



Advanced IT user guide

Staff laptop setup

For staff laptops owned by the University

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www.kent.ac.uk/itservices
Information Services

University of
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Before you begin

We strongly recommend that your laptop is connected to the UKC domain. Contact us for a computer name, which will be added to the domain.

Initial laptop setup

When a new laptop is switched on it will run through a first time setup procedure to install Windows and other software which can take anything from 10 to 45 minutes.

During Windows installation you will be prompted to create a username and password for the laptop's administrator account (used to install programs and change system settings). Use **laptopadmin** as the username, and set a strong password following the recommendations on our Change Password page:

www.kent.ac.uk/itaccount/password/

When the first-time setup procedure has completed, connect the laptop to the network via either an ethernet cable or via WiFi (see page 4) before continuing with these instructions. If no network is available some programs might not install, but can be installed when connected to network at a later time.

Create a local user account

You should now create a second, standard account, to be used if logging onto the UKC domain fails.

Click **Start**, then **Settings**, then click **Accounts > Family & other people > Add someone else to this PC**. At the bottom of the page, select **I don't have this person's sign-in information**, and at the bottom of the next page, select **Add a user without a Microsoft account**.

Use laptopuser as the username, and set a strong password following the recommendations on the IT Services Change Password page: <https://www.kent.ac.uk/itaccount/password/> . The account will be **Standard user** by default.

Install Windows 10 Enterprise

Laptops running Windows 10 *Home* edition cannot upgrade to Windows 10 Enterprise edition. You need to perform a clean install of the Windows 10 Enterprise edition in order to be added to the UKC domain.

Windows 10 *Pro* and Windows 10 *Educational* editions does not need an upgrade unless features available for Windows 10 Enterprise are needed.

If you need to perform a clean install or upgrade, ask for a Windows 10 disk at the Welcome Desk in the Templeman Library. Connect the laptop to the network, either with an ethernet cable or by configuring eduroam (see page 4), load the disk and follow the installation steps, making sure to choose **download latest** installation files when prompted.

Remove unnecessary trial software

You should remove any unnecessary software that the laptop came with (eg broadband offers and trial versions of Microsoft Office, Norton Antivirus or MacAfee Internet Security). They will be replaced by licensed University of Kent programs.

1. Click **Start**, then **Settings**, then click **System > Apps & features** from the left pane and select the program you want to uninstall, click it and select **Uninstall**. If uninstall option is greyed out, this means that the program that you want to uninstall is a system app and cannot be removed.
2. Uninstall trial versions of Microsoft Office software by removing *Microsoft Office 365*.
3. Uninstall trial broadband software by removing programs that refer to broadband providers.
4. Uninstall bundled versions of Internet security software by removing programs with a name that contains Antivirus, Internet Security or Security Suite. Very rarely, antivirus programs may need to be run and have their virus definitions updated before they can be uninstalled.

Configure Microsoft update

Microsoft Update extends Windows Update so that it downloads and installs patches for Windows *and* other Microsoft programs, as well as updated virus definitions for Windows Defender.

1. Click **Start** then select **Settings > Update & security > Windows Update** from the left pane.
2. In the **Windows Update** under **Update settings**, click **Advanced options**, and tick the **Give me updates for other Microsoft products when I updated Windows**.

Install University of Kent programs

We recommend you install the following software, which is used by most staff on campus.

Windows Defender (Installed by default)

Equivalent Anti-virus program used on all University of Kent owned computers.

Microsoft Office 2016

1. Get a Microsoft Office 2016 disk from the Welcome Desk in the Templeman Library, insert it into your laptop and follow the instructions - installation normally takes around 15 minutes.
2. When running the program for the first time, if an option is given to sign up for Microsoft Updates, choose that option. This will download security updates for the software automatically.

Adobe Reader

Allows you to view pdf documents on your computer.

www.adobe.com

Refworks: reference management software

For creating properly formatted references and bibliographies in essays and assignments.

www.kent.ac.uk/library/resources/reference-management

Putty

Only needed if using Falstaff or Cressida for accessing the Student Data System

www.chiark.greenend.org.uk/~sgtatham/putty/

Click **Download** and select **putty.exe** from the **For Windows on Intel x86** section.

Disk encryption: a legal requirement

Once the laptop is built, you need to ensure that data stored on the laptop is encrypted. Laptops used for University business must be encrypted in order to comply with data protection laws and University regulations.

It is the responsibility of the school or department to make sure this happens.

Search for disk encryption on the Kent website for how-to advice on encrypting a laptop.

Configure WiFi and VPN

To connect to the Kent wireless service (eduroam), browse to **www.kent.ac.uk/wireless**

To use the VPN service (for off campus access to University services and file servers), browse to

www.kent.ac.uk/itservices/home and follow the instructions.

Add laptop to domain and log on

Adding your laptop to the UKC domain will allow you to log on with your Kent username and password, both while connected to the university network and offsite as well.

1. Click **Start** then select **Settings > System > About** from the left pane.
2. Click **Join A Domain**, for Domain name type **UKC** and click **Next**.
3. When prompted enter your Kent **username** and **password**. Windows will respond with the message "Welcome to the UKC domain" and ask for the laptop to be restarted.
4. After the laptop displays the Ctrl-Alt-Del prompt, it may still show the local username created earlier. To login with your Kent account, choose switch user and then enter your Kent username and password with the network lead plugged in.

The User Access Control Shield

Microsoft recommend that all accounts run as standard users, and administrator accounts are only used when installing extra programs or for other tasks that need elevated credentials.

Running as a standard user helps to stop viruses, spyware or other bad programs from completely infecting a computer. This type of account doesn't have rights to install most programs or change critical system settings.

If Windows 10 needs administrator rights, the **User Account Control** or UAC will be displayed. The username should be entered as: **Computer Name\Username** (eg LT10VABC1\laptopadmin)

Help and support

Information Services help points

Canterbury

- IT & Library Support Desk, Floor 1 West, Templeman Library
- Welcome Desk, Ground Floor West, Templeman Library

Medway

- IT Helpdesk, Drill Hall Library

Tonbridge

- Service desk, Tonbridge Library

Telephone, email and online help

- **Email:** helpdesk@kent.ac.uk
- **Phone:** Students (01227 82) 4999; Staff (01227 82) 4888
- **Kent IT user guides:** www.kent.ac.uk/itservices/help/guides