

# Instructions to set-up laptop for new joiners

A user guide to get started with your device

Full User V3.8

June 2025

## Welcome to WTW

**This step-by-step guide will help you to set up your laptop.**

Before you begin, please ensure that you have the email detailing your WTW credentials to hand.

Your line manager should have provided this email, which includes two important details that you will need **repeatedly** during the set-up process:

1. Your Password
2. Your User Principal Name (UPN)

*This is an example. The exact characters and length may vary. Please refer to your email to confirm the credentials which are unique to you.*

### Email Example

**Name:** Jo Colleague

**Employee Number:** 1234567

**Office Location:** Taguig City

**Manager:** Gill Manager

**User Name:** JOCO6670

**Password:** vbVf1F\*37BAW

**Email Address:**

[Jo.Colleague@wtwco.com](mailto:Jo.Colleague@wtwco.com)

**User Principal Name:**

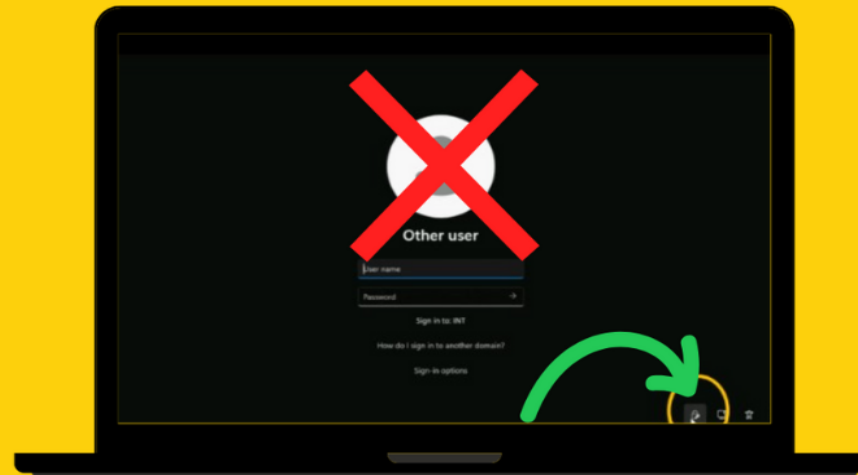
[Jo.Colleague@towerswatson.com](mailto:Jo.Colleague@towerswatson.com)

**Hire Date:** 05/02/2025 00:00:00

# AVOID SET-UP FAILURE

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

Pay special attention to Step 21, where you must connect to the VPN before signing into your Windows desktop.



## Critical actions

**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 need additional support, contact the IT using the contact details provided on slide 38.



**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.

# What you will need

## 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
- Register for Guest Wi-Fi if you are in a WTW office. This guide will walk you through the process, but you will need an [email address for a WTW colleague who is ready to verify your access](#). This colleague will need to authenticate your request from their email, and your access will only be enabled after they have done so.

## Mobile Phone (with internet access)

**Microsoft Authenticator**  
Microsoft Corporation



**Please ensure you have a personal mobile device ready to download the Microsoft Authenticator App from the Google Play or Apple App store.**

This guide will walk you through the download and set-up process you need to follow.

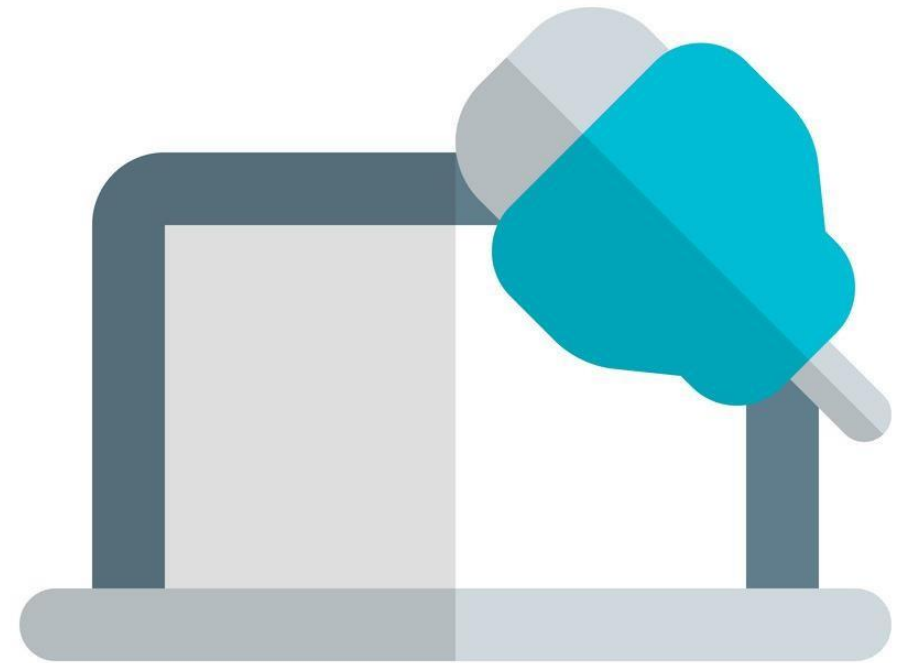
We recommend setting up the Microsoft Authenticator App on your personal device, even if you have been issued a corporate mobile. You will be better prepared to set up your corporate mobile after completing all the steps in this guide.

**Internet Access:** If you are completing the laptop set-up within a WTW Office, you may prefer to connect your mobile device to the WTW\_Guest Wi-Fi Network. As mentioned on the previous slide, you will need a WTW Colleague to authorize your access.

## 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/Region** settings from the list provided, select the region and locale settings that best match your location and **click Yes** to proceed.

**Important:** The country 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

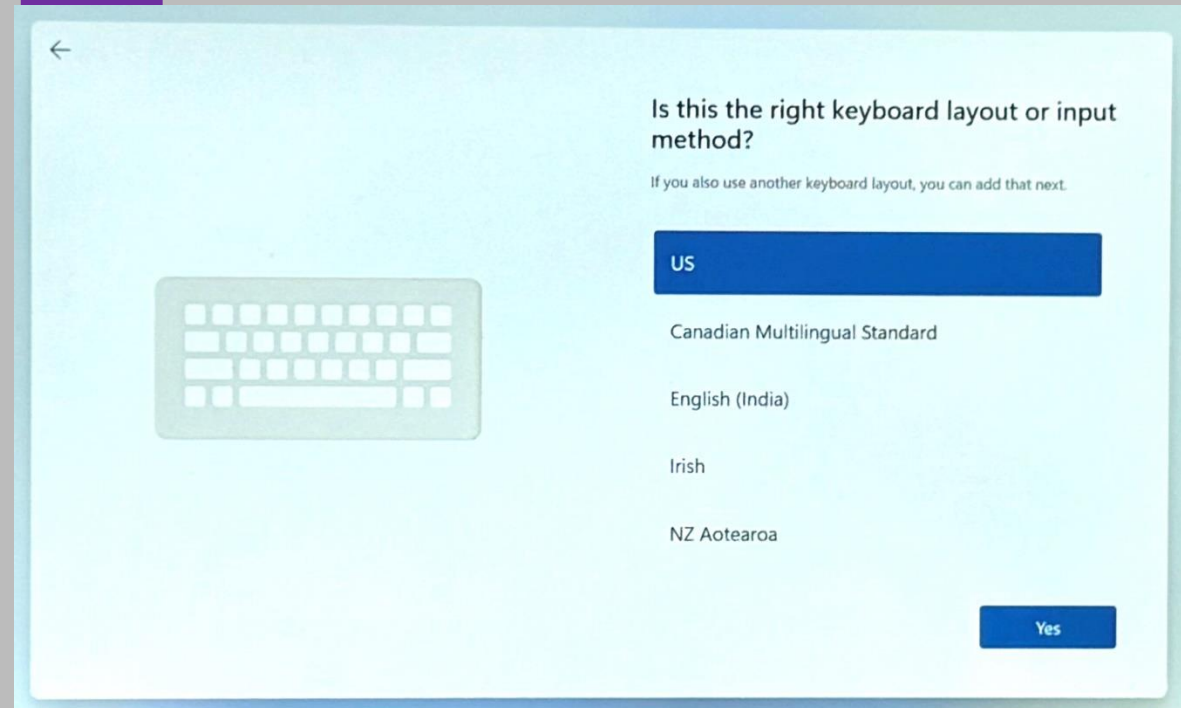
Yes

## 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

 CXX01470

### Having trouble getting connected?

For troubleshooting tips, use another device and visit [aka.ms/networksetup](https://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 the WTW Guest 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**.
- ii) 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 enter your **User Principal Name (UPN)\*** and **Password**.

