

Welcome to the district's "Employee Refresh" deployment process for your new district-provided **Dell laptop**! This guide will walk you through the steps to set up your device with minimal effort. The "Refresh" deployment leverages Microsoft Intune (management software) to automatically configure your district-provided laptop with all the necessary applications, settings, and security policies.

Introduction




The "Refresh" deployment process is designed to simplify the setup of your district-provided laptop. Once you power on the device, it will need to be connected to a network (district or personal), enroll in Microsoft Intune, and configure itself with all the required software and settings.

Before You Begin

Before starting the setup process, ensure you have the following:

- **District Credentials:** Your district-issued username and password.
- **Internet Connection:** A stable Wi-Fi connection.
- **Power Supply:** Ensure your district-provided laptop is connected to a power source.

Table of Contents

Introduction.....	1
Before You Begin.....	1
.....	2
Step-by-Step Setup Guide	3
Step 1: Power On Your Laptop	3
Step 2: Select Language and Region	3
Step 2a: Choose Keyboard	3
Step 3a: Connect to Wi-Fi network	4
Unable to Connect to Wi-Fi	4
Step 4: Sign in to Your District Account	4
Step 4b: Completion and District Log-in Screen	5
Step 5a: Check Desktop Shortcuts	6
Step 5b: Installing School Printers	6
Step 5c: Installing Apps via Company Portal	7
Post-Setup Instructions	8
Issue: Applications Not Installed	8
C Check Network Connectivity	8
 Post-Setup Instructions	9
 Verify Applications	9
 Check Network Connectivity	9
Final Check list	10
Support Contact Information.....	10

Step-by-Step Setup Guide

Step 1: Power On Your Laptop

- ☐ Open your laptop lid or press the power button. On first boot, Windows will begin the Autopilot setup process. You'll be prompted to select a Wi-Fi network. Choose your home or district Wi-Fi and enter the password to connect.

💡 Your district-provided Dell may power up when the lid is opened, **make sure to plug in the power cable.**



Step 2: Select Language and Region

- ☐ **Language:** If this question appears, click on the **Continue in English** button.
- ☐ **Region:** The scroll bar will appear on the right-hand side when you hover the mouse over the location. Scroll down to Canada, select Canada, then click **Yes**.

Step 2a: Choose Keyboard

- ☐ Click **Yes**, to choose the US (default setting).
- ☐ Click **Skip**, on add a second keyboard.

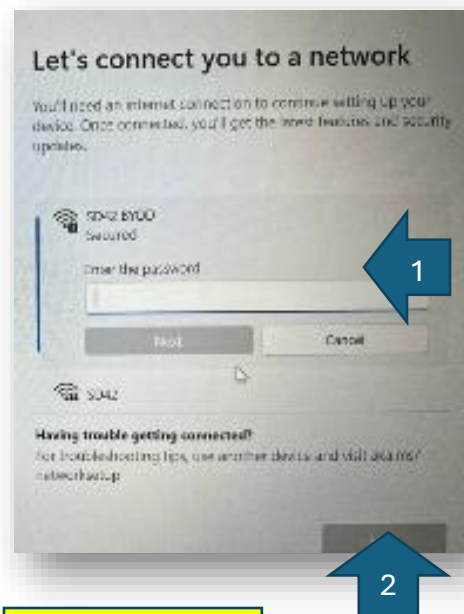
Step 3a: Connect to Wi-Fi network

- ☐ Select the **SD42 BYOD** Wi-Fi network from the list if you are in a district building.
- ☐ Enter the **SD42 BYOD** password **SD42Refresh!**
-OR-

Select your **home** Wi-Fi network from the list and enter your home Wi-Fi password.

Click > **Next**

NOTE: If you can't see the network on the screen, hover over the left side of the list to use the scrollbar.



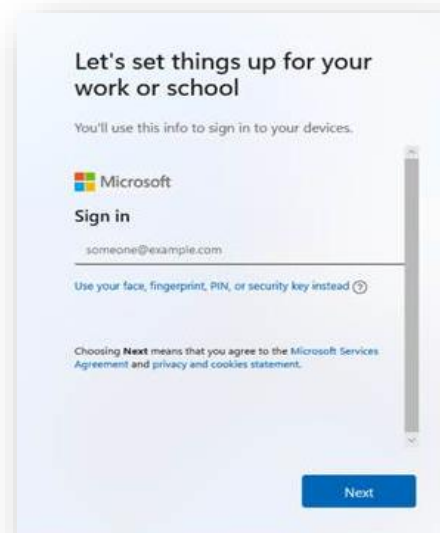
- ☐ Enter the password
- ☐ Click Connect and then Click **Next**.

Unable to Connect to Wi-Fi

Solution: Verify the Wi-Fi password and ensure you are within range of the network. Restart the laptop and try again.

