

Desktop Setup Guide

Table of Contents

- Desktop Hardware Setup3
 - How to Setup Your Desktop 4
- Device Enrollment with Windows Autopilot6
 - Device Enrollment Overview..... 6
 - Complete Windows Setup 6
 - Enroll and Provision Your Device..... 9
 - Log In After Setup Completes.....11
 - Optional Device Customizations..... 12
- FAQ 14
 - FAQ 15

Desktop Hardware Setup

Desktop Hardware Setup

How to Set Up Your Desktop

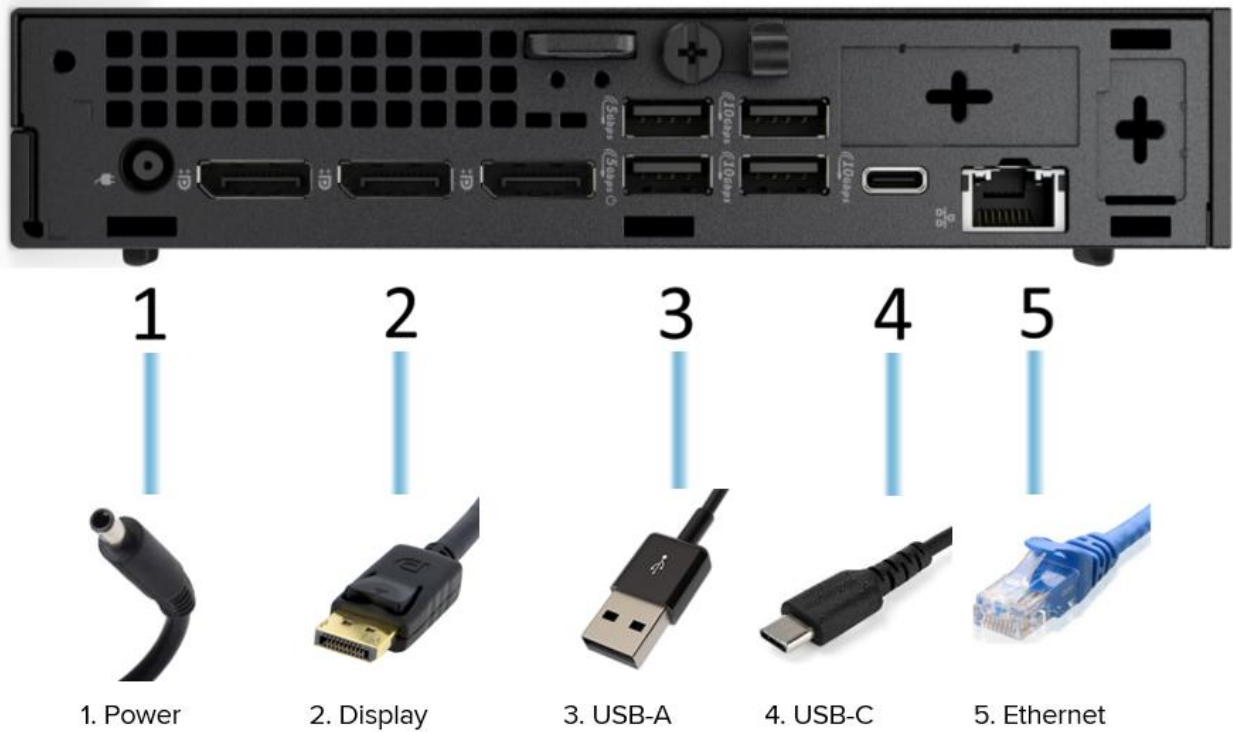


Review the numbered list and image below for an explanation of each available port or connection on your desktop.

Please note that not all these connections are required to get started at home.

1. **Power:** Connect the power adapter for your desktop here.
2. **DisplayPort(s):** Connects monitors and provides high-quality pictures and video. Most AdventHealth-supplied monitors will use this type of connection.
3. **USB-A Ports:** In addition to two front USB ports, four ports are available on the back of the dock to install accessories such as a wireless mouse, keyboard and headset.
4. **USB-C:** Connects compatible USB-C devices and accessories.
5. **Ethernet Port (Network):** Connects your desktop directly to your home modem or router. Your desktop has wireless capabilities, and this port is optional. For the best possible performance, a wired connection to your home modem or router is recommended.

Shown below is the back view of your desktop. Use this image to connect your desktop to the power, monitors, keyboard, mouse and Ethernet cable.



