

# 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.*

**\*IMPORTANT\*** 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

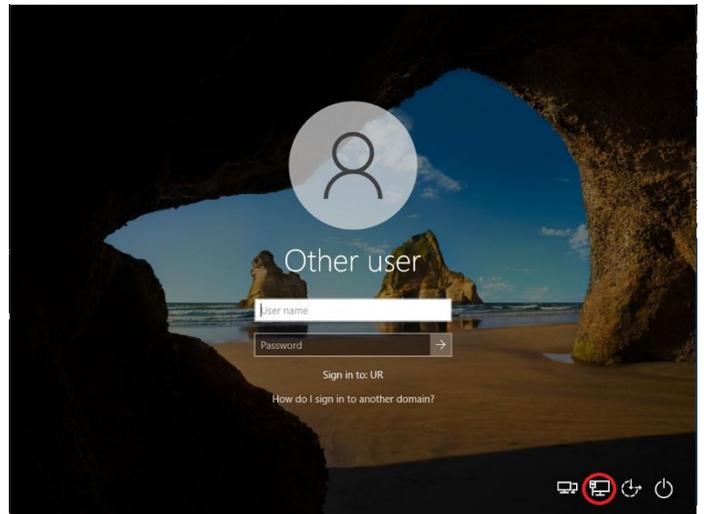
1. <https://myidentity.rochester.edu/newuser> - This site will walk you through your login and duo setup

**Step 1: Unbox Laptop and plug in power cable.**

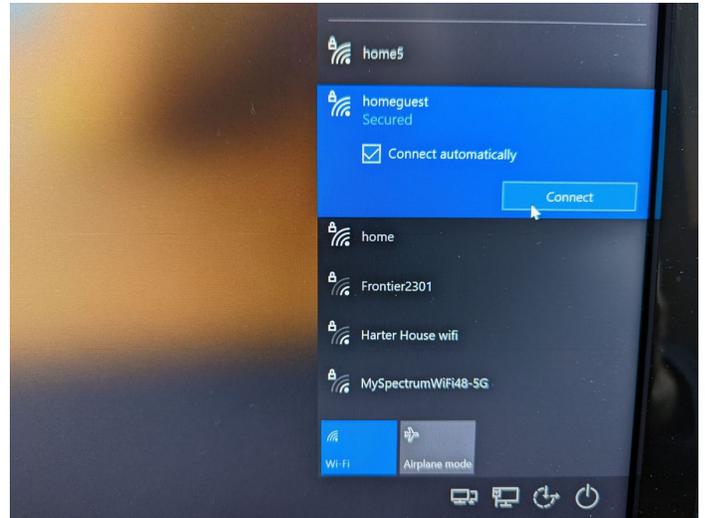
**Step 2: Connect to Wireless Network**

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

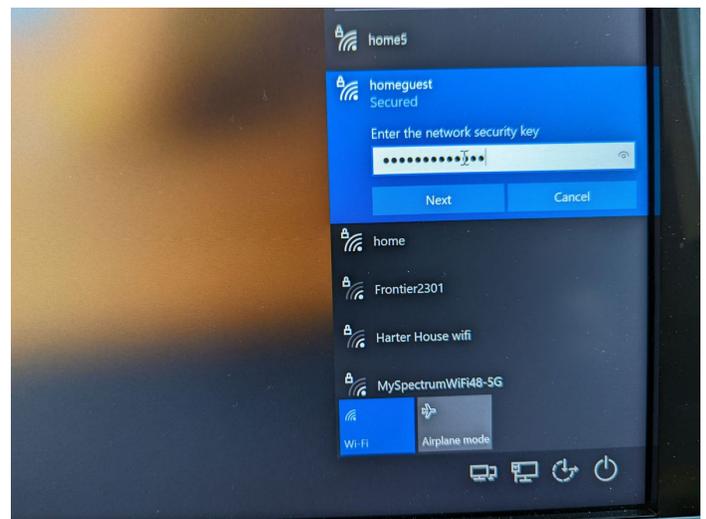
- Click on the "network" icon in the lower right (screenshot: circled in **Red**).



