UR/Dell Direct Ship process step-by-step guide

This guide will walk you through the steps required to connect your new laptop to the UR network, setup email and allow the download of your required applications.

If at any time you have questions, please contact the University IT Help Desk (585)275-2000.

<u>*IMPORTANT</u>* If you are a new user you will need to make sure that you have setup you NetID/AD account password and Duo first before Attempting to log in, both can be setup from the below web addresses

1. <u>https://myidentity.rochester.edu/newuser</u> - This site will walk you through your login and duo setup

Step 1: Unbox Laptop and plug in power cable.

Step 2: Connect to Wireless Network

Power on system and click "OK" at the OSD Summary screen. At the Windows login screen, connect to available wireless network:

• Click on the "network" icon in the lower right (screenshot: circled in **Red**).





home5

• Type in Wi-Fi password and click "Next".

Select an available wireless network.

Click "Connect".

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In Secured	
Enter the network security key	
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Next Cancel	
home	
Frontier2301	
B Harter House wifi	
B MySpectrumWiFi48-5G	
	Contract of the
home5	
homeguest Secured	
Do you want to allow your PC to be discoverable by other PCs and devices on this network?	
We recommend allowing this on your home and work networks, but not public ones.	
Yes	
home	
A Frontier2301	
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• Select **No** at the "Discoverable" prompt.

• Click on the Cisco AnyConnect "SBL" icon in the lower right (screenshot: circled in **Blue**) to start the Cisco AnyConnect client.

• Type or select **vpnconnect.rochester.edu** in the text box and click "Connect".



- Enter your NetID username, password, and DUO prompt method, and click OK
- Verify DUO on mobile or another device, when prompted



- Once connected, an additional icon will appear to the lower right (screenshot: circled in **Orange**)
- Sign into the system with your UR AD username and password (screenshot: circled in **Purple**)



IMPORTANT - For more information on Laptop setup

Once you are logged into your laptop you want to Click on the link "Welcome to UR" (Image Below) for more info on how to set up your laptop



Local Administrator setup

To be set up as a Local Admin we will either reach out to you as part of your new hire process or if you are a current user, you can call 273-1159 to set up a time to have one of us remote into your computer and set you up as a local administrator.

Additional software setup

Once you have successfully logged in and you are at the Windows Desktop, your laptop will begin receiving information from the University's Microsoft System Software Center. Software that was requested to be installed will begin to install in the background. These installations may take several hours depending upon the number of applications requested and the speed of your home internet. You may be prompted to restart your computer to complete the setup (This mostly refers to Microsoft Teams and Box) and multiple restarts might be necessary depending on how many programs are being installed. If you fail to connect to VPN after restarting, follow the instructions at the end of this guide to launch the Cisco AnyConnect software from the start Menu.

Troubleshooting

If you're unable to connect to a wireless connection, an ethernet (wired network) connection could be used. Typically, there are one or more unused ethernet ports on home network routers. Once the laptop is connected to the router with a cable, you should see lights lit where the cable is connected. *Now, go back to Step 3: Connecting to VPN*.

If you have any issues, please contact the University IT Helpdesk (585)275-2000.

Email Setup

At first login, Email is not yet configured. Follow the steps below to add your email account.

• Open the Outlook app. (Start Menu, Outlook)



• Close the Privacy option window



- The Welcome to Outlook window should show up with your @ur.rochester.edu (your username will show up in the blacked-out section) email in it, if it is not entered, enter it, and then select Connect.
- After loading, an in-window browser page will pop-up with the Microsoft login page. Enter your email password here (your email address should already be populated) and select "Sign In."





• A new window will show up saying that it is working on it/getting ready.

• If all goes correctly, you'll get the "Account setup is complete" Window, Uncheck the "Setup Outlook Mobile on my phone, too" option and then select "Ok."



• At this point Outlook will start generating your profile and open once that is done.



If you have any issues, please contact the University IT Helpdesk (585)275-2000.

Zoom Setup

At first login, you'll need to login to Zoom. Follow the steps below to get logged into Zoom.

1. When you first open Zoom you'll get this window, select "Sign In" (Circled in Red)



Zoom Cloud Meetings		-		×
	ZOOM ~			
	Enter your email			
	Enter your password Forgot?			
	Sign In			
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	or sign in with			
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2. You will then get this window and from here you will want to select the "SSO" option (Circled in red)

3. That option will bring you to this screen in the area circled in red you want to type in Rochester and then select Continue

4. Once you select continue your web browser will open and bring you to an UR login page. Enter your NetID and password and select "Login"

5. Once you are logged in, you'll get this window and at this point you are logged into Zoom.

Teams Setup

Once Teams has been installed, you will just need to either restart the computer or log-off briefly, and then log back in.

- 1. This is the screen you'll get once Teams has been installed and once you have either restarted or logged off, Team will show up after you log back in.
- 2. If you try to open Teams or if you give it a little time you should get this box to pop up and it should display your email address, and as long as your email address shows up there click on that button.





