

EOTSS Intune Support: Setting up a new Windows 11 Device



Contents

DO THIS FIRST!	2
Setting up your new Windows 11 Device	3
Setting up your Windows 11 Desktop	9
Setting up your BitLocker PIN	10
Available for Immediate Use	11
Download and Install Other Approved Apps (Software Center)	13
Helpful Links.....	15
Support	15

*Prepared by the Massachusetts Executive Office of Technology Services and Security
Last Updated: June 11, 2023*

DO THIS FIRST!

Before getting started, you need to ensure that:

You are enrolled in Multi-Factor Authentication (MFA).

In order to set up your Windows 11 device, you must be enrolled in MFA. If you have not already enrolled in MFA, instructions on how to set up MFA can be found here:

<https://www.mass.gov/guides/set-up-azure-ad-mfa>

You have a New Commonwealth-issued device.

These instructions are for new (“out of the box”) Commonwealth-issued devices ONLY.

You have access to a wireless internet connection.

In order to download, install and configure your Windows 11 device, your device must connect to the internet.

IMPORTANT!

- The Autopilot process is set up for you to enroll either remotely or in the office.
- **It will take time, and your device may reboot several times, so please follow the instructions and be patient.**
- Review this document before you start the installation process and be sure to complete the above steps first.
- You will need to have your Commonwealth credentials available, including your email address and a password. This is your “@mass.gov” email address.

Department of Revenue (DOR) Users: please use your “@dor.state.ma.us” account.

- Please note, full-length URLs (website addresses) are provided throughout this document. URLs are case sensitive. Please enter referenced URLs as they appear.

Support

If you have issues after setup, please contact the help desk at **844-435-7629**. Please tell the agent you are experiencing issues with your “Modern Workplace New Windows 11 AutoPilot Device”.

Setting up your new Windows 11 Device

Completing this section will take approximately 20 minutes.

NOTE: These prompts are slightly different than those you would normally see on a personal Windows 11 device.

QUICK INSTRUCTIONS

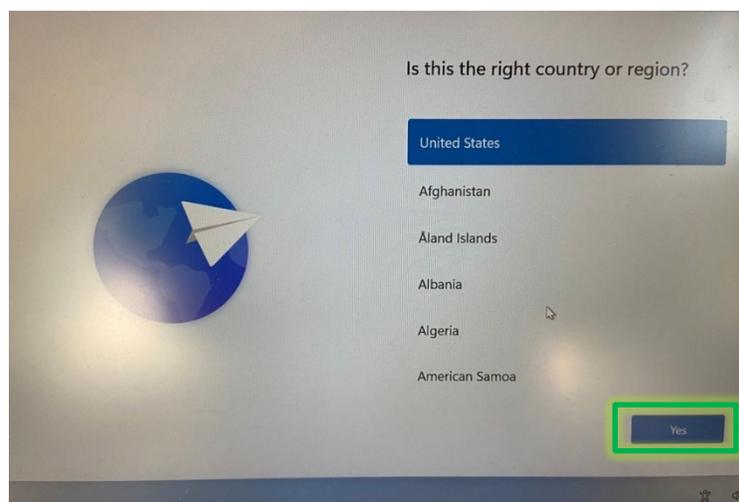
Power on > connect to Wi-Fi > “US” > “Yes” > enter username/password > BE PATIENT! > “Continue anyway” > “Close” *when prompted* > enter username/password *when prompted*

