

nGAGE Windows 10 Welcome Pack



The following set of instructions will help you get logged onto your new laptop as quickly as possible.

It is important that you read the guide and **DO NOT skip any steps** as this could cause issues with the configuration of your device, adding further delay or even the need to return the device incurring costs.

Currently you must configure your new device at home, and NOT in the office.

1. Select your Language and regional preferences.

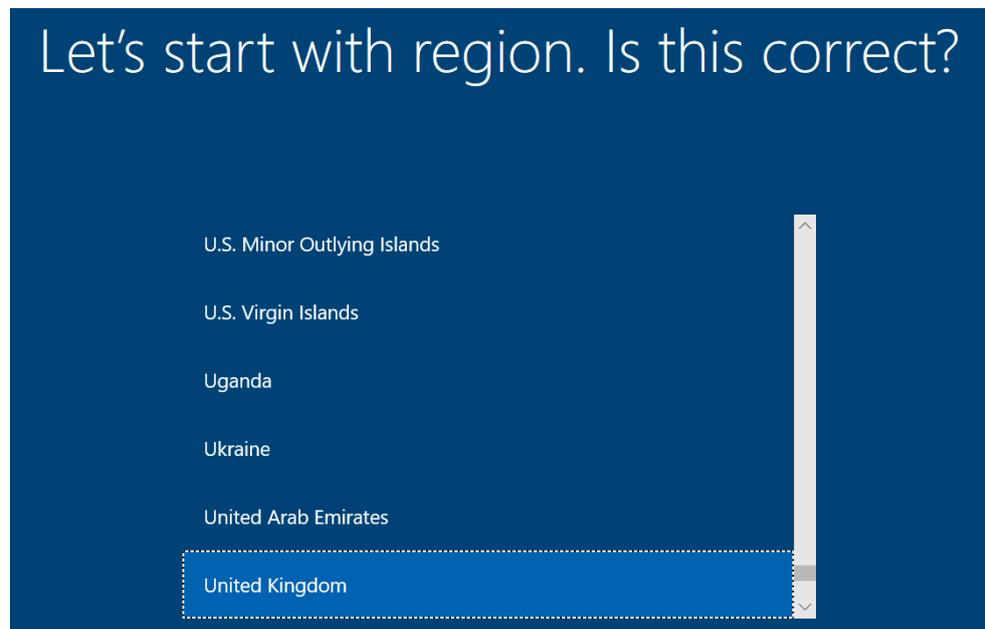
(Depending on which device you receive, the below screens may differ)

For US / EU users, please make sure to select the relevant region / keyboard layout.

- Select your **Language**, and select “Yes”.



- Select your **Region**, and select “Yes”.



- Select your **Keyboard Layout**, and select "**Yes**".

Is this the right keyboard layout?

If you also use another keyboard layout, you can add that next.



A screenshot of a dropdown menu for selecting a keyboard layout. The menu is open, showing two options: "United Kingdom" (highlighted with a dashed border) and "Canadian Multilingual Standard".

- If you require an additional keyboard select it here, otherwise select "**Skip**" on the "Second Keyboard" screen.

Do you want to add a second keyboard layout?



2. Connect to the internet.

(You must set this up at home and **NOT** in the office.)

Where possible connect via a network/ethernet cable connected to your internet provider hub.

If connecting via WIFI make sure you are as **close to your router as you can.**

- Once connected to the internet, select "**Next**".
(Your device may restart at this point)

Let's connect you to a network

To finish setup, you'll need to connect to the Internet.

 BTWifi-X

 EE-CMA1PN

3. Login to your laptop

- Login with your work email address and when prompted type your password.
- You will also be prompted to authenticate with [Multi-Factor authentication](#).

Welcome to nGAGE Recruitment!

Enter your nGAGE Recruitment email.

