



# EOHHS-Information Technology

## Executive Office of Health and Human Services

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### *User Guide Library Series*



### New Laptop Quick Setup Guide (COVID Event) (HP ProBook 400 G5 and G6)



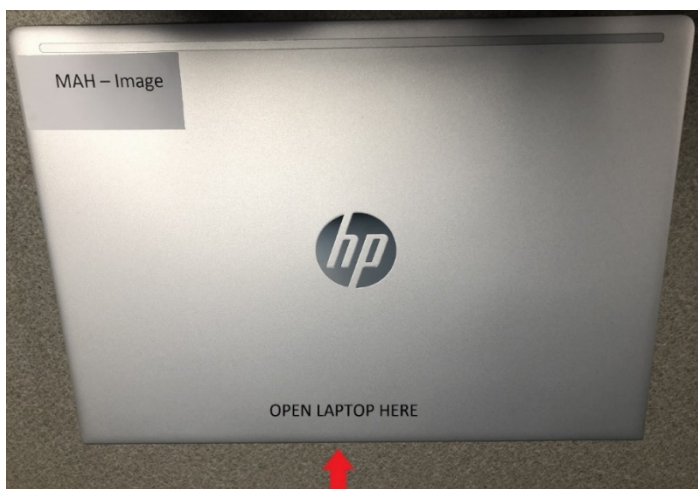
|                 |   |
|-----------------|---|
| <b>Summary:</b> | The following instructions will explain how to setup a new HP ProBook 400 G5/G6 laptop deployed during the COVID event.   |
| <b>Content:</b> | <p>Quick Setup</p> <ul style="list-style-type: none"><li>• <a href="#">Logging On</a></li><li>• <a href="#">Connecting to Internet (Wi-Fi)</a></li><li>• <a href="#">Connecting to VPN</a></li><li>• <a href="#">Connecting to and Disconnecting from Remote Desktop (RDP)</a></li><li>• <a href="#">Disconnecting from VPN</a></li></ul> |



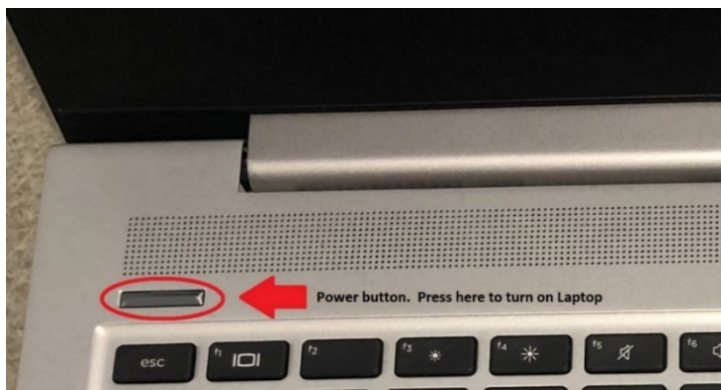
## Quick Setup

### LOGGING ON:

- Step 1:** Open the laptop lid. The “hp” logo will be right-side up.



- Step 2:**
- The power button is located at the upper left corner
  - Press the button to turn on the laptop

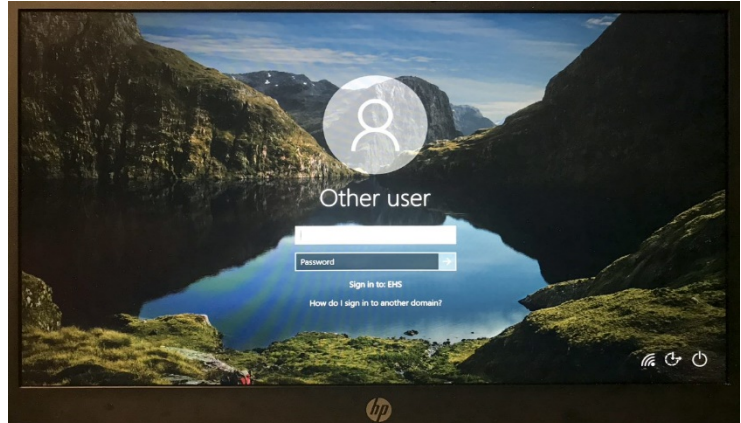


- Step 3:**
- Once powered on, the below screen will appear
  - Hold down the **CTRL+ALT+DEL** keys to view the login screen






- Step 4:** At the login screen, enter the **Username** and **Password** used to log onto Windows at the office.