LONG INSTRUCTIONS

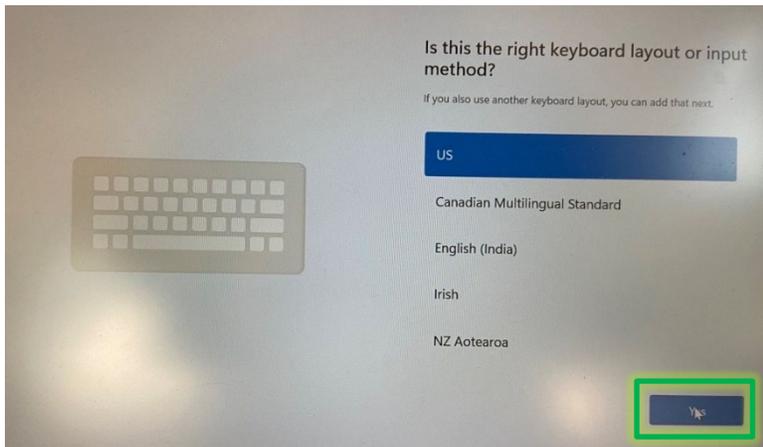
Step 1: Plug the power cord into your computer, then plug the cord into an electrical outlet.

Step 2: Power on your device.

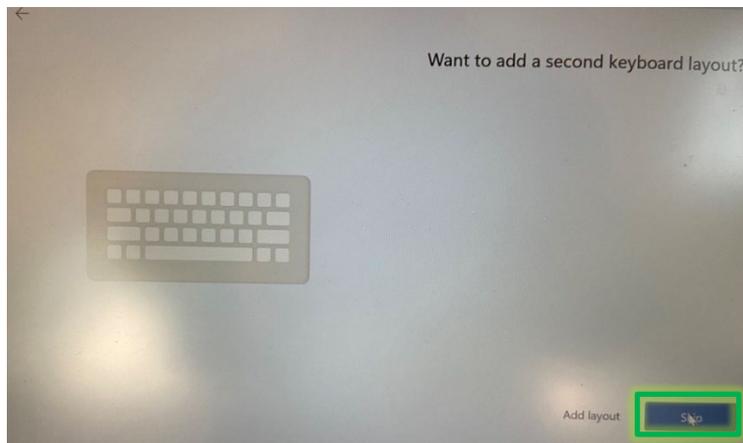
Step 3: Select the region for your device. The default selection should be “United States”. If not, scroll towards the bottom and select **United States**. Then, click **Yes**.



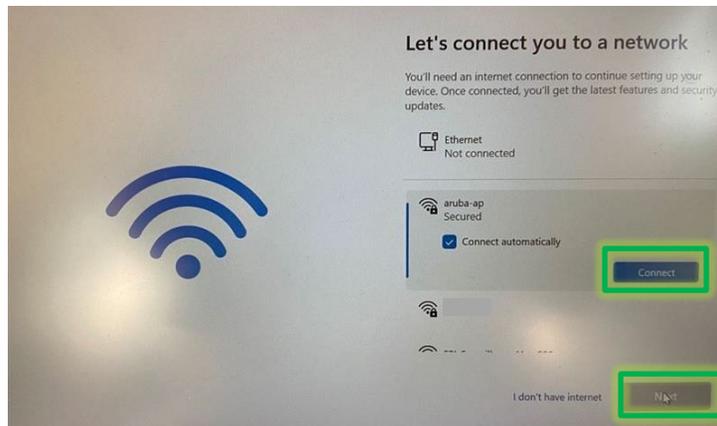
Step 4: Select the region for your device. The default selection should be “US”. If not, scroll towards the bottom and select **US**. Then, click **Yes**.



Step 4: Click "Skip".



Step 3: Connect to your preferred Wi-Fi network.

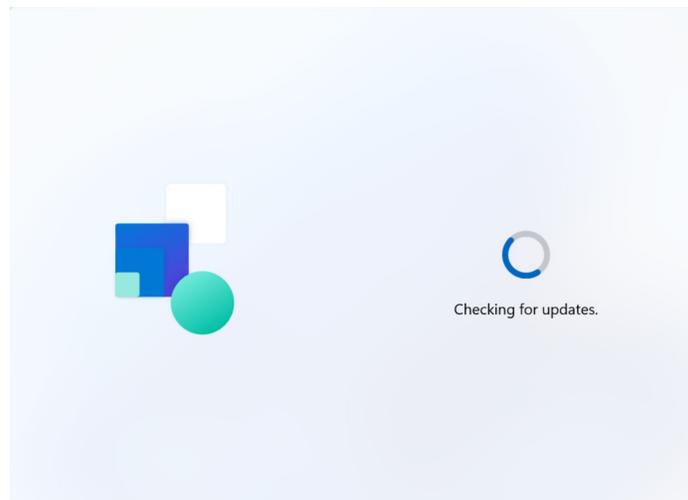




At this point, you may be notified of an automatic restart; the device will automatically restart on its own.