Sign in with a security key

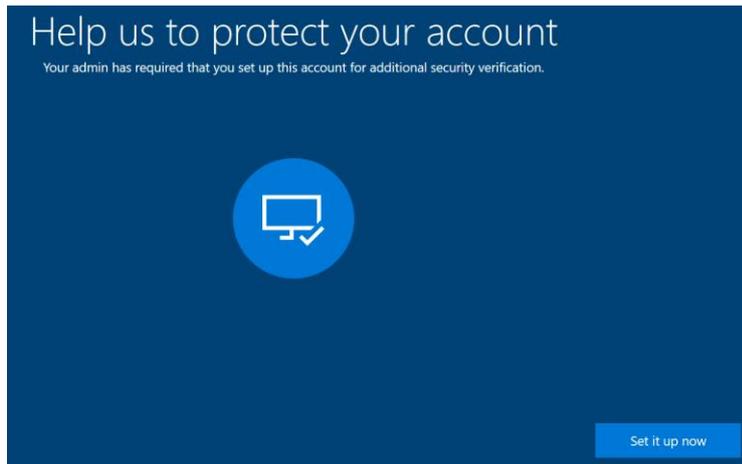
Need help?

Please sign in with your nGAGE credentials

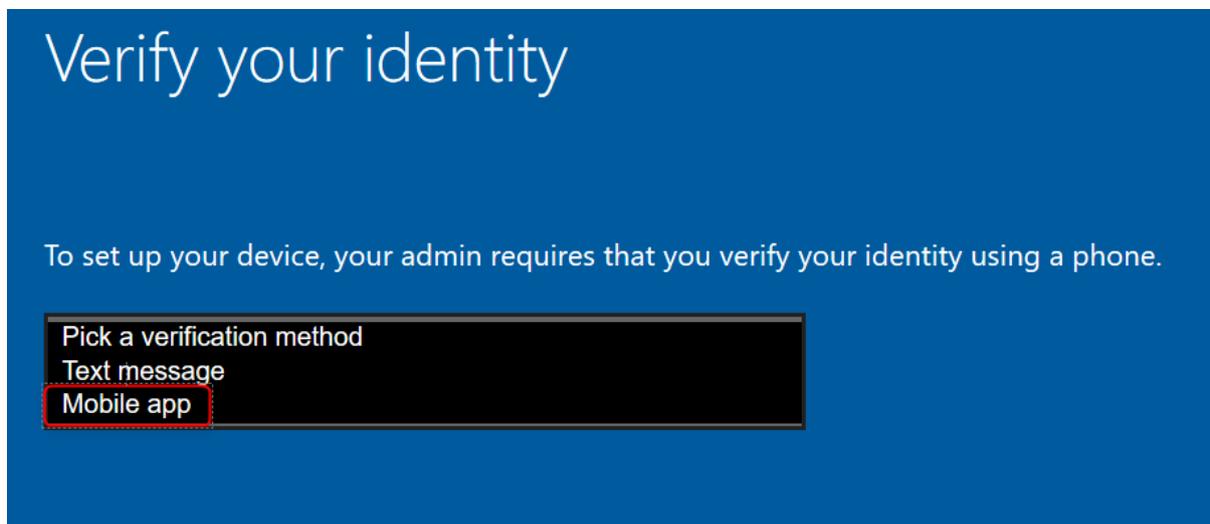
4. Multi-Factor Authentication

If you have logged in before from another device and have successfully used MFA, you can skip this step and move straight to [Step 5](#)