*\*Your line manager will have sent your UPN and Password to you via email – refer to slide 2.*

Then click **Next**.

**Password issues?** Contact the IT Service Desk using the contact details provided on slide 38.

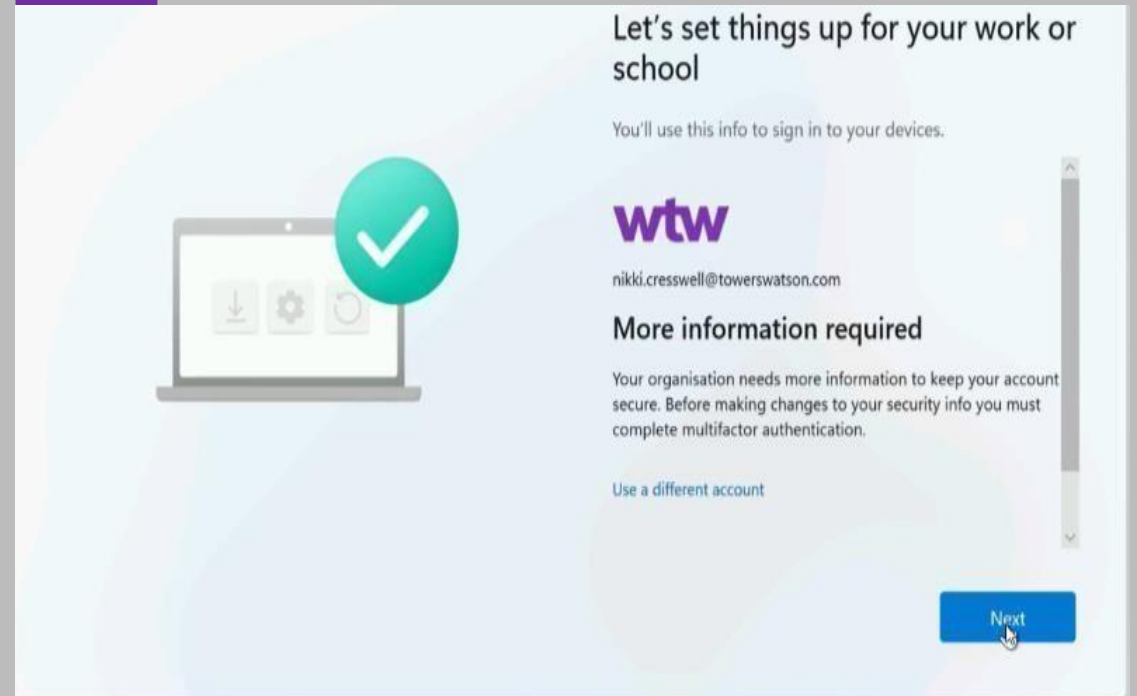
### Step 8

# Preparing your device

## Step 9:

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

### Step 9



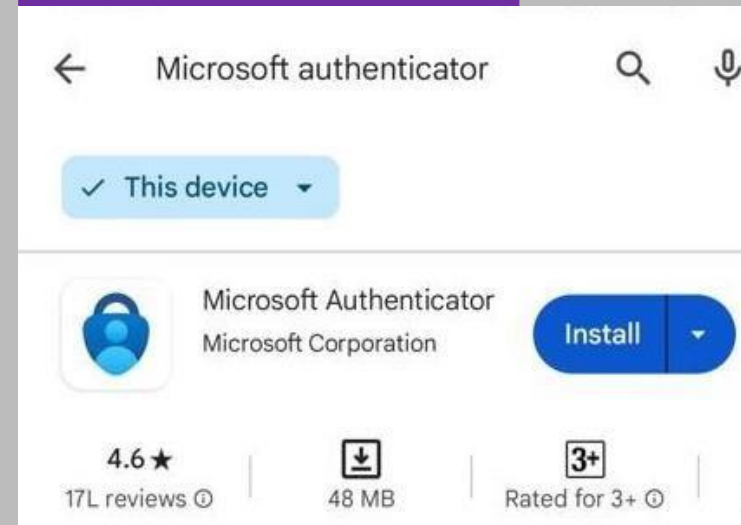
# Set-up MFA

The following steps will guide you through your MFA set-up. Have your mobile device ready, then click **Next**.

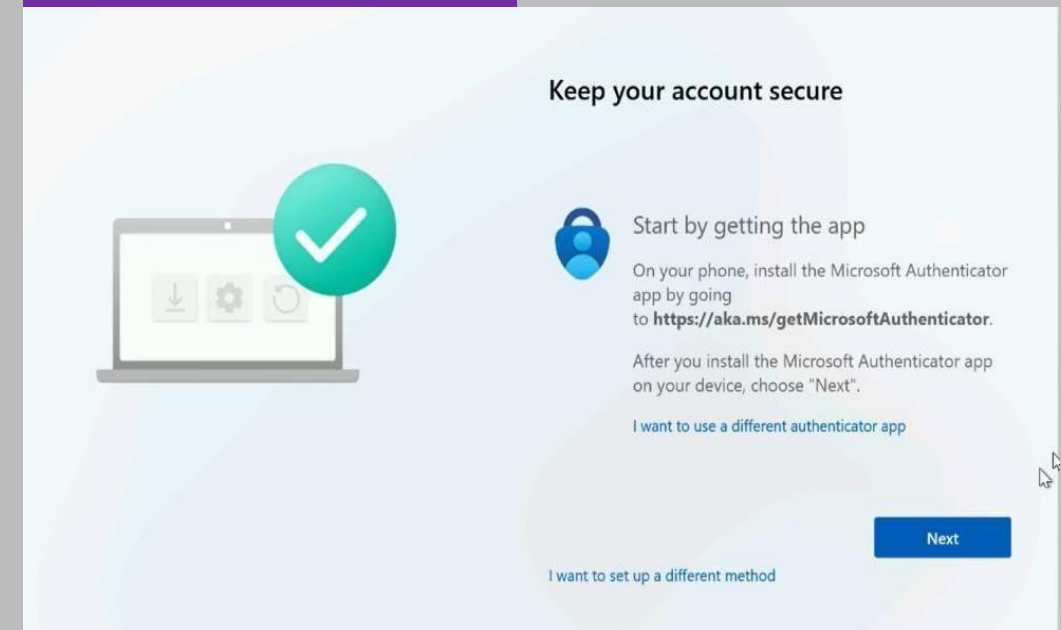
**Step 10:** You will be prompted to install the Microsoft Authenticator app. You can follow the URL provided on the screen or download the Microsoft Authenticator app from the Play Store (for Android) or the App Store (for iOS).

**Step 11:** Only after you have installed the Microsoft Authenticator app, return to your laptop screen and click **Next** to continue.

