

## Windows Computers: Initial Setup

Instructions for new team members using Windows computers.

**To complete the initial setup of your Windows computer, you will need the following:**

- Mercury Insurance, AIS or Orion Indemnity company email address and network password
- Password for your home Wi-Fi network

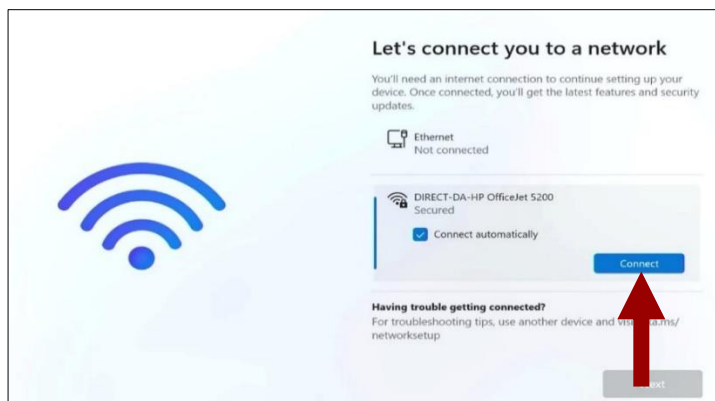
To ensure the best onboarding experience, complete this process while connected to your home Wi-Fi network. Public Wi-Fi networks may have firewall restrictions that will impact the setup process.

For assistance during setup, please call the IT Service Center for Mercury Insurance/AIS/Orion Indemnity at (714) 671-6558.

### Step 1

Turn on your computer and navigate to your Wi-Fi network. In the password field, enter your home Wi-Fi password and select **Connect**.

Select **Next** to continue.

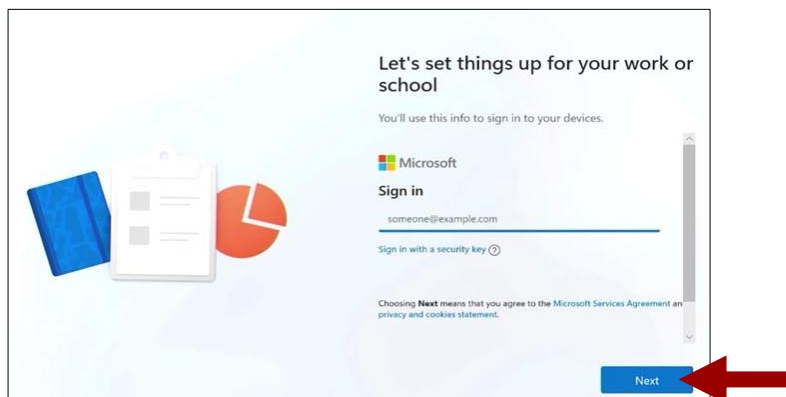


### Step 2

If prompted to authenticate, type your company email address and network password. Select **Sign In**.

### Step 3

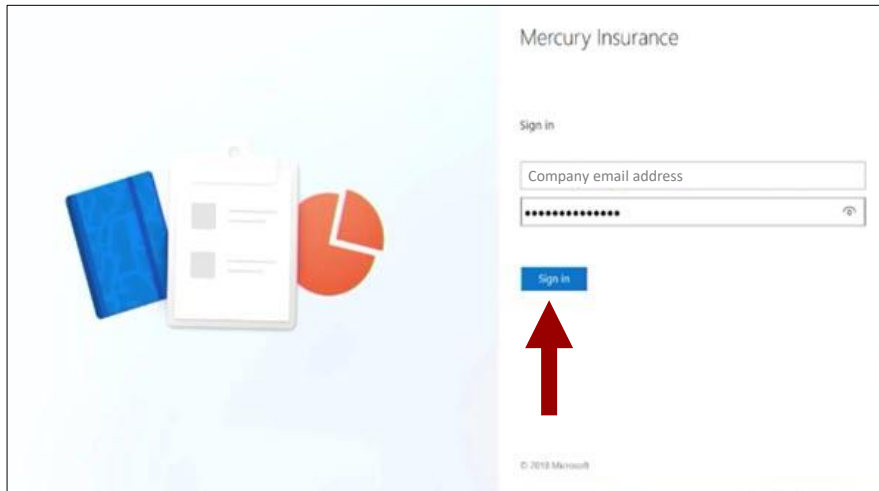
To start the setup process, type your company email address. Select **Next**



**Step 4**

Type your company email address and network password. Select **Sign in**.