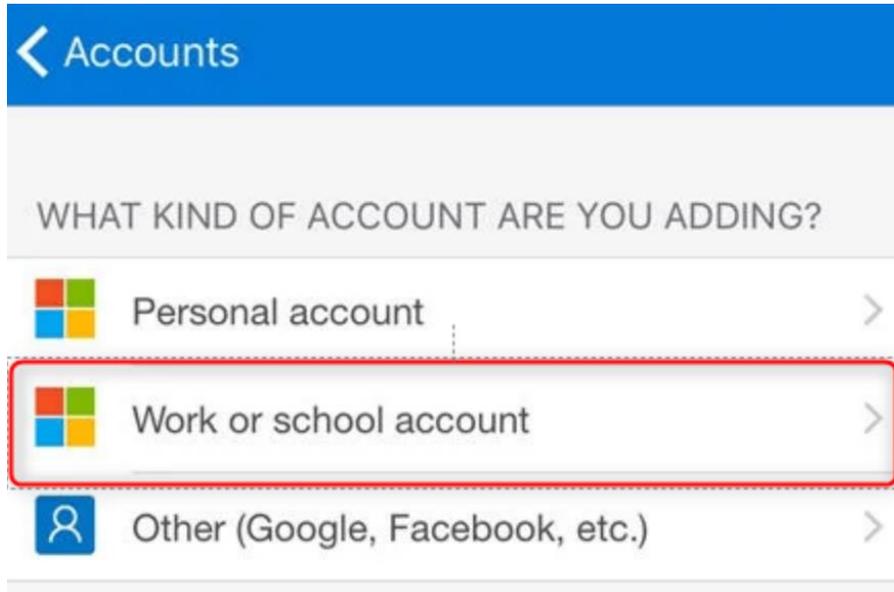
- Select “**Set it up now**” to continue.



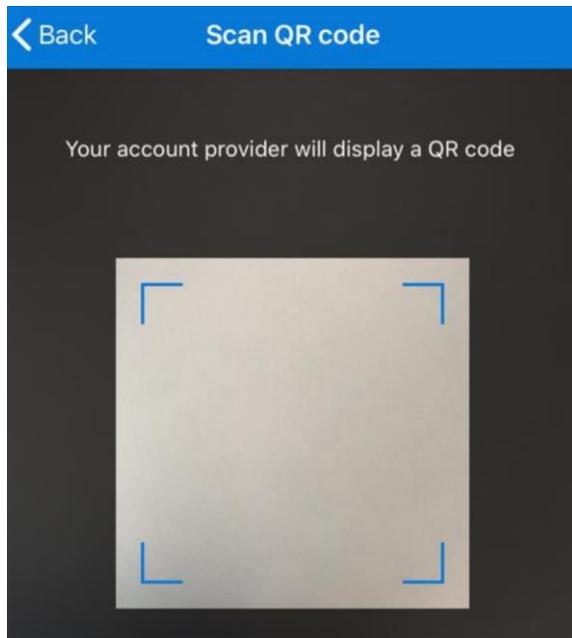
- Select “**Mobile App**” from the drop down.



- Go to your phone's store, and search for the "**Microsoft Authenticator**" app and install.
- Launch the app and tap "+" (add account).
- Select "**Work or school account**".



- Select "**Scan a QR code**".



- Scan the QR code **presented on the laptop screen** and select **“Next”**.
The below QR code is only for illustration purposes, please **do not** scan it.

Verify your identity

To set up your device, your admin requires that you verify your identity using a phone.

Mobile app

Let's first install Microsoft Authenticator. To do so,

1. If you don't have the app yet, search for "Microsoft Authenticator" in your phone's store.
2. Launch the app and tap "+".
3. Scan the QR code below:



Can't scan the code? Enter this info in the app:
Code: 695 209 853
URL:
<https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/476587472>

Activate app without push notification

Back Next

- Select either to use **“Receive a notification”** or a **“Use verification code”** to authenticate.

Verify your identity

To set up your device, you must verify your identity with the method of your choice.

How would you like to use this mobile app?

Receive a notification on my phone

Use verification code from the mobile app

- If “notification” was selected, you will receive a notification to approve.

Approve sign-in?

nGAGE Specialist Recruitment Limited

<https://www.ngage-recruitment.com>

DENY

APPROVE

- If “verification code” was used, you will need to retrieve the one-time password code from the app.
- You will also need to register your mobile phone number.

Just in case you lose your app

To set up your device, your admin requires that you verify your identity using a phone.

