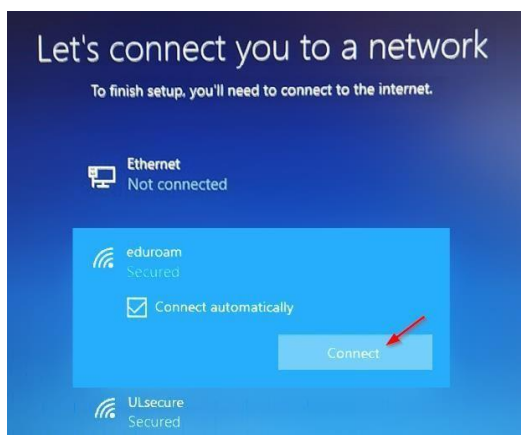# Setting up Windows 10

Configure your preferences, connect to the Internet, and get started using the operating system.
CAUTION: To avoid damaging the data on the computer, do not restart your computer during the setup process.
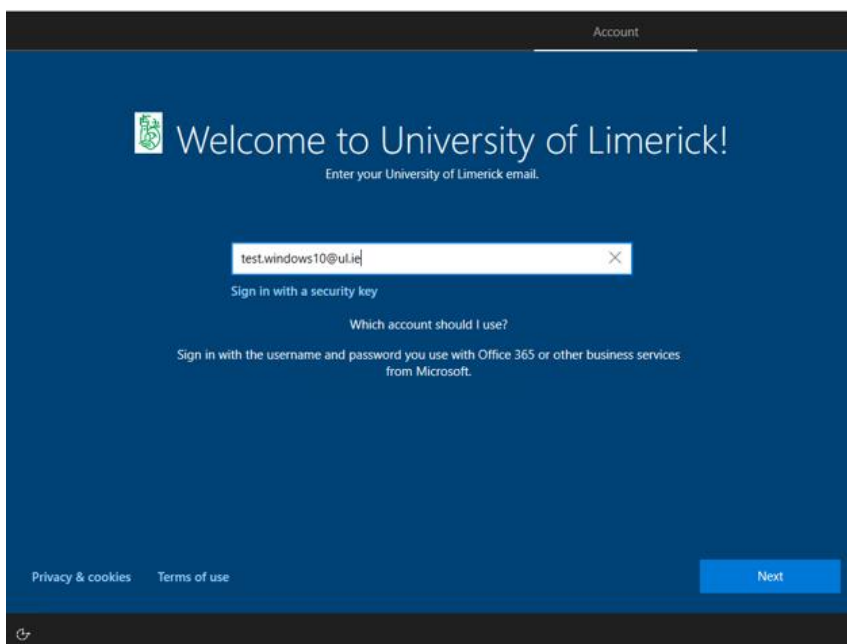
Before you start:

- You need an Internet connection

- You need to know your UL student email username (your email address, i.e. <student number>@studentmail.ul.ie>) and password

1. Press the power button to turn on your laptop (your computer will restart several times).
2. Select from the available networks (wired or wireless), type in your network (WiFi) username and password if necessary and then click Connect and Next.
3. To access Wi-Fi on campus, choose "eduroam" network and enter your student email address (i.e. <student number>@studentmail.ul.ie) and your email password (same password you use to access Sulis or your student email account) More information is available @ www.ul.ie/itss, and select the "Campus WiFi" tile.



4. Choose Set up for an organization and click Next.
5. Sign in with your UL student email address <student number>@studentmail.ul.ie and click Next.
6. Enter your password and click Next.

7. Congratulations! You have successfully set up Windows 10.
   Please follow the instructions below to update and encrypt your laptop.

# Update Windows 10

You need to ensure Windows 10 is fully updated with all of Microsoft's security and performance patches.
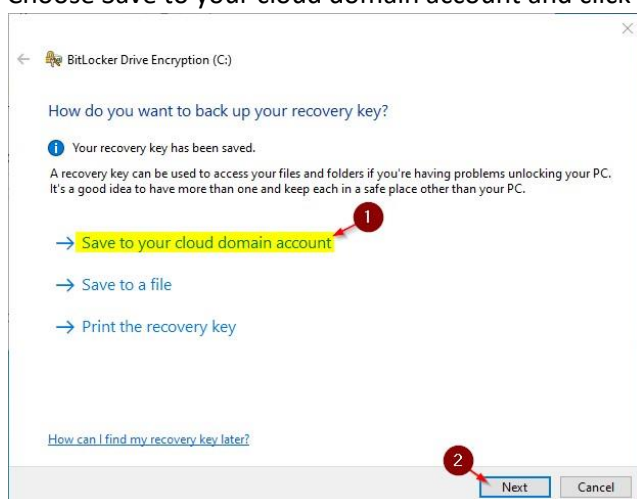
1. To install the patches, click on the search bar.
2. Type Check for updates and click Check now.
3. Alternatively click on Start ⊞ button, and then go to Settings ⚙ > Update & Security 🔄 > Windows Update 🔄 .
4. The process will take a few minutes to complete.

# Turn on device encryption (BitLocker)

Encryption helps protect the data on your device so it can only be accessed by people who have authorization. You shouldn't store data on the laptop. You can store data on your OneDrive for Business account – note OneDrive synchronizing shouldn't be enabled.