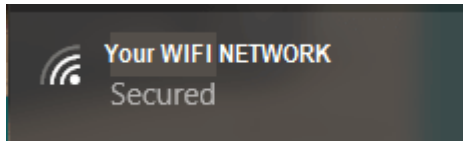
## CONNECTING TO INTERNET (WI-FI):

- Step 1:** On the taskbar, click on the Wi-Fi icon

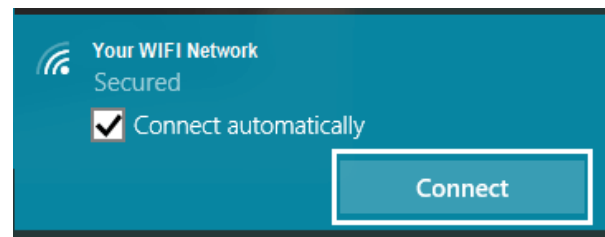


**NOTE:** If the Wi-Fi icon is not displayed, click on the up-arrow icon (  ) to display additional icons

- Step 2:** Click the Wi-Fi network to be used.



- Step 3:**
- Click on “Connect”
  - Optional: Enable the “Connect automatically” checkbox







**Step 4:** Enter the Wi-Fi password



## CONNECTING TO VPN:

**Step 1:**

- Click the **Windows Start button** (  ) button
- **Scroll** to the **Pulse Secure** application (  )
- **Click** the icon to launch the application

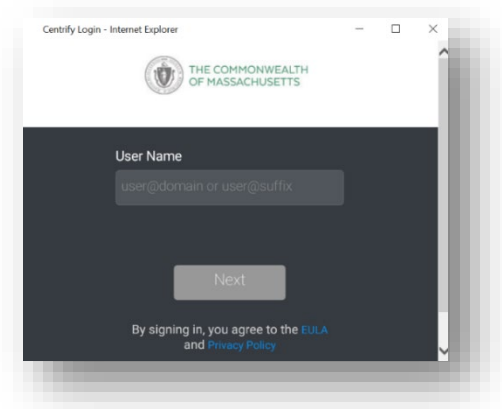
**NOTE:** A VPN icon can be added to the taskbar by right-clicking on icon and selecting **Pin to taskbar**.

**Step 2:** When the Pulse Secure application opens, click **Connect**

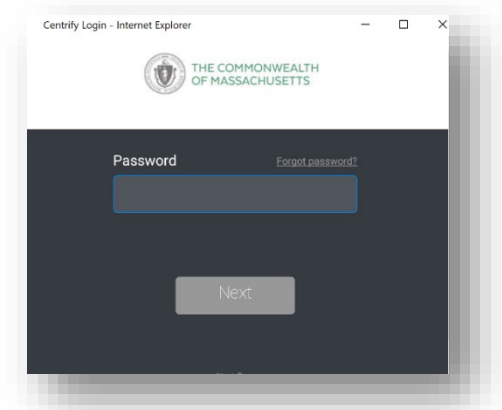


**Step 3:**

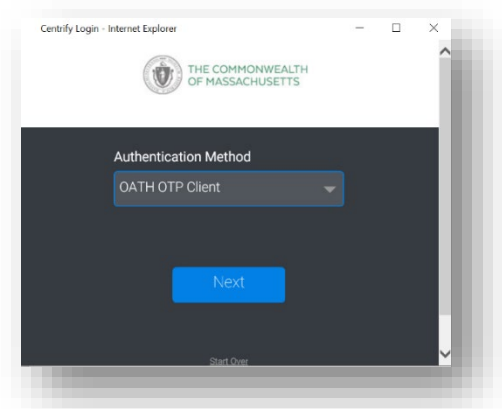
- A browser window will open with a login prompt
- Enter the **User Name** (email address):  
[FirstName.LastName@mass.gov](mailto:FirstName.LastName@mass.gov) or  
[FirstName.LastName@MassMail.State.MA.US](mailto:FirstName.LastName@MassMail.State.MA.US)
- Click **Next**

