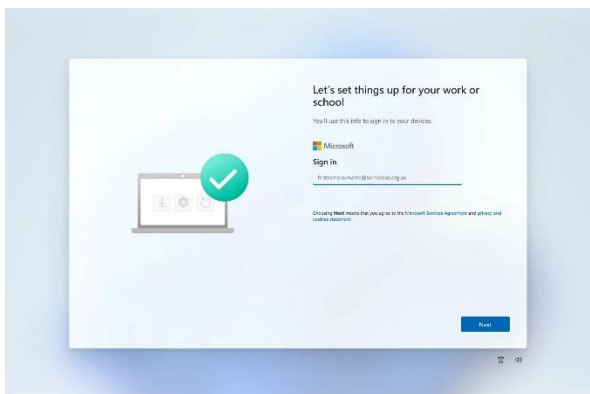
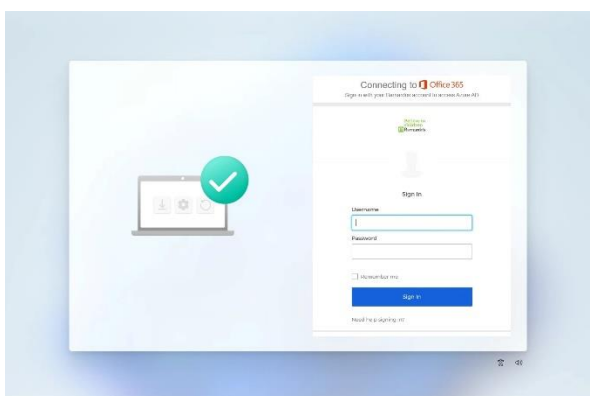




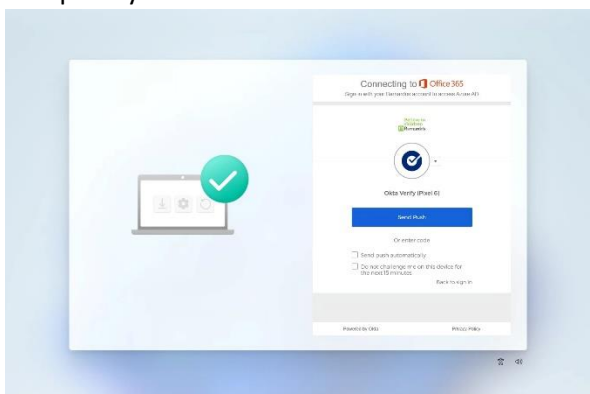
5. Enter your Barnardo's email address and click Next