IMPORTANT: Please be aware that ITD Service Desk do not provide encryption support, and encryption keys must be managed by the Student.

1. Please double click BitLocker Drive Encryption on the desktop and then click Turn on BitLocker
2. Choose Save to your cloud domain account and click Next.



3. Click on Activate BitLocker to start encryption.
4. The process will take a few minutes to complete.

Please note, the laptop may prompt you to enter the BitLocker code, and in the next section, you will find steps on how to retrieve the BitLocker code for your laptop.

# My Account portal / Retrieve BitLocker Code

The Devices page of the My Account portal helps you to manage the devices connected to your Microsoft account.
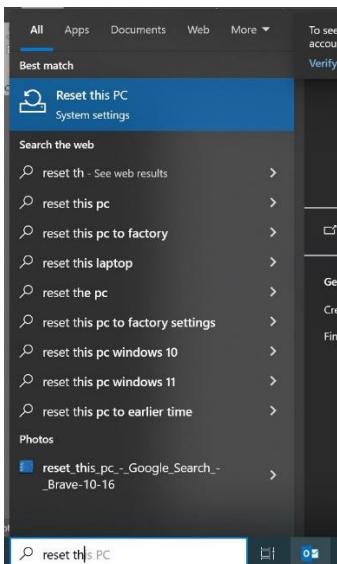
From the Devices page, you can:

    - View your BitLocker Keys

    - View your work or school account-connected devices.

    - Disable any devices you no longer own, have lost, or that have been stolen.

# FAQ's

1. My device is experiencing issues that isn't related to hardware, therefore Dell cannot help.
   - If there are issues relating to your profile such as screen flashing or apps continuing to crash, it's a software related issue. ITD are not supporting these devices, so the recommended solution is to reset your device to a factory state. To do this please follow the below instructions.

1. Click the search bar or start menu button and search for "Reset This PC" and hit enter.
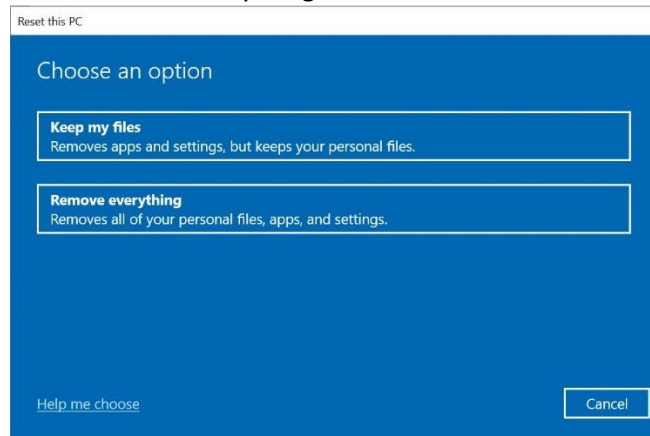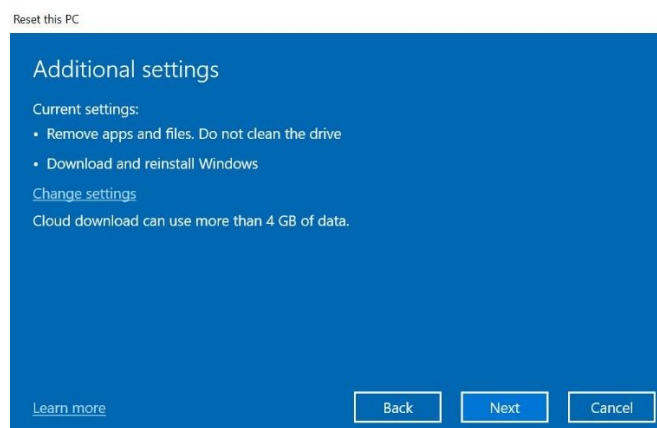


2. Click "Get Started"
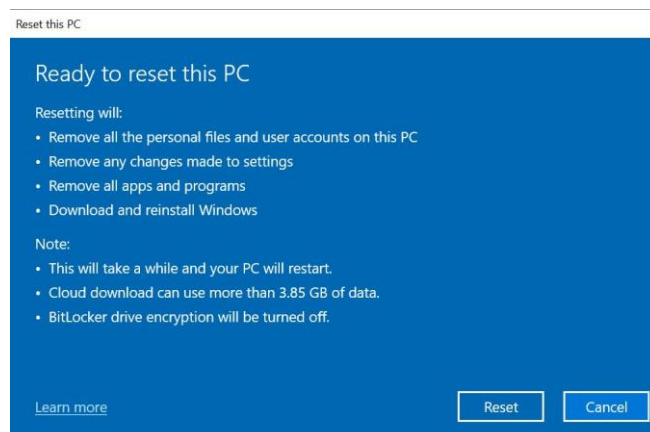
3. Click "Remove Everything"



4. Click "Cloud Only"



5. Click "Next"



6. Click "Reset" It will take approx. an hour for the process to complete, then setup as previously.

# To View your BitLocker Key

1. Go to  My Account - Devices (microsoft.com)
2. Log into your Microsoft Windows 10 account with your student email address <student number>@studentmail.ul.ie.
3. Click on Devices. Choose y