United Kingdom (+44)



073

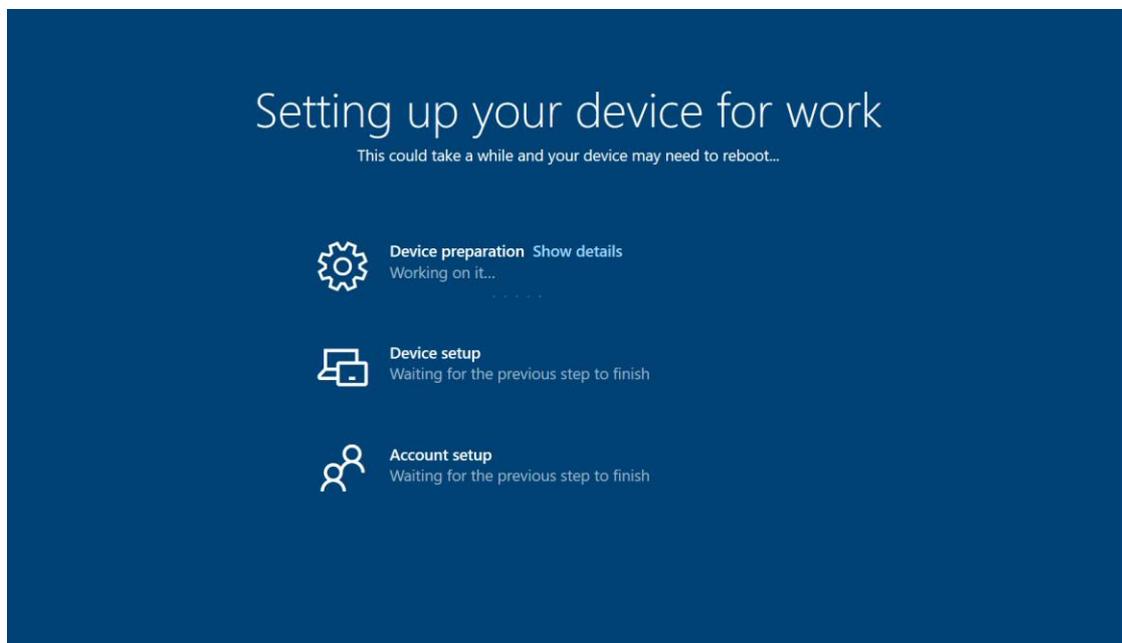
- You should now be setup for Multi-Factor Authentication.

5. Device Setup.

Your device will now begin configuration and application setup.

This process can take between 20 - 120 minutes depending on your internet speed. It is essential that you do the following: -

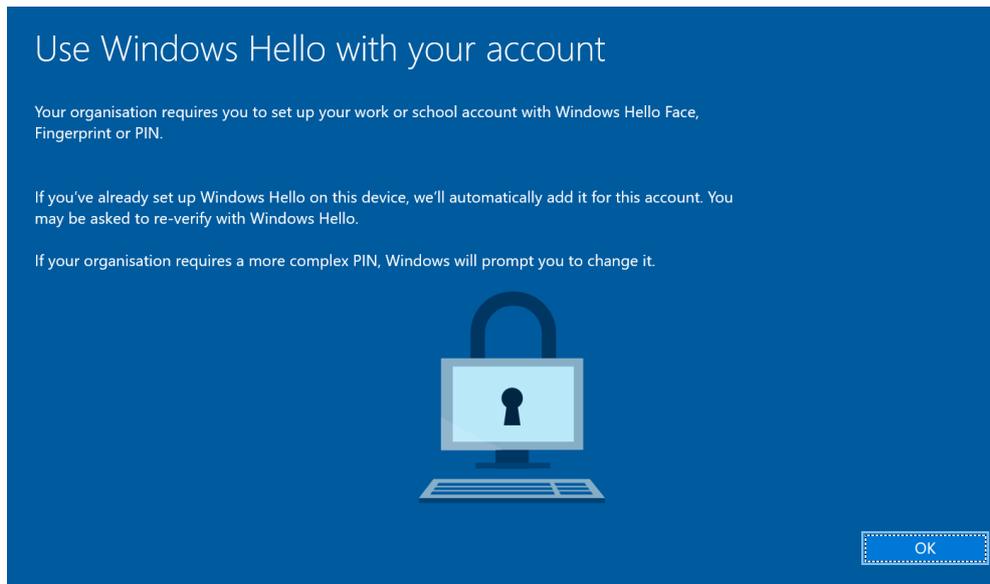
- **Ensure the laptop is connected to the power supply and the supply is switched on.**
- **Do not interrupt the process by closing the lid or allowing the laptop to run out of power.**
- **If using WIFI, please ensure that you are near your router as possible, as bad signal or poor bandwidth could cause the device configuration to fail.**
- **The device may restart several times and you may be required to re-authenticate with your nGAGE email address and password. Keep the device nearby and monitor its progress and any prompts for input.**
- **If you have other home workers using the same internet connection and are aware that your connection is sometimes slow, advise them of the process you are about to start and that it could consume bandwidth for a period of time.**



