



Probation Reform Programme Laptop Set-Up Guide

How to set up your MoJ Windows 10 Laptop

This is a step-by-step guide to help you set up your new MoJ laptop.

Before you begin

If you are setting up your new laptop at home/remotely, you will have been contacted prior to receiving your laptop. **Your username, password, BitLocker PIN, and email will have been sent to your MoJ Delivery Manager 'Virtual Buddy'**. You will need these on hand as well as a mobile phone (your personal device is required for this purpose) to log into your laptop for the first time and get set up.

If you are connecting to Wi-Fi, ensure you have your router name and password available.

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1 - Tools to set up

You should already have the items listed below.

- Your laptop username and password
- Temporary Bitlocker PIN
- Your justice email (your.name@justice.gov.uk)
- Lenovo X13 Laptop
- Power cable
- Mouse
- Headset
- Network/Ethernet cable (if working in an office) and ethernet adapter

2 – Logging in

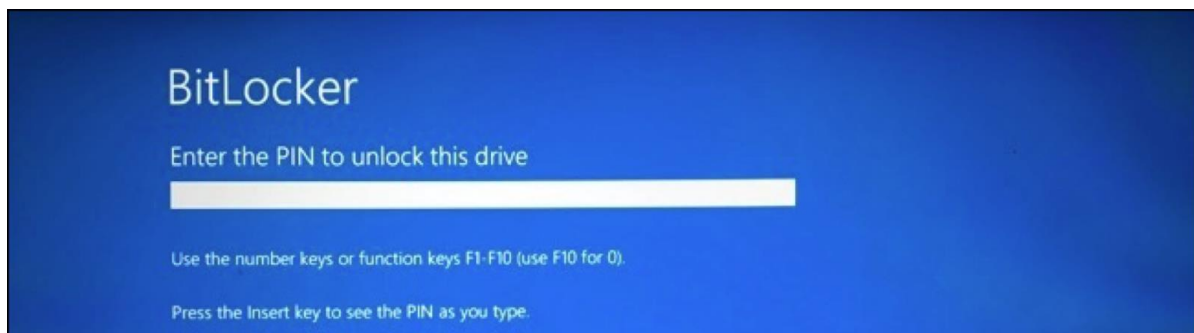
MoJ Windows 10 laptops use BitLocker to keep them secure and protect your data. When logging into your laptop, you'll be asked to enter an 8-digit BitLocker PIN.

1. Turn on your laptop

a) If you are **at an MoJ site**, connect the network/ethernet cable now or connect to GovWi-Fi if available (See Appendix 2 Item 6)

b) If you are **at home/working remotely**, you will need to connect to WiFi.

2. At the BitLocker screen - **type** in your temporary BitLocker PIN

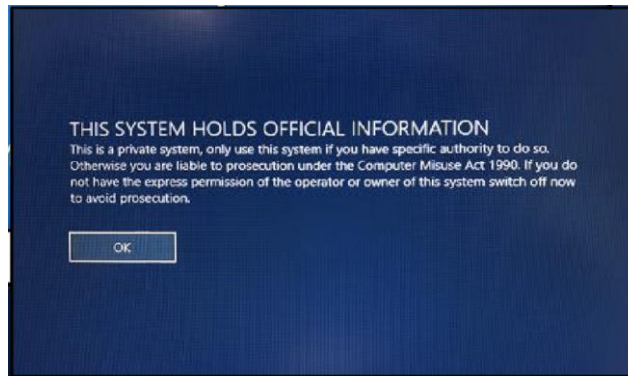


- ! Your computer may power down after a few minutes if you leave it too long. If this happens, press the power button to switch it on again.


3. The next screen is a lock screen – this screen may be plain blue. To unlock the screen, click the left mouse button, or press any key.

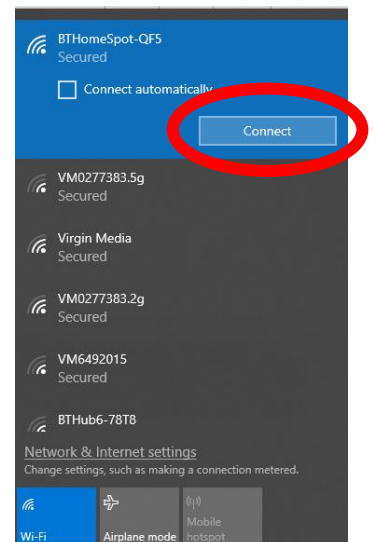



4. A box will appear with the message 'This System Holds Official Information'. Read the message and **Click OK**.



5. If you are **at home/working remotely** please connect to WiFi.

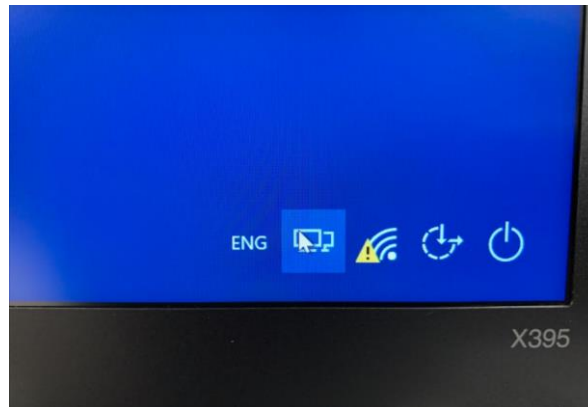
1. Click on the Network symbol 
2. Select the WiFi network you would like to connect to, (put a tick next to Connect automatically), and click Connect
3. Enter the WiFi password (this may be found on the WiFi router)



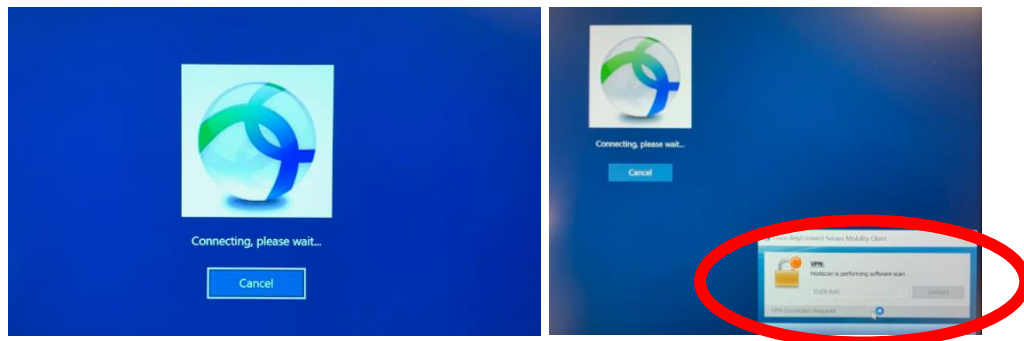
Please be aware that while you are trying to connect to WiFi you get a No Internet message  and see this icon. This is normal and should be fixed by following the next steps.

! You must be connected to WiFi before proceeding with the next steps.

6. On the bottom right of the screen you see, you will find a double monitor icon (see image below). **Click** the icon.



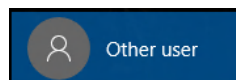
7. This will trigger a new page like the one below:



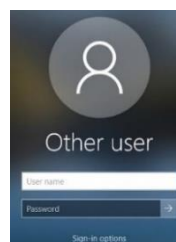
When the 'Cisco AnyConnect' box pops up, ensure 'EUCS-RAS' is selected from the drop-down options and click Connect.

8. Please wait two minutes before proceeding to the next step. Your screen may revert to the "THIS SYSTEM HOLDS OFFICIAL INFORMATION" screen – if so, click on "OK"

9. On the bottom left side of the screen you should see 'Other User'



Please click 'Other User' and enter your new username and password.





10. You will be prompted to change your password upon log in. The password requirements are that it must;


- Be at least 9 characters long
- Have at least 1 UPPER CASE letter
- Have at least 1 number
- Have at least 1 Special Character - # \$ % & “ () - _ / : ; ‘ ! ?

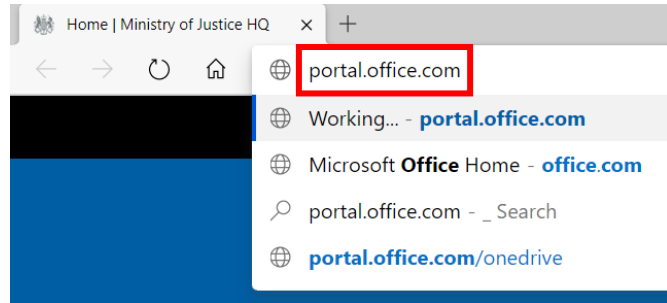
Congratulations! You are now logged in.

On first login, your screen will load programs and applications, launching Microsoft Teams. Please minimise all windows, and the Teams window until later.

3 – Set up your Office 365 Account

! You will need a personal mobile phone to receive a six-digit verification code which verifies your Office 365 account.