## Step 10 - On your mobile



## Step 11 - On the laptop



## Set-up MFA

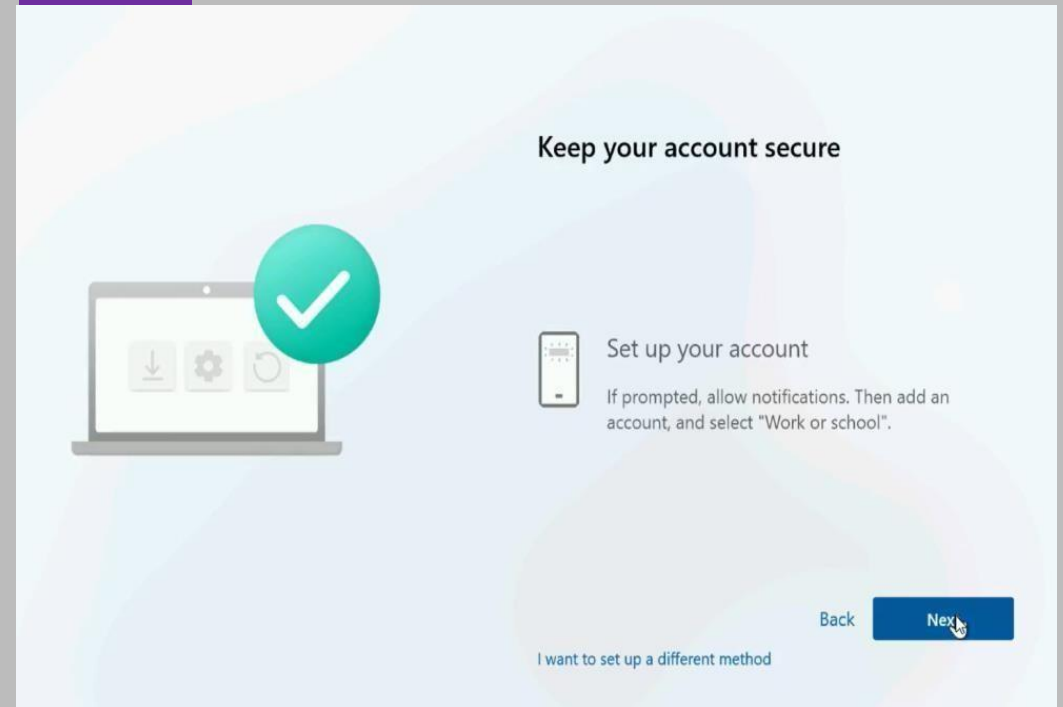
### Step 12:

On your laptop screen you will see the “Set up your account” screen.

Before selecting **Next**, make sure the Microsoft Authenticator app has downloaded and is open on your mobile device.

You will need to use the app to quickly scan a QR code on the next screen - which will appear for a limited time only.

### Step 12



## Set-up MFA

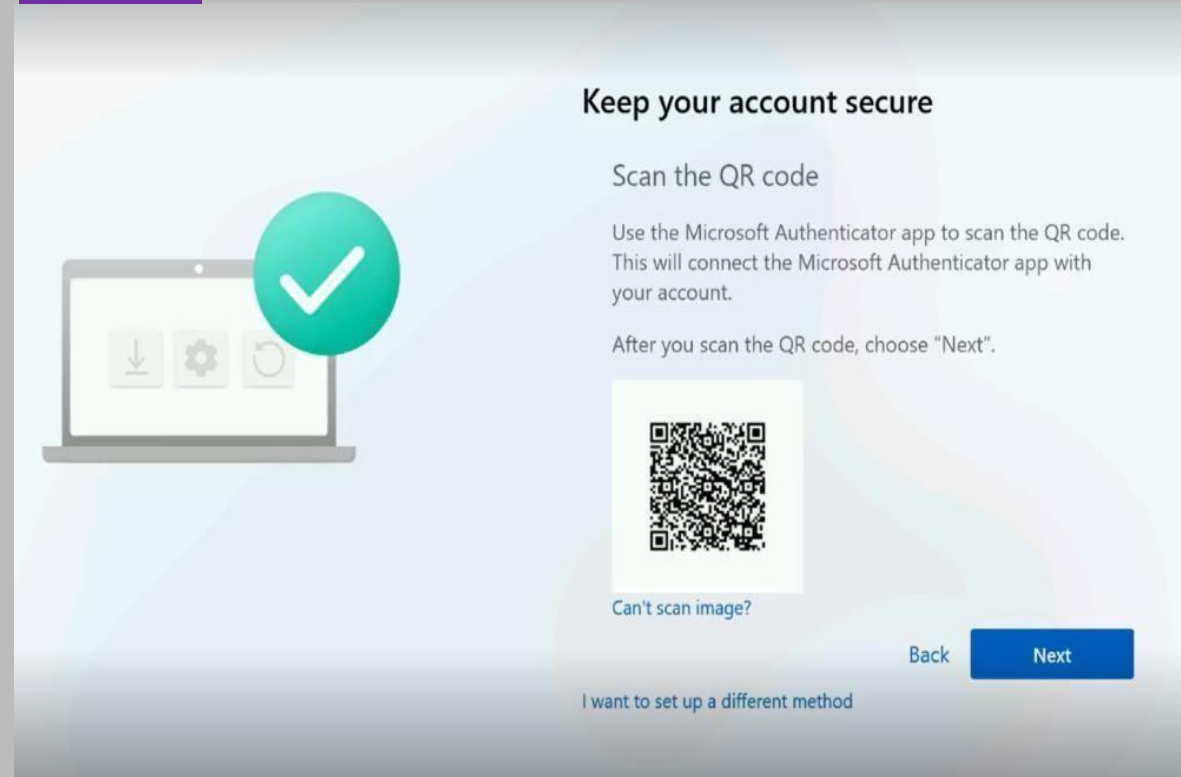
### Step 13:

You will then see a QR code appear on your laptop screen.

Scan the QR code using the MFA App you just installed on your mobile device.

If you already have a non-WTW account registered with Microsoft Authenticator (using an existing work or personal account), skip the next slide and proceed to Step 15.

### Step 13



## Set-up MFA

**Step 14:** Open the Microsoft Authenticator app on your mobile phone and select **Add work or school account**.

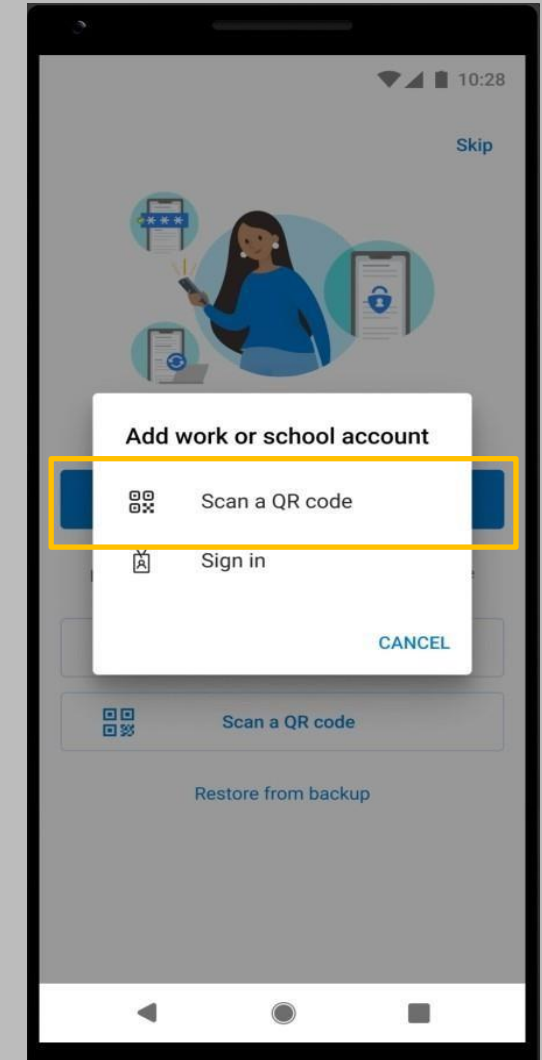
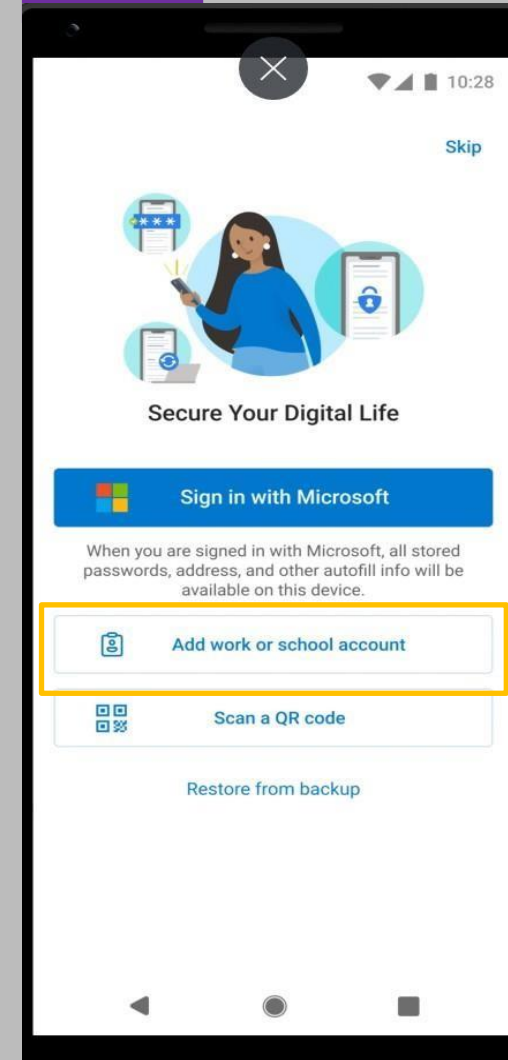
Choose **Scan a QR code**.

