



Startup guide for Windows

Before you start:

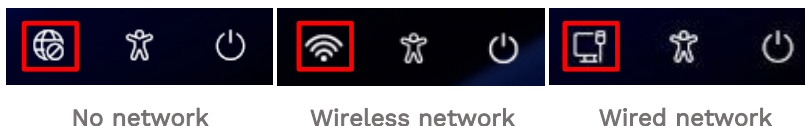
- New employees that haven't activated their accounts yet need to do so, either online, by visiting Service Center at the Segerstedt building, or by visiting a campus reception.
- The computer will need to be connected to the university's network during first startup, if not you will not be able to continue.
 - **Tip:** Set your Eduroam WiFi password by logging in to <https://www.uu.se/account> and setting your **password B**.

Note: If you still need help after following this guide you can contact us by emailing us at itsupport@uu.se.

Network

When the computer has started and booted into Windows you will be met by a welcome screen. Press any key to get to the login screen.

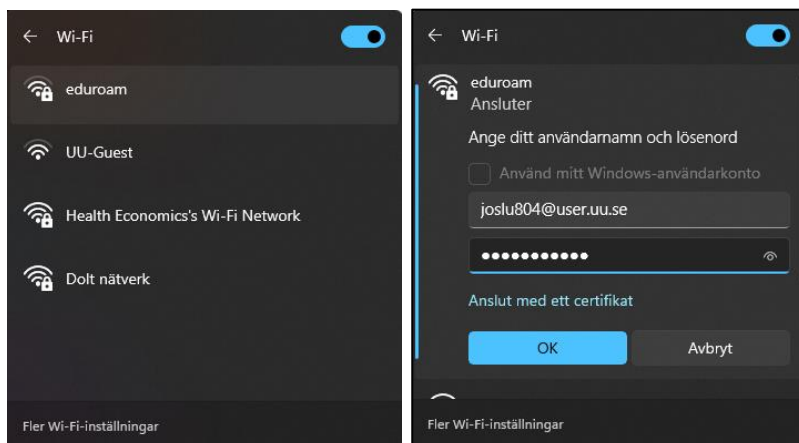
1. First make sure the network connection is functioning. You can see the network status on the icons to the bottom right.



2. If you don't have network access we recommend you log in to Eduroam by clicking the network icon.

Username: university-ID@user.uu.se

Password: Password B



Note: If you set password B just before trying to log in to Eduroam, be aware that it may take a few attempts to work, as it may take a few minutes for the new password to synchronize.

Logging in

1. In order to log in to the computer you will need to use your **university ID** as username and **password A**, which is the same password as the one you set when you activated your account.



Note: After you have successfully logged in one time you will no longer need a network connection for subsequent logins.

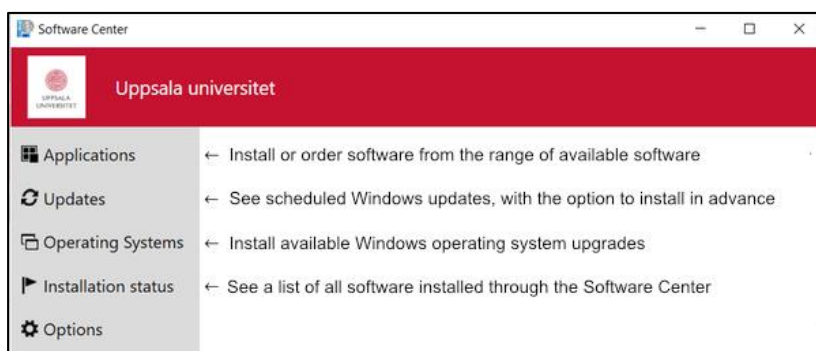
2. Now you will need to register who will be the computer's primary user as well as what institution it belongs to. Fill in your university ID and select your institution. Then click **'Register'**.



Software Center

Common software like Office (Word, Outlook, Excel och PowerPoint), Acrobat Reader, Cisco Secure Client, Zoom and EduPrint comes pre-installed with your computer. If you need to install something else you can usually find it in “Software Center” and download it from there.

1. You can find Software Center by opening the Start menu and searching for it.
2. Once you’ve opened Software Center you will be able to search for what you need.



Tip:

¹ If Software Center is blue instead of red, contact IT-support by calling, emailing or by visiting your local service point.