**Note:** The process will take up to one hour for department-specific applications to install. When the process is completed, your Windows desktop displays.



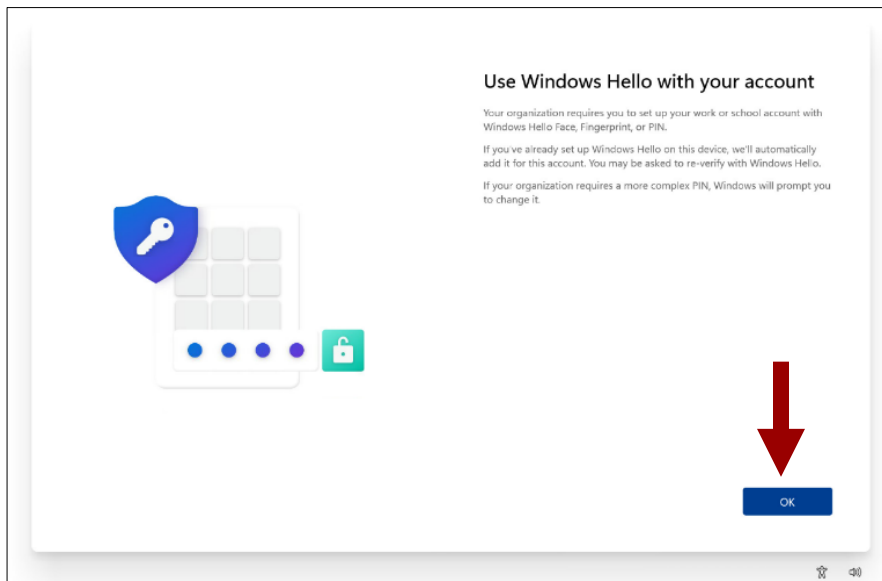
**Step 5**

After completing the initial setup, you may be prompted to set up *Windows Hello for Business* the next time you start your computer. Continue to **Step 6**.

If not prompted, continue to **Step 9**.

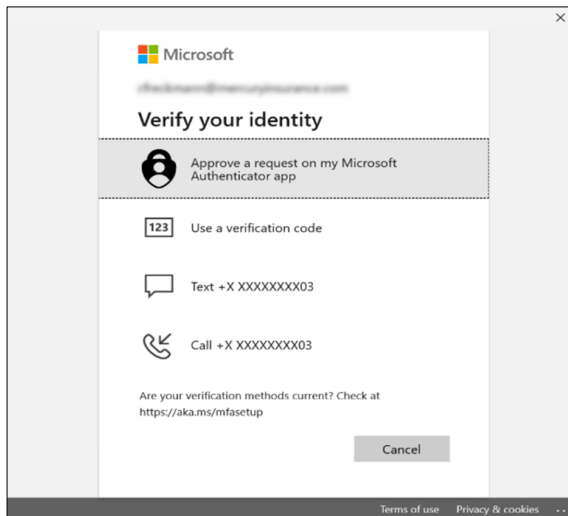
**Step 6**

From the **Use Windows Hello with your account** screen, select **OK**.



**Step 7**

To verify your identity, select one of the options to complete the Multi-Factor Authentication (MFA).

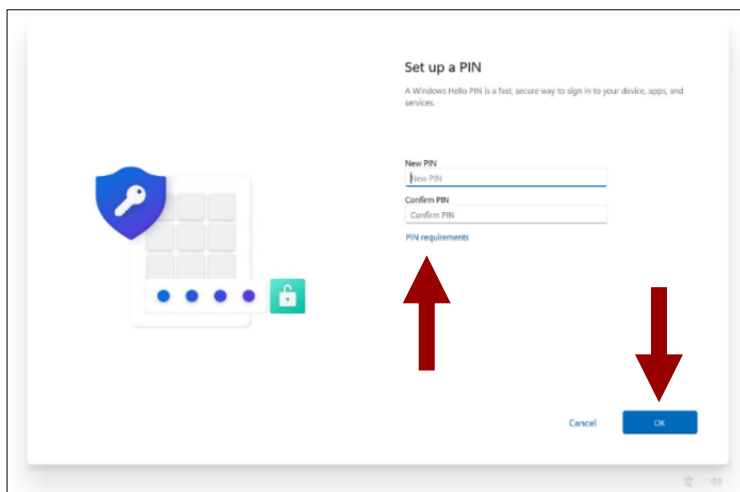


**Step 8**

From the **Set up a PIN** screen, create a new PIN that meets the following requirements:

- Must be at least 7 characters long
- Cannot be longer than 127 characters
- Can include uppercase letters
- Can include lowercase letters
- Can include digits (0-9)
- Must include at least one special character:
  - E.g., ! " # \$ % & ' ( ) \* + , - . / : ; < = > ? @ [ \ ] ^ \_ ` { | } ~
- Cannot be a number pattern:
  - E.g., 123456 or 111111

Enter your PIN and select **OK**.