1. **Open** Microsoft Edge web browser  and type portal.office.com in the address bar and press Return.



2. **Enter** your Justice email (firstname.surname@justice.gov.uk) address



3. **Click** Next

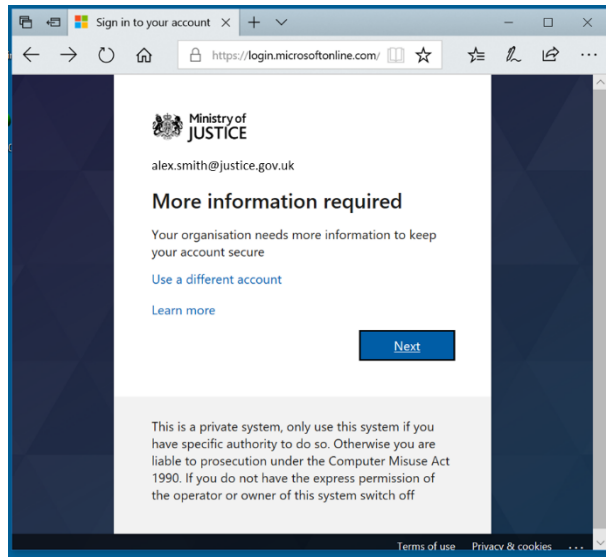
You will see “Trying to sign you in.....”

! The screens you see when setting up your Office 365 account may vary slightly from the ones shown in this section due to regular Microsoft updates. However, setting up your Office 365 account will follow the sequence below.

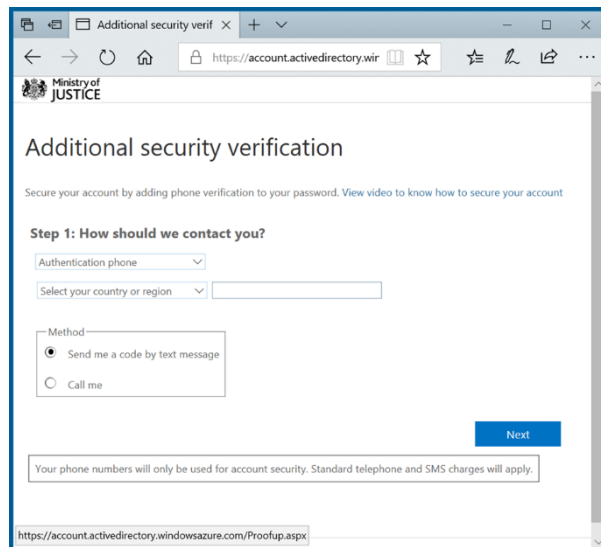
4. You will see a screen asking for further information to secure your account.

5. **Click next.**

! Have your personal mobile phone available for the next steps.



6. You will now see an 'Additional security verification' screen to verify your account. Please ensure that 'Authentication Phone' is selected in the first drop-down.

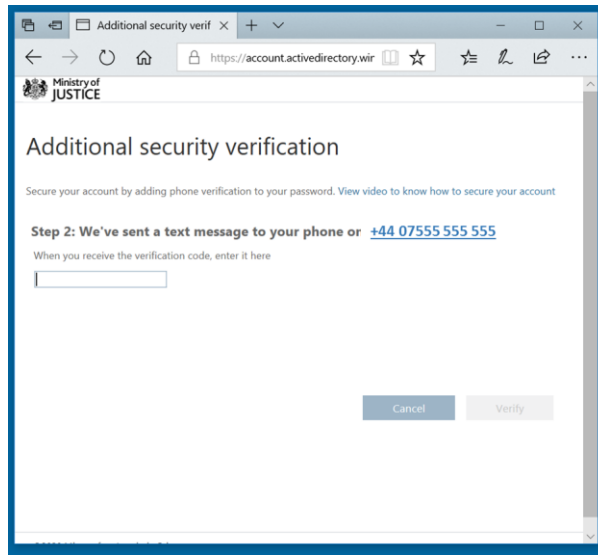


7. Ensure the correct Country/Region is selected in the second drop down box and enter your phone number.

! Remove the 0 from the beginning of your phone number – e.g. 07900 123456 will become 7900 123456

8. Click 'send me a code by text message' and then **click Next.**

9. You will be sent a code to the phone number you have entered.

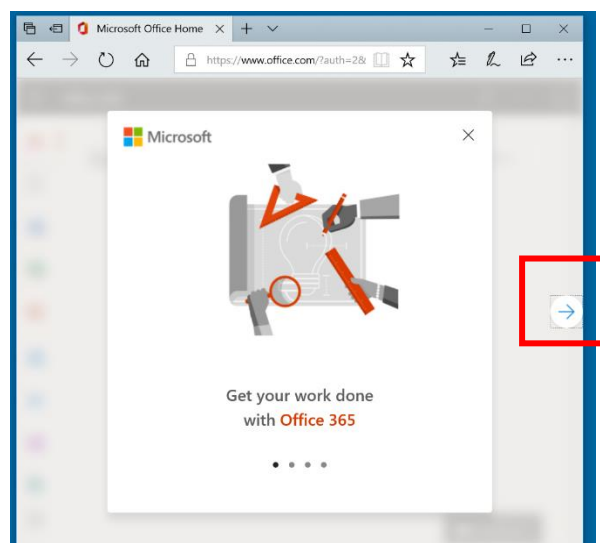


10. Once you have received your code, **enter** it into the field provided and **click** 'Verify'.

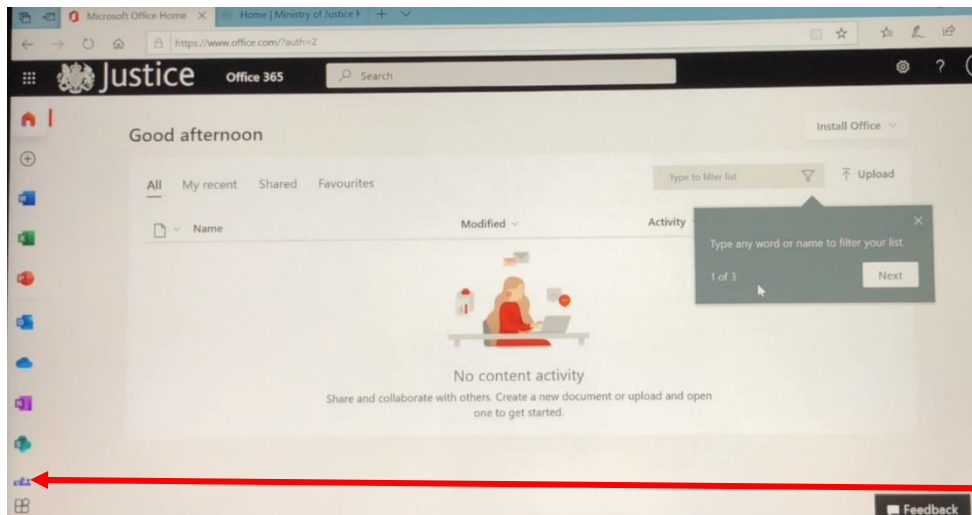
11. Once accepted, your phone number will be linked to your Office 365 account and will be used to verify your account in the future if necessary. You may change this number (Change/loss of phone etc.) Please see FAQs at the end of this guide for more information.

12. **Click** 'Finished'.

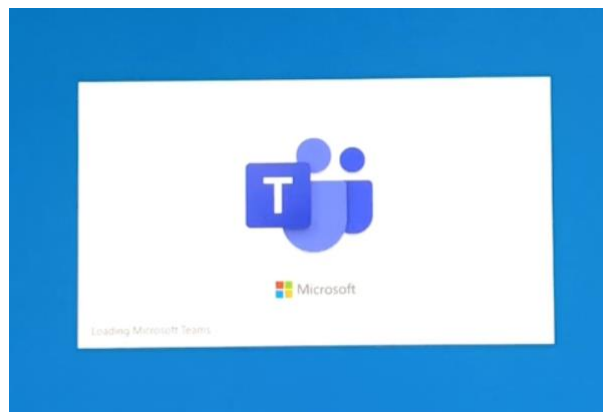
13. Once set up is complete you should see the screen below.



Please click on the “right” arrows to navigate the introduction screens.



The Microsoft Teams splash screen (below) may show as loading for up to 48 hours. If you wish to use MS Teams during this period, please use the web application accessible by clicking on the Teams Icon at the Office.com portal

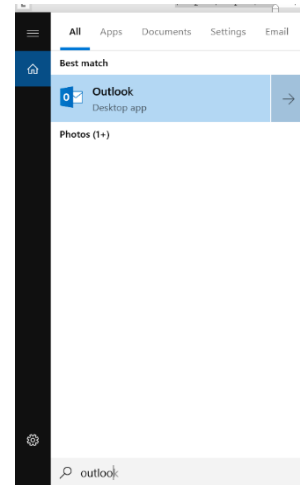


Congratulations! You have now set up your Office 365 account.