Scan the QR code displayed on your laptop screen. This will setup your MFA account.

**Important:** The **Work or School** account requires you to add your User Principal Name (UPN) – *Refer to the email sent to you by your line manager.*

**Skip the next slide and proceed to Step 16.**

### Step 14



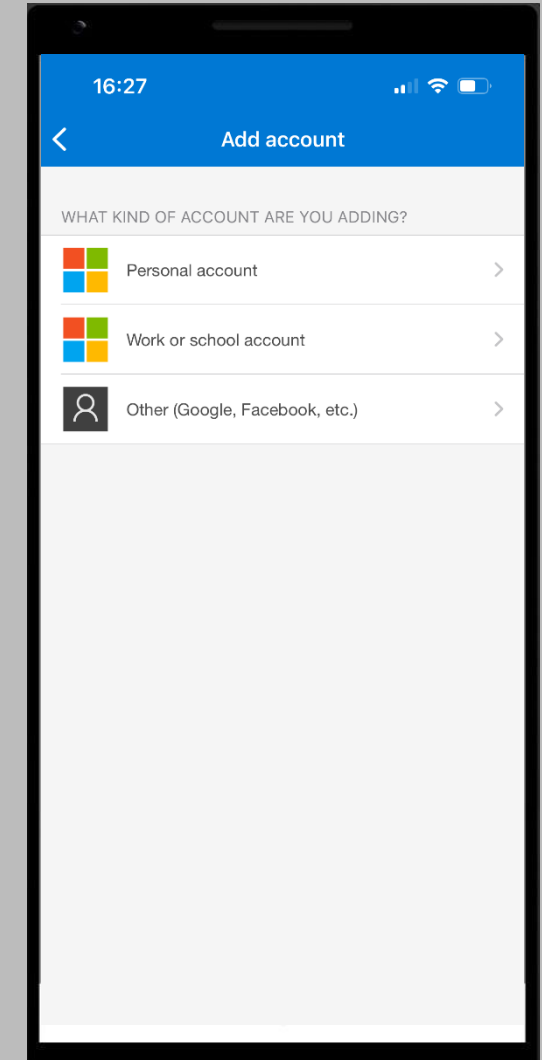
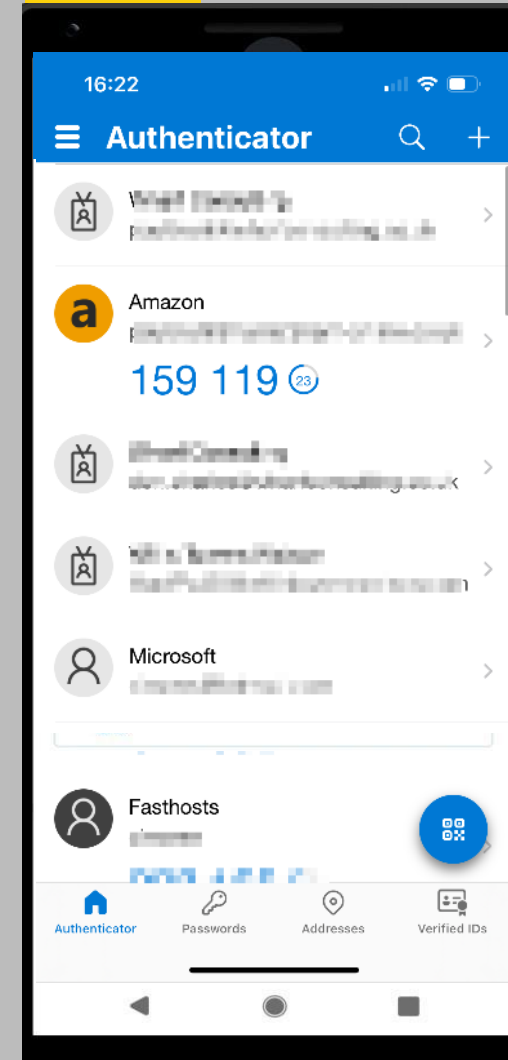
## If you already have an account registered with Microsoft Authenticator

**Step 15:** Add an account (using the + in the top right tool bar).

Select **Work or School** account.

Continue to Step 16.

### Step 15



## Set-up MFA

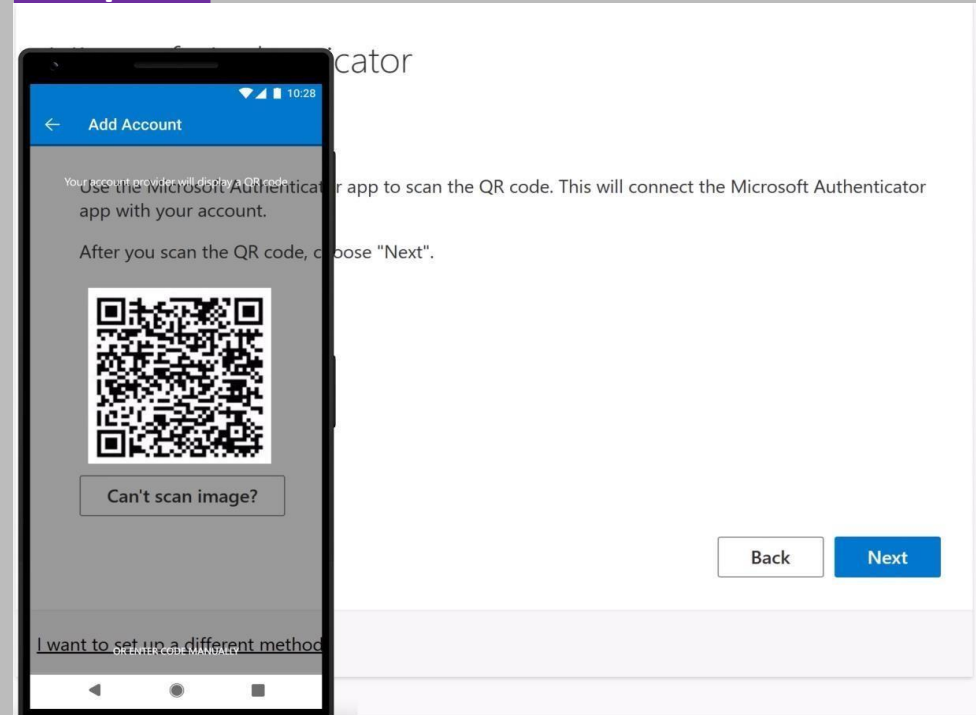
### Step 16:

Take your phone to your laptop screen and scan the QR code that appears on your laptop. Then click **Next**.