Device Enrollment with Windows Autopilot

Device Enrollment

Summary of Steps for Enrolling Your New Device with Windows Autopilot

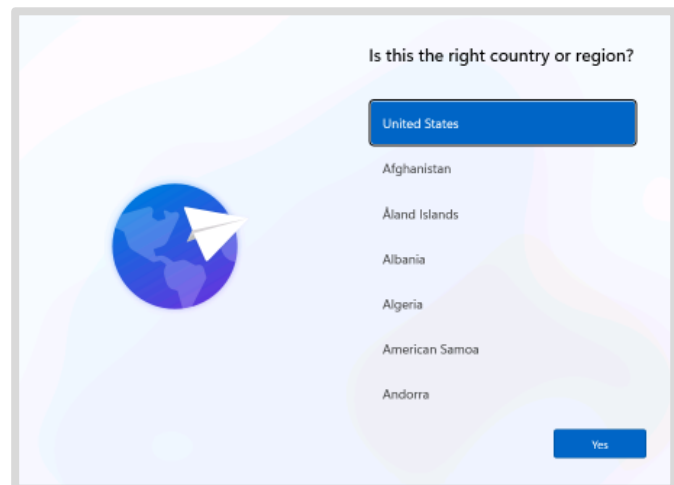
- Step 1: **Power on** your new device and complete the initial Windows setup.
- Step 2: **Sign in** with your AdventHealth email, OpID, password and SecureAuth to **enroll and provision** the device.
- Step 3: **Log in** after setup completes.

STEP 1: Complete Windows Setup

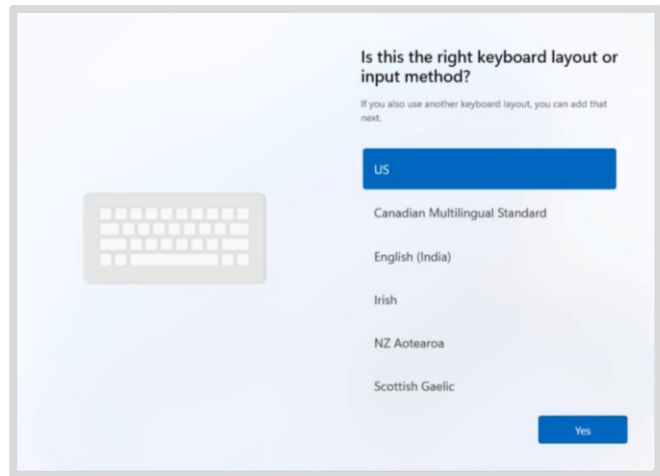
1. Connect the included power cable to your new AdventHealth device and leave it plugged in to an outlet during this process.
2. Power on the device.

Note: If your device is connected to a wired (network cable) connection at an AdventHealth location, some setup screens may be skipped. Proceed to **STEP 2: Enroll and Provision Your Device**.

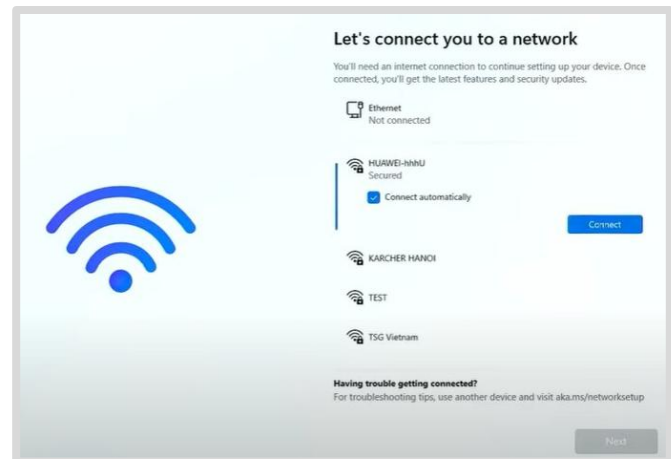
3. Select the country and click **Yes**.



4. Select the appropriate keyboard layout and click **Yes**.
5. Select **Skip** when asked to add a second keyboard layout.

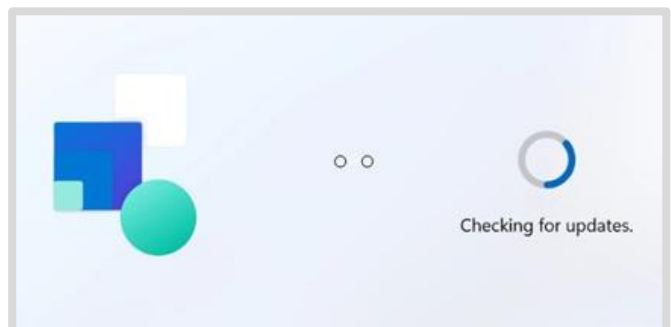


6. When prompted to connect to a wireless network, select one of the following:
 - Home wireless network
 - AdventHealth guest wireless network
 - Mobile hotspot
7. Enter password if required.