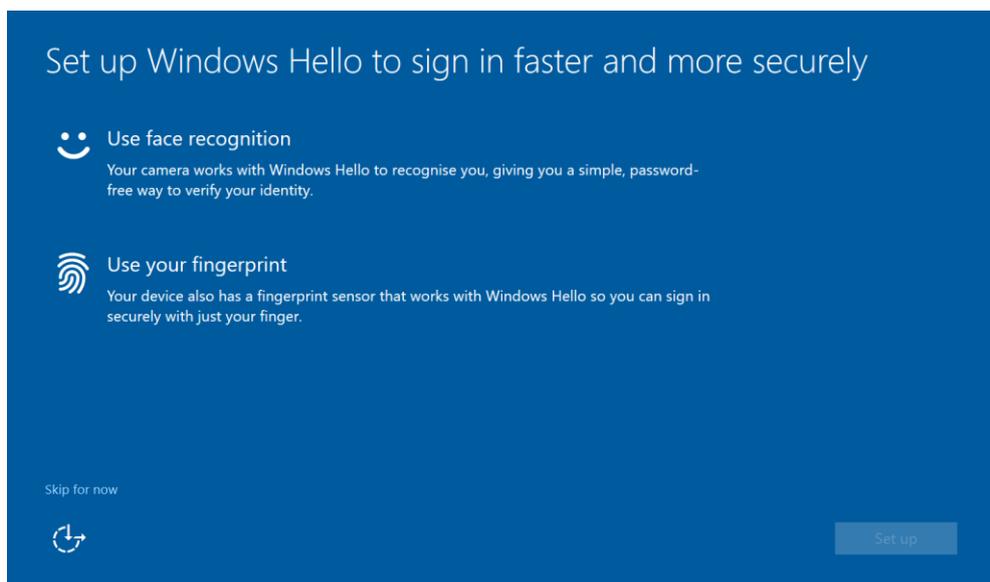
6. Setup Fingerprint / Face Recognition and Pin

(Please note, only some models support Fingerprint / Face Recognition)