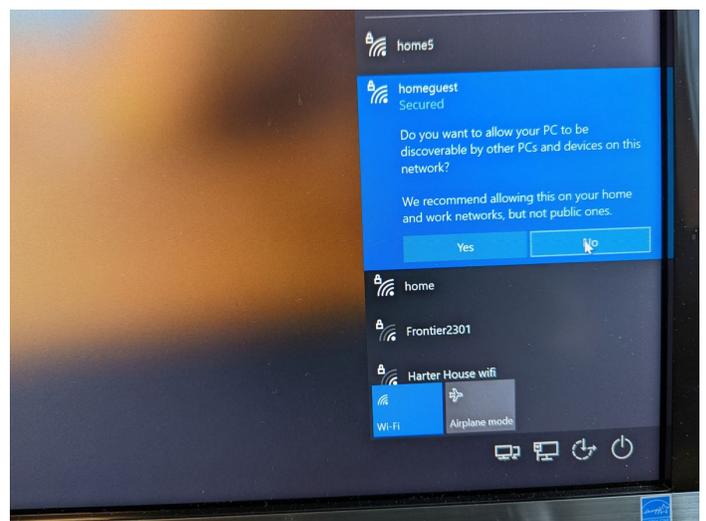
- Select an available wireless network.
- Click "Connect".



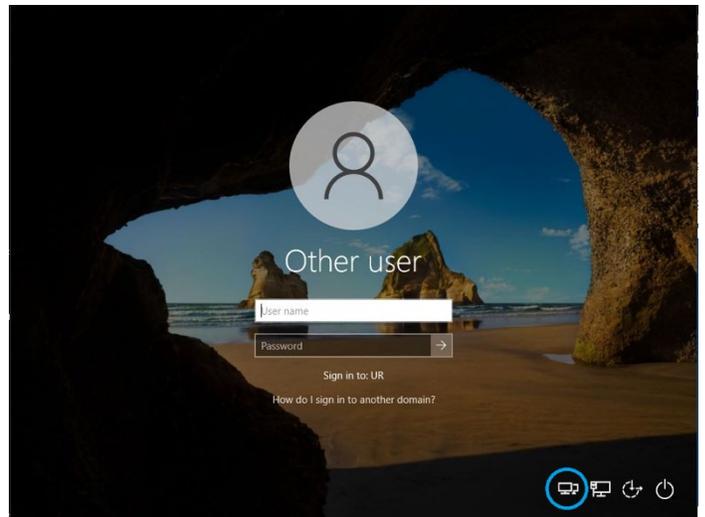
- Type in Wi-Fi password and click "Next".



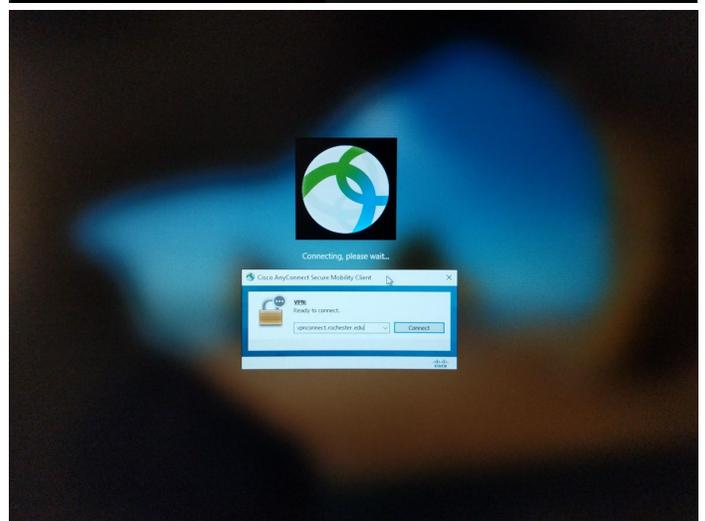
- Select **No** at the "Discoverable" prompt.