Note: Ensure that the **Connect Automatically** box remains checked.

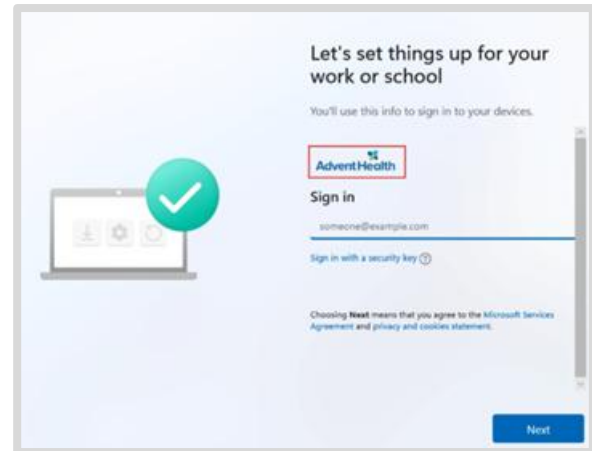
8. Click **Next**.
9. The device checks for updates and may reboot as updates are installed. This process typically takes **3-5 minutes**.



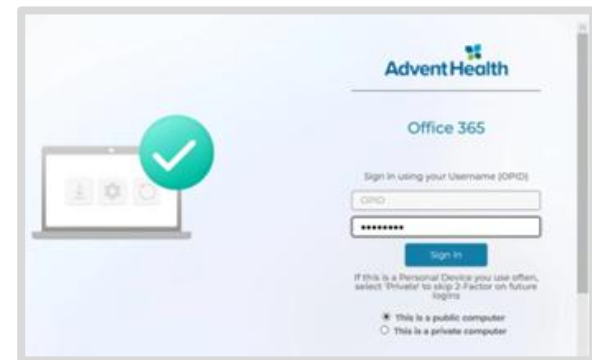
STEP 2: Enroll and Provision Your Device

1. Verify that the AdventHealth logo is displayed.
2. Enter your AdventHealth email address.
3. Click **Next**.

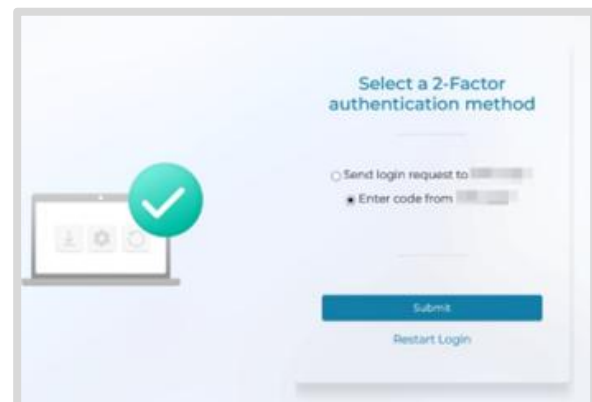
Note: If you do not see the AdventHealth logo here, first verify that you are connected to the Internet and try restarting the device. Contact **Remote Client Support** for further assistance at 407-776-5929. Remote Client Support is available Monday through Friday, 8 a.m. to 4 p.m. ET.



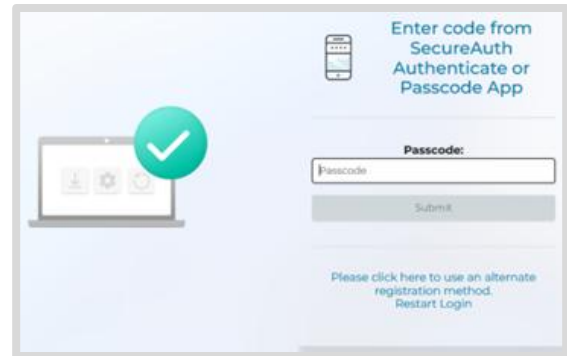
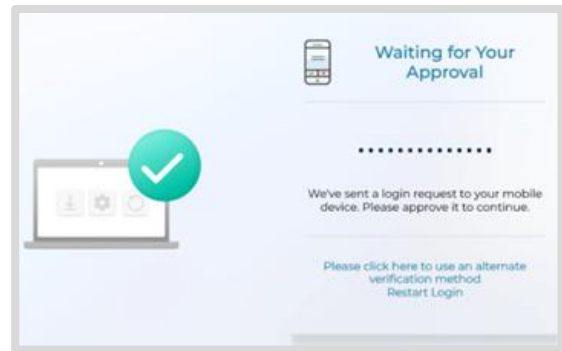
4. Enter your AdventHealth username (**OpID**) and **password**.
5. Ensure **This is a public computer** is selected.
6. Click **Sign In**.