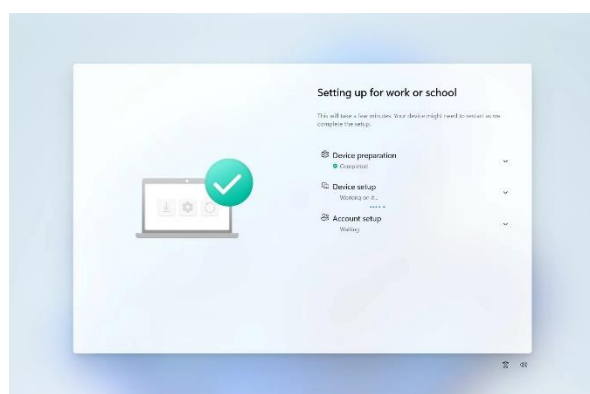
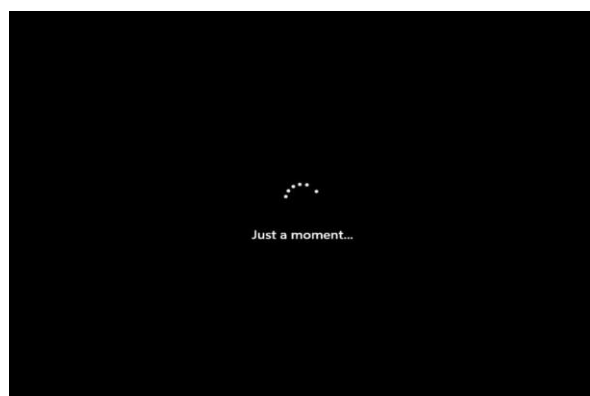
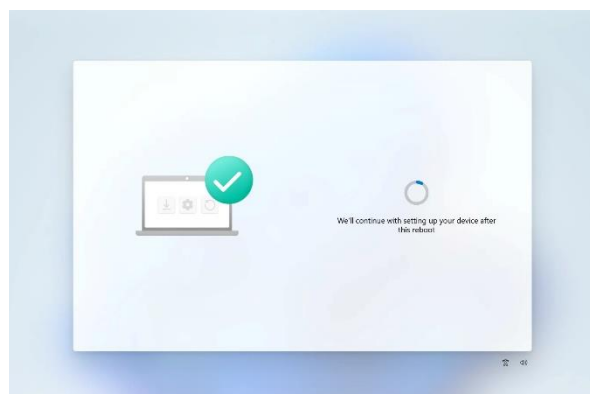
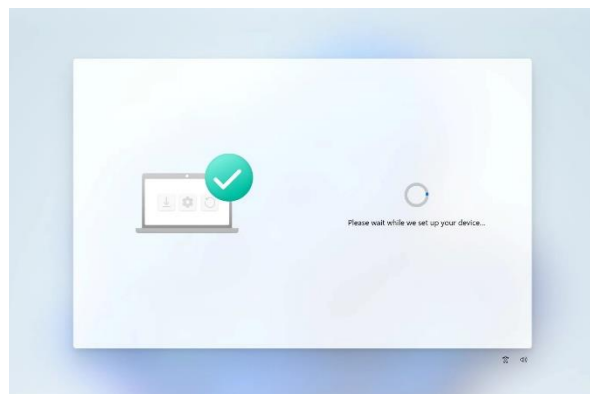
6. Enter your Okta username (firstname.surname) and password, and click Sign-in



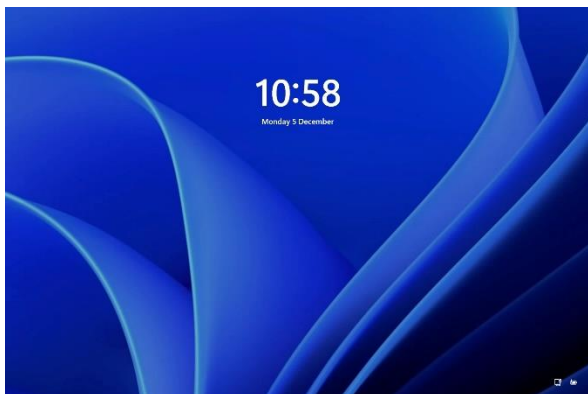
7. Complete your Okta authentication



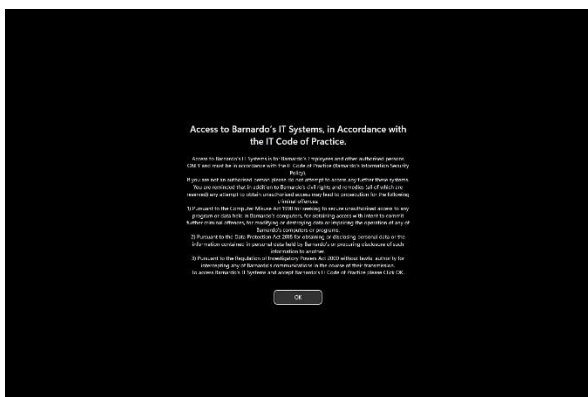
8. You will see several status screens during setup



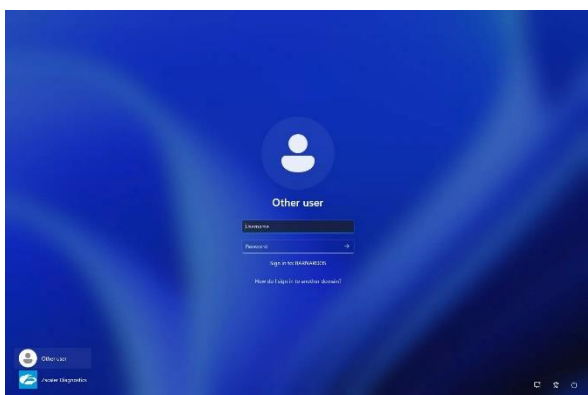
9. Press Enter on the Windows pre-login screen (displaying the time and date)