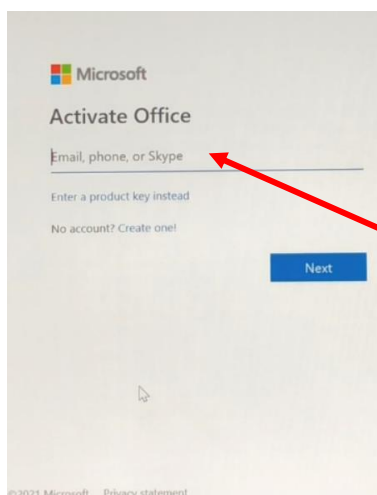
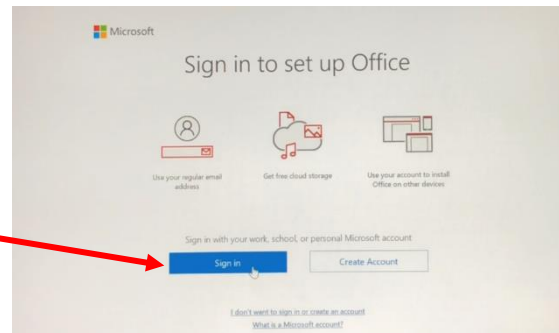
****To install any other applications or software, go to the Software Center app. Further instructions can be found in the FAQ section of this guide.****

4 – Outlook

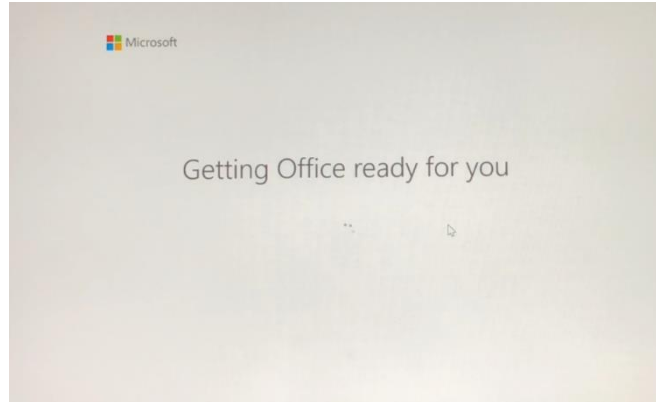
1. Click the ‘Search Windows’ icon on the bottom left corner of the screen.
2. Type ‘Outlook’, and click on “**Outlook Desktop app**”
3. The screens below will appear



Click Sign in



Enter your @justice.gov.uk email address



4. Outlook will now load your profile. Please note this may take a while.
5. Once loaded you will be able to see your inbox.

Congratulations! You are now logged in to Outlook.

5 – How to change your BitLocker PIN

Do not change your password on first login. This change can be made at any time in the future when you are comfortable using your laptop. It is however, important, that the Bitlocker PIN is changed when you are ready.

Please see Item 11 within Appendix 2 of this guide for instructions.

6 - Setting up Microsoft OneDrive on your laptop

What is Onedrive?

OneDrive is a place to save your personal files enabling you to share and collaborate on draft documents with colleagues.

Setting up

You will need to make sure you have activated your office 365 account.

1. **Click** the Search Windows icon on the bottom left corner of the screen.

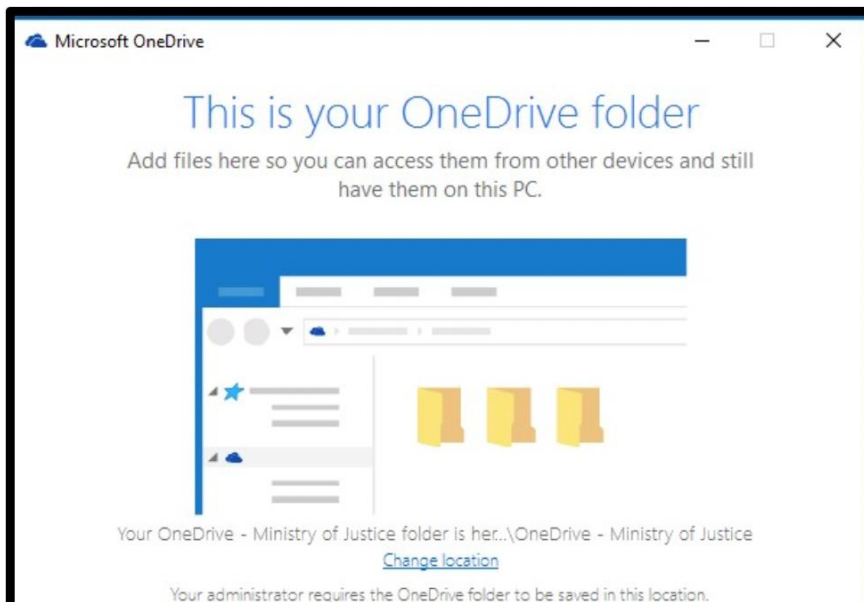


2. **Type** 'OneDrive' and then **click** on OneDrive icon when it appears. The 'Set up OneDrive screen' will now pop up.
3. **Enter** your email address
4. **Click** Sign in
5. At the Office 365 screen your email address will display. **Click** on the Password area then **click** Sign in to proceed. A password is not required. (This is only possible if you have already activated your office 365 account).



If you get a pop up for 'Additional Security Verification', ignore and close the box.

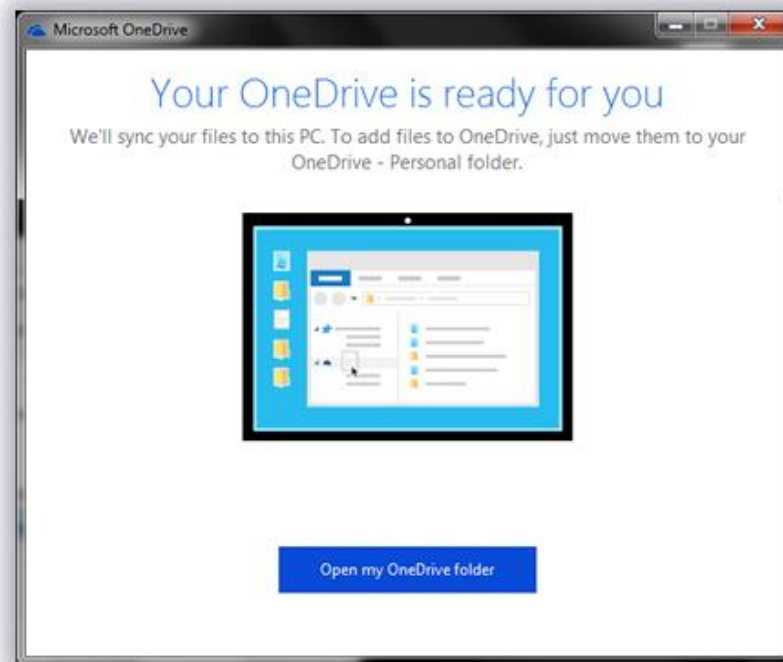
6. 'This is your OneDrive folder' will appear. You will need to **click** Next.



7. On the next screen, **leave** all the default options ticked and then **click** Next



Your OneDrive is now set up and ready to use.



8. **Click** Open my OneDrive - it will appear in Microsoft File Explorer
9. You may now **close** the window to OneDrive
10. You must now **restart** your device (**click** the windows button, then **click** the power button and choose restart).



Appendix 1 – Lenovo X13



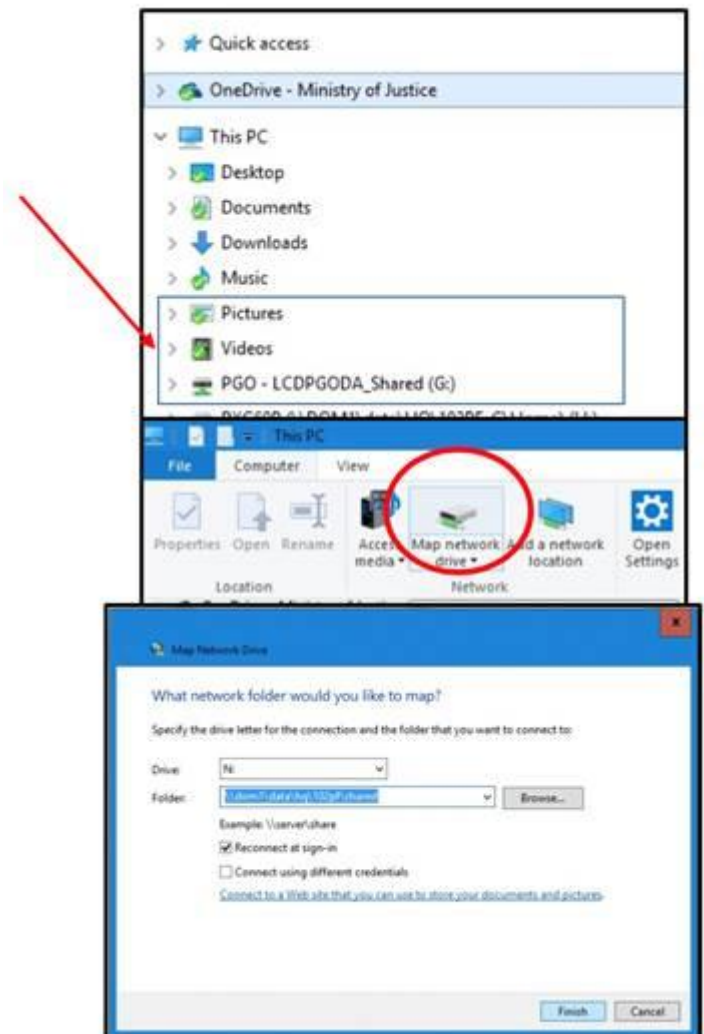
Please note that only peripherals available from the MoJ ICT Catalogue are permitted to function with these laptops