*You are now able to sign in or unlock your Windows computer using a PIN instead of your network password.*

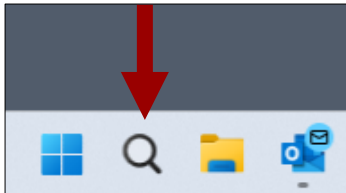
**Step 9**

To connect to Mercury’s Virtual Private Network (VPN), do one of the following:

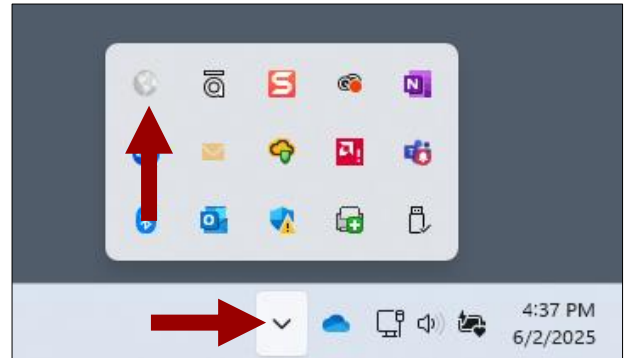
- Navigate to the **Start** menu (Windows icon) and use the magnifying glass to search for **GlobalProtect**. Select the application to open.
- Navigate to the lower right taskbar of your Windows desktop. Select the **upwards arrow** to view all icons. Select the globe icon for GlobalProtect.

**Note:** If you do not see the GlobalProtect application, please contact the IT Service Center.

**Start menu and search:**

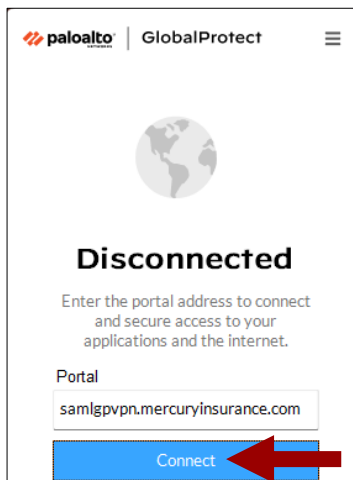


**Lower right taskbar:**



**Step 10**

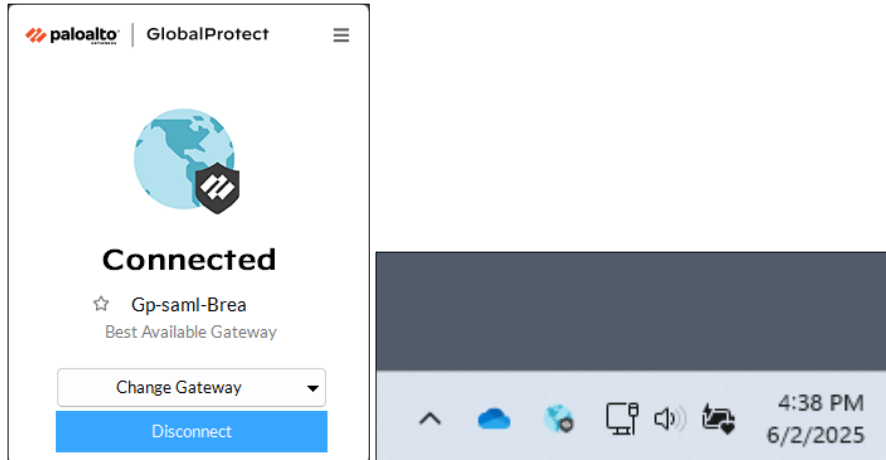
Select **Connect**.



**Step 11** You will receive a text message to your mobile phone containing a numeric code.

Enter the code in the appropriate field to complete the Multi-Factor Authentication (MFA).

Once connected, you will see **Connected** and the icon in your taskbar changes from gray to blue.



**Important:** To maintain a secure connection and ensure access to essential company systems and applications, please connect to VPN daily.