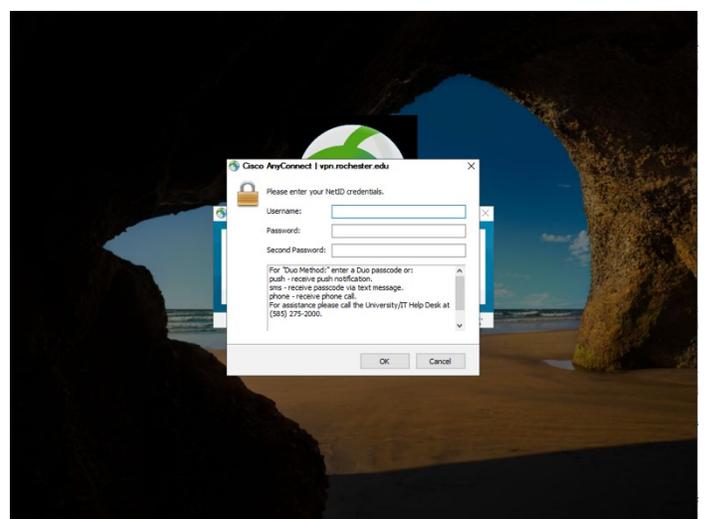
- Click on the Cisco AnyConnect "SBL" icon in the lower right (screenshot: circled in **Blue**) to start the Cisco AnyConnect client.



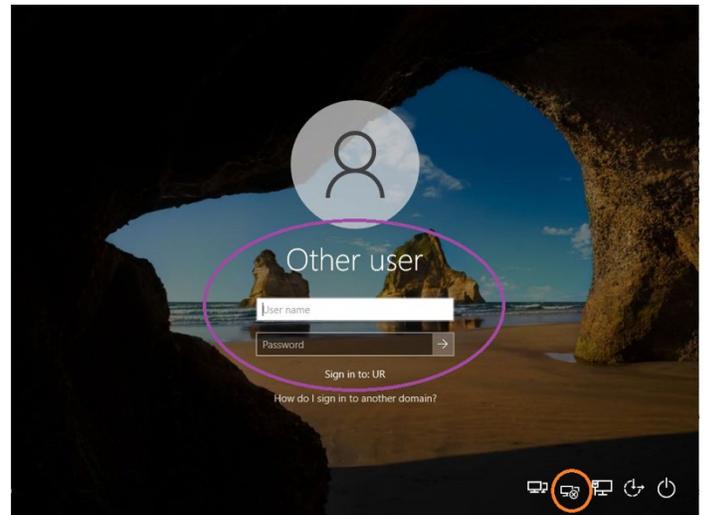
- Type or select **vpnconnect.rochester.edu** in the text box and click "Connect".



- 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.**

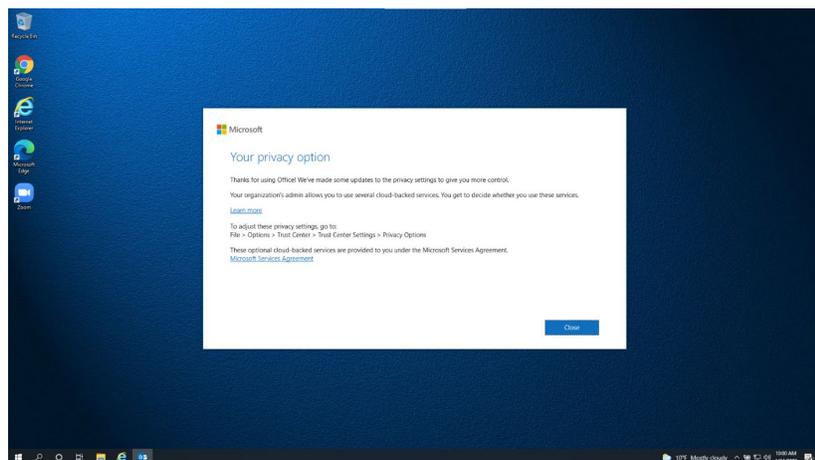
## Email Setup

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

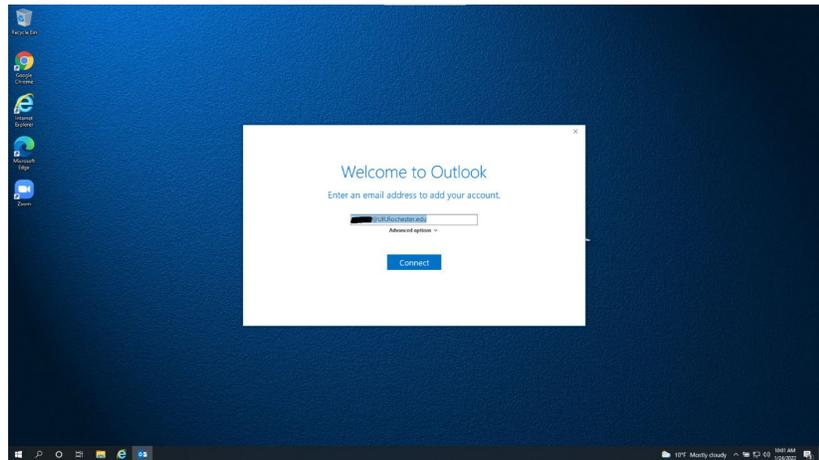
- Open the Outlook app. (Start Menu, Outlook)