If you are asked, click “Yes” to enable Network Discovery.

Step 7: You will then be presented with the “Checking for updates.” screen below.

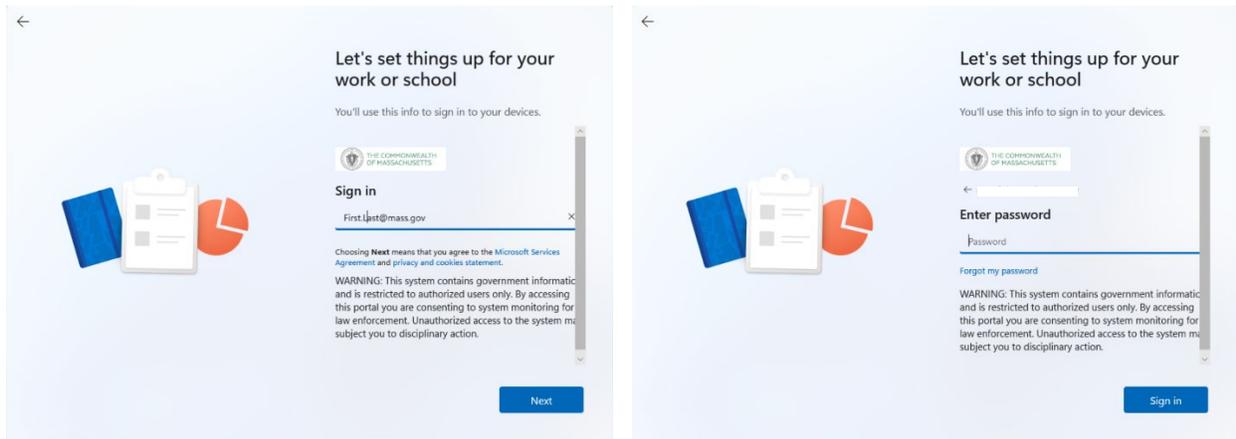


At the next step, you will be asked to enter your username and password.
You must be authenticated through Azure AD to continue.

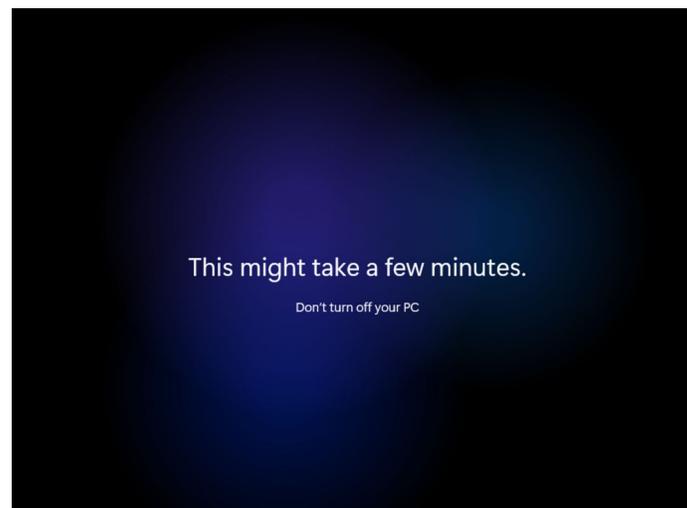
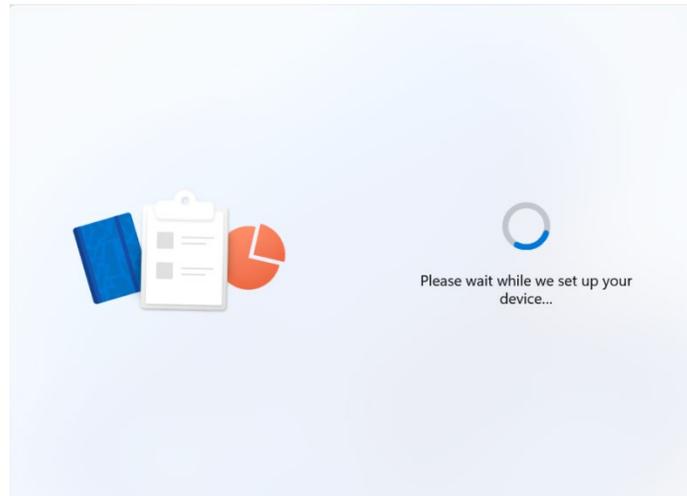
If you have not yet enrolled in Multi-Factor Authentication (MFA), stop and follow the instructions to set up MFA found here:

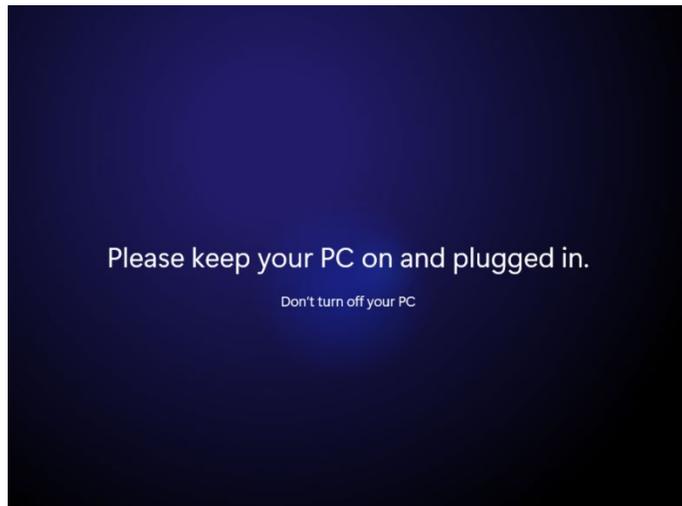
<https://www.mass.gov/guides/set-up-azure-ad-mfa>

Step 8: Enter your Commonwealth username (then click “Next”) and password (then click “Sign in”).

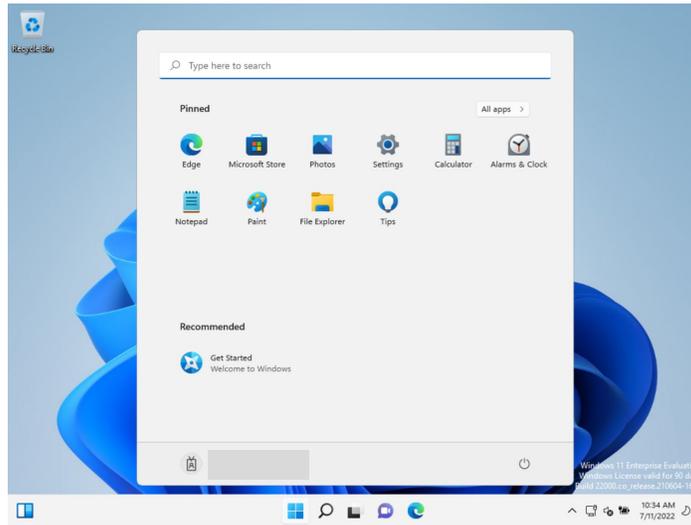


Step 9: Your PC will cycle through the following screens. **PLEASE BE PATIENT.** Your PC will reboot and require you to log back in at least twice.

