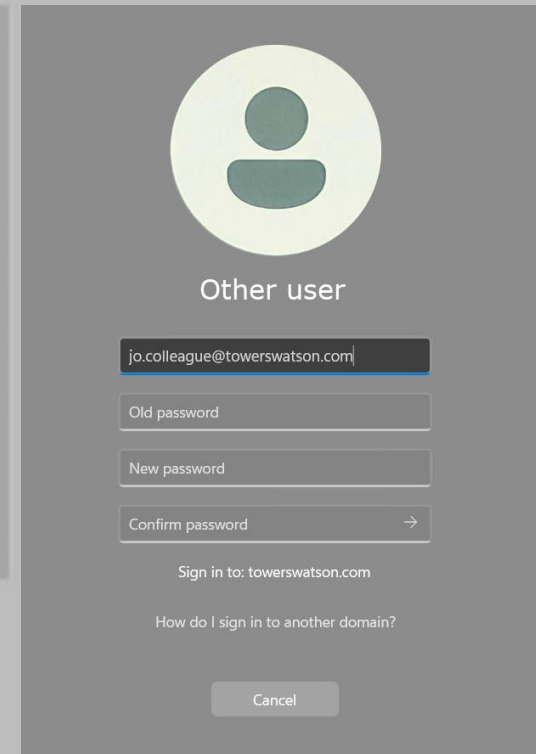
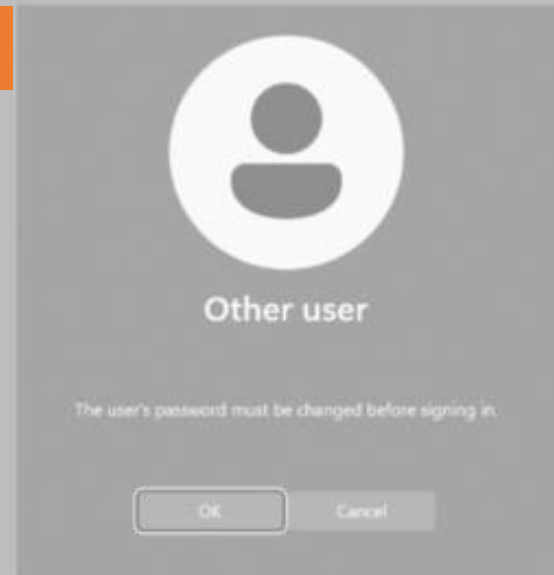
Change your Password if prompted – or skip to step 17

Step 15: Change to a password of your choice.

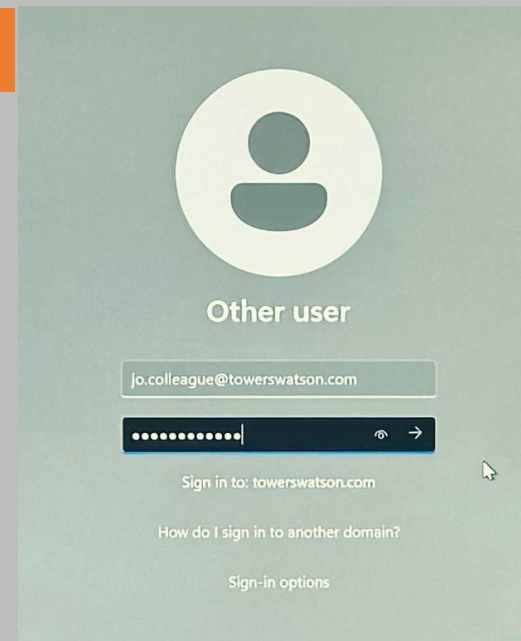
Use a mix of symbols, special characters, and upper and lower case letters. You may choose to use a passphrase or three random words to create something more memorable.

Step 16: Once the password is successfully changed, login using your new password.