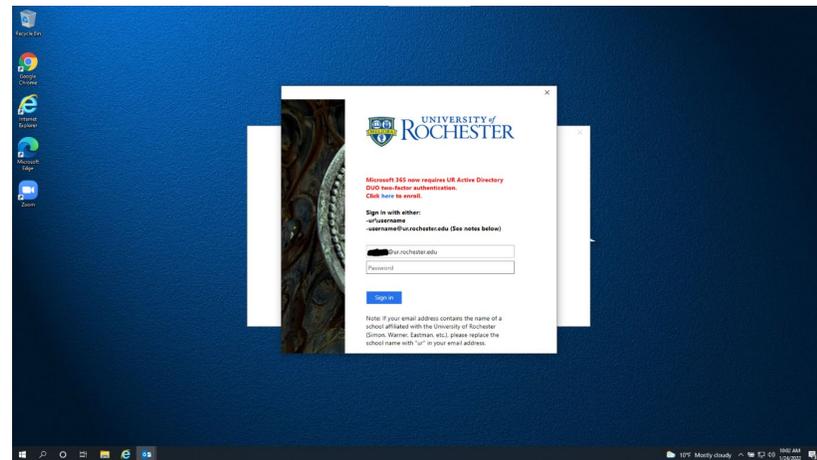
- Close the Privacy option window



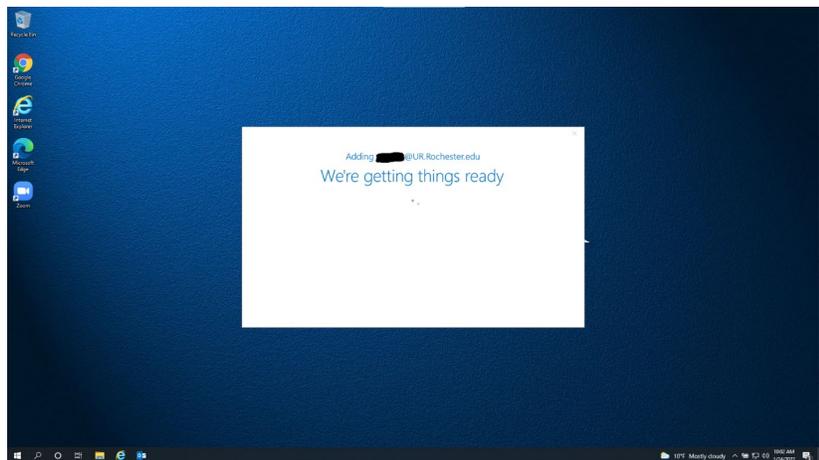
- The Welcome to Outlook window should show up with your @ur.rochester.edu (your username will show up in the blacked-out section) email in it, if it is not entered, enter it, and then select Connect.



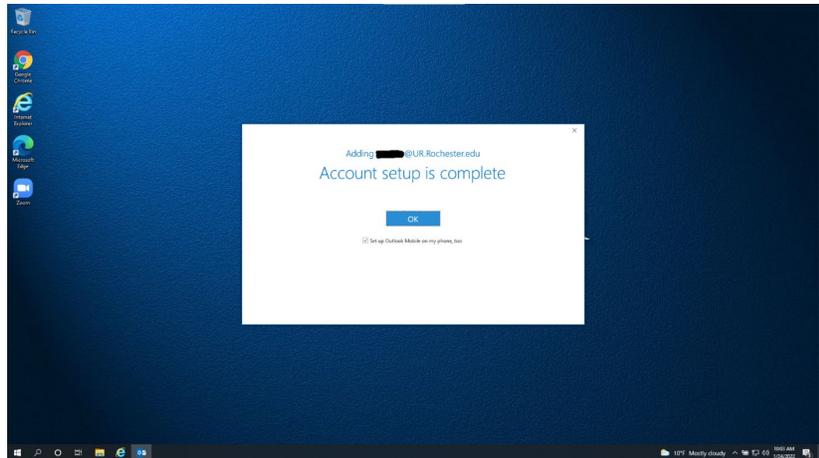
- After loading, an in-window browser page will pop-up with the Microsoft login page. Enter your email password here (your email address should already be populated) and select “Sign In.”



