Equipment Setup and First Login Guide

Table of Contents

Document Overview

Once your machine is set up, there are a few steps you should take that will allow you to access Element resources and will make your work experience easier. This document will serve as a quick guide to walk you through this process. The following steps provide a general guide of what needs to be done. The rest of the document goes more in depth to each step.

Equipment Setup

Once unboxed, please follow this link or scan the QR code for a tutorial on how to setup your Element issued equipment.

Equipment Setup Guide

Notice!!!

We advise that you perform your set up prior to your first day!

Signing into the Computer

Your manager should have provided you with your credentials. Sign into the computer with your username and password. If you are unable to sign in with the credentials provided, or you have not received your credentials, please have your manager contact the New Hire Consultant.

Setting up Office 365 Multi-Factor Authentication

After you sign in, setting up MFA is required to access Element resources. If this step is not completed, you will be unable to launch Outlook and other mission critical applications.

Launching Global Protect

After signing into the machine and setting up MFA, you will then need to launch and sign into Global Protect. This ensures all your applications will work as intended.

How to Register for Office 365 Multi-Factor Authentication

Office 365 Multi Factor Authentication is an enhanced way of securing your account. When you log into Office 365 outside the Element network, you'll be prompted for an additional method of verification. This provides an additional level of security on your account to help prevent hackers from gaining access to your email, SharePoint, OneDrive, & other Office 365 services. To summarize:

- When working from home using Global Protect or inside of the Element or CEI Office: you will not be prompted for MFA when logging into Office 365.

- Working from home without using Global Protect: you will receive an MFA prompt when signing into Office 365 services.

Step 1: Installing the application on your smartphone

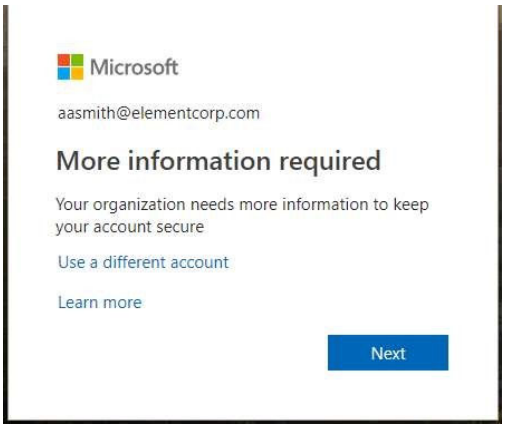
THIS IS THE RECOMMENDED OPTION. It is the easiest to use once setup. You will need to install the Microsoft Authenticator app on your smartphone for this.

1. From your iPhone or Android device, search the application store for the Microsoft Authenticator app, and install it on your phone.

2. Once you have the app installed, tap to open it. Click Allow when prompted to allow notifications.

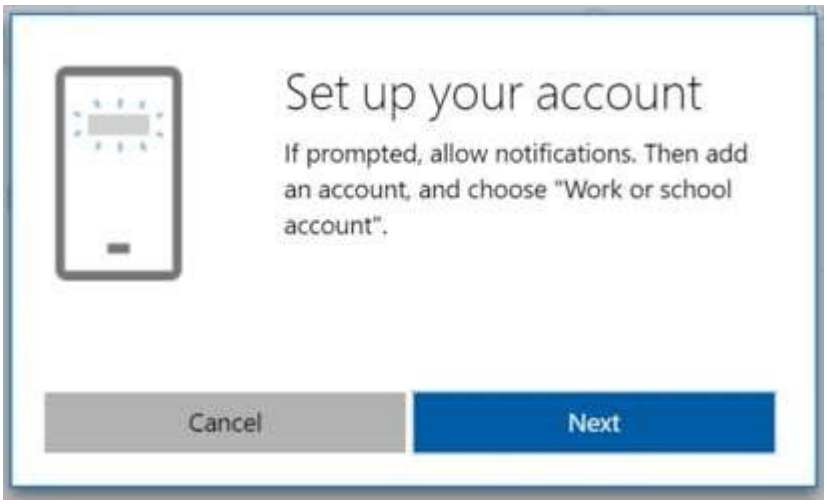
Step 2: Preparing the QR Code

1. Now on your Element workstation, open a web browser and go to. https://aka.ms/setupsecurityinfo Hit next at the following prompt:



2. You'll be prompted to choose from several Authentication options. Click "Mobile app." Hit next on the screen below

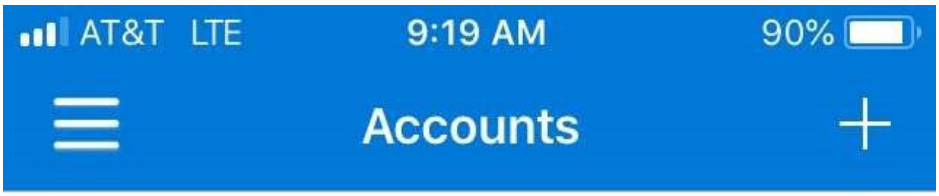
3. Click Next at the Set up your account screen.



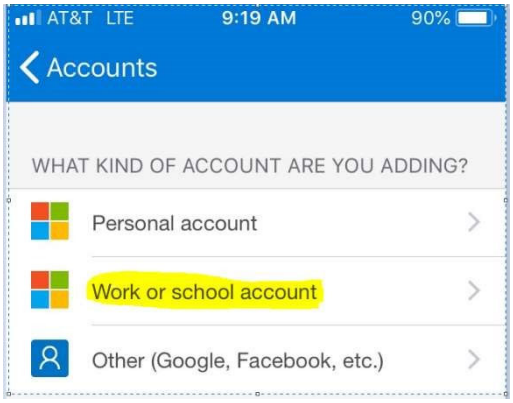
4. Click Next at the following screen

Step 3: Adding the Work Account

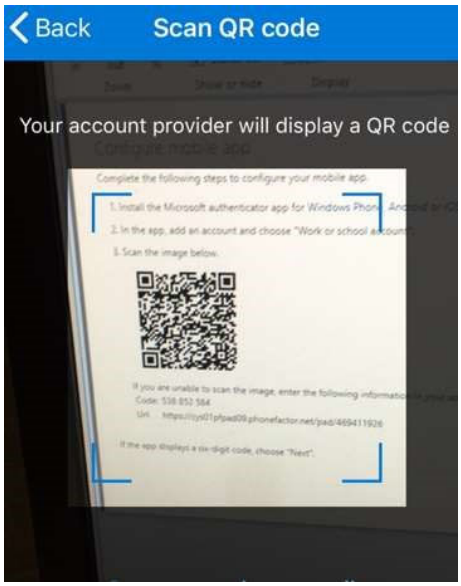
1. From your mobile phone, open the Microsoft Authenticator app, and click the + symbol to add your account.



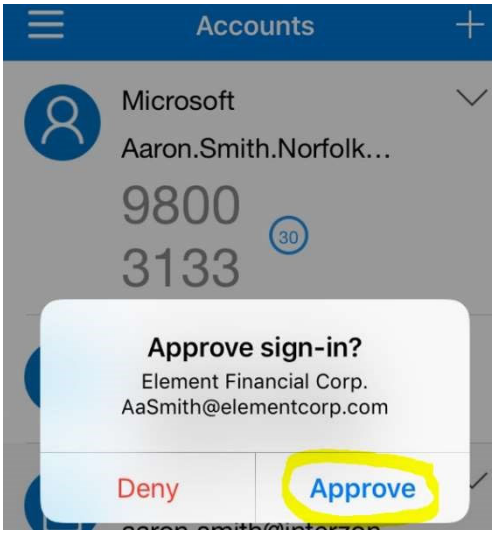
2. Now choose the option for “Work or school account”. Be sure to allow the app to access your camera when prompted.