Step 15



Step 16



Auto Account Set-up and Authentication

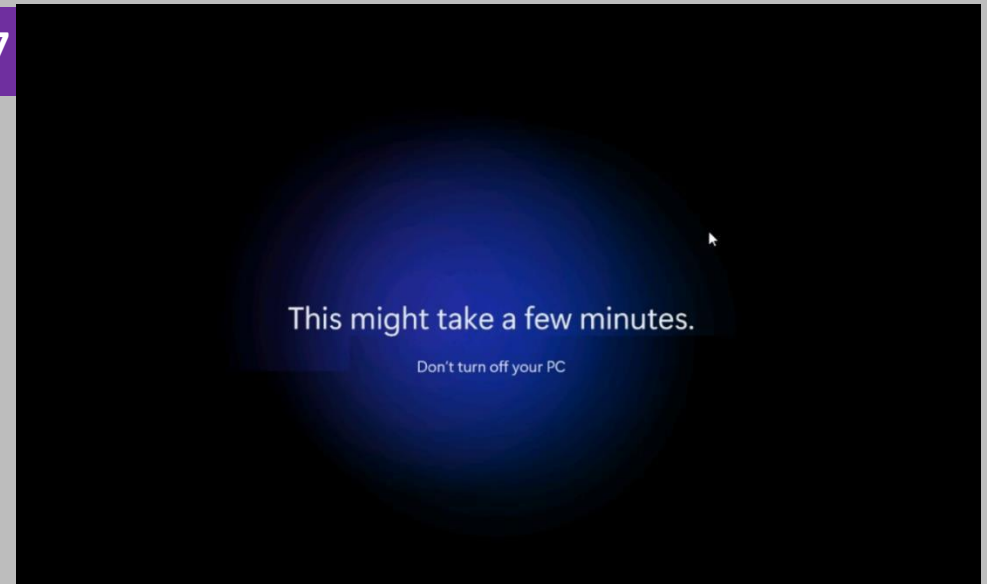
Step 17:

Auto set-up will take over at this point.
Note that you will see some additional setup screens during this process.

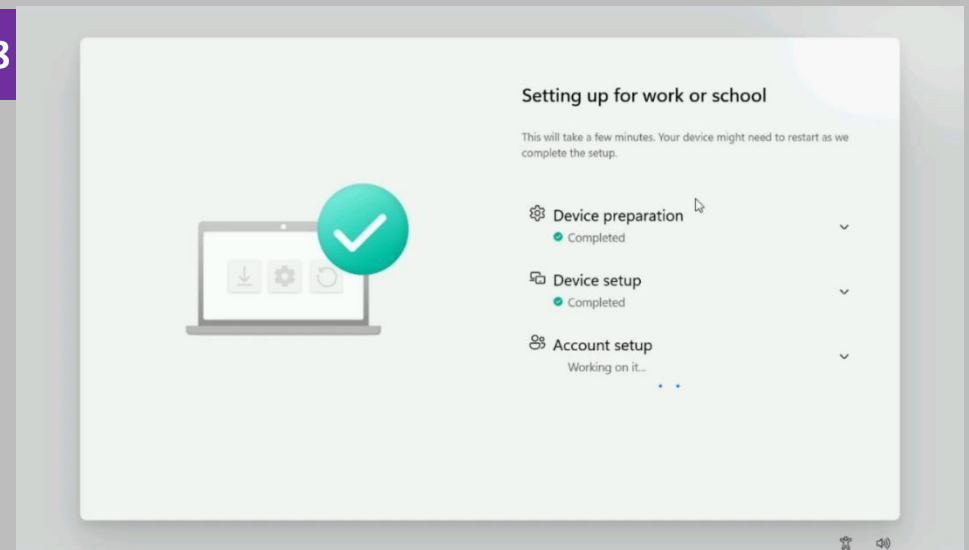
Step 18:

You may be prompted to Authenticate again using MFA on your mobile phone.
If you are, complete as normal – *refer to slide 18.*

Step 17



Step 18



Connecting to Microsoft365 services

Step 19:

You will be prompted to Sign in again.

Use your User Principal Name (UPN) to Sign in – refer to slide 2.

Step 19



Sign in

jo.colleague@towerswatson.com

No account? [Create one!](#)

[Can't access your account?](#)

Next

Connecting to Microsoft365 services

Step 20:

The last direct input needed is to allow the organization to manage your device.

At this point you must only click '**Allow my organisation to manage my device**' – do not select any other option.

Step 20

Automatically sign in to all desktop apps and websites on this device?

Selecting **Yes, all apps** will:

- Allow us to use your work or school account to sign you in to other desktop apps and websites you use on this device.
- Register this device with your organisation, allowing your organisation to view device information like the device's name.

