

Setting up your Windows laptop.

Whether your laptop is brand new or previously loved the following guide will ensure your student can easily connect to and access the school's network and resources. The guide is divided into three parts:

- First steps with a newly purchased device.
- Reconfiguring a previously loved device.
- Final Steps

Some steps in this article may not appear for you. Every laptop manufacturer can add or remove certain steps from the windows setup screen. If a step does not appear, ignore that step. If a step appears that is not included, please use your best judgement for what to do. Many manufacturers will include Support and Protection steps that ask for names, email addresses and phone numbers. This is not required, and we recommend leaving these fields blank and unchecking any option boxes.

First steps with a newly purchased Windows device:

1. Unbox the laptop and make sure any packaging material is removed, especially around any vents, slots, or other openings in the case.
2. Make sure to connect the charger as batteries are usually shipped with only a partial charge to reduce the risk of damage. If the laptop battery goes flat during the setup you may have to start the whole process again and this could possibly cause other issues.
3. Turn the laptop on and wait for the setup process to begin.
4. **Is this the right country or region?** This should be already showing Australia, however on rare occasions you may have to scroll through the list to find it. Once **"Australia"** is highlighted click on **"Yes"** at the bottom of the screen.
5. **Is this the right keyboard layout or input method?** Select **"US"** or **"United States"**. Australia uses the same keyboard layout. *Do not select "UK"*.
6. **Do you want to add a second keyboard layout?** – Select **"Skip"**.
7. **Let's connect you to a network** – Select your home WIFI connection and enter in your password. Once connected – Select **"Next"**.
8. **Your computer will now check for updates.** If any updates are required, it will install them automatically. Your computer may restart multiple times during this process.
9. **Let's name your device** – Enter a name for your new device. You could use your child's name followed by "Laptop" eg. "Joe B Laptop". After you have entered a name, select **"Next"**.
Your computer may now restart. Please wait until the next screen appears.
10. **Enter your Microsoft Account email.** If you do not have a Microsoft account, you can now create one* from this page by selecting **"Create one!"**. Once you have entered your Microsoft account email or created your account, select **"Next"**

N.B. Do not use your students school provided email address as this will link the laptop to the school and will cause issues if your student leaves Mackay State High School.

**When creating a Microsoft Account, First Name, Last Name, and date of birth are required. Accounts for persons under the age of thirteen will require verification and linking to an adults Microsoft Account before they will work. We recommend that if your Student is under thirteen, or if you would prefer that they do not have a Microsoft account, then please use or create an account in your name and then follow the instructions in the section, "Creating a local account" later in this guide. Alternatively, Mackay State High School ICT Services staff can assist you with setting up the laptop without a Microsoft Account, however certain Windows features like PIN, Fingerprint, or Facial recognition sign in options, and access to*

the Microsoft Store require a Microsoft Account to work.

If you have previously used this Microsoft account on a Windows 10 or 11 device, you may be prompted to **"Restore your account"**. Do not do this. Select **"View more options"** and select **"Set up as new device"** followed by **"Next"**.

11. **Choose your privacy settings for your device.** It is recommended to keep **"Location"** and **"Find my Device"** turned on. This will enable the device to be tracked from your Microsoft Account if the device were to be lost or stolen. Please read through the other options and decide if you wish to keep them on or off. We recommend turning them off as this will help to improve internet performance. Select **"Next"** when done.
12. **Let's customize your experience.** This step can be skipped. Select **"Skip"**
13. **Access granted: we're giving you a free trial of Microsoft 365.** If you are prompted about a free trial for Microsoft 365 it is important you **decline**. *All students are given free access to Microsoft 365 under their school accounts. There is no need to pay for Microsoft 365 for their school accounts.*
14. **Get 100GB more cloud storage** – Decline this offer. All students get access to their own OneDrive that carries with them throughout their time in Education Queensland. From here, other offers may appear during the setup stage. You can decline all of them. No paid for services/subscriptions are needed for your student's device.
15. Your device will now restart and boot into Windows. Sign in using the password or pin of your Microsoft Account if prompted.

Reconfiguring a previously loved device.

It is not necessary for your student to have a brand-new device, and many students are using a laptop previously used by another family member who has upgraded. There are however some important steps that should be taken to ensure that the laptop will work correctly for your student. The easiest way to get a laptop ready for a new user is to perform a **Factory Reset**. This wipes all the data from the laptop and resets back to the "Out of the Box" state it was in when first purchased and is preferred as it removes the footprint of previous users (their settings, any software or apps they installed, links to their email and files etc.).

