

The TS Team has setup a repository with helpful knowledge base articles for use during this migration. Please visit the link ([Helpful Resources & IT Migration References](#)) to obtain access.

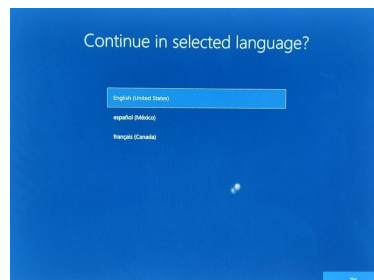
Please make sure you have successfully logged into your Tria account on a separate device (not a phone) and setup MFA before utilizing this guide.

If you require assistance on logging into your Tria account and setting up MFA for the first time, please click on the link at the top of this page (Helpful Resources & IT Migration References). You will find guides to help with both, plus many more!

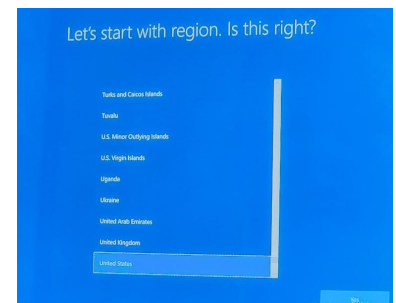
We highly recommended to keep your laptop plugged in and charging during this entire process. This will help ensure we have no interruptions during the laptop setup.

Turn on the laptop by pressing the power button

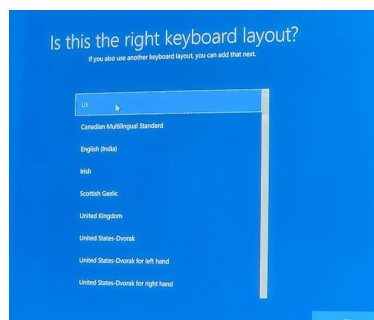
1. Upon startup, choose your preferred selected language, then click **Yes**.



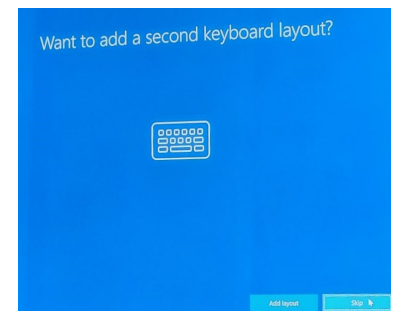
2. Next, please select your Region. Scroll down and highlight United States, then click **Yes**.



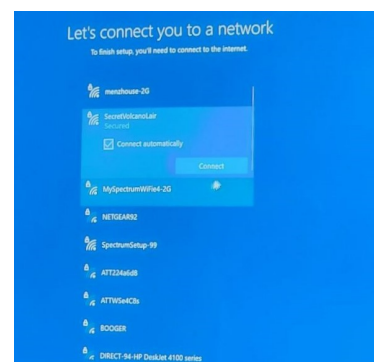
3. Please select US as your keyboard layout, then click **Yes**.



4. When asked if you want to add a second layout, select **Skip** to continue.



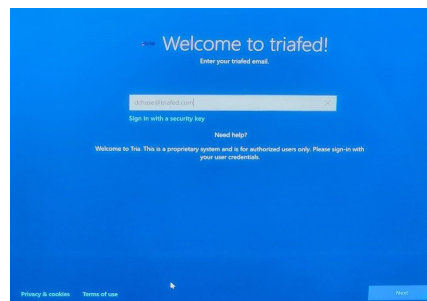
5. On the Network page, please find and highlight your WiFi network and click **Connect**, you will then be prompted to input your WiFi password. Select **Yes** after WiFi has connected when prompted if you want your PC to be discoverable.



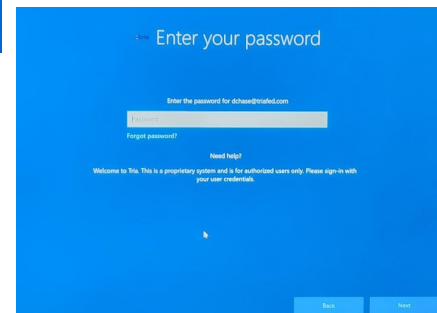
After successfully signing in your Tria account you will see a blank screen with Microsoft prompts letting you know that the laptop is going through a loading process. Please sit tight until this is completed and you will see a "Welcome to TriaFed!" prompt soon after. Please continue with step 6 and proceed with the set of instructions.

IF THE ABOVE PROMPTS DO NOT HAPPEN AND YOU ARE GREETED WITH A "WELCOME TO MICROSOFT" MESSAGE, PLEASE DO NOT CONTINUE SETTING UP THE LAPTOP! PLEASE PRESS AND HOLD THE POWER BUTTON TO SHUT DOWN THE DEVICE. SOMETIMES IT WILL TAKE UP TO HOLDING THE POWER BUTTON FOR 30 SECONDS UNTIL IT FULLY SHUTS DOWN. ONCE THE LAPTOP HAS COMPLETEY POWERED DOWN, THEN PRESS THE POWER KEY TO BOOT IT BACK UP. ONCE THE LAPTOP IS BOOTED BACK UP, YOU WILL NEED TO GO THROUGH THE FIRST 5 STEPS ON THE PREVIOUS PAGE.