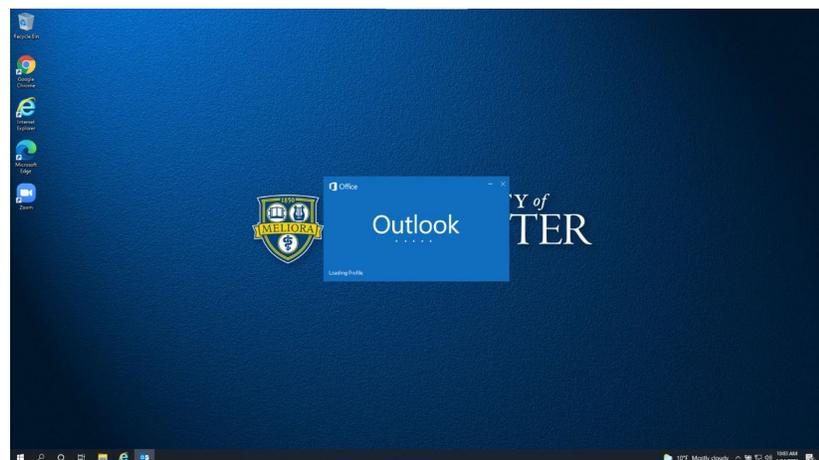
- A new window will show up saying that it is working on it/getting ready.



- 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.*

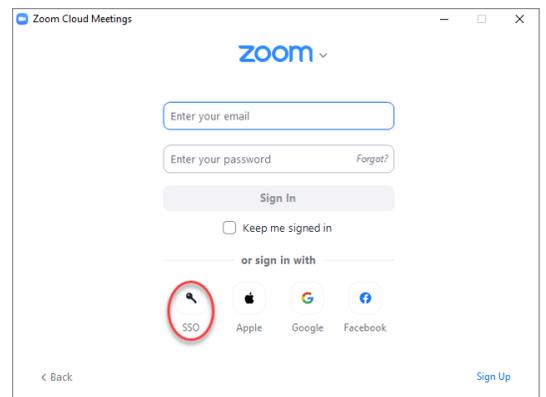
## Zoom Setup

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

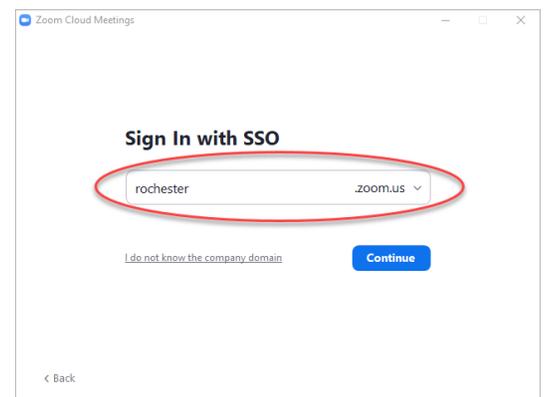
1. When you first open Zoom you'll get this window, select "Sign In" (Circled in Red)



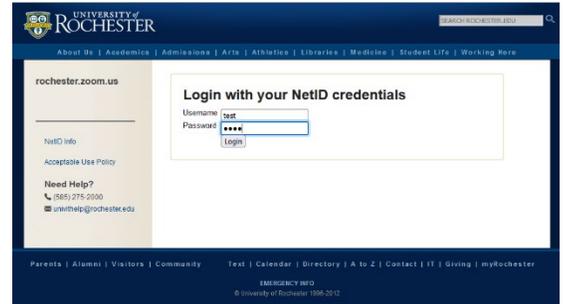
2. You will then get this window and from here you will want to select the "SSO" option (Circled in red)