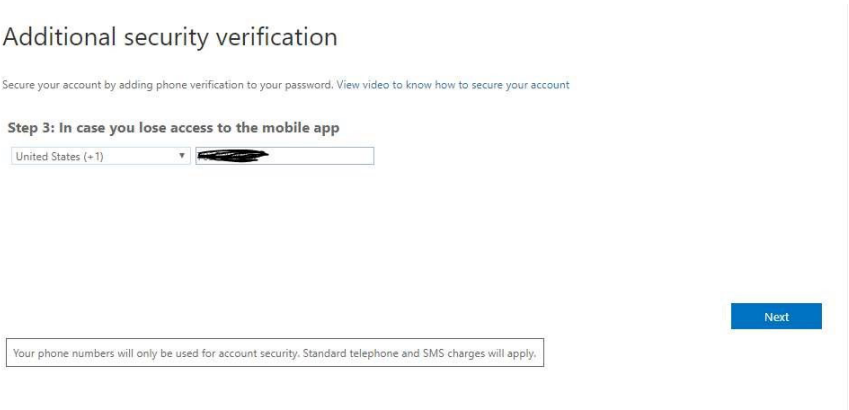
3. Hold your phone up to the computer screen and aim to get the QR code within the square, as shown below.



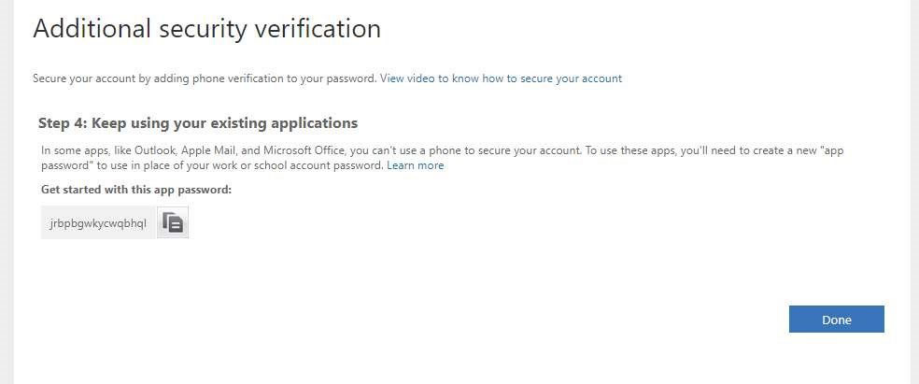
4. After you have scanned the QR code, you’ll get a notification on your mobile phone. Tap Allow.



5. You will be prompted to provide a phone number in case the mobile app stops working. Use your cell phone # for this step, then click next.



6. Click done on the following screen.



If you are unable to set up Multi-Factor Authentication with these instructions, the following section will provide alternative methods for using Multi-Factor Authentication