6. Enter your full Tria email in the box provided. (First initial + Full last name @ triafed.com) Click **Next**.

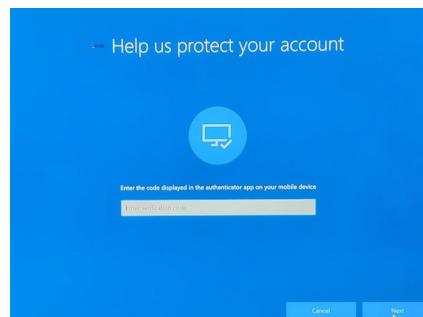


7. Enter the password you created when you set up your TriaFed account. Click **Next**.



8. Open the Microsoft authenticator that is set up on your phone or use the MFA Token and enter the 6 digit code in the provided box. Click **Next**.

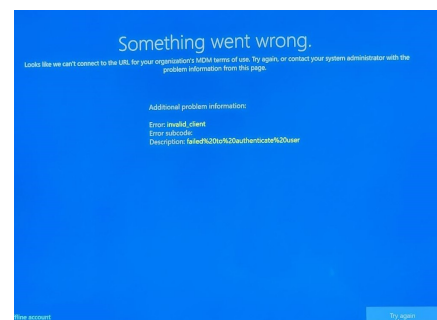
When entering a code from the authenticator make sure you have enough time on the timer before entering it in the box.



9. Wait a moment while the laptop loads.

At this point, if you receive a 'Something went wrong error', please click **Try Again**.

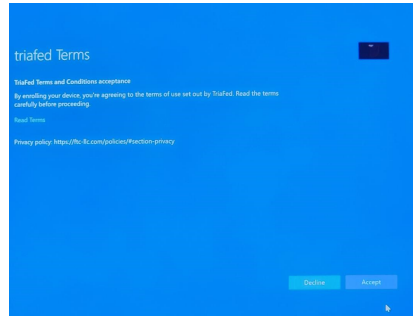
It is likely an incorrect keystroke was made either in your email or password, or the code that was entered from your authenticator was invalid.



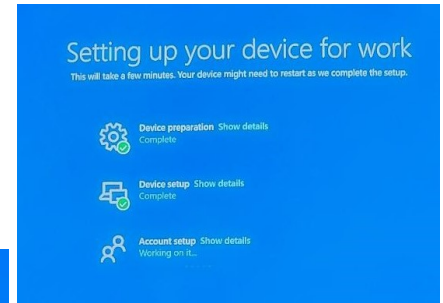
Please double check the following:

- Make sure your email is correct and with no spelling errors.
- Is caps lock on?
- Double check your password after typing it in.
- Make sure there are no additional blank spaces before or after your email or password.

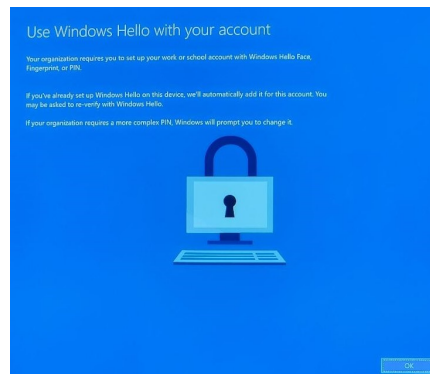
10. Please read the TriaFed Terms and conditions then select **Accept** once completed.



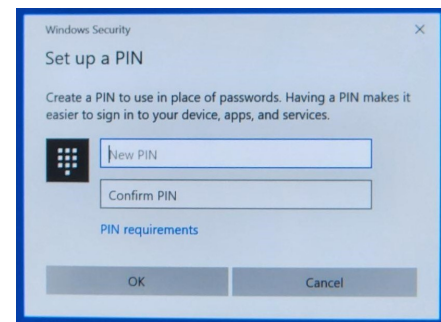
11. Your laptop will now begin Setting up your device for work. This may take a few minutes to complete.



*If you receive an error on this page saying "Account setup could not be completed". Please click **Continue Anyway** at the bottom of the screen. You will then begin from **step 13** and skip setting up the Hello Pin for now. Information to setup the Hello Pin will be provided later on in this guide.



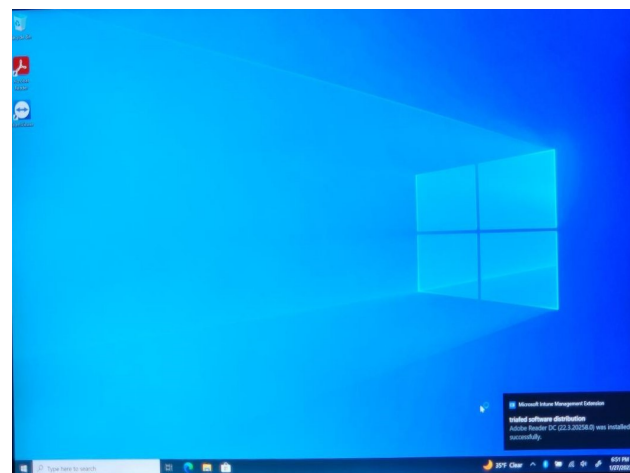
12. Once account setup is complete, you will be prompted to enter a Windows Hello Pin number. You can click Pin Requirements to see what is appropriate for setup.