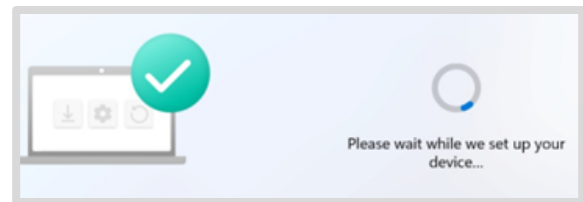
7. At the prompt to authenticate through SecureAuth, two options appear.
Select your preferred authentication method:
 - Send login request to
 - Enter code from
8. Click **Submit**.



9. Depending on the authentication option you selected, one of two screens appears:
- If **Send login request** was selected, approve the SecureAuth login request on your mobile device and click Submit.
 - If **Enter code** was selected, enter the SecureAuth passcode from the Authenticate app and click Submit.

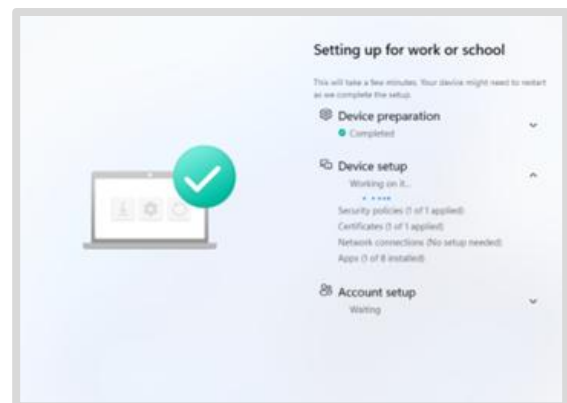


10. The device begins auto-provisioning. The screen displays an alert for a few minutes before the device restarts.



11. The Enrollment Status Page (ESP) shows the phases of device setup. **This step can take 15 minutes or more to complete.**

Optional: Click the **down arrow** next to the **Device Setup** section to view more details.



STEP 3: Log In After Setup Completes

1. Press any key or click the mouse to display the login screen. Log into the device with your AdventHealth OpID and password.



2. At initial login, the device begins applying group policy. **This may take several minutes to complete.**

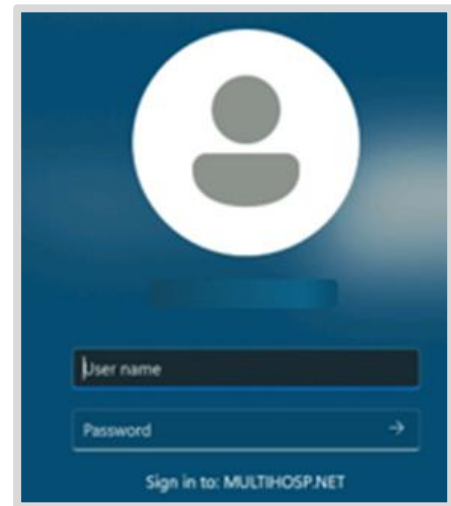


3. A status message and progress bar are visible while device setup completes.

Note: The device restarts before the progress bar reaches 100%.



- After restarting, press any key or click the mouse to display the login screen.
- Sign in again with your OpID and password.

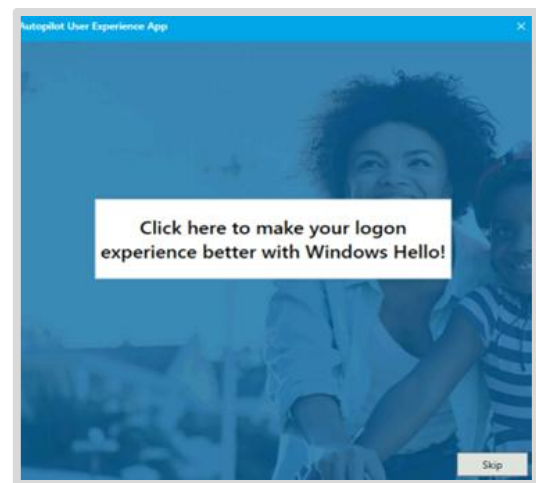


- After sign-in, the Autopilot User Experience app will open. This assists you in completing some final steps on your new AdventHealth device.

The following steps are optional but are encouraged to configure the device to your needs.

