PC Setup Guide

MOMENTIVE™

Welcome to your new PC!

To get started, follow the Setup steps in this guide and for questions reference the FAQ in the Appendix. You should be able to get set up and on your way in minutes! If you have any problems, please reach out to the Momentive IT Service Desk.

- Call +1 844-996-1033 or visit the IT Portal: http://momentive.service-now.com/sp

***For existing employees <u>and</u> If you had a previous PC***

On your old PC

1. Ensure all your files are backed up to OneDrive. Instructions on how to automatically backup your Desktop, Pictures and Documents can be found here.

New PC Setup

1. If you have a docking station, now's the time to plug it in and connect your laptop to it.
   a. **Please keep the laptop plugged into power during the entire setup process.**
   b. **If on site at a Momentive location**: make sure you have connected your wired ethernet.

2. Power on the device and follow the setup prompts. Please note the following:
   a) When prompted, choose **English** language and your **region** (the Momentive experience is optimized for English)

3. Select your **keyboard** type. Windows will ask you if you want to choose another keyboard layout. Select **Skip**.

4. If prompted, set up your wireless network.
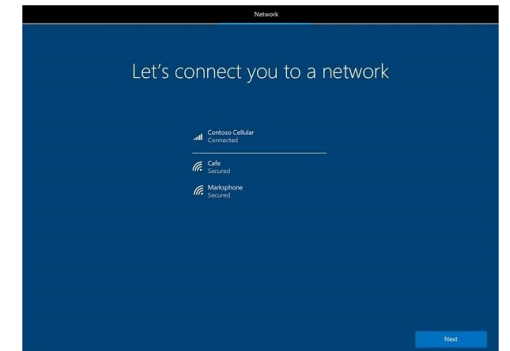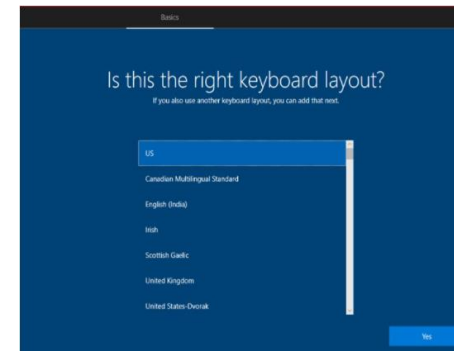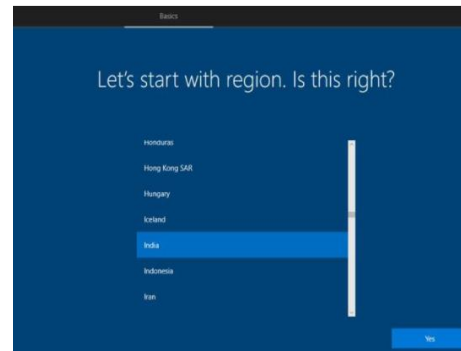
5. Sign into the device using your work account email (ex: first.last@Momentive.com)

6. Your device will start initial set up. Once configuration has completed, you will be prompted to sign in and set up Windows Hello for Business.
   - **For new hires:** You will be prompted to set up Multi-Factor Authentication (MFA). Enter your mobile phone number and follow the prompts on your mobile device to set up MFA.
     - i. If you have a corporate issued cell phone: Approve login on your company phone.
     - ii. If you do not have a corporate issued cell phone: Use your personal cell phone number.