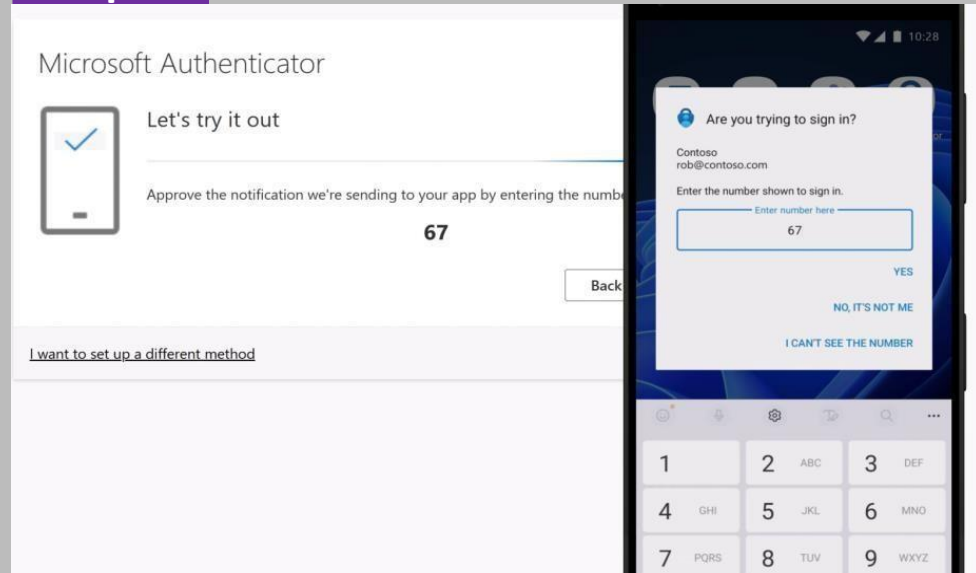
### Step 17:

Your device may prompt you to test the MFA set-up. Enter the number displayed on your laptop into the notification you receive on your mobile phone and select **Yes** to complete.

### Step 16



### Step 17

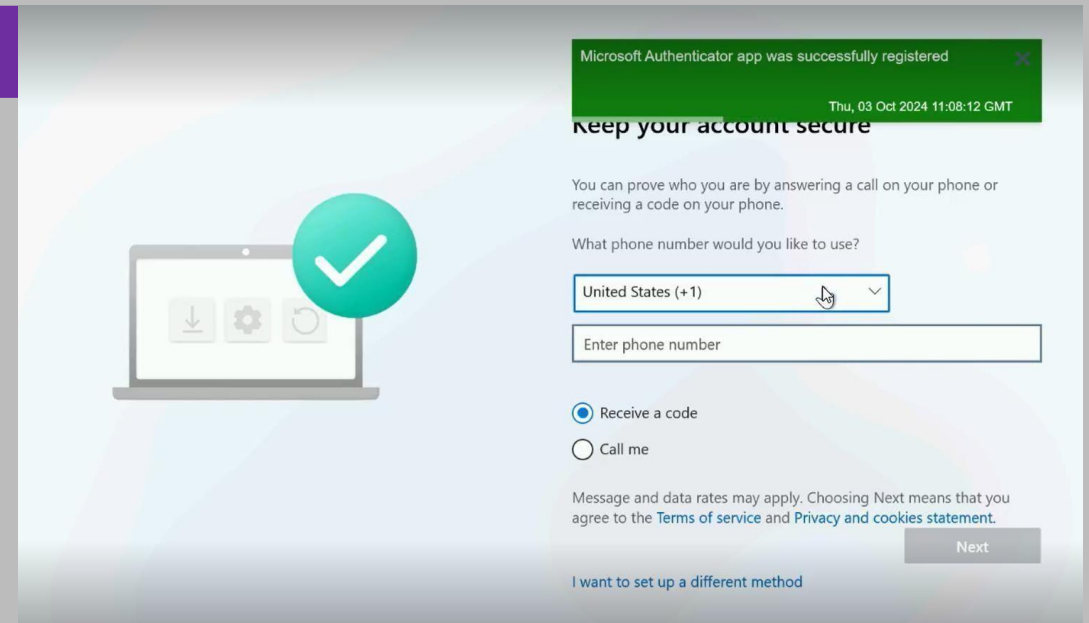


## Set-up MFA

**Step 18:** You will be prompted to register your mobile number to receive an SMS code. Enter your mobile number then select “**Receive a code**”. Then click on **Next**.

**Step 19:** Enter the 6-digit code and click **Next**.

Step  
18




Microsoft Authenticator app was successfully registered  
Thu, 03 Oct 2024 11:08:12 GMT

### Keep your account secure

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

United States (+1) 

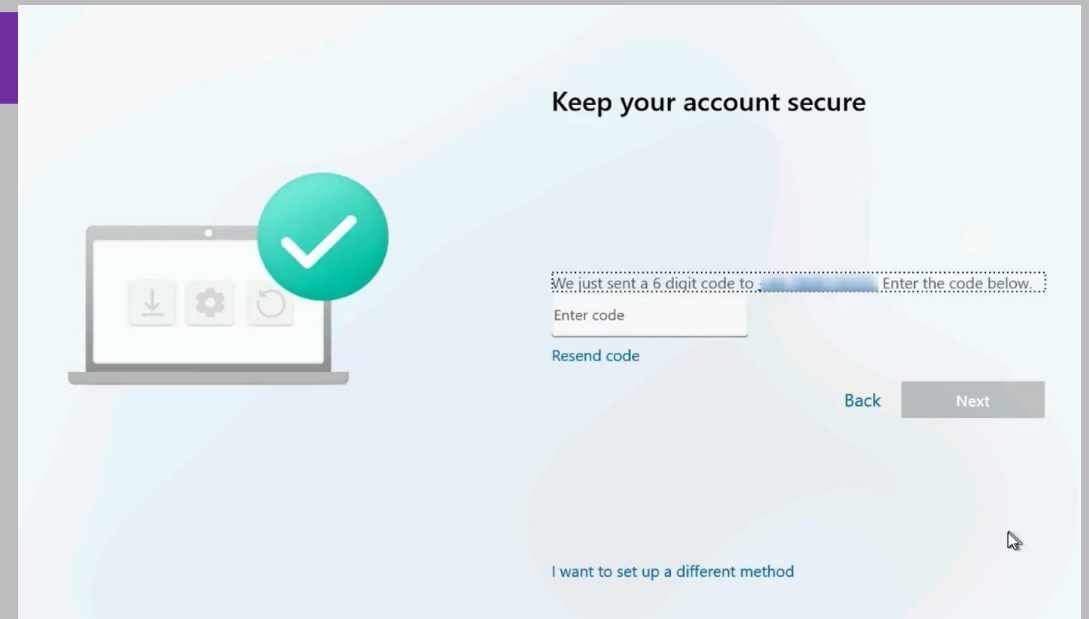
Enter phone number

☒ Receive a code  
☐ Call me


Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[I want to set up a different method](#) **Next**

Step  
19



### Keep your account secure

We just sent a 6 digit code to  Enter the code below

Enter code

[Resend code](#)