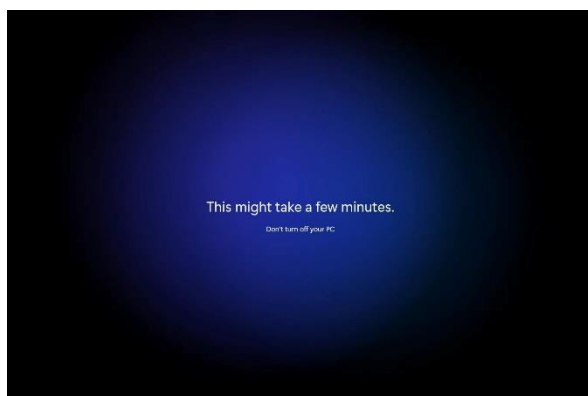
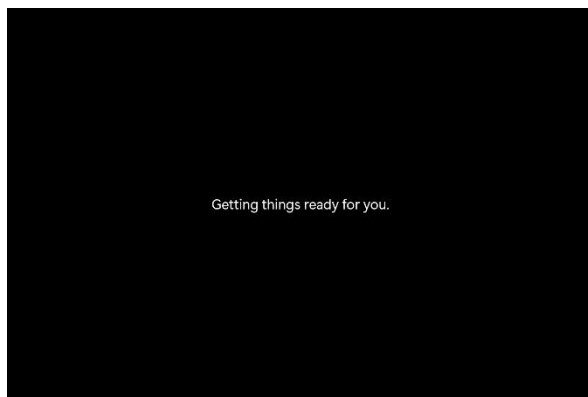
10. Read and click OK on the IT Code of Practice



11. Enter your Okta username (firstname.surname) and password, and click →

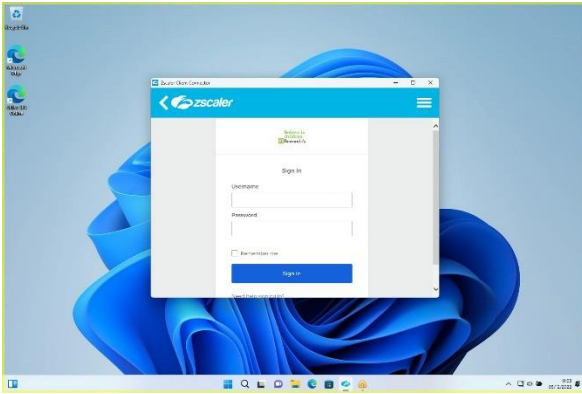


12. You will see several status screens while your account sets up

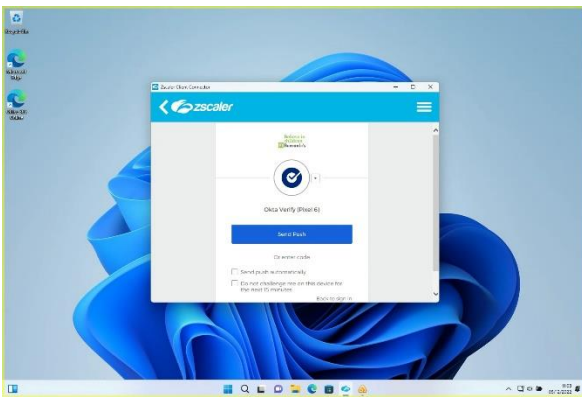


# Get set!

- 13. Sign in to Zscaler with your Okta username (**firstname.surname**) and password.

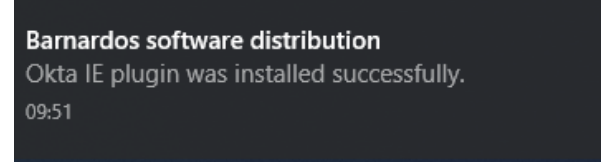


- 14. Complete your Okta authentication



- 15. **Wait for between 1 and 3 hours**, depending on your Internet connection. Your computer will download and install all the software you need. This includes Adobe Reader, Google Chrome, and Enterprise Connect.

If you do not notice anything happening after 30 minutes, restart your computer. You will get regular pop-ups as each software package is installed.



You will know it is finished when you do not get any pop-ups for an hour and there are no applications installing in the 'Downloads & updates' section of the Company Portal.