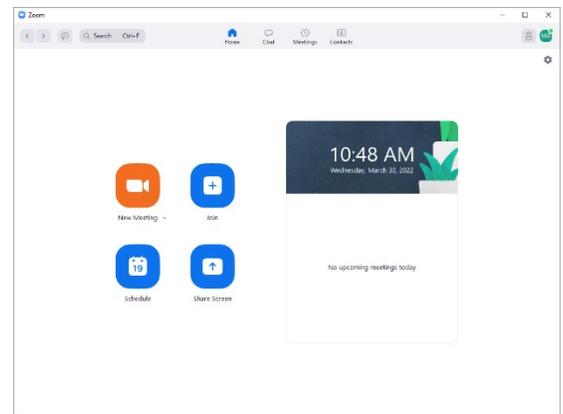
3. That option will bring you to this screen in the area circled in red you want to type in Rochester and then select Continue



- 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”



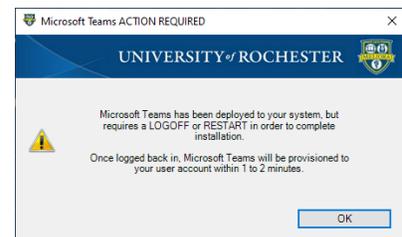
- Once you are logged in, you'll get this window and at this point you are logged into Zoom.



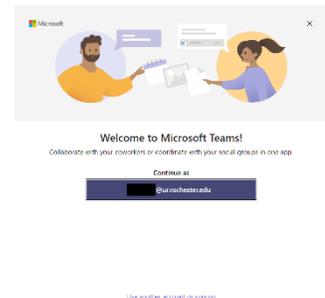
## Teams Setup

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

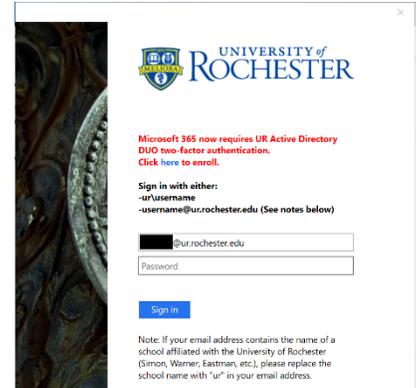
- This is the screen you'll get once Teams has been installed and once you have either restarted or logged off, Team will show up after you log back in.



- 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"