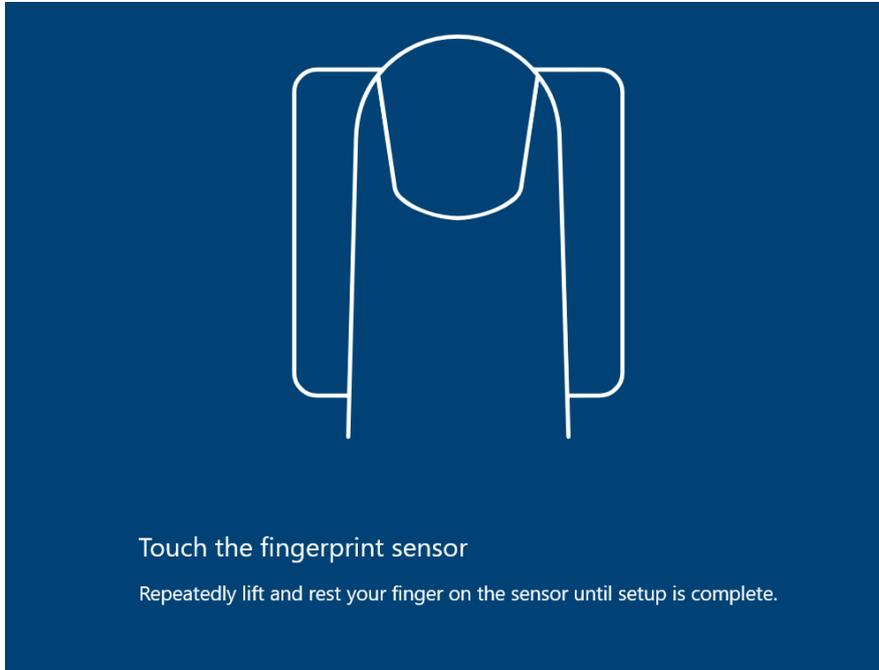
- On the Windows Hello screen, select “OK”.



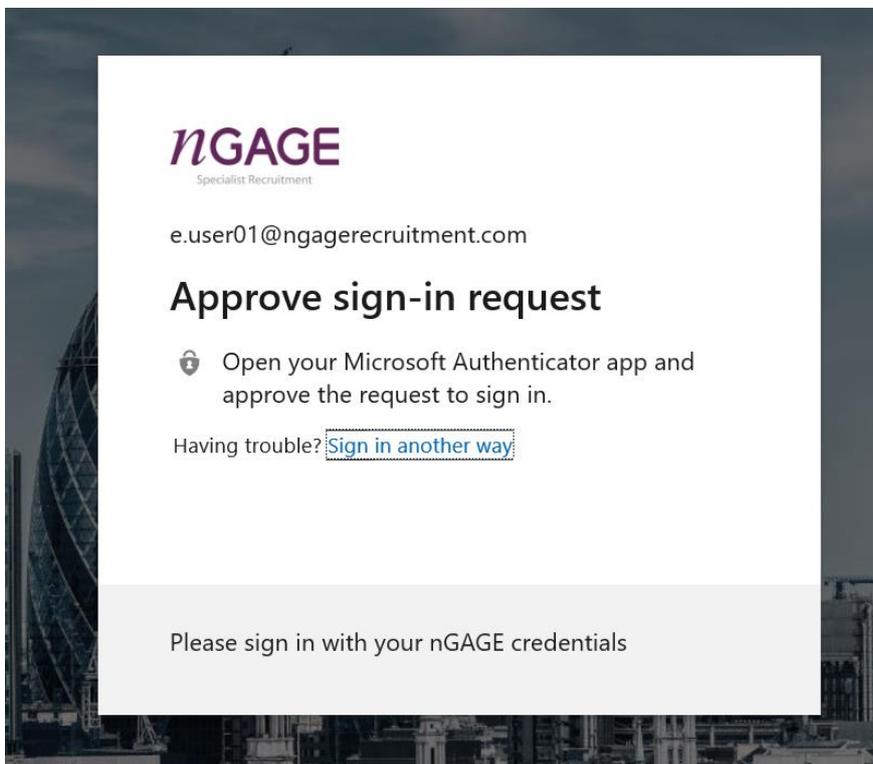
- If your device supports Fingerprint or Face Recognition, select one of the below options and select “Set up” to continue. Alternatively, if you prefer to only use only a PIN, you can also select “Skip for now”.



- Follow the on-screen instructions to get either Fingerprint or Face recognition setup.