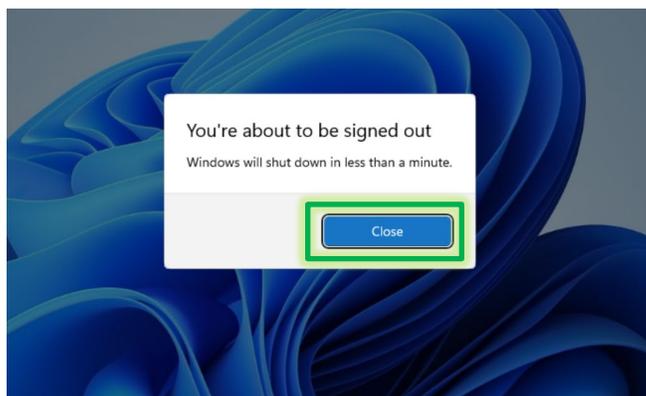




Step 10: You will be brought to your Desktop.



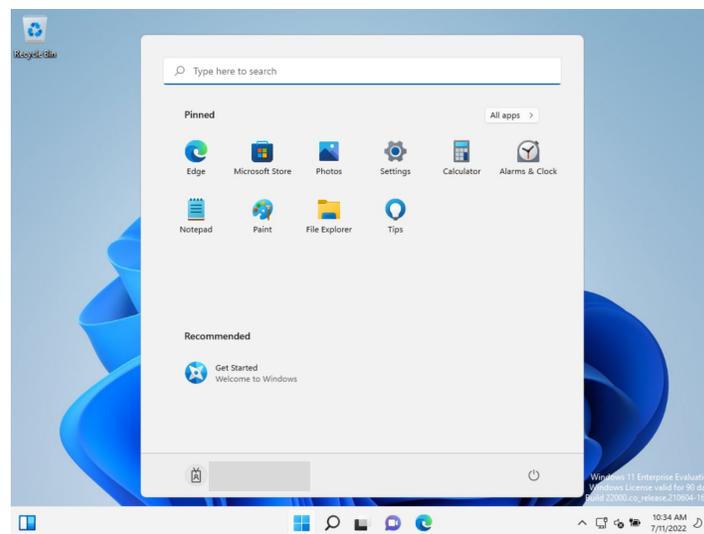
Step 11: At some point, you will be presented with the following screen. Click "Close".



Step 12: Enter your Commonwealth username and password (then hit “Enter” on your keyboard).



Step 13: You will be brought to your Desktop. You are now ready to set up your Windows Desktop!



Setting up your Windows 11 Desktop

This section is designed to tell you what to expect as your desktop installs and what to do if you encounter specific pop-up screens.

Now that your device is set up, your device will start to configure your desktop screen and applications. **You must leave your device powered on and connected to the internet for applications to properly download to your new device.**

- It may take several minutes for your complete desktop to appear.
- Applications may show on your desktop one at a time as they auto-download and install.
- How long applications take to download varies based on your local network connection and download speed.
- If you have many applications, this can take up to twenty-four (24) hours.

Please **check your machine every few hours**, as it may ask you to click “ok” or “reboot” several times throughout the process.

- If you need to reboot, you will be prompted with a sign-in screen. Please log in using your Commonwealth issued email address and your network password.

Contact the help desk at 844-435-7629, if your applications do not download within twenty-four (24) hours.

PREINSTALLED APPS

While some applications may appear on your desktop screen as an icon, Microsoft Office Products and other applications will show in the Windows Start Menu. Other application icons, such as Google Chrome, will show up as they are downloaded and installed. **See the section “Available for Immediate Use” for more information.**

Commonwealth VPN

The Commonwealth’s VPN solution is not preinstalled on your device.

Please follow the instructions to install the Commonwealth VPN solution on your device, found here:

<https://www.mass.gov/doc/instructions-for-vpn-client-installuninstall-for-secretariatsagencies-on-eotss-sccm/download>

Setting up your BitLocker PIN

At some point during this process, you will be prompted to set up a BitLocker PIN – **this step is not optional**. You will be required to enter this PIN each time you power on your device.

NOTE: Use a value you can remember, or document your BitLocker PIN in a safe and secure location. Your BitLocker PIN must be between six (6) – twenty (20) numbers long.