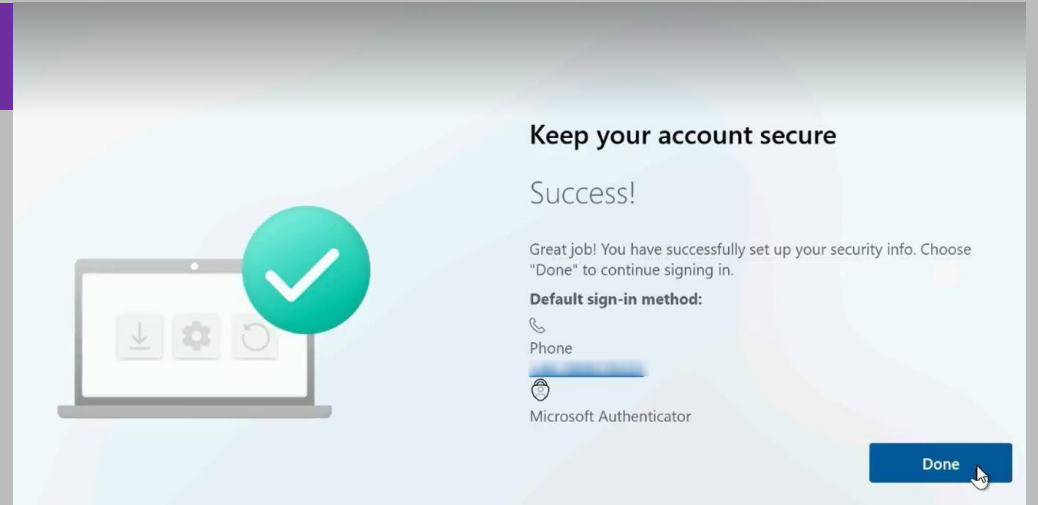
[Back](#) **Next**

[I want to set up a different method](#)

# Set-up MFA

**Step 20:** Click **Done**.

Step  
20



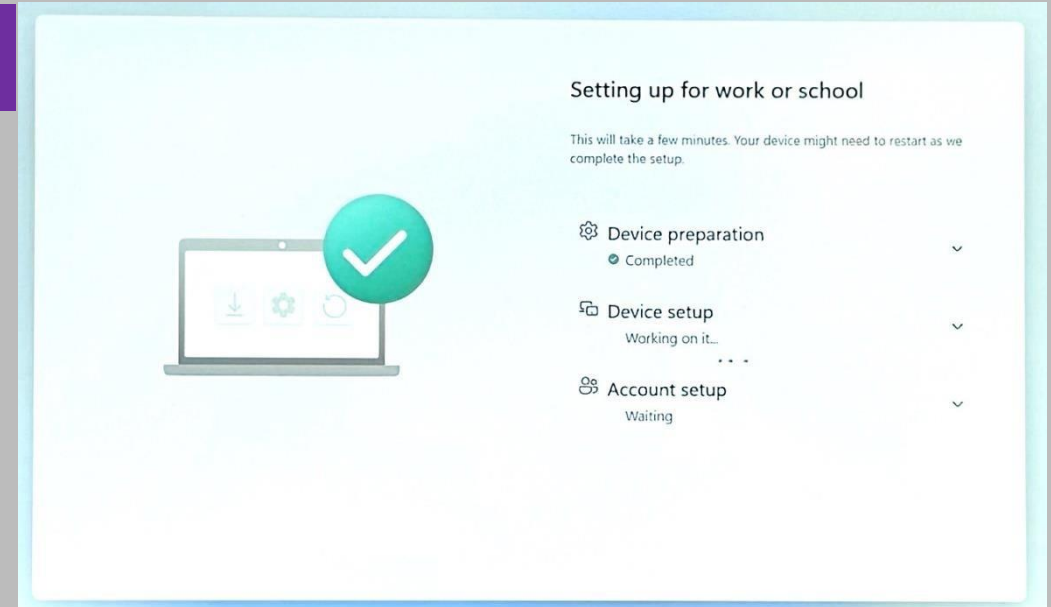
## 30 minutes automated set-up

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 20



## Connect to VPN – Do not attempt to Sign in

### Step 21:

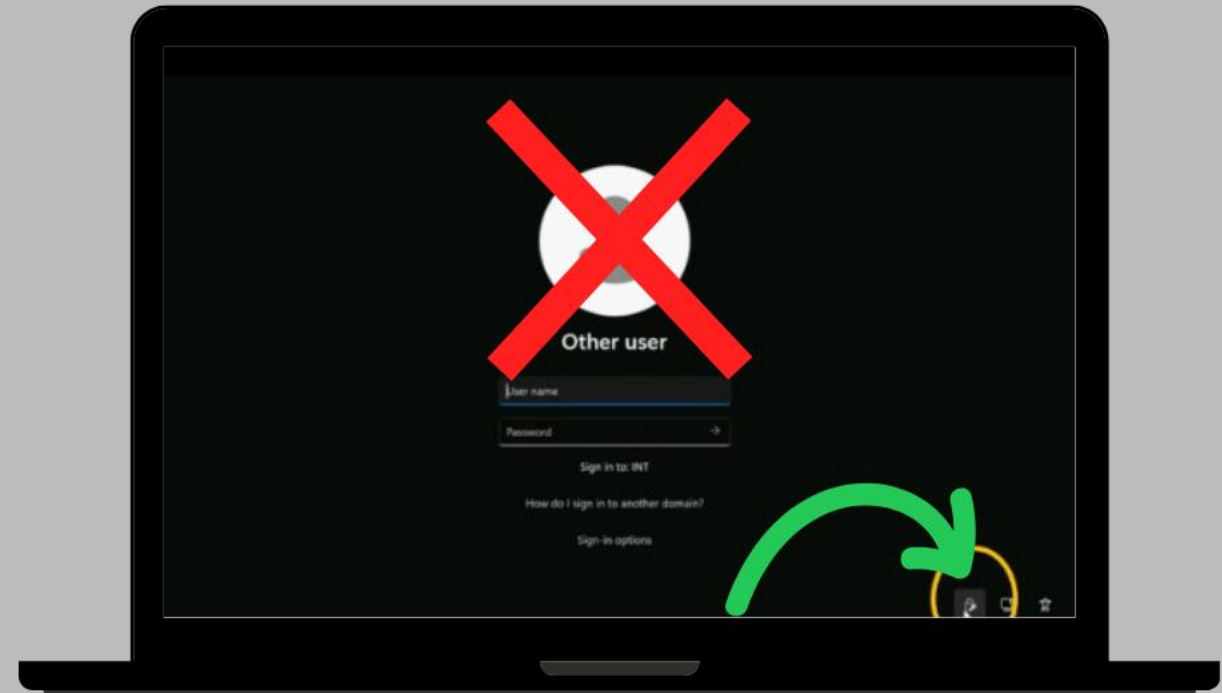
Once you see the log in screen, **do not attempt to log in.**

Instead, click the **Network Sign-in icon** in the lower right of the screen.



This is the icon that looks like a padlock.

### Step 21



## Connect to VPN

**Step 22:** Enter the following credentials to Sign in to the **Network/VPN**

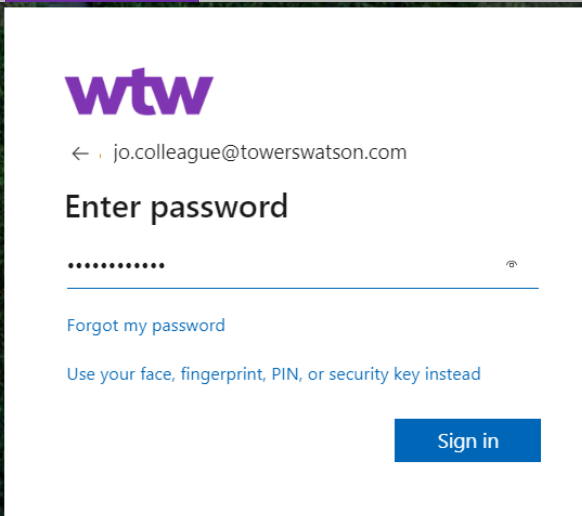
- i) Enter your User Principal Name (UPN)
- ii) Enter your Password – Click **Sign in**

*Your line manager will have sent your UPN and Password to you via email.*

### Step 22

A screenshot of the WTW Sign in page. At the top left is the 'wtw' logo in purple. 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 22

A screenshot of the WTW Enter password page. At the top left is the 'wtw' logo in purple. Below it is a back arrow icon followed by the email address 'jo.colleague@towerswatson.com'. Below that is the text 'Enter password'. There is a text 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 23:

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

### Step 24:

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

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

### Step 23

**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 24

**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

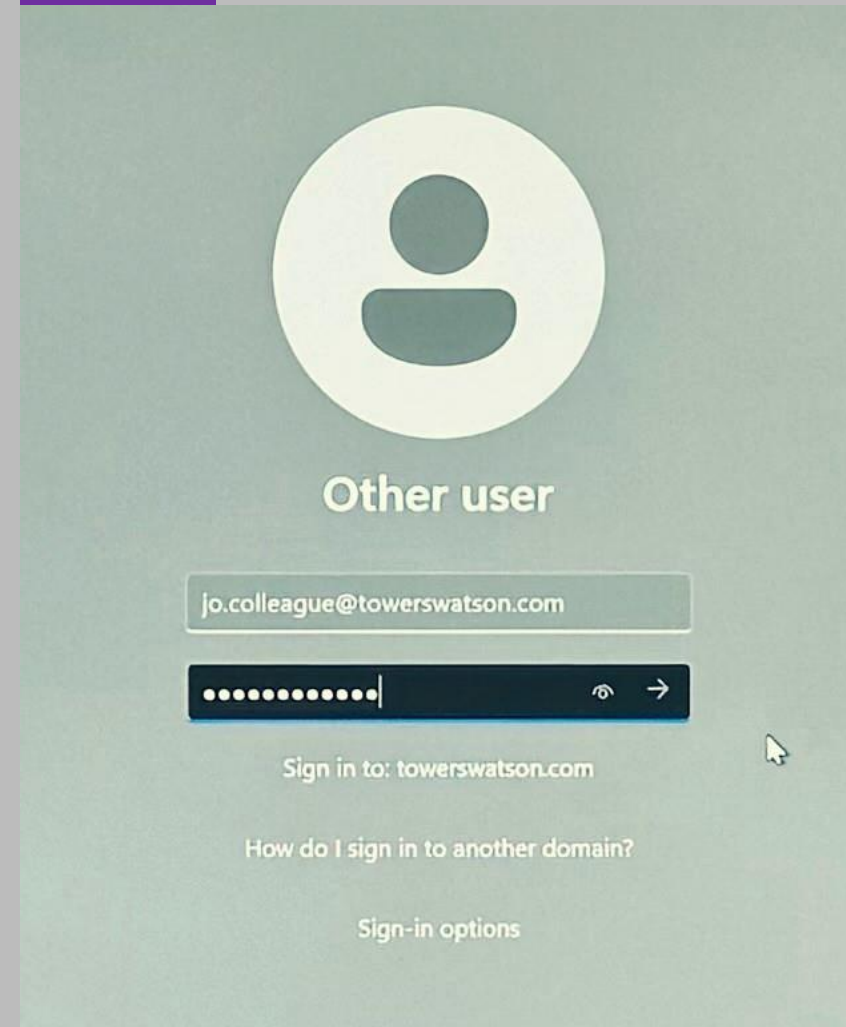
**Step 25:** Sign in to your user account using the **Password** and **User Principal Name (UPN)** sent to you by your line manager – **not your User Name.**

You will then be prompted to change your password.

**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 21 - 24.
- 3) Wait 10 minutes before attempting Step 25 again.

### Step 25



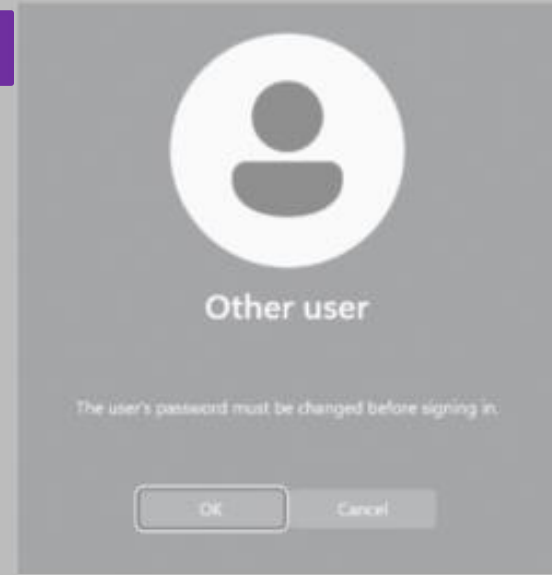
## Change your Password

**Step 26:** Change to a password of your choice.

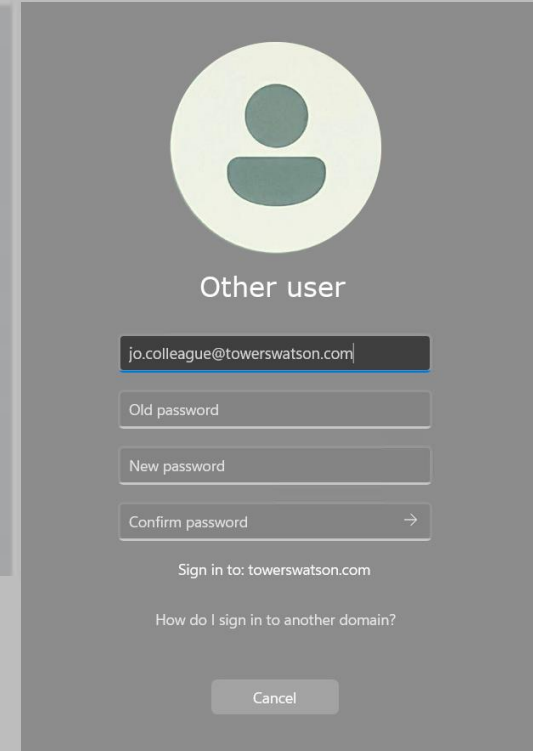
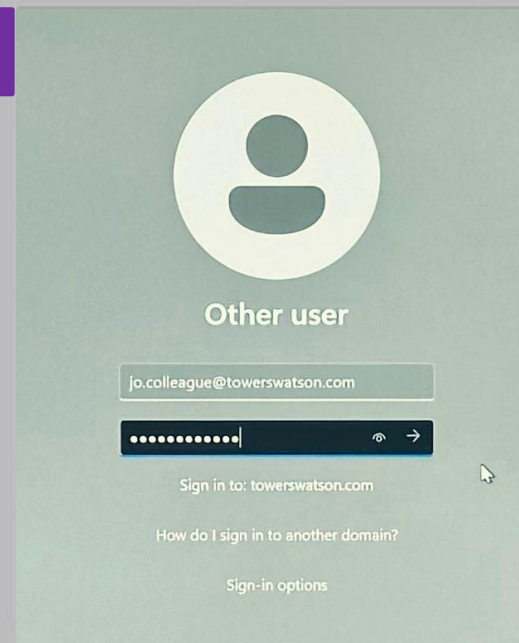
*Use a mix of symbols, special characters, and upper and lower case letters. You may choose to use a passphrase or three random words to create something more memorable.*

**Step 27:** Once the password is successfully changed, login using your new password.

Step 26



Step 27



## Auto Account Set-up and Authentication

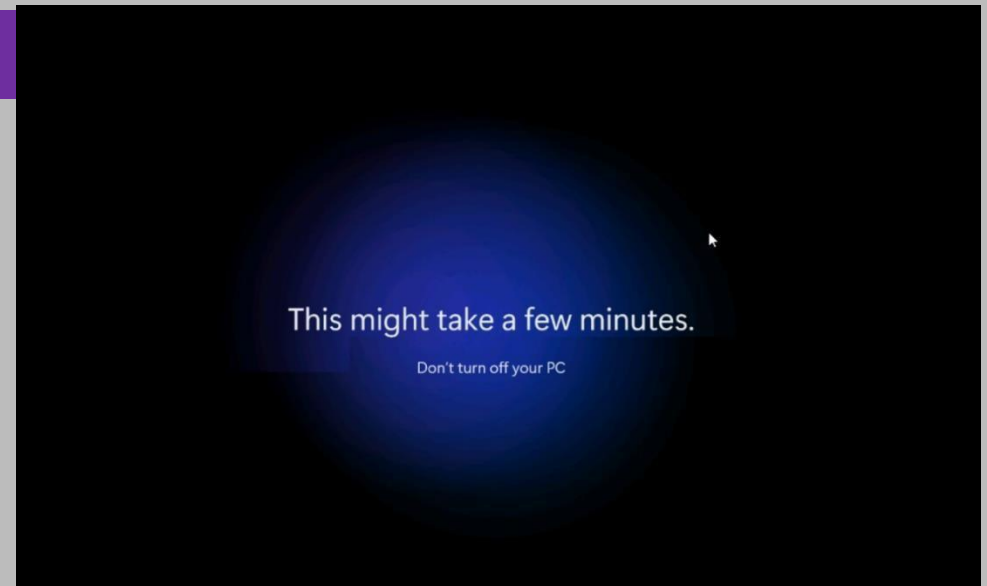
### Step 28:

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

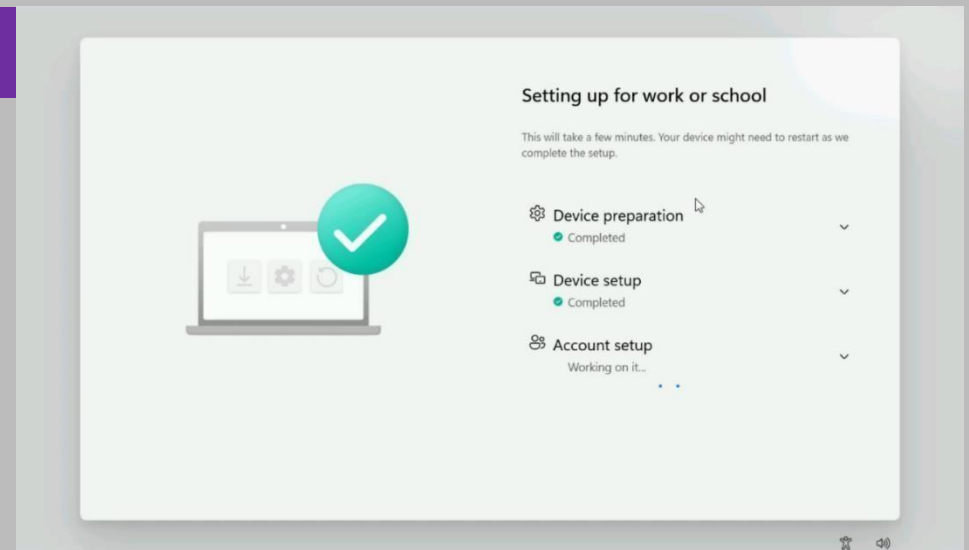
### Step 29:

You may be prompted to Authenticate again using MFA on your mobile phone. If you are, complete as normal – refer to slide 27.

#### Step 28



#### Step 29



## Connecting to Microsoft365 services

### Step 30:

You will be prompted to Sign in again.

Use your User Principal Name (UPN) to Sign in – *Your line manager will have emailed your UPN.*

### Step 30



## Sign in

jo.colleague@towerswatson.com

No account? [Create one!](#)

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

Next

# Connecting to Microsoft365 services

## Step 31:

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 31

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 32:

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

#### Step 32

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

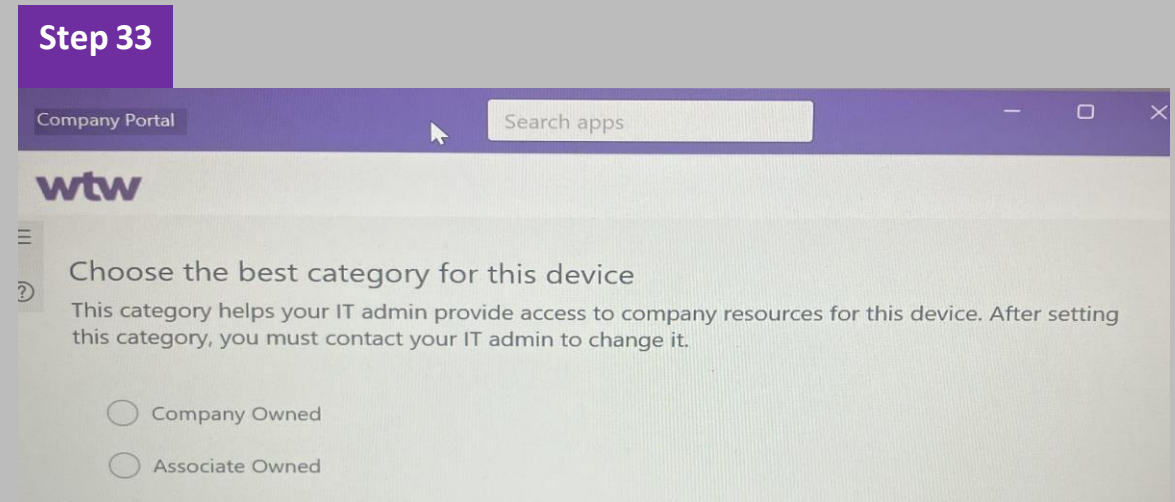
**Step 33: Run Company Portal** soon after you arrive at your desktop. To locate it, type Company Portal into the desktop search bar. Further guidance is available on the following slides.

When the Company Portal opens, please:

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

**Step 34:** Reboot your laptop.

**Important:** You must reboot before accessing other applications.



## Post set-up checklist

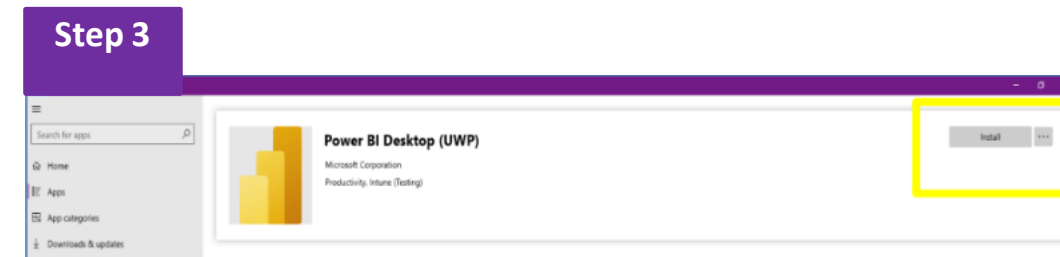
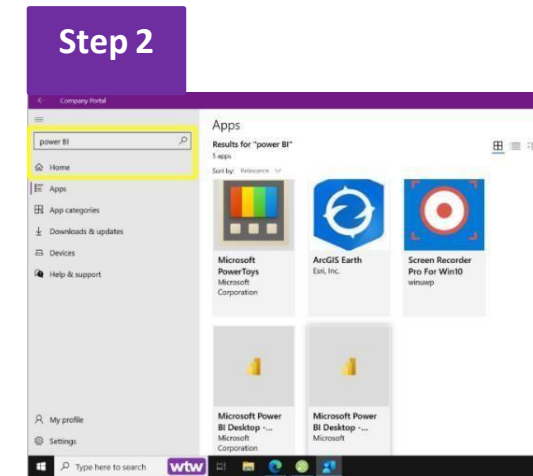
- 1) **Have you rebooted at least once after first log on? If not, do so now.**
- 2) If you are in the office, ensure that your laptop automatically connects to the WTWColleague Wi-Fi.
- 3) Check that your **Windows language, keyboard and time zone** are all correct. You may need to Install a **Language Pack for MS Office**. [Read additional guidance.](#)
- 4) Open **Outlook**. If it prompts you for your log in credentials, exit the screen and reboot your device. If Outlook continues to ask for your login credentials, please contact the IT Service Desk (see slide 38 for contact details).
- 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**.

More 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, your line manager/team are best placed to advise you on which additional software/applications you need to perform your role. You can install all WTW approved software 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

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!