Step 4: Sign in to Your District Account

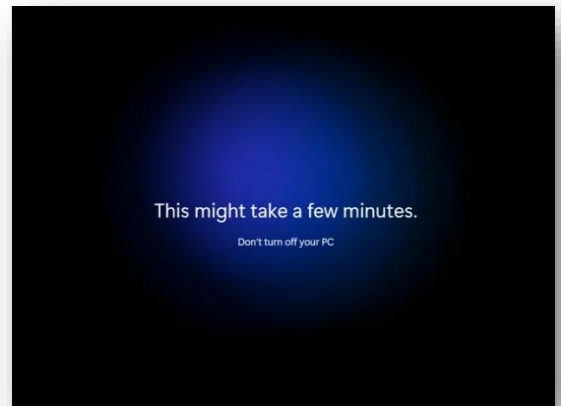
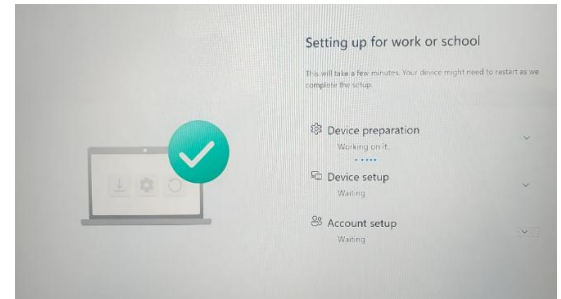
- ☐ You will be prompted to sign in with your district credentials (*firstname_lastname@mrpm.sd42.ca* & your district password).
- ☐ Click > **Next**
- ☐ After this step the laptop will change screens to continue with the setup.



Step 4a: Device Configuration

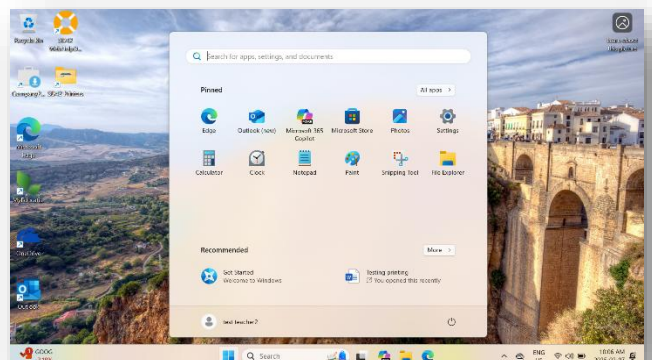
- During this time, the laptop will:
 - Enroll in Microsoft Intune.
 - Install necessary applications.
 - Apply security policies and settings.
- A screen will appear that shows progress of device setup
 - Device preparation
 - Device set up

*If an error occurs during this process, take a picture of the screen or make a note of the error, click the **Continue** button. Log an IT Ticket to let us know you have received an error during this process.*
 - The device will set up the first two sections and then will present you a 'Blue' District Log-In screen.



Step 4b: Completion and District Log-in Screen

- Once the Device Configuration is complete, the laptop will reboot and present you with a 'Blue' District Log-In screen.
 - You will be prompted to sign in with your district credentials (*firstname_lastname@mrpm.sd42.ca* & your district password).
- After signing in, the laptop will finish setting up your account. Once complete, the screen should look similar to the image on the right. At this point, the laptop is ready to begin installing applications.



Step 5a: Check Desktop Shortcuts

- Click on the Icons on the left-hand side of your desktop (see picture on the right).
- Make sure that you can log in as needed.
 - **Company Portal**
 - **Microsoft Edge**– this will open a browser to the SD42 website. (www.sd42.ca)
 - **My Education BC**
 - **OneDrive**
 - **Outlook**
 - You will find links to all the Microsoft Apps by clicking on the 9 dots in the upper left corner (Web versions only)
 - Outlook / OneDrive / Word / Excel / PowerPoint
 - To access, just click on the application
 - **SD42 WebHelpDesk**

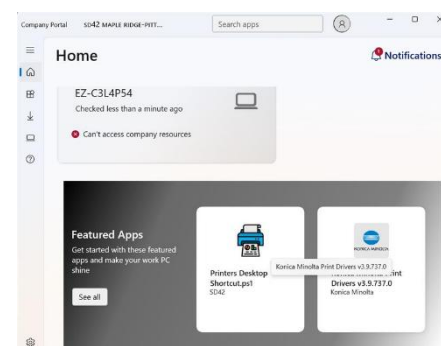


Step 5b: Installing School Printers

- 💡 To install your school printer on the laptop you must be connected to the SD42 Enterprise Wi-Fi at the school.

Open the '**Company Portal**' icon on the desktop and scroll down to Featured Apps.

- Click > **See All**
- Click > **Printers Desktop Shortcut.ps1** (this will install a shortcut on the desktop for all district printers).
- Click on the **SD42 Printers folder** now on the desktop
- Find your **school-Copiers driver** and double click the file. This will now install the Konica Copier Driver for your school.