Click **OK** to confirm pin, then **OK** again to complete pin setup.

You should now be signed into your TriaFed laptop, there are just a few more steps to complete!

13. Upon getting to the desktop, you should be prompted to set your Bitlocker Pin, **this is a separate number from your Windows Hello Pin number**. If the Bitlocker pin does not push right away do not panic. It will eventually process after Window updates have pushed.



* Your laptop will prompt you for the Bitlocker pin upon every boot up.

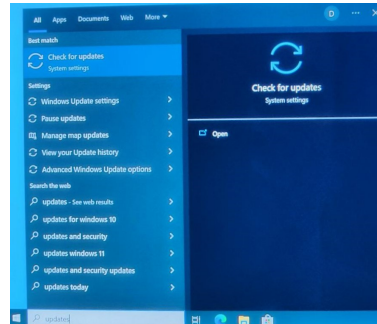
* Your Bitlocker pin needs to be a minimum of 8 digits long.

* Your Bitlocker pin will never expire.

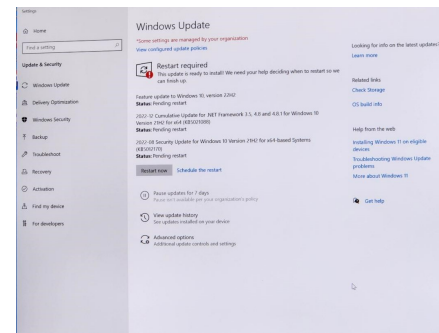
* If you are having issues with setting your Bitlocker pin or your laptop is continuously prompting you to set one up, please email us at HELPDESK@TRIAFED.COM and we will assist.

14. In the bottom-left hand side of your screen, in the search bar, type 'Updates', then click **Check for Updates**.

* It is highly recommended you complete all updates before attempting to access anything else on your laptop.

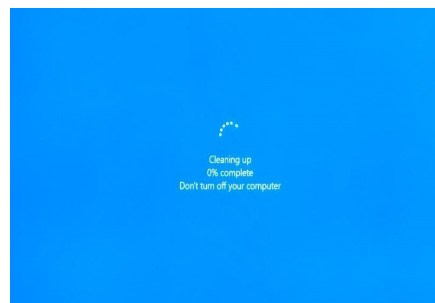


15. On the Windows Update screen, click **Check for Updates**. Please let everything in the updates section download properly, this will take some time depending on your Internet connection!



16. Once all updates say "Pending Install" or "Pending Restart", click **Restart Now** to automatically restart your laptop. Please keep your laptop plugged into power and do not let your device shut down while updates are still running

17. You will eventually get back to the Tria splash screen once updates have completed, press **Ctrl+Alt +Delete** simultaneously to move forward.

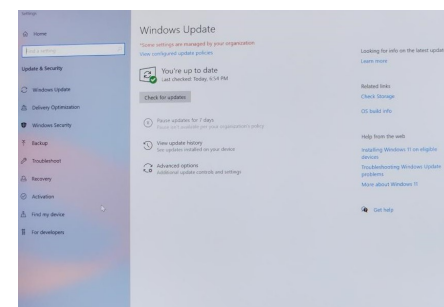


18. Sign in with your Triaed Email and Password, or Email and Pin number

* If you receive an error when attempting to sign in with your Pin number, 'Something went wrong or your pin isn't available', click **Set up my PIN**

* Enter your password on the next page, then click **Next**

* Click continue and enter your Windows Hello Pin number again, then click **OK**.



Please go back and repeat steps 14 - 18 until there are absolutely no more updates that pop up when you check for updates. Upon rebooting your device after updates are run, we would like to encourage you again check for more updates as some additional will appear after the first or second round. **This may take 2 - 5 cycles!**

You will know your laptop is done with updates once after hitting "Check for Updates" and receiving the "You're up to date!" message.



Tria Laptop Setup

Additional information -

- Once the laptop has successfully completed, you are able to navigate to Company Portal and begin installing necessary software without administrative rights. **PLEASE REMEMBER AT THIS TIME YOU WILL STILL NOT BE ABLE TO ACCESS EMAIL, ONEDRIVE, AND/OR TEAMS.**
- If you notice the time on your laptop is incorrect, please submit a Help Desk ticket and one of our technicians will connect to your laptop and assist with updating to the correct time zone.
- If you received the error in step 11 and did not set up a Windows Hello pin, please navigate to bottom-left corner search bar on your laptop type 'Sign In Options', and select the first option that appears. A settings window will appear and you can click on "Windows Hello Pin" to set it up.
- If you have any other questions or concerns, please reach out to the TS Help Desk (helpdesk@triafed.com) and we will be happy to assist you.