3.	The next screen you will see will be a University of Rochester
	Branded login page, it should have your email address
	populated and you'll just need to enter your password, then select "Sign in"

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6 million	Microsoft 365 now requires UR Active Directory DUO two-factor authentication. Click here to enroll. Sign in with either:
- Cont	-username@ur.rochester.edu (See notes below) @ur.rochester.edu Password
	Sign in Note: If your email address contains the name of a school affiliated with the University of Rochester (Simon, Warner, Estman, etc.), please replace the school name with 'ur' in your email address.

4. As long as your account info is accepted Teams will start and load your info

How to setup a local printer

There are two ways to add a printer. The first way would be to go to the manufactures website and grab the software for your specific printer, most driver software also walks you through adding the printer as part of the setup. The other way would be to open "Printers & Scanners" in settings and select "Add a printer or Scanner." That will search for any printers that are currently on and allow you to add your local printer if it shows up. If you go with this option I would recommend disconnecting from the VPN while you search otherwise, you'll get printers that are in an onsite location. Below are images of how to do the second option.

	All Apps Documents Settings Photos	Email More ▼ ···
	Best match	
	Printers & scanners System settings	
	Settings	Printers & scanners
	Tee 🔓 Add a printer or scanner >	System settings
ters and	合 Let Windows manage my default > printer >	
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How to open "Printers and Scanners"

How to start a search for a local printer, click the section circled in red.

Settings	- 0 X
வ் Home	Printers & scanners
Find a setting	Add printers & scanners
Devices	+ Add a printer or scanner
Bluetooth & other devices	
日 Printers & scanners	Printers & scanners
() Mouse	CT-3115-HPL/4015 on its-prnt-wp1
III Typing	CT-3119-XEROX7845 on its-prnt-wp1
c∜³ Pen & Windows Ink	CT-3140-HPLJM553 on its-prmt-wp2
😥 AutoPlay	Fax
🖞 USB	Fax (vdi)
	HP Color LaserJet Pro M452 PCL 6
	HP Color LaserJet Pro M452 PCL 6
	HP5882EF (HP Officejet Pro 8600) (vdi) Default
	Microsoft Print to PDF

	Settings	×
How to add your printer once it is found, once you find your printer click the button circled in green	Settings	Printers & scanners Add printers & scanners Meresh Searching for printers and scanners
		Printer CT-3138-HPLJM602DN on ITS-PRNT-WP1 Printer CT-3132-HPCLJCP4005 on ITS-PRNT-WP1 Printer CT-3132-HPCLJCP4025DN on ITS-PRNT-WP1 CT-3130-HPCLJCP4025DN on ITS-PRNT-WP1

How to Map a Network Drive

- 1. Open File Explorer from the taskbar or the Start menu, or press the Windows logo key + E.
- 2. Select This PC from the left pane. Then, on the Computer tab, select Map network drive.



- 3. In the **Drive** list, select a drive letter. Any available letter will do. (Green Box below)
- 4. In the **Folder** box, type the path of the folder or computer, or select **Browse** to find the folder or computer (Red Box below). To connect every time, you sign in to your PC, select **Reconnect at sign-in**. (Yellow Box below)

			\times
\leftarrow	🍕 Map Net	twork Drive	
	What net	work folder would you like to map?	
	Specify the	drive letter for the connection and the folder that you want to connect to:	
	Drive:	Z: ~	
	Folder:	<mark>∖\its-fp1\apps</mark> ✓ Browse	
		Example: \\server\share	
		Reconnect at sign-in	
		Connect using different credentials	
		Connect to a Web site that you can use to store your documents and pictures.	
		Finish Cance	el l

5. Select Finish and the drive will be mapped.

Note: If you can't connect to a network drive or folder, make sure you're on the VPN or you might not have the correct permissions. Try contacting your network administrator.

Addendum: Using VPN

How to connect to the VPN

- 1. Open the Cisco AnyConnect application on your computer.
 - In the Start menu, click All Programs > Cisco > Cisco AnyConnect Secure Mobility Client
 - Click the Cisco AnyConnect Secure Mobility Client to launch the application.
 - Type in vpnconnect.rochester.edu then click Connect.



- 2. Enter your NetID and password. In the Duo Method box, enter one of the following commands to indicate how you would like to authenticate with Duo two-factor authentication:
 - push Receive a push notification in the Duo Mobile app on your smart phone or tablet.
 - sms Receive an authentication passcode via text message on your mobile phone. Once you have received the text message, re-enter your NetID and password on the VPN login screen, then enter the passcode in the Second Password field.
 - phone Receive a phone call—you must press a key to verify you received the call.
 - alternate device Add a number to the end of the command you enter in the Duo Method field (e.g. push2, phone3)

	Please enter your N	letID credentials.	
-	Username:	NetID_username	
	Password:	*****	
	Second Password:	****	
	For "Duo Method:" push - receive push sms - receive pass phone - receive ph For assistance plea	'enter a Duo passcode or: h notification. code via text message. ione call. ase call the University/IT Help Desk at	^

- 3. Click OK, then authenticate through Duo on your device.
 - When you are connected, you will see the VPN icon (a gray circle and a gold lock) in your system tray.



To disconnect from VPN

1. Click the Cisco AnyConnect VPN Client icon in your system tray.



1. Click Disconnect.