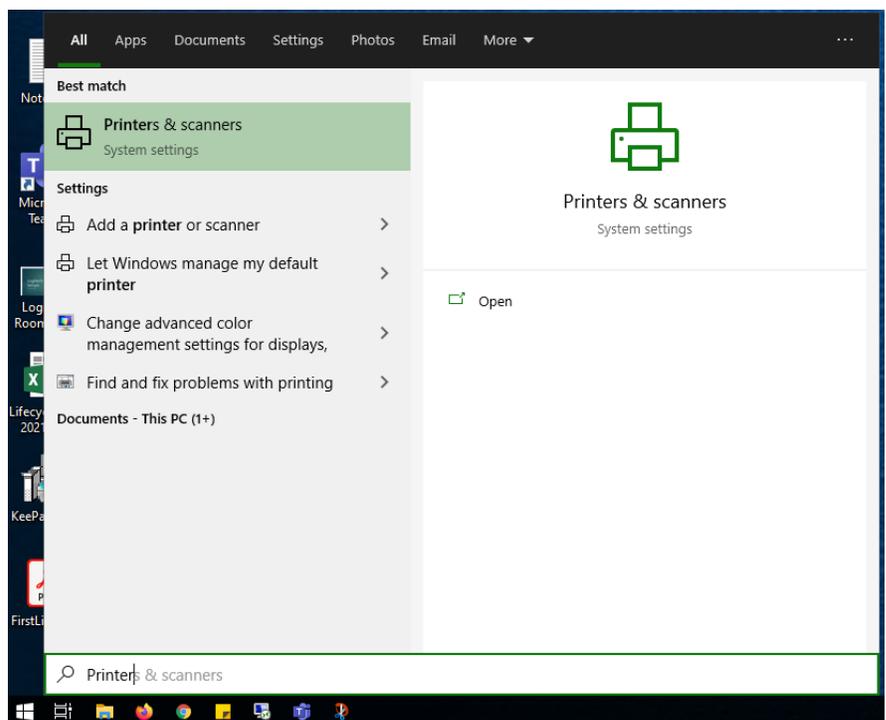


4. As long as your account info is accepted Teams will start and load your info

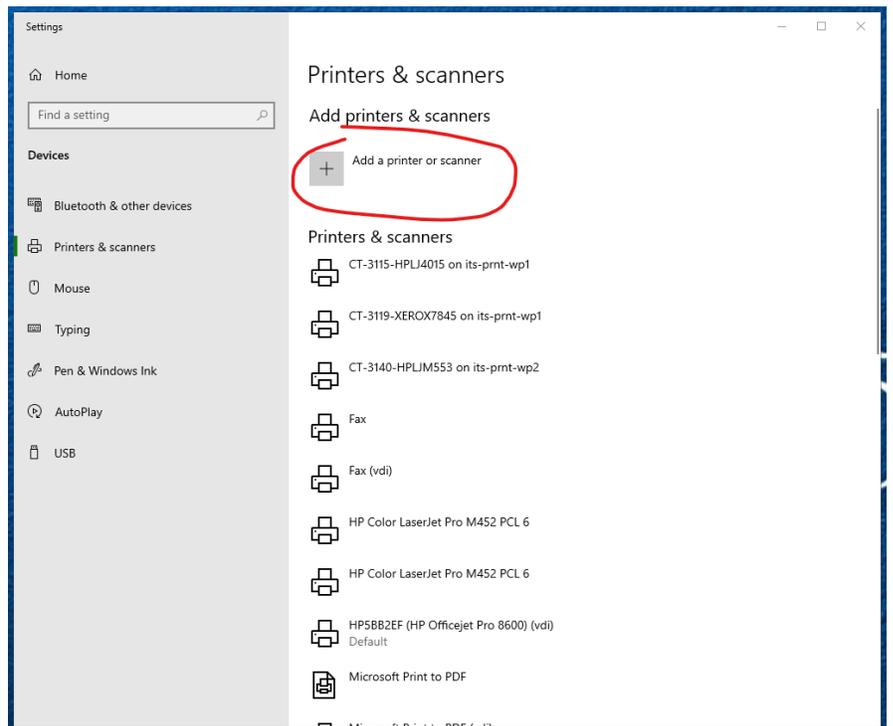
## How to setup a local printer

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.

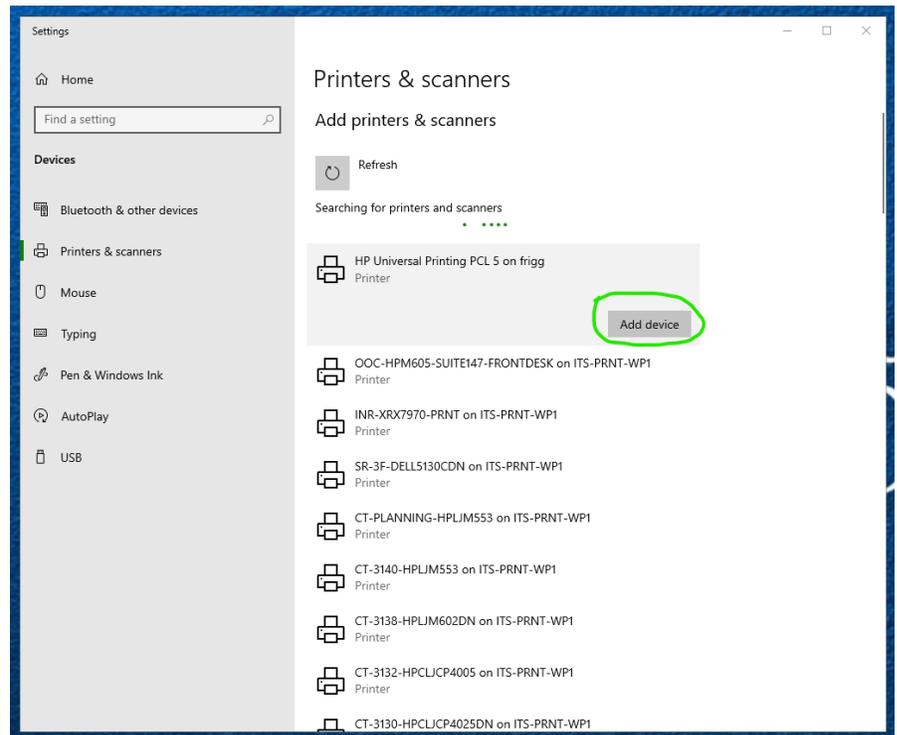
How to open "Printers and Scanners"