Is this a shared device? If so, consider signing in to this app only.

Your organisation also needs to manage this device to access some enterprise resources. Allowing this will enable your IT admin to perform various operations remotely like controlling settings, installing apps, and resetting this device.

☒ **Allow my organisation to manage my device**

[Learn more](#)

Yes, all apps

No, this app only

Essential - Final steps

Step 21:

Click **Done** and after a few moments you will be logged into your new device.

Step 21

You're all ready!

We've added your account successfully. You now have access to your organisation's apps and services.

Done

Setting up for work or school

This will take a few minutes. Your device might need to restart as we complete the setup.



Device preparation

Completed

Device setup

Completed

Account setup

Working on it...



Essential - Final steps

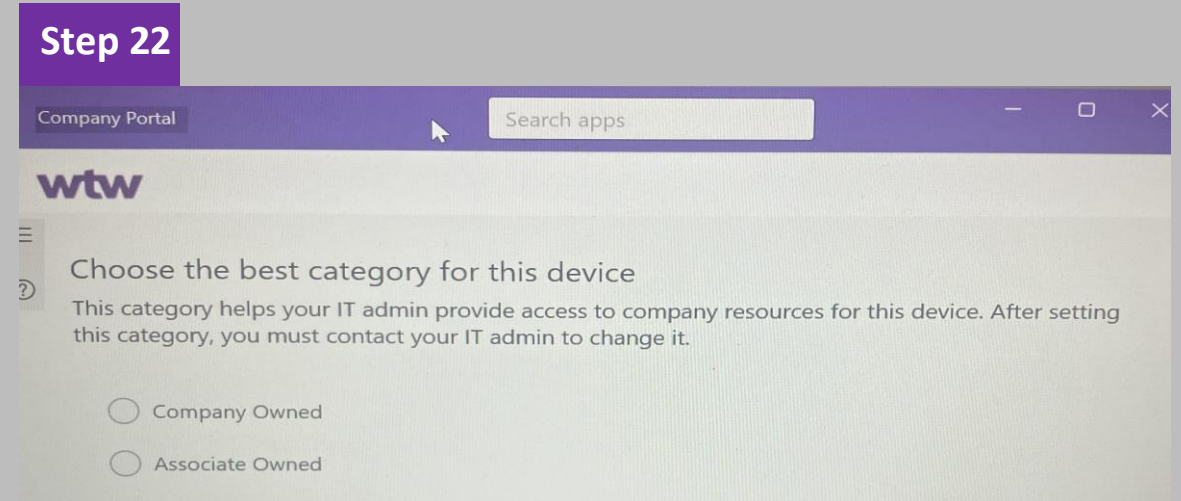
Step 22: Run Company Portal soon after you arrive at your desktop. To locate it, type Company Portal into the desktop search bar.

When the Company Portal opens, if prompted please:

- i) Confirm the terms and conditions
- ii) Confirm the device is company owned

Step 23: Reboot your laptop.

Important: You must reboot before accessing other applications.



Post set-up checklist

- 1) **Have you rebooted at least once after first log on? If not, do so now.**
- 2) If you are in the office, ensure that your laptop automatically connects to the WTWColleague Wi-Fi.
- 3) Check that your **Windows language, keyboard and time zone** are all correct. You may need to Install a **Language Pack for MS Office**. [Read additional guidance.](#)
- 4) If you are set up for Windows Hello you will be prompted to set up your PIN next time you sign-in .
- 5) Search for **Company Portal** using the Search box on the Windows Start Menu, and;
 - i) Install any business applications required for your role.
 - ii) Note for ICT and Retirement – North America colleagues: Search for **Office x64** in Company Portal and install **Microsoft Office 365 Apps for Enterprise 64-bit**.