Appendix 2 – FAQs

1. Mapping a Drive
2. Update Virus Definitions
3. Laptop Updates
4. Downloading applications
5. Add Functional/Shared Mailbox
6. Gov WiFi
7. Self-Service Password Reset & Multi-Factor Authentication
8. Connection to new Lenovo P24 monitors (Workplace only)
9. Setting up Wireless Mouse
10. Setting up shortcuts
11. Changing your Bitlocker PIN

1. Mapping a Drive

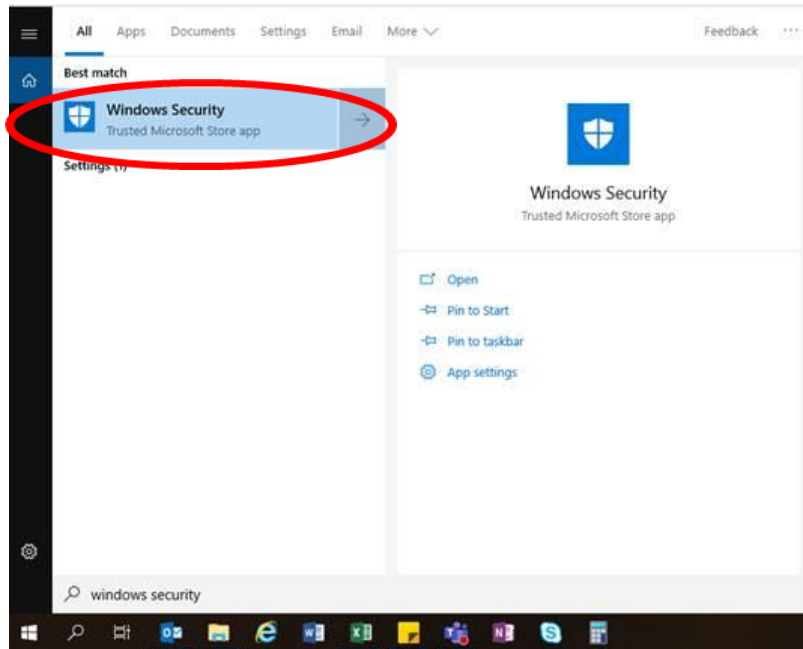
1. **Click** on This PC
2. **Click** Computer tab
3. **Click** Map Network Drive
4. **Select** the drive letter you require from the drop-down list
5. **Type** in the full path of the drive and then **click** Finish. If your drive maps successfully, a window showing the drive and files will pop up.



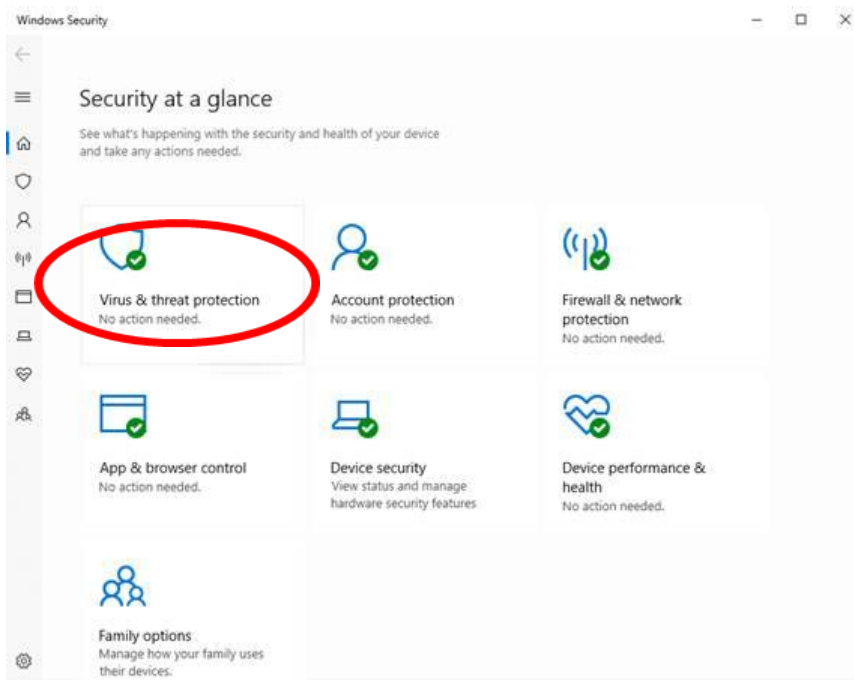
2. Update Virus Definitions

Your laptop may show a message stating ‘Anti-virus definitions are older than 21 days. Either manually update your virus definitions or contact IT Service Desk’. To resolve this issue, please follow the steps below.

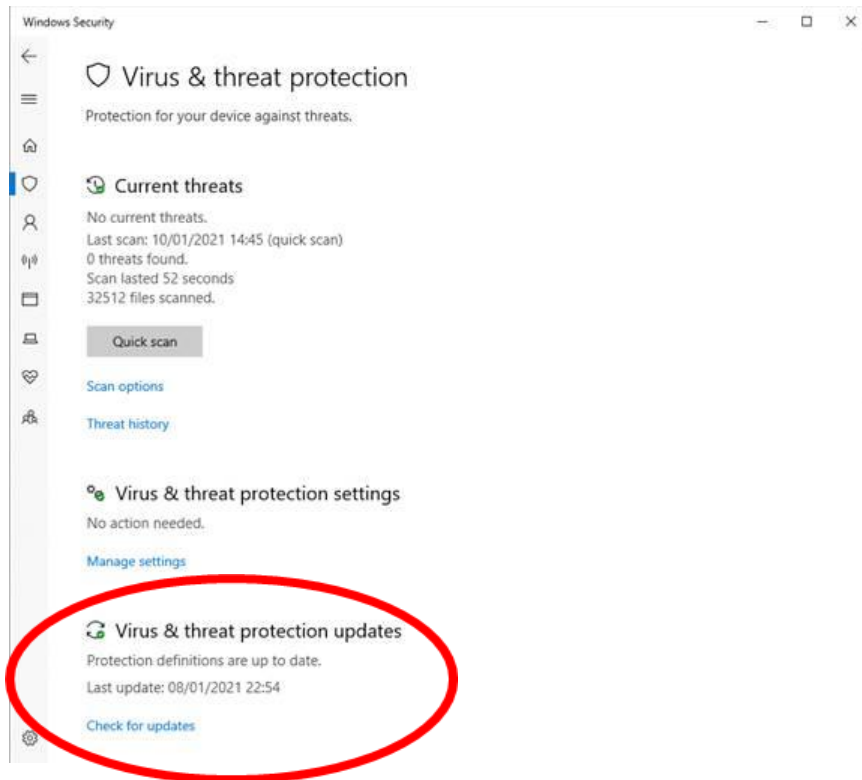
1. **Click** the ‘Search Windows’ icon on the bottom left corner of the screen and type in ‘Windows Security’