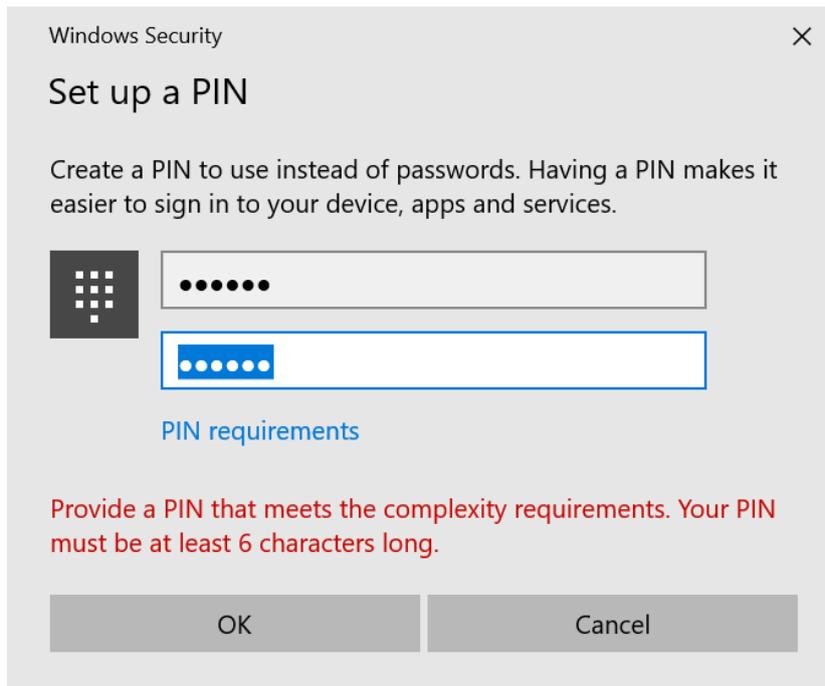


- You will then be required to use the Microsoft Authenticator app to either approve the sign-in request or generate a security code.



- Setup a security pin with at least 6 characters.

Please note that under NO circumstances should the PIN be stored on paper and attached to the laptop or kept within any laptop storage case. This is a contravention of nGAGE security policy.



Windows Security

Set up a PIN

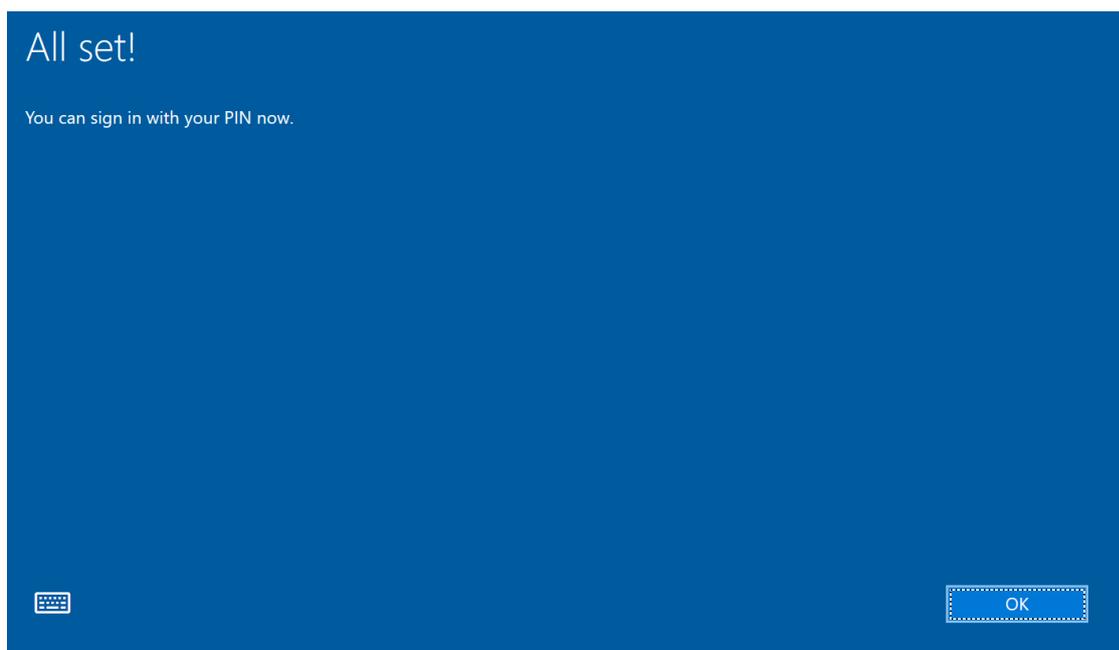
Create a PIN to use instead of passwords. Having a PIN makes it easier to sign in to your device, apps and services.