7. Select Windows Hello for Business to setup your PIN and facial recognition. *(You can set up your fingerprint reader later if your PC has this functionality.)*
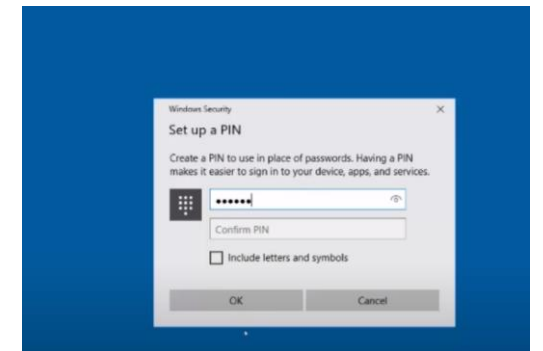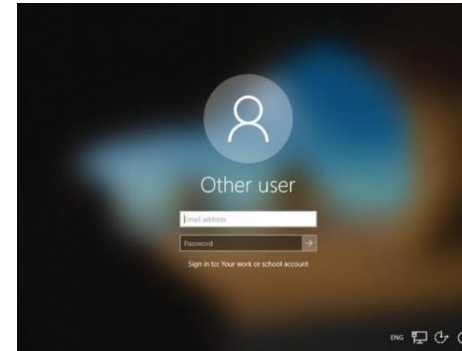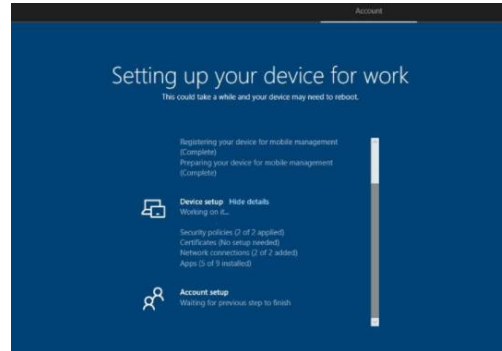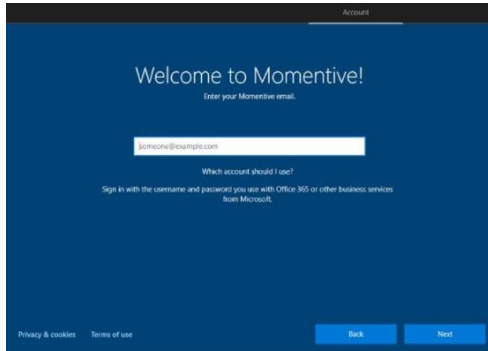
8. Once logged in, input your Momentive email address in zscaler and sign into Microsoft Teams.

9. <u>Keep the device powered on and plugged in for two hours while it updates in the background.</u> This is a great time to launch Outlook and setup your email account and email signature.

10. Pin your key applications to the desktop and start menu, adjust display settings as desired.

11. Launch Teams and chat with coworkers and verify OneDrive is synchronizing your files.
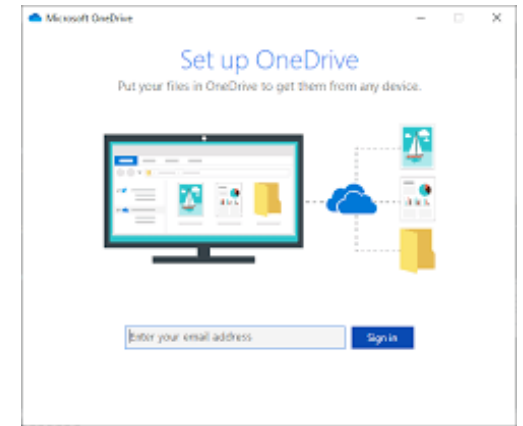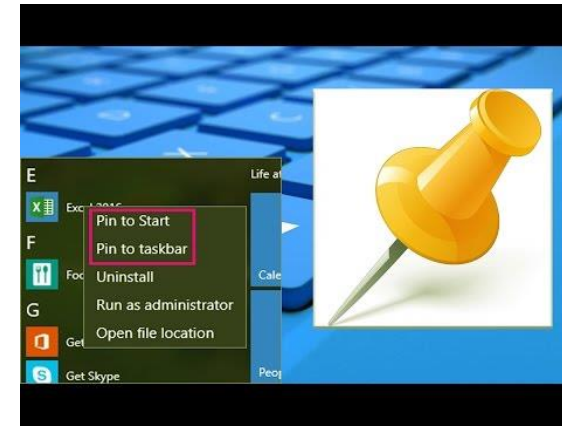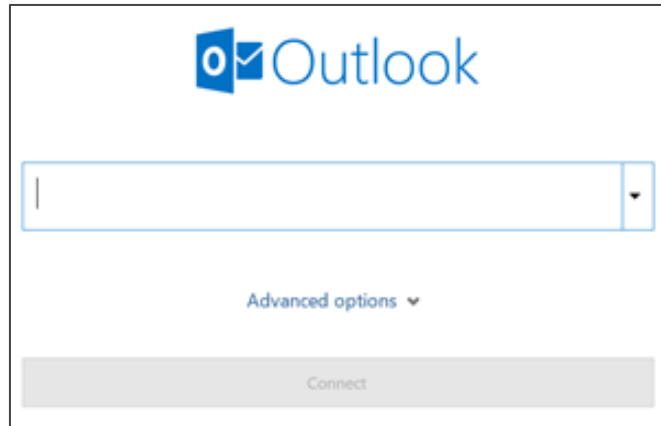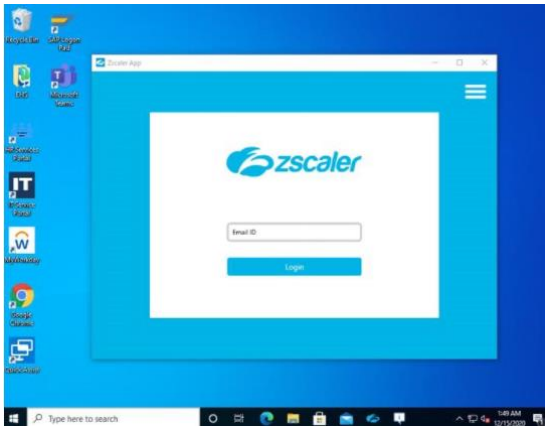
12. Install needed apps via myapps.microsoft.com.