(Optional)Multi-Factor Authentication: Alternative methods

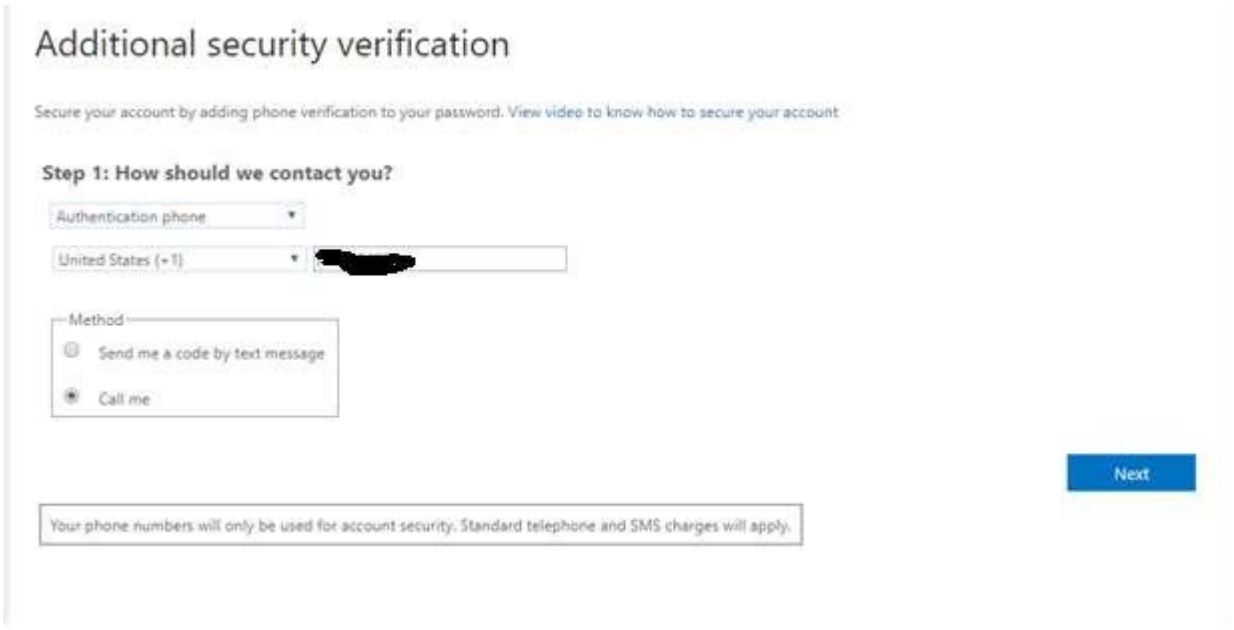
If you do not have a smartphone, or for some other reason you are unable to use the Microsoft Authenticator app, there are other methods of authentication for MFA.

Option 1: Have MFA call your cell phone or send you a text message via SMS (If you cannot install the Microsoft Authenticator app on your phone, or you would like to avoid the data usage of the app, use this method.)

Option 2: Send a verification code to the to the Mobile App, then enter in that code within 30 seconds. (WE STRONGLY URGE YOU NOT TO USE THIS OPTION! Choosing this option only gives you 30 seconds to respond to the MFA prompt.)

Setting up MFA with Option 1

If you do not have the ability to install the Microsoft Authenticator app, you can also choose to have the system call or send your cell phone an SMS message. This is not the recommended setup, but you can still choose this option.



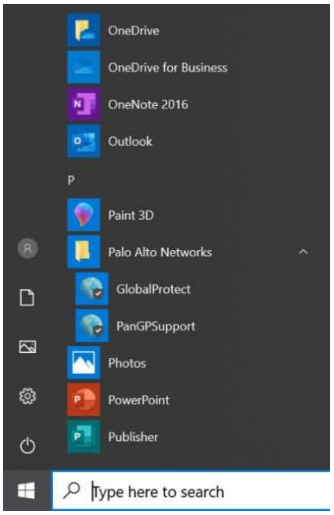
If you want Office 365 to send you an SMS message, select "Authentication phone" from the dropdown menu, then enter in your cell phone #, and choose "Send me a code by text message."

If you want Office 365 to call your cell phone instead, select "Authentication phone" from the dropdown menu, then enter in your cell phone #, and choose "call me". Then click next to proceed with the setup. You will be called or sent an SMS code on your phone to verify your identity.

Launching Global Protect

Before launching Global Protect, make sure you completed the Multi-Factor Authentication for Office 365 first.

1. Launch the Global Protect app by clicking on the Start menu and going to Palo Alto Networks > Global Protect. You can also type Global Protect in the search bar and launch it from there.



2. Once launched, it will show up in your system tray. This is located on the right-hand side of your taskbar. You may have to click on the chevron (circled in red) in order to see the Global Protect Icon.