[PIN requirements](#)

Provide a PIN that meets the complexity requirements. Your PIN must be at least 6 characters long.

OK Cancel

- Your laptop should now be ready to use.



All set!

You can sign in with your PIN now.

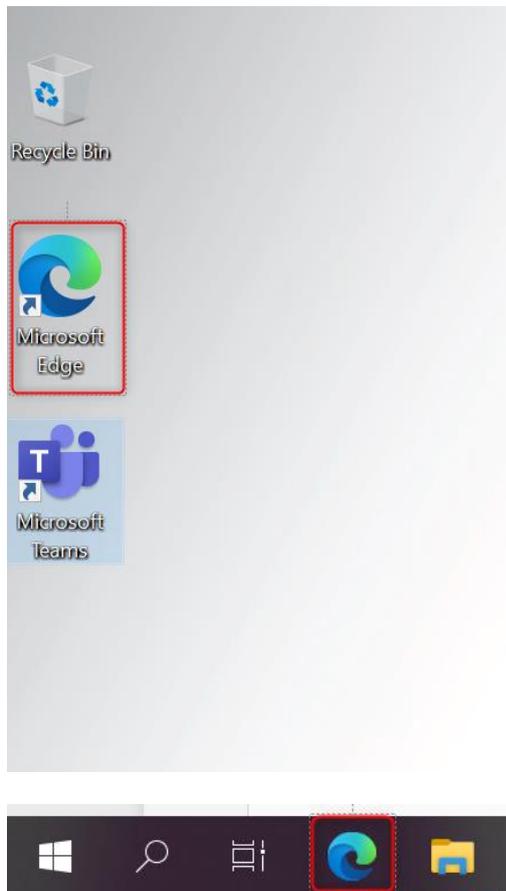


OK

7. nGAGE remote access (Citrix).

All nGAGE systems access is done via Citrix, please follow the below instructions in order to gain remote access.

- Locate Microsoft Edge from the desktop or the taskbar.



- The home page should be the nGAGE Citrix Portal, if not please navigate to <https://workspace.ngagerecruitment.com>.
- Enter your username and password and select “Log On”.

Please log on

User name :

Password :

Log On

- If you have enrolled with Multi-Factor authentication using notifications, you should receive the below notification on your Microsoft Authenticator app, on your mobile device. Select “Approve”.

Please log on

User name :

Password :

Log On

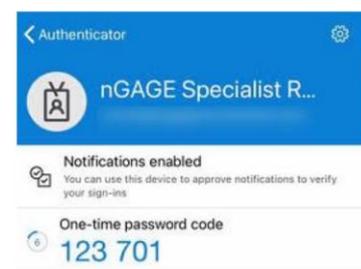


- If you have enrolled with Multi-Factor authentication using verification code, you will have to retrieve a “One-time password code” from the Microsoft Authenticator app, on your mobile device.

Enter Your Microsoft verification code

Enter Your Microsoft verification code

Submit



If you run into any issues, please contact the dedicated Windows 10 support team on Migration.Support@ngagerecruitment.com or call on 020 3855 6131.

If you are unable to send an email from a work account, email from a personal account, and make sure to provide a contact phone number.