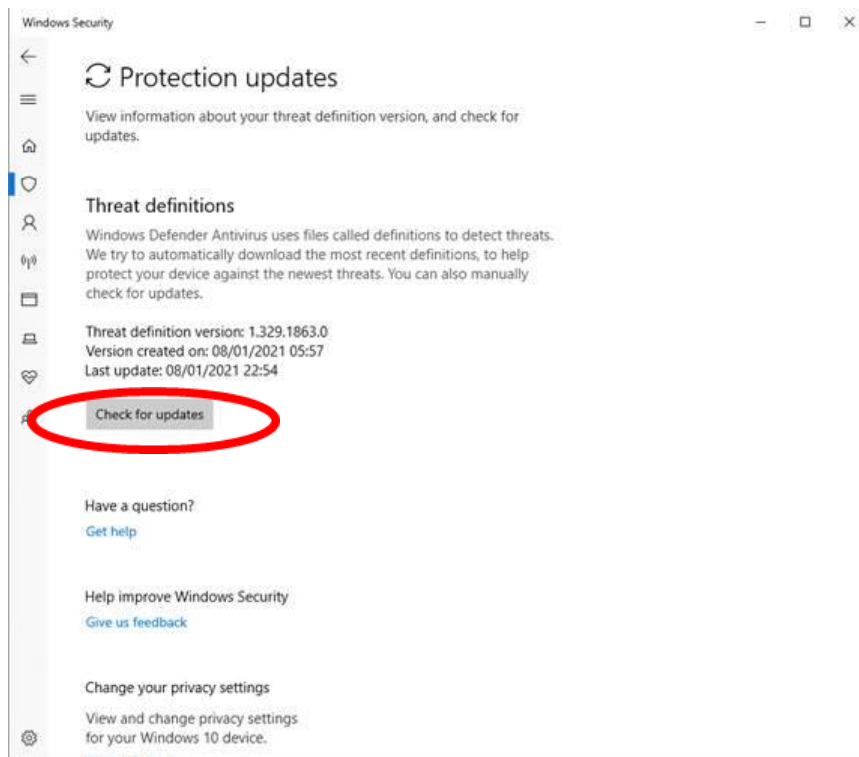
2. The window below will pop up. Please click ‘Virus & Threat Protection’



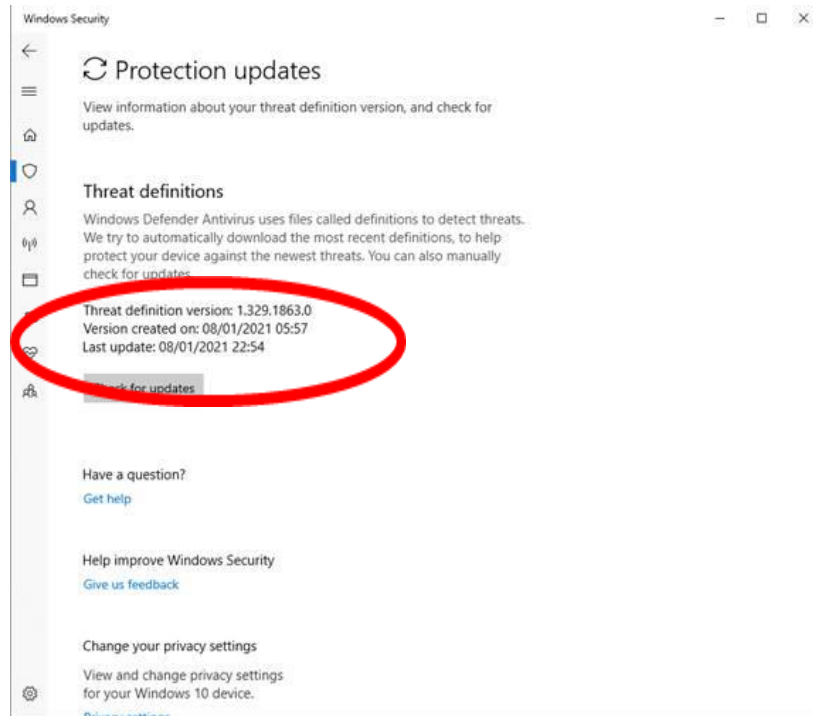
3. Click 'Check for updates' below 'Virus & Threat protection updates'



4. You should then see the screen below. Please click 'Check for Updates'.



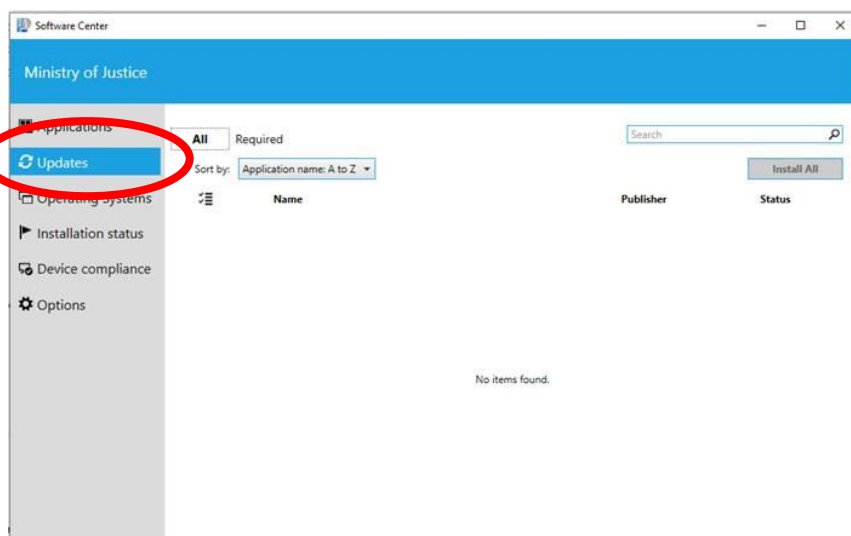
- Once updated the 'Version created on' and 'Last update' dates should be the current date.



3. Laptop Updates

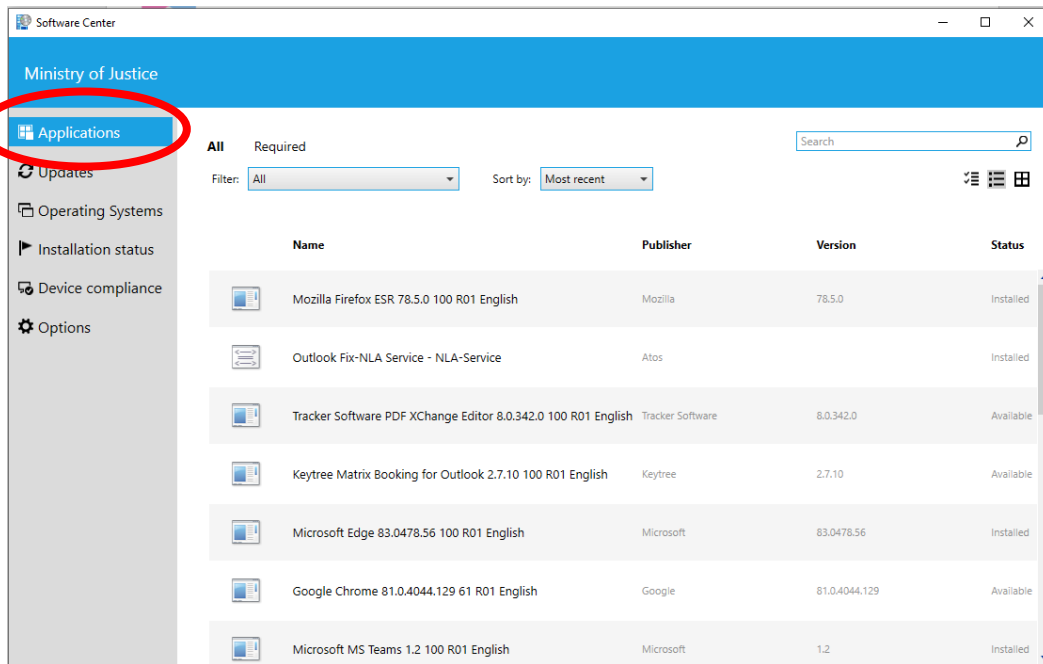
A number of updates may be required prior to using the laptop. These can be found by typing 'Software Centre' in the Windows search and click 'Updates'.

- ⚠ Please note, your laptop may be required to restart more than once. Please let all updates install before proceeding with the laptop set up.



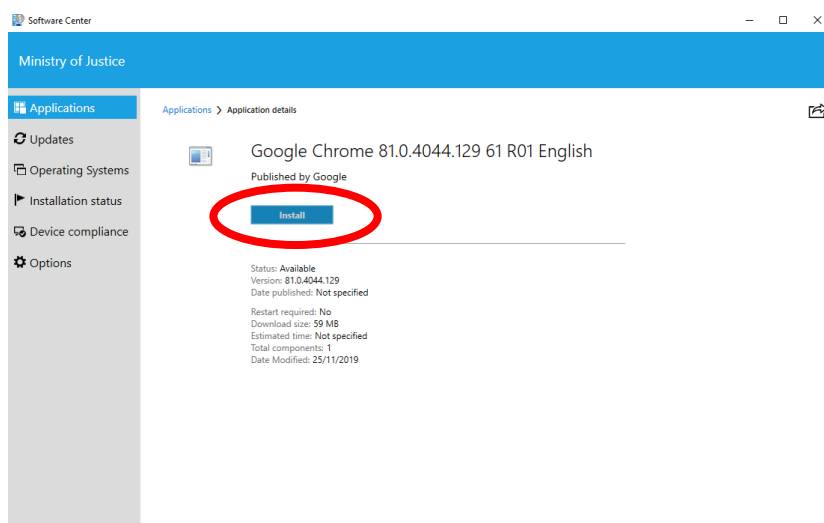
4. Downloading applications

Some applications may need to be downloaded manually. These can be found by searching 'Software Centre' in the application search and click 'Applications'.