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

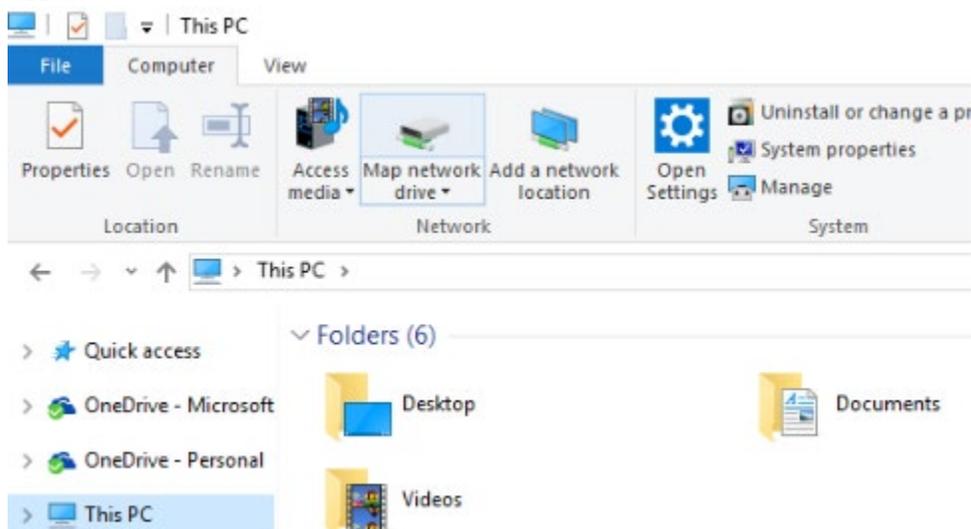


How to add your printer once it is found, once you find your printer click the button circled in green

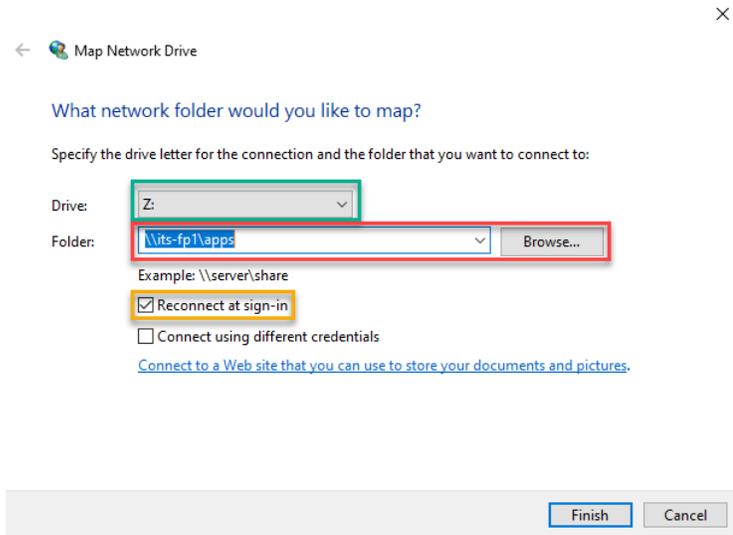


## How to Map a Network Drive

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)



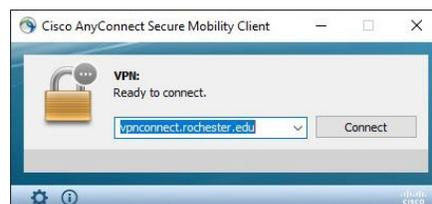
5. Select **Finish** and the drive will be mapped.

**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.

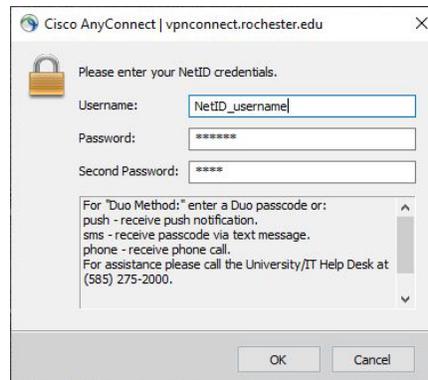
## **Addendum: Using VPN**

### **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)



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.