Figure 1: Chevron to click to show Global Protect if it's not there

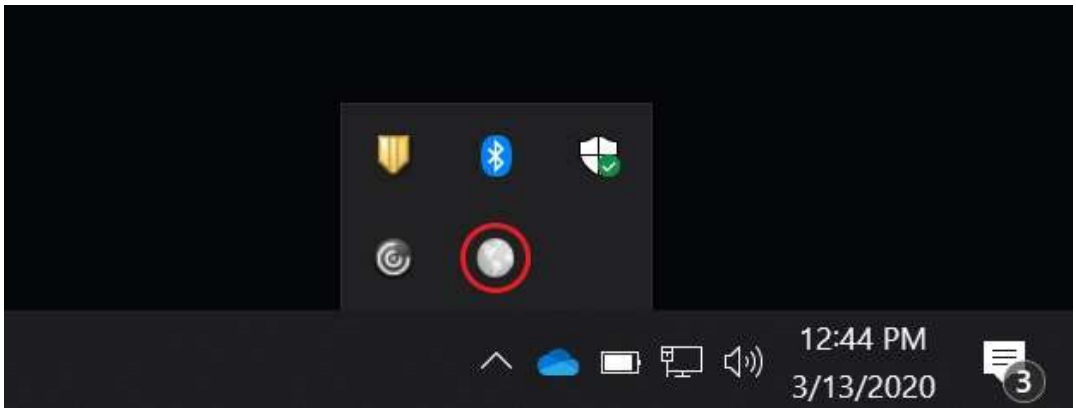
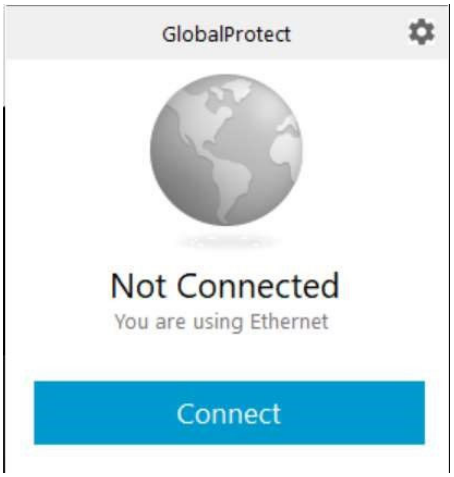
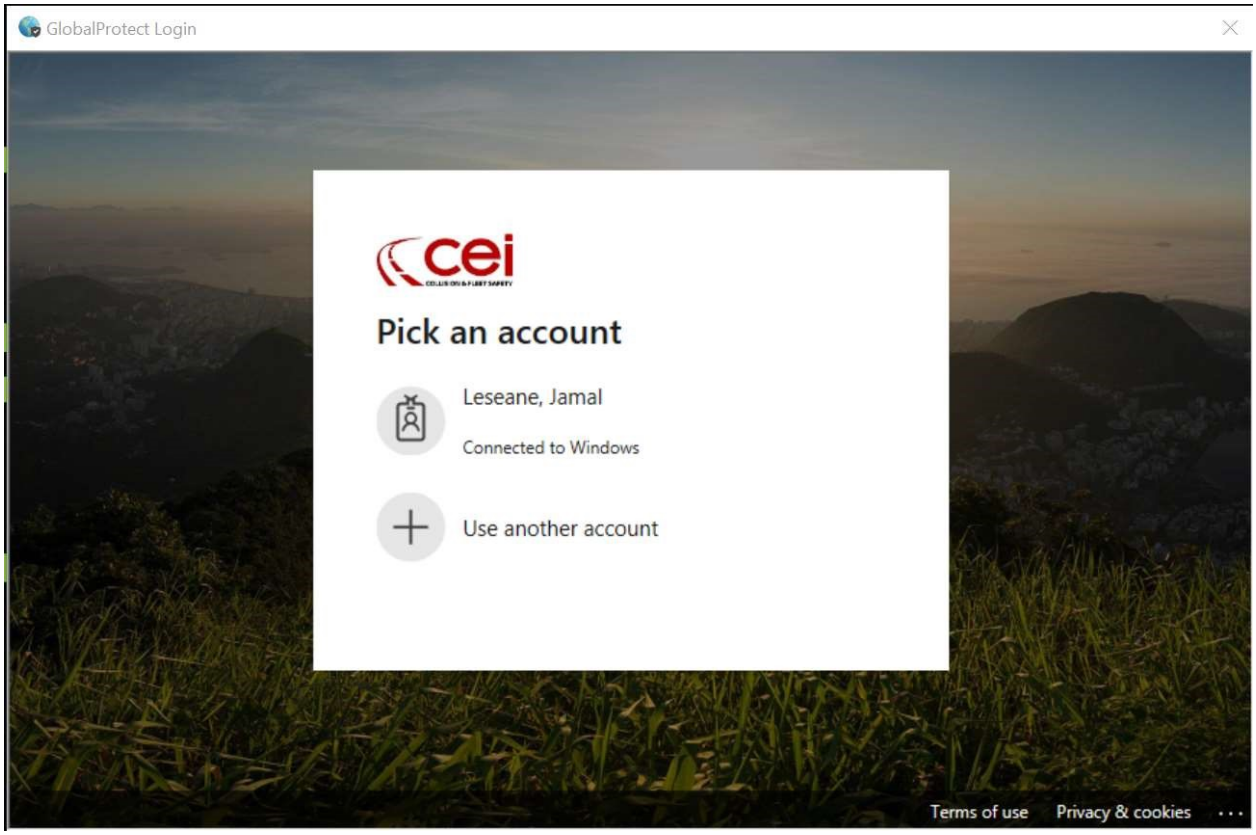