o   Apps selected for installation via myapps.microsoft.com will be installed within one hour (apart from those that need approval)

13. Add any printers that you may need.

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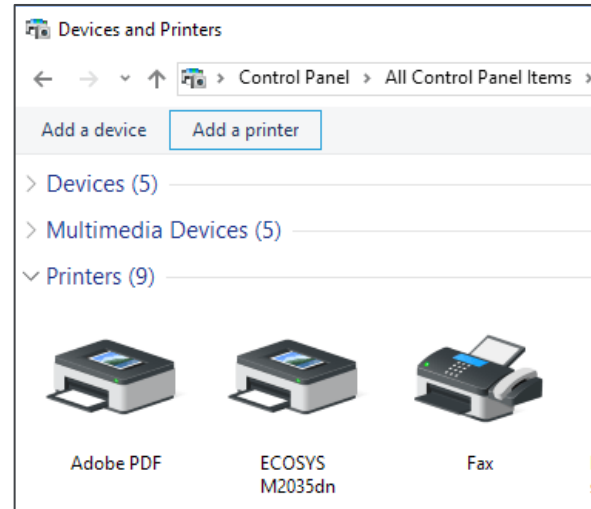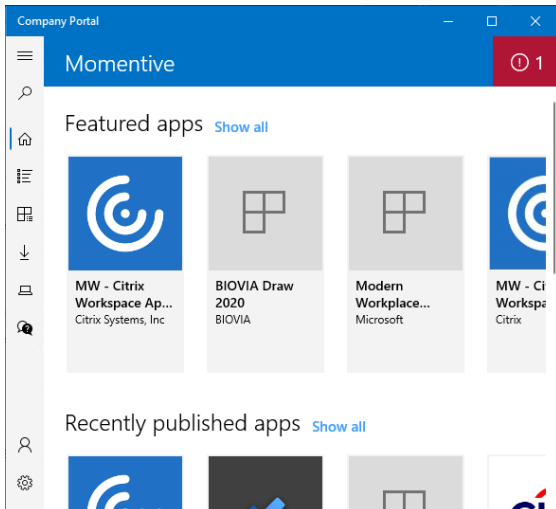
- *Some of my files did not copy over from my old PC*
  - o Your PC may need more time to sync your files from OneDrive. Please allow more time for the sync to occur. If you still have problems, please contact the IT Service Desk.

- *I am prompted for an admin password*
  - o You may have attempted to install an application or perform a task that requires administrative rights which is not available.

- *How do I get additional software?*
  - o Type myapps.microsoft.com to install corporate applications.
  - o If the app you need is not in myapps, please contact the IT Service Desk to request it to be added.

- *What if I need admin rights?*
  - o Admin rights are not available.
  - o If you are having issues with an app, please report it to the Momentive IT Service Desk.

- *I am receiving too many notifications in the corner*
  - o You can modify this behavior in system settings.

  Notifications & actions settings
  System settings

- *What browsers can I use?*
  - o Edge Chromium is the standard browser. You can download Google Chrome from myapps.

- *How do I view PDFs?*
  - o Adobe Acrobat is the default PDF viewer.

- *I keep getting prompted about focus assist, what is that?*
  - o You can learn more about the new focus assist feature here including how to turn it on or off.

- *What is Multi-Factor Authentication (MFA)?*
  - o A security measure which helps identify and validate that you are the actual person attempting to use your network credentials to access Momentive systems and resources.
  - o It adds an additional security layer by requiring your network credentials and verifying that you are in possession of your personal or work device (such as a mobile phone), or that you can be reached via a pre-defined phone number for verification.
  - o It is a requirement to gain access to Momentive systems and resources.