Along the side of each application it states if it is already installed or if it is available.

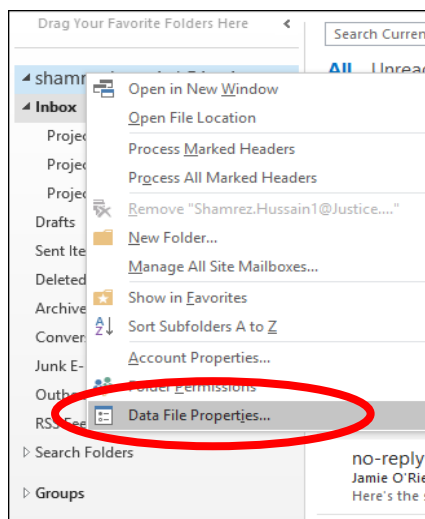
Please double click the application you require, and you will see this screen below. Please click install and wait for the installation to complete. A computer restart may be required after installation.



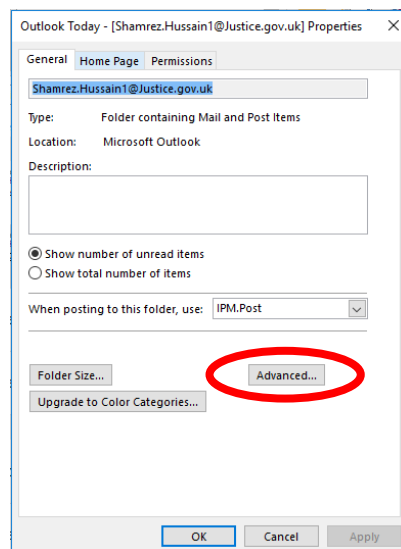
5. Add Functional/Shared Mailbox

Shared mailboxes can only be set up if you have permission. If colleagues need to request permission to access a shared mailbox that has moved, this can be done through the NPS IT Portal.

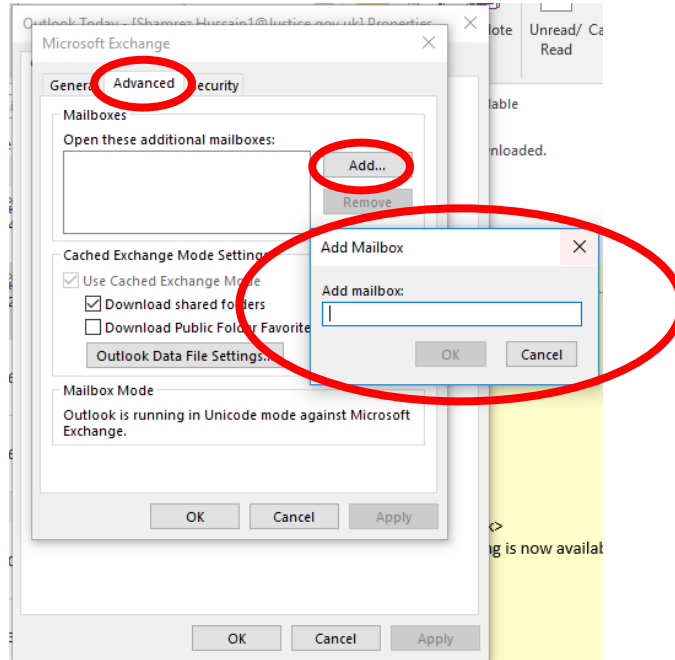
1. In your Mail menu, right click on our Email address (above Inbox)
2. Click Data File Properties to open the Outlook Today window



3. Click Advanced to open the 'Microsoft Exchange' window



4. Click the Advanced tab and click Add to open 'Add Mailbox' window
5. Type in the mailbox name and click OK > click Apply



6. Restart Outlook to complete mailbox setup. The mailbox should now be available.

6. Gov WiFi

What is GovWifi?

GovWifi is a wifi authentication service running in the cloud. It makes participating public sector guest wifi networks appear as one. With GovWifi, public sector staff and visitors only need to sign up once. They can then automatically connect to a single wifi service across multiple public sector locations.

Sign up for a GovWifi account

You need to:

- send a blank email from your public sector email address to signup@wifi.service.gov.uk
- leave the subject line blank

You will get a reply with your username and password.

If the email does not arrive after a few minutes, check your spam or junk email folder.

Connect using Windows 8 or 10

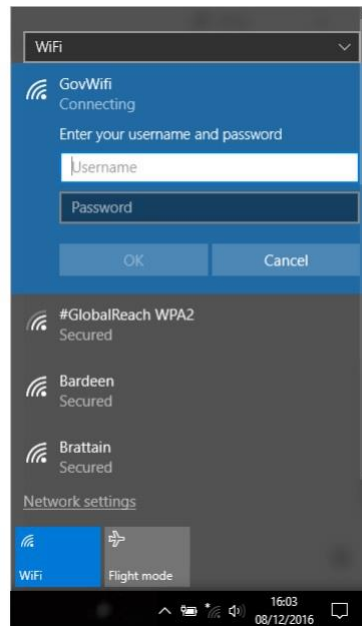
Once you have a GovWifi username and password, follow the steps below.

1. Select the wifi icon in the system tray at the bottom right of your screen. You'll see all the nearby wifi networks.



2. Select **GovWifi**.

3. Select **Connect**.



If it says "**can't connect to network**", your device may have an incorrect or expired username and password for GovWifi or may be expecting an older certificate. To fix this issue forget the network (instructions below) and then try again.

4. Enter the username and password you received by email or text. Your password is case sensitive. It's 3 words without spaces. The first letter of each word is capitalised.

5. Select **OK**.



6. When you see **Continue connecting**, select **Show certificate details**.

7. Check that the **Server thumbprint** matches:
37 CE B5 7A 3F 38 EB 7C 66 A2 4E 90 BB 11 71 D7 BC 4D 65 1A

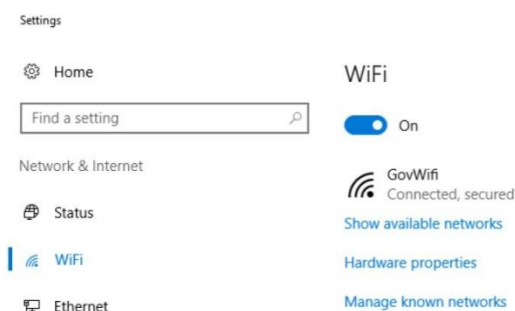
8. If it matches, select **Connect**.

You should now be connected to GovWifi.

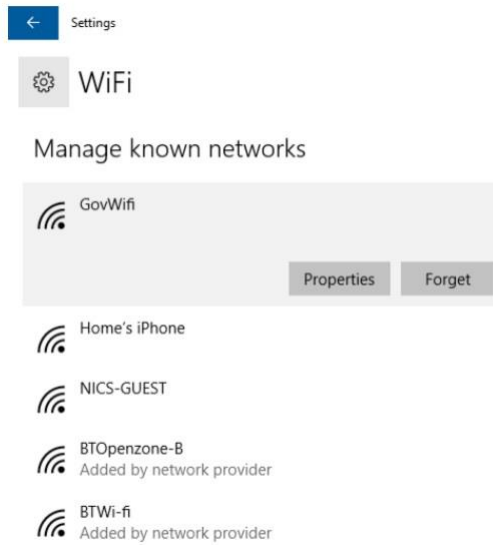
Forget the network

If your device says it **can't connect to network**, it may be trying to connect with an incorrect or expired username and password for GovWifi or may be expecting an older certificate. You need to tell your device to forget your GovWifi connection.

1. Go to **Settings, WiFi** and select **Manage known networks**.



2. Select **GovWifi**.



3. Select **Forget**.

7. Self-Service Password Reset & Multi-Factor Authentication

During these updates you may be required to re-authenticate your details, please follow the prompts.

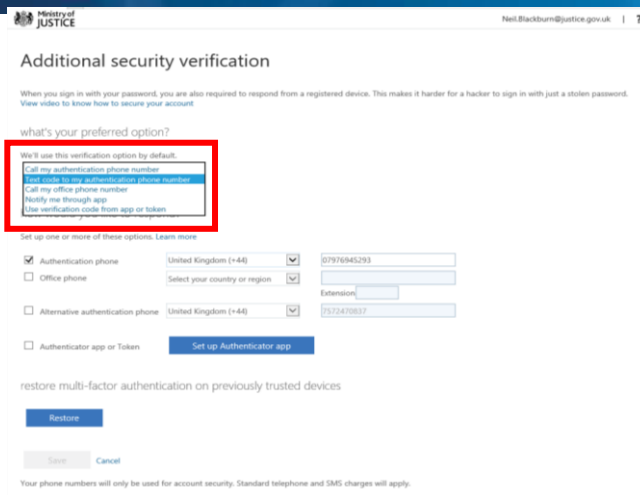
Please note this is only available on Windows10 version 1809 or above.