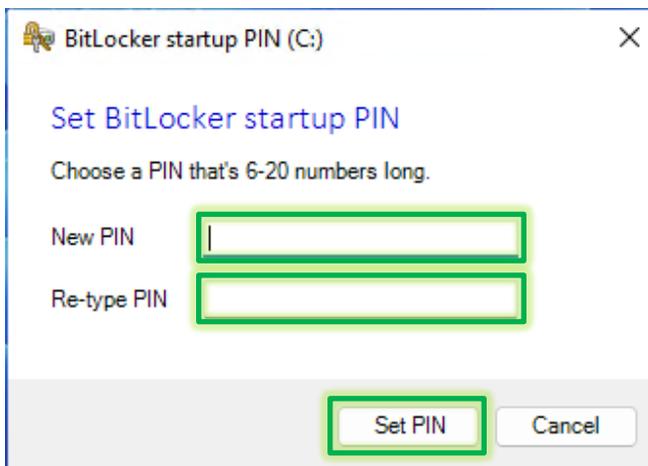
QUICK INSTRUCTIONS:

BitLocker prompt > enter PIN > retype PIN > “Set PIN”

LONG INSTRUCTIONS

Step 1: You will be presented with a “Set BitLocker Startup PIN” screen. This screen may not show up for some time. In certain cases, it may only show up after you restart your computer.

Step 2: When prompted with this screen, enter a PIN between six (6) to twenty (20) numbers long to create your new PIN. Re-type your new PIN. Then click Set PIN.



Step 3: Each time you power on your device, you will be prompted to enter your BitLocker PIN then hit “Enter” on your keyboard to continue to the login screen.



Available for Immediate Use

The below are preinstalled on your device and immediately available for you to use.

Desktop	Windows Taskbar
<ul style="list-style-type: none">✓ Recycling Bin✓ Office Portal	<ul style="list-style-type: none">✓ Windows Start Menu✓ Search bar✓ Desktop✓ Microsoft Edge

Windows Start Menu

The following Commonwealth apps are preinstalled on your device and available for your immediate use:

✓ Microsoft Edge	✓ Snipping Tool	✓ Software Center
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Microsoft Office suite

✓ Excel	✓ OneDrive	✓ OneNote
✓ Outlook	✓ PowerPoint	✓ Publisher
✓ Teams*	✓ Word	

Microsoft apps available, but require an additional license

💰 Project	💰 Visio
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*NOTE ON TEAMS

When launching Teams for the first time, you may receive the below prompt. Click “Cancel”. If you are still unable to use Teams, please call the help desk at 1-844-435-7629.

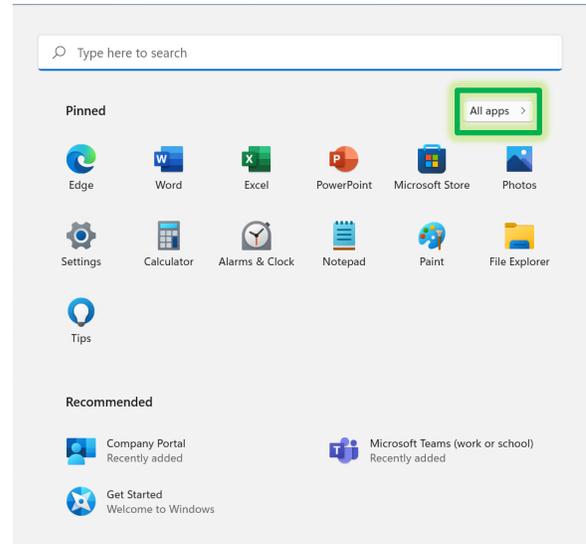


FIND YOUR APPS

To access your Windows Start Menu, click the “Start” button (Windows icon) on the bottom of your screen, next to the Search bar:



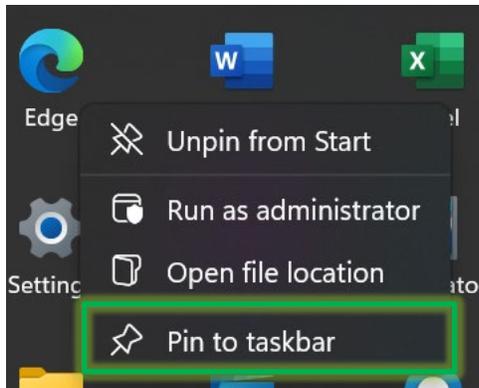
If you don't see the application you are looking for, click “All apps” in the Windows Start Menu:



ORGANIZE YOUR APPS

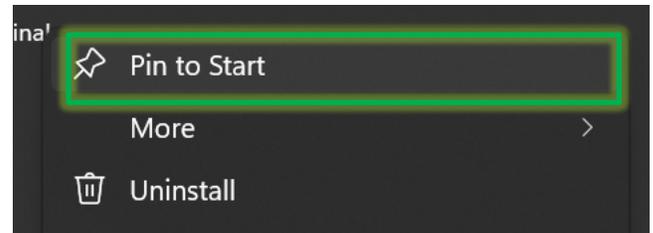
Taskbar:

Pin additional apps to your taskbar by right-clicking the icon and selecting “Pin to taskbar”.



Start Menu:

Pin additional apps to your Start menu by right-clicking the icon and selecting “Pin to Start”.



Download and Install Other Approved Apps (Software Center)

Now that you configured your Windows 11 device, you will be able to download and install additional approved apps directly from Software Center.

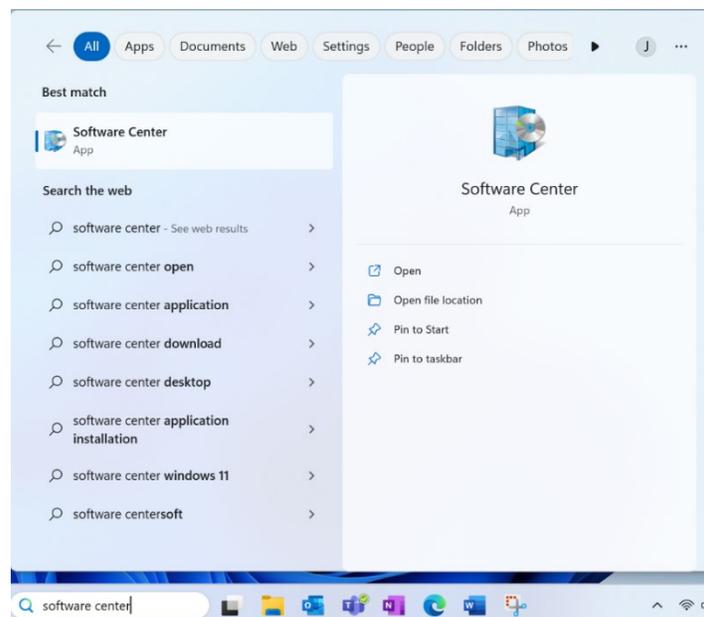
NOTE: The Microsoft Store is disabled; you will be unable to download and install apps from the Microsoft Store.

QUICK INSTRUCTIONS:

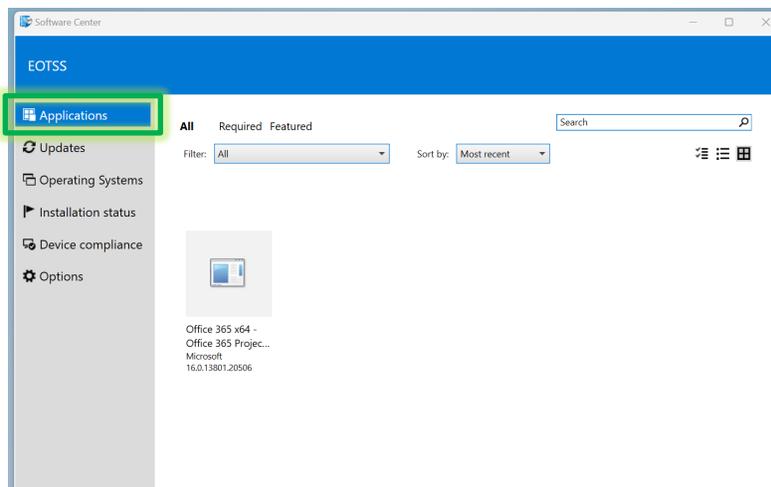
Open Software Center > “Applications” > select app > “Install”

