

This is your assigned Windows 10 computer upgrade from Bournemouth University. Please follow the steps below to get started:

1. As advised via mail, ensure you have moved any documents saved on your old BU computer to your H drive (if possible), an alternative external drive (e.g. USB), or your BU OneDrive, so you can get access to them on your upgraded computer. Please also ensure you have followed the previously issued instructions on saving your Internet Explorer favourites on your old computer for use on your upgraded computer.
2. Check that the upgraded laptop has arrived undamaged and that you have the charging cable. If this new laptop is replacing an old BU laptop, please place this old device and its charging cable into the new empty laptop box as this will need to be returned to BU when we return to campus.
3. Power on the laptop, and before logging in, connect to your WiFi. To do this, wait for the orange and pink login screen to appear, press 'Ctrl + Alt + Delete' but do not log in. Click on the small world icon in the bottom right corner of the screen, select your WiFi network and input your WiFi passcode as necessary. Click the 'Always Connect' box to finish.
4. Login using your BU username and password. The first login may take some time, depending on the speed of your home internet connection. Subsequent logins should be much faster.
5. You may see messages stating that there are updates required. You should allow these to be installed as soon as possible.
6. Check you can access what you need to do your work. The laptop comes configured with AlwaysOn VPN, which will connect automatically when logging in, and which will allow you to access on-site systems from home as if you were sat in your office (as long as you have connected the laptop to your home WiFi). If you have any problems, please see the help section below.
7. Please email the project team on windows10@bournemouth.ac.uk to advise that you have received this laptop.
8. Watch the Windows 10 and AppsAnywhere familiarisation video by visiting www.bournemouth.ac.uk/Win10video - you may be asked to login with your BU credentials to view this video.
9. Look out for a call from the Computer Upgrade project team (to the phone number previously supplied). This support call is a check-in to ensure everything is working and to help with any laptop troubleshooting.

Need some help?

Following your call from the Computer Upgrade project team, if you have any problems or queries that are not answered in the Remote Working IT Guide (this can be found on the bottom of the staff intranet homepage under 'Coronavirus update'), please contact the IT Service Desk:

- **IT Self-Service:** Log & track your incidents & requests online at <https://bournemouth.service-now.com/sp> (sign in using your BU credentials). You can also search the Knowledge Base for IT self-help articles.
- **Chat:** Talk to one of our service desk agents online by logging into IT Self-Service and selecting Help Desk Chat at the top of the screen (available from 8:30am – 4.45pm Monday - Friday).
- **Phone:** 01202 965515 or freephone 0808 196 2332 from a mobile (The IT Service Desk provides 24/7 telephone support).