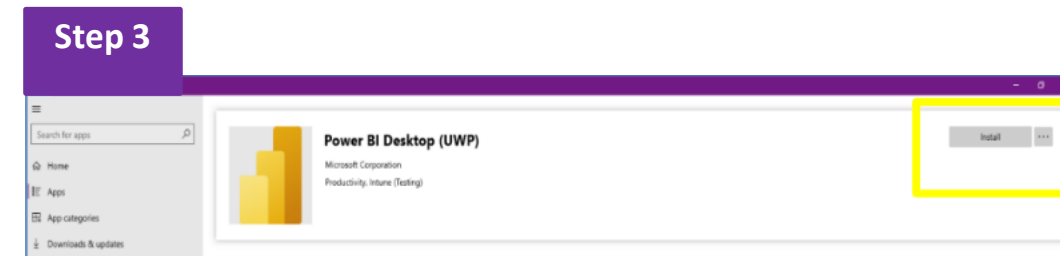
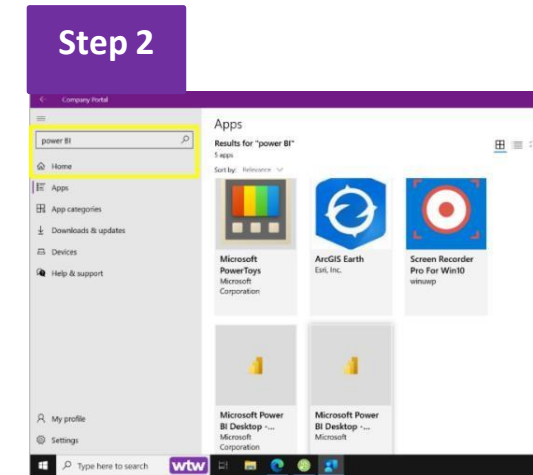
Guidance on Company Portal and installing additional business applications is available on the next slide.

For additional steps you can take, after you set-up your new laptop, search for
['Additional steps for new laptops'](#) from the WTW intranet.

How to install required business applications

While core programs and applications have been preloaded, you can install additional software and applications specific to your role from Company Portal.

- 1) Click the windows icon in your taskbar > **Search > Company Portal**
- 2) To install an application, **click on the search bar** on the upper left corner of the screen. For example: If you want to install “Power BI desktop”, you could type the words “Power BI” or “Power” or “Desktop” in the search bar. A list of all the applications having those words would appear on the screen.
- 3) Select the application you want to install and **click on “Install”**. This can take some time to download, depending on the speed and quality of your internet connection.
- 4) Once syncing is complete, the install will begin. (You will also see a notification in your task bar about the download). Once the application is installed you should be able to see it listed in your Start Menu.



Looking after your laptop

WTW primarily uses leased laptops, so it is important we look after them to keep them in good condition. Please help us to do this by following these steps:

- Ensure WTW laptops are used for business purposes only.
- Do not customize your laptop with stickers.
- Take care to avoid damage. When cleaning the screen and keyboard, be sure to use a dry cloth.
- When not in use, store your laptop in a safe place.
- Report any laptop issues to IT immediately for troubleshooting and support.

Support

If you need support during any of this process, please contact the **WTW IT Service Desk**.

United States:

+1 (615) 993-5734

United Kingdom:

+44 (0)203 608 2801

To provide feedback on the laptop setup experience [fill out this form.](#)

North America	Telephone	International	Telephone
Canada	+14375616955	Asia, Australasia, and India	
United States	+16159935734	Australia	+61399175248
		China	+861057832999
Europe	Telephone	Hong Kong	+85225925497
Austria	+4314170818	India	+912269115888
Belgium	+3228084387	Indonesia	+18038540034
Denmark	+4589873590	Japan	+81345633217
France	+33360840280	Malaysia	+60327834304
Germany	+496980884354	New Zealand	+6499849441
Ireland	+35319036208	Philippines	+63286396741
Italy	+390247787999	Singapore	+6569298560
Netherlands	+31202417675	South Korea	+827047844355
Norway	+4775803209	Taiwan	+88600801136297
Portugal	+351211250565	Thailand	+6624304558
Spain	+34932200700	Vietnam	+1800400177 (Toll Free)
Sweden	+46313613487		
Switzerland	+41215880548	Latin America	Telephone
United Kingdom	+442036082801	Argentina	+541120401652
		Brazil	+551146806585
Middle East and Africa	Telephone	Chile	+56229381504
South Africa	+27105008835	Colombia	+576015086572
United Arab Emirates	+97144490599	Mexico	+525541632572
Israel	+97237530535	Peru	+5117018887
		Venezuela	+582127102154

Thank you!