LONG INSTRUCTIONS

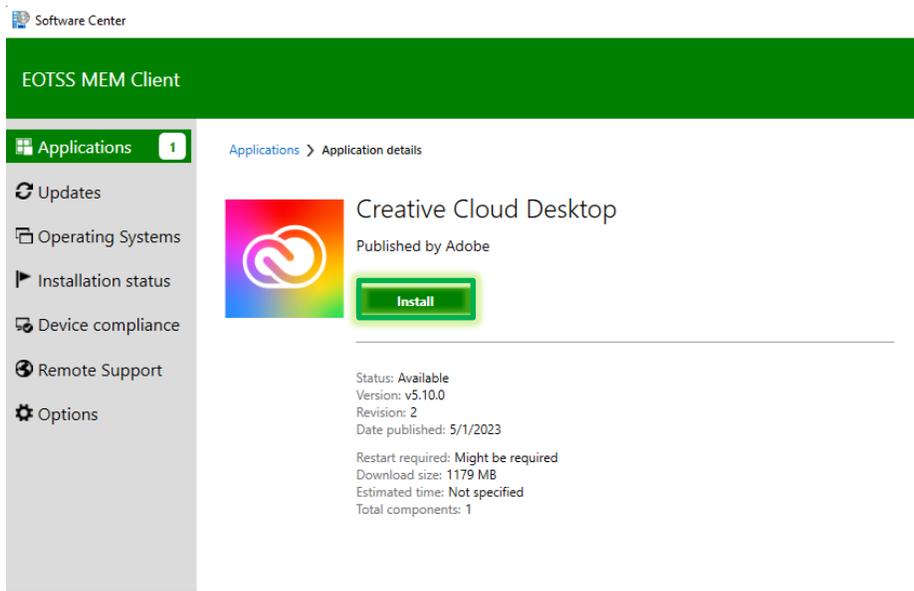
Step 1: Open the Software Center app, either through your Windows Start Menu or by searching for “Software Center” in the Windows Search bar.



Step 2: Navigate to the “Applications” screen.



Step 3: Select the app you want; click “Install” on the next screen.



Software Center

EOTSS MEM Client

Applications **1**

Applications > Application details

 **Creative Cloud Desktop**
Published by Adobe

Install

Status: **Available**
Version: v5.10.0
Revision: 2
Date published: 5/1/2023

Restart required: **Might be required**
Download size: 1179 MB
Estimated time: **Not specified**
Total components: 1

Helpful Links

Multi-factor Authentication (MFA)

Multi-factor Authentication service page

<https://www.mass.gov/multi-factor-authentication>

How to set up Multi-factor authentication

<https://www.mass.gov/guides/set-up-azure-ad-mfa>

Multi-factor authentication FAQs

<https://www.mass.gov/info-details/multi-factor-authentication-faqs>

Changing your Azure MFA security information and default options

<https://www.mass.gov/info-details/configuring-azure-mfa-security-options-and-changing-default-methods>

Commonwealth VPN

Download and install the Commonwealth VPN client:

<https://www.mass.gov/doc/instructions-for-vpn-client-installuninstall-for-secretariatsagencies-on-eotss-sccm/download>

Commonwealth VPN Service Information:

<https://www.mass.gov/commonwealth-vpn-service>

Support

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Request IT support or services

<https://www.mass.gov/how-to/request-it-support-or-services>

ServiceNow

ServiceNow Portal

<https://massgov.service-now.com/sp>

Helpful information on our ServiceNow ticketing platform:

<https://www.mass.gov/servicenow>