Figure 2: Global Protect Icon

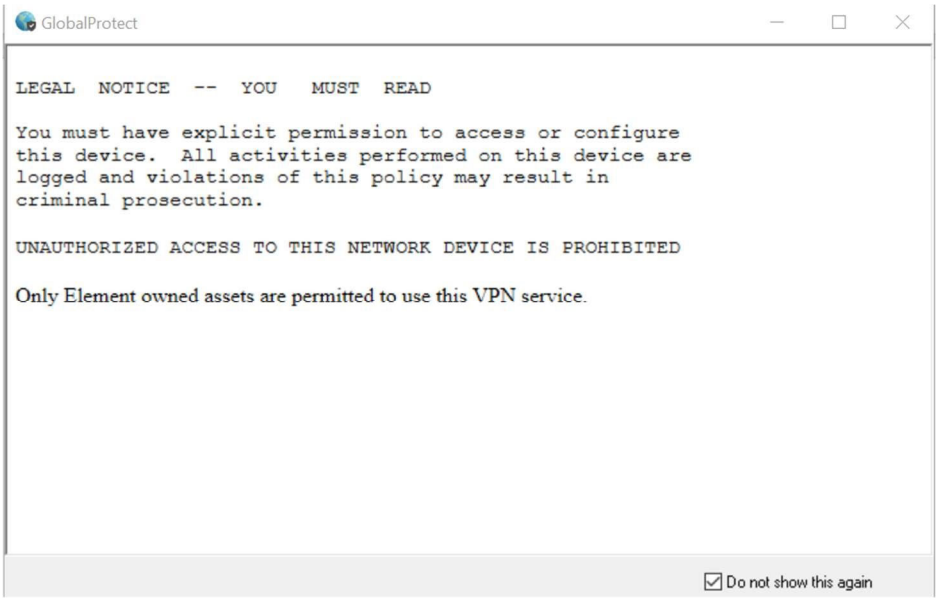
3. Click on the Global Protect icon to launch the Global Protect menu and click on Connect.



4. Sign in with your email address and password. The multi-factor authentication prompt will appear, and you will be asked to provide your authorization method.



5. Global Protect will connect. Please read over the legal notice. Select do not show again if you do not want to be prompted after every sign in.



6. You will now be able work from home and access Element resources from your device.

If for any reason one of the steps fail to work, please email the Technician listed at the top of this document.