Step 5c: Installing Apps via Company Portal

- Find the app you wish to install in Company Portal > **double click** to install.
- Follow all prompts as asked.

☐ **Microsoft OneDrive** – (Highly recommended install)

- The Microsoft OneDrive on your desktop is a web version only. If you wish to install the client onto your laptop
 - All / Microsoft Apps / Office / Teacher Apps
- click > **OneDrive** and wait for the installation to complete
- click > **Open** and when prompted to sign in
- user <**firstname**>_<**lastname**>@mrpm.sd42.ca
- Enter your district email/log on password



- ☐ The laptop may restart after this installation. Re-log in to the laptop to continue with the process.

☐ For **Microsoft_365_Office** click > **Install**

- (this will take a while to complete). Once complete, you will see a Microsoft Auto Update screen > click '**OK**'
- Word, Excel, PowerPoint, Outlook are now available and can be found by

using the search icon



found in the upper right-hand corner of your desktop screen.




- ☐ The installation of Microsoft Office (at home) may take a while and end up erroring out due to a time delay error. "**Do not worry**"
- ☐ If this happens, just restart the laptop and then relog in. You will be able to continue with setting up the laptop after the restart.

☐ **Adding Office Apps** as local apps on the laptop (local on the laptop)

- Open up Company Portal
 - Click on Microsoft 365 Office Applications
 - Click on Install – this will install the Apps on the device.
- Open OneDrive and log in with your district email and password

- ☐ Log into Outlook and verify that your emails are populating.

- ❑ **Office App** (Word, Excel, PowerPoint) will require you to sign in with your district account.
 - Use **<firstname>_<lastname>@mrpm.sd42.ca**
 - Use your district password
 - Once signed in all remaining Office Apps will now automatically sign in.
- ❑ **Outlook**
 - All Office applications are available in the web version. If you wish to install Outlook client onto the laptop.
 - Navigate to Self Service and install Microsoft_365_Office see above.
 - Search 'Outlook' in the search icon 
 - Click > **Install**
 - Click the Add **<firstname>_<lastname>@mrpm.sd42.ca** option.
 - You will be prompted with options to tailor Outlook the way you want it to function and look.

Post-Setup Instructions

User experience may vary depending on the version of Microsoft Office

The shortcut for SD42 printers will only work if you are connected to an SD42 network.

When you first open a browser, it will ask you if you want to 'Sync' (webpage shortcuts and passwords) answer Yes if you want to sync.

Issue:
Applications Not Installed

Solution:
Wait additional time as the installation process may take some time. If applications are still missing after more than an hour contact the IT support team.

- ❑ After 30 minutes (sometimes it takes time for the apps to install) open the following apps in the next step.

Check Network Connectivity

- ❑ Ensure you are connected to the internet and can access district resources. If you hover over the icon for networking on the task bar you will see the network connection.
- ❑ Verify that you are able to see SD42 Enterprise in the wireless



Post-Setup Instructions

Verify Applications

- ☐ Make sure all desktop shortcuts open correctly (e.g., MyEducation BC, Office 365, Teams).
- ☐ When opening your browser for the first time, it may prompt to sync bookmarks or passwords. Select ****Yes**** if desired.
- ☐ Wait approximately 30 minutes for apps to fully install. Then open:
 - - ****Word, Excel, Outlook, Teams**** (also available via the ****Office app**** shortcut)
 - ☒ Confirm that each app works as expected.
- ☐ Self Service is where you will find District approved applications that you can install.

Check Network Connectivity


- ☐ Verify that your Wi-Fi is connected, and you can reach websites such as ****www.sd42.ca**** or ****www.sd42.ca/helpdesk****.

Final Check list

- ☐ Wireless – are you showing SD42 Enterprise connected
- ☐ OneDrive – have you logged in and verified your files are there
- ☐ Outlook – have you logged in and verified your emails are there
- ☐ Teams – have you logged in
- ☐ Printers – have you installed the <school-Copiers> driver for your school




Support Contact Information

If you encounter any issues during the setup process or need further assistance, please contact the district's IT support team by logging a ticket:

- ☐ <https://www.sd42.ca/helpdesk/>
- ☐  If you don't have access to the internet, please call for assistance
- ☐ **Phone:** (604) 466.6248
- ☐ **Support Hours:** 08:00 to 04:00

We'd Love Your Feedback!

As part of our **Staff Refresh Program**, we're always looking to improve the experience. After you've completed your setup, please take a moment to share your thoughts.

- ☐  Tell us what worked well and where we can do better.
- ☐  Click the link below to complete a short (2–3 minute) survey:
- ☐  <https://forms.office.com/r/hVN40kJcgS>
- ☐ Your feedback helps us improve support, streamline future rollouts, and make things smoother for everyone. Thank you!

2025 Staff Device Refresh Survey