# Go!

- 16. Finally, although all the key Barnardo's software e.g., Microsoft Office, is installed by default on the computer, you may need to add some additional applications from the Company Portal. Shortcuts to retail specific systems (Cybertill, Retail Hub and VOL1 Assemble) will be available through the Start Menu. If your application is not available here, please contact Service Desk on 0330 222 0199 or log a call through [FirstPoint](#).
- 17. (Retail only) At this point you will need to contact the Service Desk to install the Zebra Setup Utilities on your new computer.

**Service Desk 0330 222 0199**

- 18. That is it – you are all ready to go to work on your new laptop computer.

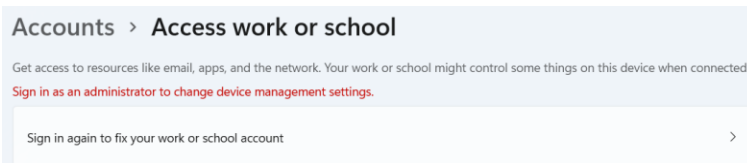
# Troubleshooting

If you see this message, follow the below steps to resolve –

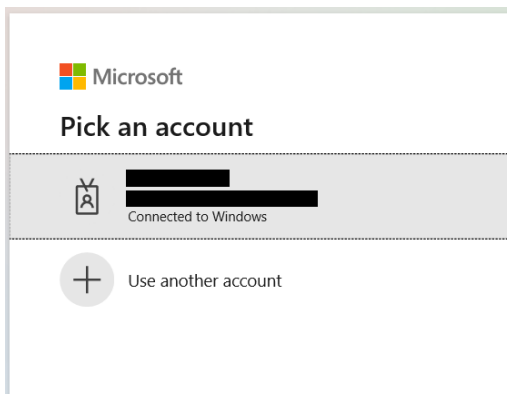
## Work or school account problem

To fix this, select this notification to sign in again.  
Or, go to Settings > Accounts > Access work or school settings, and select Sign in again to fix your work or school account.

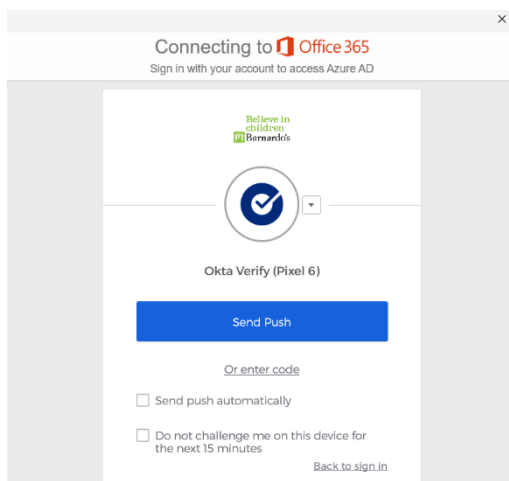
1. Click on the message to open Windows Settings
2. Select Sign in again to fix your work or school account



3. Select your account



4. Complete your Okta authentication



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## Additional users

Additional users logging on to the device do not need to go through the setup process, but they may need to wait up to an hour the first time they log in to the device for application shortcuts to become available. This only applies to staff with a Barnardo's login, not Retail volunteers using the local Cybertill account.

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## What to do next

Please make sure you complete the following checklist.

- Check for missing software.** If you use any non-standard applications, go to Start > Company Portal.
- (Retail only) Install your printer.** Depending on your printer model either install the HP Smart or Lexmark driver applications from the Company Portal. Once installed, plug in the USB cable from the printer and turn on.
- Visit the Software Support Centre on Inside.Barnardos** and update yourself with our Information Security guidance. It is vital that you understand how to manage our information safely and securely in the cloud.
- Add Office 365 to any mobile work devices**, including smartphones and tablets. Your new Microsoft 365 licence means you can use Office 365 apps on up to five other devices.

**Finally – If this is a replacement computer, once you have set up your new computer, are happy everything is working, all your applications available and working, you must return your old computer to IT Supply within one week so we can reuse it for other members of staff. Please use the box to return your computer and you will find a returns label included and the instructions.**

Guidance on returning equipment can be found at [inside.barnardos.org.uk](https://inside.barnardos.org.uk) by searching for “Returning equipment,” for which you do not need to be connected to Barnardo's systems.