**Step 4:**

- Enter the **Password** used to log onto Windows at the office
- Click **Next**



**Step 5:**

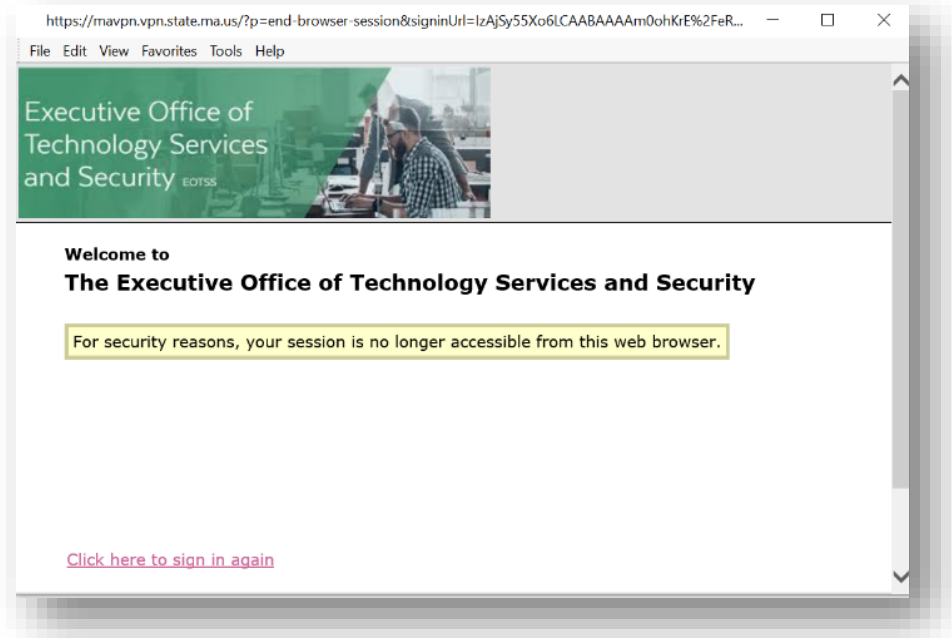
Choose an **Authentication Method** to complete the multi-factor authentication (MFA) login process






### Step 6:

- Upon a successful connection, the **Pulse Secure** icon (located on the right end of the taskbar) will change from (  ) to (  )
- In addition, the following browser window may open. This window can be closed.



**NOTE:** If you do not see the Pulse Secure icon on the right end of the taskbar, click on the up-arrow icon (  ) to reveal additional icons.





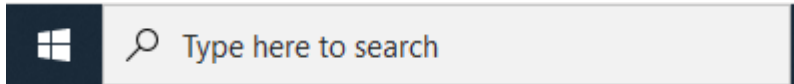
## CONNECTING TO and DISCONNECTION FROM REMOTE DESKTOP (RDP):

### Connecting to RDP:


#### Step 1:

Locate the search option:

- It may already be on the taskbar:



- If the search option is not already on the taskbar,

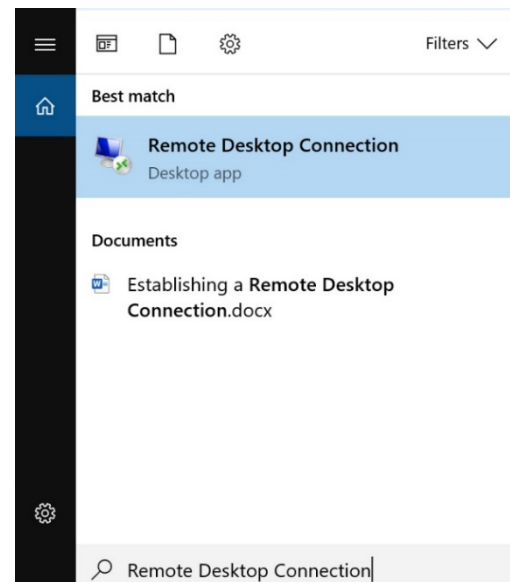
click the **Windows Start** icon (  ), then press the space bar or start typing the search term



#### Step 2:

- Type** "Remote Desktop Connection" in the search field
- Click** on the appropriate result to launch the application