Multi-Factor Authentication

As a prerequisite for this and future enhancements you must have registered for Multi-Factor Authentication, don't worry if you can't remember or are unsure if you registered. You can click on the link provided below, please have your mobile phone or MFA device close by and follow the instructions to check or register. This is essentially an electronic way to verify your account.

Click on [MFA Setup](#) or type into Microsoft Edge browser:

<http://aka.ms/MFASetup>



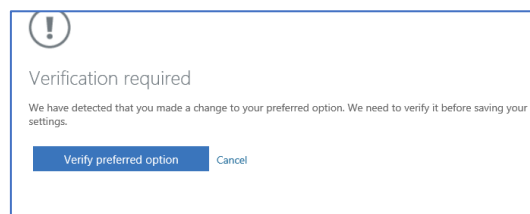
From this screen, you can select your preferred verification option;

- Call my authentication phone number
- Text code to my authentication phone number
- Call my office phone number
- Notify me through app
- Use verification code from app or token

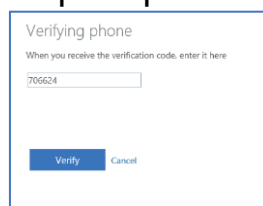
You must then set up at least one of these options, matching your selection. i.e. If your preferred option is to receive a text code to your authentication number, please ensure your phone number is stored here.

If you wish to amend your authentication phone number, overwrite the existing number with the new number, and click on **SAVE**.

If this phone number is your preferred option you will see:



Click on **Verify preferred option** – a code will be sent to your phone number. Enter this code where prompted and click on **Verify**.



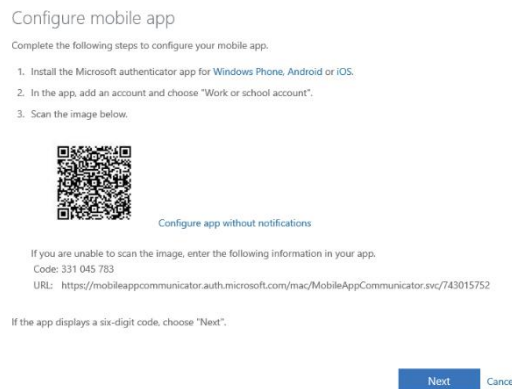
You will receive a confirmation on screen that your change was successful.



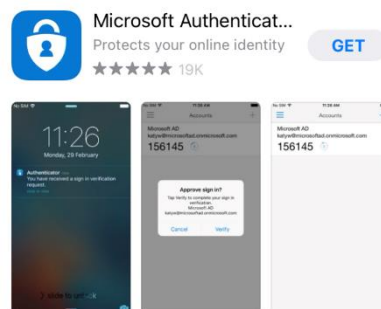
Click on **Close**, your phone number is now updated.

Alternatively, you may wish to set up an Authenticator App.

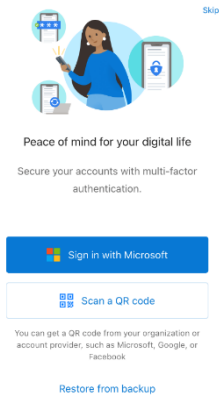
Click on Set up **Authenticator app**



- On your mobile phone, install the Microsoft authenticator app from your App Store



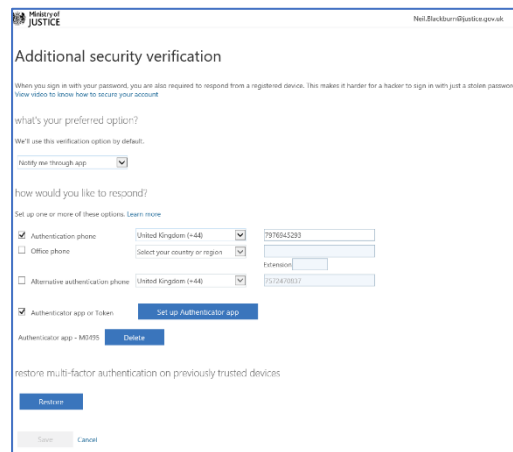
- Agree to the Privacy Statement, then **Skip** (top right-hand corner)



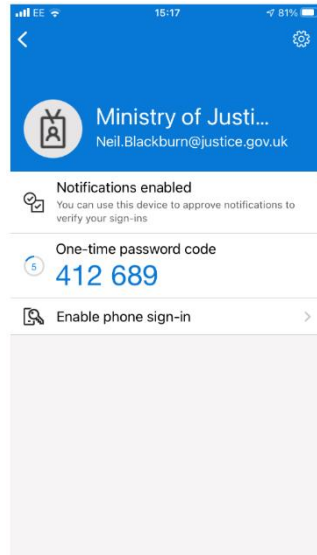
- Click on **Add an Account**,
- Click on **“Work or school account”**
- Agree to the app accessing the camera
- Select **Scan QR Code**.
- Scan the QR code on your computer screen
- Agree to allow **“Authenticator”** to send notifications

On your laptop, click on next. You will be prompted to check your smartphone for approval where you should select **Approve**.

By setting up the Authenticator App your preferred option will default to **Notify me through app**



Your Authenticator App will now display your Ministry of Justice email address. Tapping on this will reveal a One-time password code which you should use when requested.



Self Service Password Reset

It's now easier than ever. Click on the link and check the step-by-step guide [Self Service Password Reset](#) or type the following address into the Microsoft Edge browser: https://mojprod.service-now.com/kb?id=kb_article_view&sysparm_article=KB0015775

Please then select “MoJ Staff (Windows DOM1) login here” then **Continue** prior to following the instructions.

Please note if you are working from home or at a site and using WiFi, prior to connecting to AnyConnect you must ensure your network connection is established.

If you're not using a cable or your device doesn't automatically connect to your Wi-Fi, then you will need connect to the Wi-Fi.

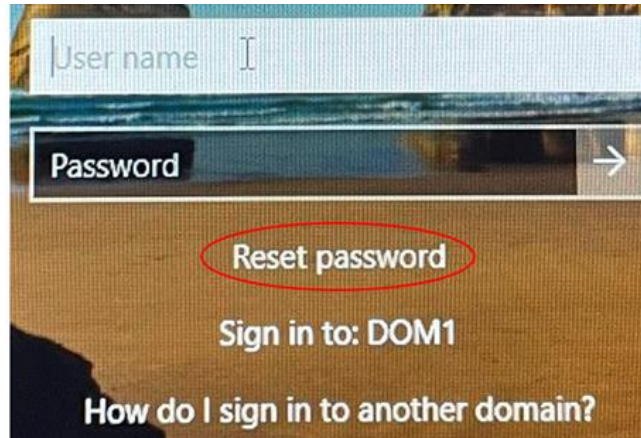


Desktop password reset

Prerequisites:

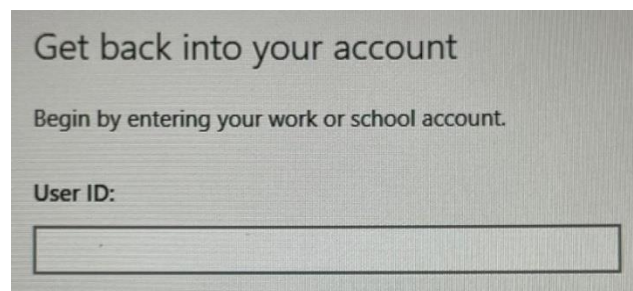
- Device Windows 10 1809
- User account setup for Multi-factor Authentication

1. To reset your password, **click** ‘Reset password’ text on the Home screen where you are prompted to log-in with User name and Password.



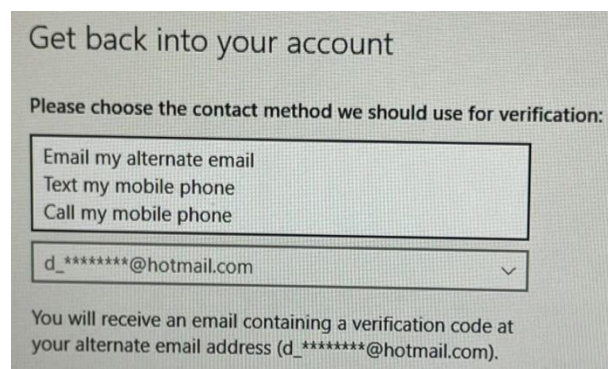
If the 'Reset password' text is not present, **enter** your User name and **enter** any password into the password box, **hit** Enter. This will prompt the 'Reset password' text to appear.

2. In the User ID field enter your email address:



Click Next.

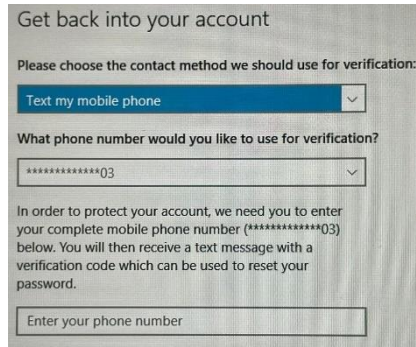
3. Choose your verification method, Email or text.