Sometimes however, a previous user may still need to access the laptop, or the student may only be borrowing the laptop while theirs is being repaired. In this case **Creating a Local Account** is the better option as it creates a second set of links to email, files, etc. that can be kept private from other users of the laptop. This local account can easily be deleted from the laptop when the student no longer requires it.

If your student is coming to Mackay State High School from one of the local State Primary schools, and will be continuing to use the same laptop, then there is almost no change required to the laptop for it to be used. Some small changes will need to be made to connect to school printers and web sites, and these can be done by Mackay State High School ICT Services staff.

Factory Reset.

To reset your PC, go to **Start > Settings > System > Recovery >**. Next to **Reset this PC** select **Reset PC**. Then, **Remove Everything**, and click **Next**. Once completed you can follow the instructions in First steps with a newly purchased Windows device above.

Creating a Local Account.

Select **Start > Settings > Accounts** and then select **Family & other users**. (In some versions of Windows you'll see **Other users**.)

Next to **Add other user**, select **Add account**.

Select **I don't have this person's sign-in information**, and on the next page, select **Add a user without a Microsoft account**.

Enter a username (we suggest first name and first letter of surname), leave the password

fields blank and then select **Next**. You will be required to set a password later in the Onboarding process, so it is not necessary at this stage.

The new local account will now need to be changed to an administrator account.

Select **Start > Settings > Accounts**

Under **Family & other users**, select the account you have just created (you should see "Local account" below the name), then select **Change account type**.

Under **Account type**, select **Administrator**, and then select **OK**.

You are now able to log into the laptop as the new user.

Final Steps.

Congratulations, your students BYOx device is now ready to be connected to the Mackay State High School network. To make this a quick and easy process for your student, the following additional steps are recommended.

1. Install the latest Updates and configure for Automatic Updates. Windows 11 automatically downloads and installs updates to make sure your device is secure and up to date. This means you receive the latest fixes and security updates, helping your device run efficiently and stay protected. There are usually more updates available than were installed during the setup process and we recommend manually checking for updates after setting up.
To check for updates, select **Start > Settings > Windows Update**, and click the **Check for Updates** button.
It is also advisable to check for driver and system updates provided by the laptop manufacturer. On the **Windows Update** screen select **Advanced Options > Optional Updates**. Make sure there is a tick beside the listed updates, and then click the Download and Install button.
2. Ensure that your device is not in S Mode. To do this, close any open dialogue boxes and go to **Start > Settings**. On the left of the window select "**System**" and then on the right of the screen scroll down to the "**Activation**" and select. If this shows "**Windows 11 Home**" you can skip to the next step. If it shows "**Windows 11 Home in S Mode**" click on the bar that says, "**Switch to Windows 11 Home**", and then "**Open Store**". Another window will appear, "**Switch Out of S Mode**". Click on "**Get**". You will need to wait a few moments for this to take place. You should then receive a message confirming you have successfully changed. If you have not used the Microsoft Store yet you may receive a screen prompt for your Microsoft account details (Step 10 in the *First Steps* above).
3. Check that Date, Time and Region are correct. Select **Start > Settings > Time & Language**. Check that the time is correct, the Time Zone is set to **(UTC +10:00) Brisbane**, and the Region is **Australia**.
4. If the laptop was previously used by another student, and you have selected to Create a Local Account rather than Factory Reset the laptop, it may still be connected in that student's name. The laptop needs to be disconnected from the previous student so it can be connected in the new student's name. Keeping the laptop connected in the old student's name will prevent the current student from accessing all the network resources required. To disconnect the laptop first log in as the original user, then select **Start > Settings > Accounts > Access work or school**. Select previous users account in the list and click on **Disconnect**.
5. Uninstall any trial Anti-Virus packages bundled with the laptop. Manufacturers often include a 90-day trial version of Anti-Virus software with the laptop. When logging into the laptop for the first time you will usually be prompted to install or setup this software. Please cancel or skip this and then uninstall the software.
6. Uninstall unwanted bundled software and apps. Manufacturers will often bundle other Software, Apps, and Games with Windows. Uninstalling any of these that you will not be using will increase available storage space and sometimes improve the overall performance of the device.
7. If you plan to use **Microsoft Family** to assist your management of screen time and to

block and manage apps and features on your child's device, we ask that you do not configure this until after the device has been connected to the Mackay State High School network as it prevents onboarding of the device.