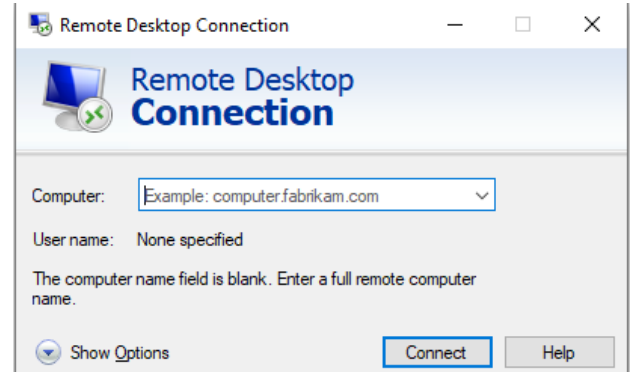
**NOTE:** A Remote Desktop Connection icon can be added to the taskbar by right-clicking on the search result and selecting **Pin to taskbar**.



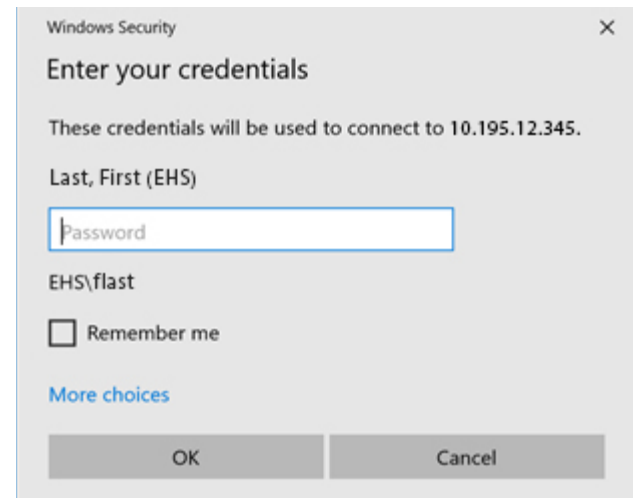


**Step 3:**

- In the **Computer** field, enter the IP address or the computer name of the remote workstation
- Click **Connect**

**Step 4:**

Enter the **Password** used to log onto Windows at the office

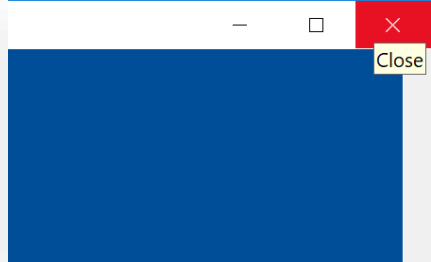

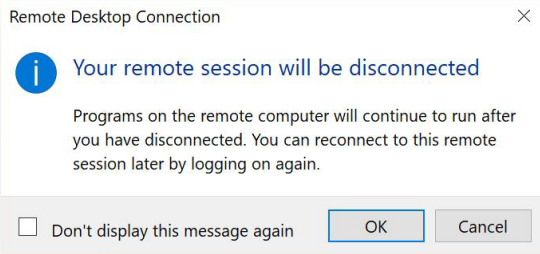
**Step 5:**

Click **Yes**






## Disconnecting from RDP:

|                |   |
|----------------|---|
| <b>Step 1:</b> | <ul style="list-style-type: none"><li>• If the remote desktop window is <b>not</b> maximized:<ul style="list-style-type: none"><li>○ Click the “<b>x</b>” symbol at the upper-right corner of the remote desktop window:</li></ul></li></ul>  <ul style="list-style-type: none"><li>• If the remote desktop window is <b>maximized</b>:<ul style="list-style-type: none"><li>○ Click the “<b>x</b>” symbol at the center-top of the remote desktop window:</li></ul></li></ul>  |
| <b>Step 2:</b> | <p>Click <b>OK</b> to disconnect</p> <p><b>NOTE:</b> Clicking the checkbox next to <b>Don't display this message again</b> will discontinue future notifications</p>    |

**DISCONNECTING from VPN:****Step 1:**

Double-click the **Pulse Secure** icon (  ) located on the right end of the taskbar.

**NOTE:** If you do not see the Pulse Secure icon on the right end of the taskbar, click on the up-arrow icon (  ) to reveal additional icons.

**Step 2:**

Click **Disconnect**