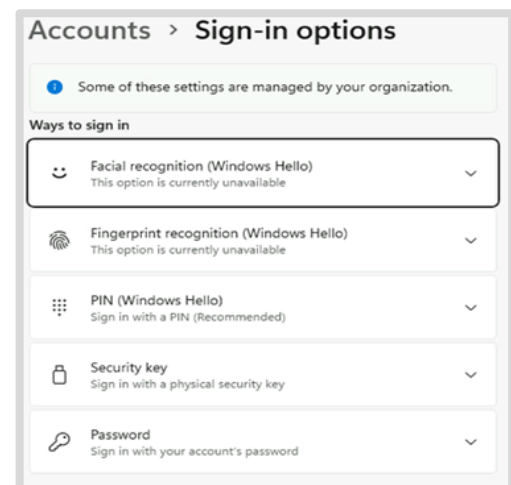
- Click the button if you would like to configure **Windows Hello** on the device and continue with the steps below.

Otherwise, click **Skip** to get right to work.



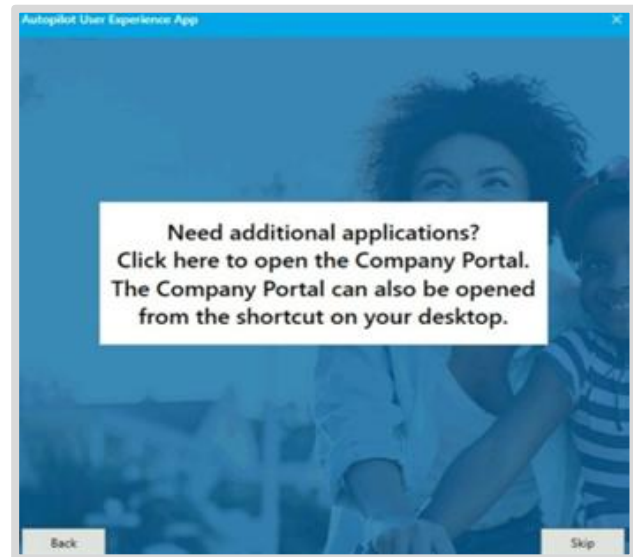
Optional Device Customizations

- Click If you choose to continue with your Windows Hello experience, the **Sign-in options** window opens.
- Configure a **PIN** or **Facial recognition** on the device.
- Your browser simultaneously opens a SharePoint site that explains the details of **Windows Hello for Business**.



4. Next you will see the option to open the **Company Portal** to install additional applications on your device.
5. Click the button to open the **Company Portal**, search for applications and install them.
6. Click **Skip** if you plan to do this later. Open Company Portal at any time from the **Start Menu** or the **Search bar** on your device.

NOTE: If you click to open the **Company Portal**, you may be prompted to sign in to the portal. Enter your email address first, then your OpID and AdventHealth password if prompted.



7. After installing additional applications, or if you clicked **Skip** above, the final screen of the User Experience app appears with a QR code that you can either click or scan with your phone's camera application.
8. This opens a feedback form where you can answer a few questions about your Autopilot setup experience. We look forward to your feedback!
9. When done, click **Finish** to close the User Experience application.



FAQ

FAQ

How long does Windows Autopilot setup take?

Autopilot setup typically takes 20 to 45 minutes, depending on your internet connection and the number of updates required. Some steps may take longer, and the device may restart more than once. This is normal.

Why does my device restart during setup?

During Autopilot, your device installs updates, security policies, and required applications. Automatic restarts are expected and part of the setup process. Please allow the process to continue without powering off the device.

What should I do if I don't see the AdventHealth logo during setup?

If the AdventHealth logo does not appear:

1. Confirm you are connected to the internet.
2. Restart the device and try again.
3. If the logo still does not appear, contact Remote Client Support for assistance.

Do I need to be on an AdventHealth network to complete setup?

No. You can complete Autopilot setup from:

- Your home Wi-Fi
- AdventHealth guest Wi-Fi
- A mobile hotspot

If you are on-site and connected by a network cable, some setup screens may be skipped automatically.

What credentials do I need to complete Autopilot?

You will need:

- Your AdventHealth email address
- Your OpID and password
- Access to SecureAuth Authenticate for multi-factor authentication

If you have not received your OpID, contact your hiring manager.

Why am I prompted for SecureAuth during setup?

SecureAuth is required to verify your identity and protect your account. You can approve the login through the Authenticate app or by entering the 6-digit passcode.

What should I do if setup seems stuck or is taking a long time?

Some steps — especially device provisioning and group policy application — can take several minutes. If there is no progress for more than 30 minutes, contact Remote Client Support.

Who do I contact if I need help during setup?

If you need assistance, contact Remote Client Support at 407-776-5929. Remote Client Support is available Monday through Friday, 8 a.m. to 4 p.m. ET.