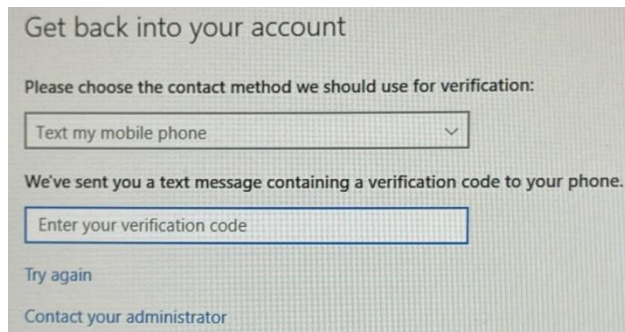
Click Next.

4. In this example, 'text my mobile phone' was chosen. **Verify** your phone number.

Click Next.



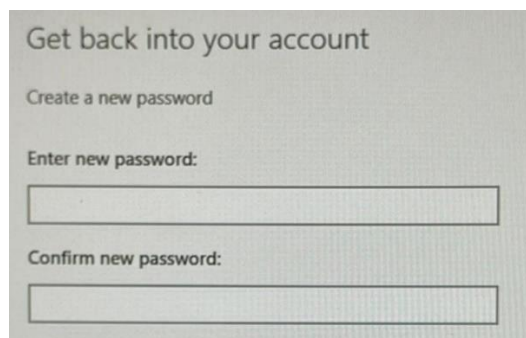
5. A text will be sent to your registered mobile. **Enter** the code.



Click Next.

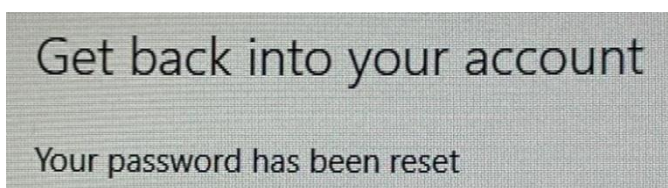
If email was chosen you will receive an email from msonlineservicesteam@microsoftonline.com.

6. **Enter** your new password.



Click Next.

7. Your password has been reset.



8. At logon screen connect to AnyConnect Start Before Logon.

Enter your new password and login.

8. Connection to new Lenovo P24 monitors (Workplace only)

Each new workspace will consist of a monitor, wired keyboard and wired mouse. These will be setup at your workspace and, where data cables are used, these will also be plugged into the monitor.



In order to connect to the monitor, connect the USB-C lead (from the monitor) to your laptop in the rearmost connection to the left of your laptop. This will connect to the network (wired network), the monitor display, power the laptop and allow mouse/keyboard connectivity.



9. Setting up Wireless Mouse

You will receive a wireless mouse in your laptop bag. This mouse is to be 'connected' to the laptop via a wireless adapter which is found in the battery compartment, within the mouse.



Locate the button on the underside of the mouse, ensure it is pointed upwards and de-press it. This will open the battery compartment. Please remove the USB adapter (it is the same colour as the mouse!) as below and insert batteries.



Insert the wireless USB adapter into a spare USB slot on the laptop (there is one on each side of the laptop) – below is the location of the one on the left side of the laptop.

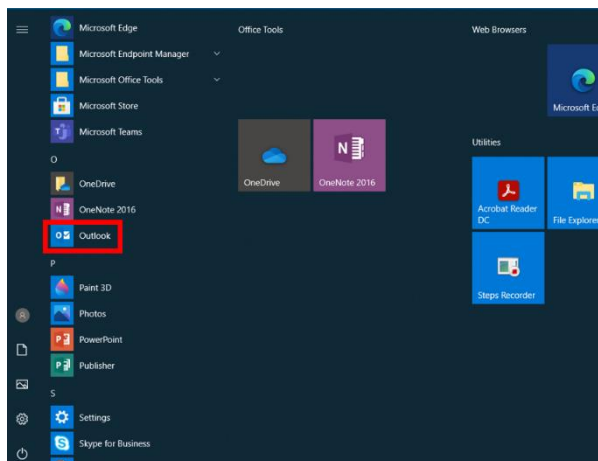


10. Creating shortcuts on Desktop and Taskbar

If you want to create a shortcut on your Desktop, for example Outlook, please click on the Windows icon found in the bottom left-hand screen of the laptop:



From the resulting list, please scroll down to Outlook

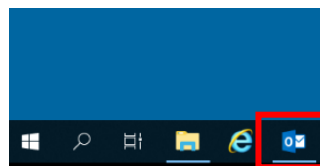


Left mouse-click on “Outlook”, do NOT release the mouse button and drag onto the blue Desktop screen. A shortcut will now be created which can be used to launch Outlook in the future.

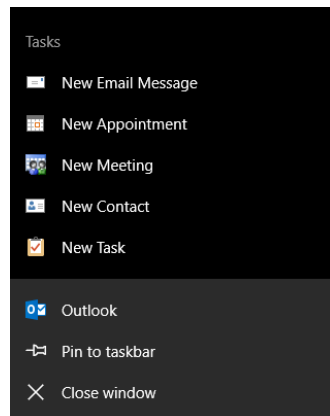


Alternatively, you may prefer to launch from the Taskbar (Black line at the foot of your screen)

To do this, again using Outlook as an example, launch from the Windows icon as above and once open, the Outlook icon will be displayed in the Taskbar, along with icons for other programs already open.





Hover your cursor over the Outlook icon and right mouse click.



From the resulting options, left mouse click to select **Pin to taskbar**. This will pin the program to the taskbar allowing it to be launched in the future.

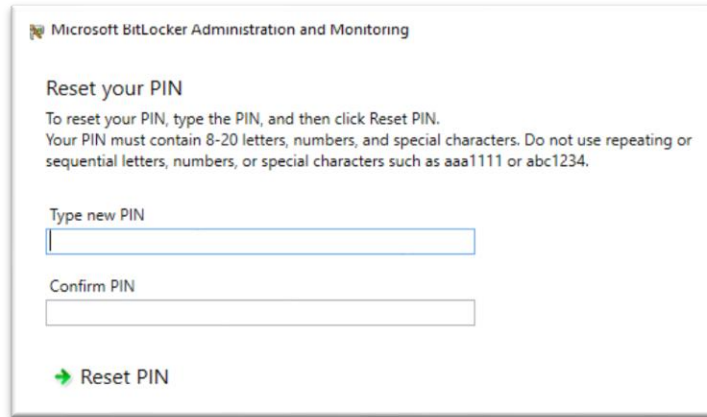
For information, nDelius and OASys are also found by accessing the Windows Icon, navigating to the **Applications Probation** folder where they will be located, and available for launching or creating shortcuts as above.

11. Changing your Bitlocker PIN

1. **Click** the ‘Search Windows’ icon  on the bottom left corner of the screen.
 2. From your keyboard **type** ‘Control Panel’ .
 3. **Click** ‘Control Panel Desktop app’.
 4. **Click** ‘BitLocker Encryption Options’ .
 5. **Click** ‘Manage your PIN’.
 6. Type in a new (8 digit) PIN of your choice in the fields and confirm – **numbers only**. It is very important that you remember this PIN so suggest using a memorable set of numbers (phone number, date of birth etc.)
-  You may see a screen asking you to create a PIN containing eight-20 letters and numbers. **Ignore** this instruction. Your pin must be made up of eight numbers.




7. Once you’ve chosen and typed in your new PIN, **click** ‘Reset PIN’

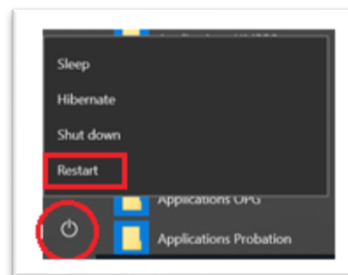


8. PIN reset complete will be displayed to confirm. **Click** 'Close'.

! Please remember your new PIN as you will not be able to log in without it.

9. You should test your BitLocker PIN. To do so you will need to restart your device.

- a. **Click** the windows button  .
- b. **Click** the power icon, and then select 'Restart'.



Congratulations! You have now changed your Bitlocker Pin!



Appendix 3 – Further Guidance

Next Steps – Guidance

Order peripherals: If you need any peripherals (keyboard, mouse, etc.) order via the Service Catalogue.

Get more step-by-step guides: Visit the Technology Knowledge Hub for more step-by-step guides and support.

Find more guides, such as:

How to set up Microsoft Teams on your MoJ Laptop

Teams Resource List

Setting up MoJ iPhone

To access the Service Catalogue or the Technology Knowledge Hub:

1. Go to the MoJ intranet (<https://intranet.justice.gov.uk/>)
2. Click 'Technology portal'
3. Click 'Service Catalogue' (to right of the page) or the purple 'Knowledge hub' tile and search.