² If the software you need is not available in Software Center but you have access to the installation media you can call IT Servicedesk for remote support.

Software and Licenses

If the software you are looking for isn't installed nor available via Software Center, you can order what you need by navigating to **'support.uu.se' > 'IT and Telephony' > 'Software and licenses'** in your browser.

There you will also be able to find your currently active licenses as well as well as cancel those that you no longer need. If you need a piece of software that is not available in the web shop, you can contact us by emailing us at **itsupport@uu.se**.

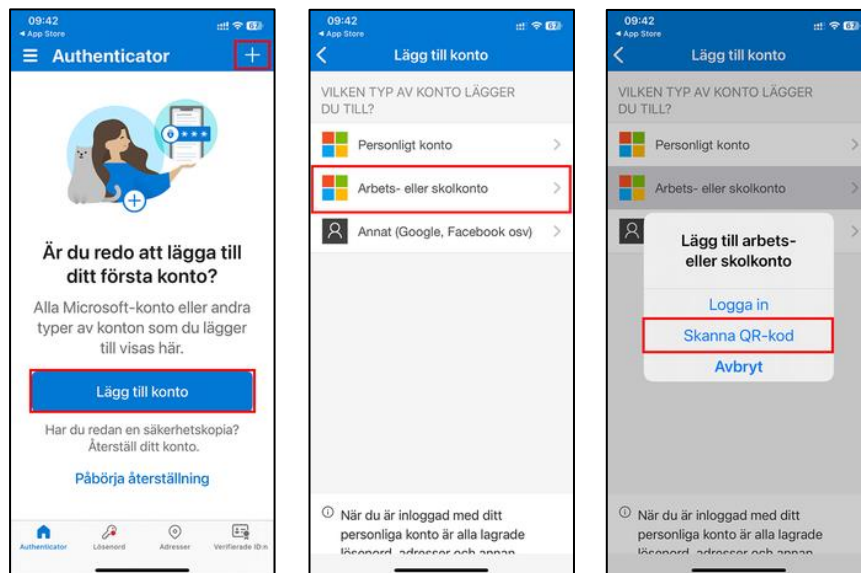
Multi-factor authentication (MFA)

Uppsala university have for security reasons introduced MFA requirements for several functions at the university.

To authenticate your university ID, you will need a phone application as well as two different MFA keys. These are:

- Uppsala universitets MFA
- Microsofts MFA för M365

1. Start by downloading '**Microsoft Authenticator**' on your phone, it is available in Google Play and App Store.
2. Open the web browser on your computer, go to uu.se/account and log into your account.
3. Click on '**Multi factor authentication**' in the side menu, navigate to the heading "**Manage your MFA**" and click on '**Create a new key**'.
4. Open '**Microsoft Authenticator**' on your phone.
 - a. Press '+' and then '**Add account**'.
 - b. Select '**Work or school account**', '**Scan QR code**' and enter the first code on the web page.
 - c. Click '**Activate key**'.



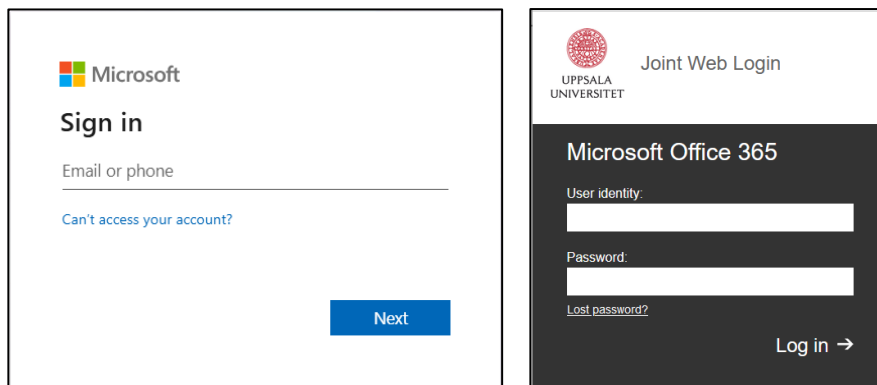
5. Once the key has been activated you will see a time and date for when the key was activated.

Hantera din MFA	
Konto: xxxxx123	Återkalla nyckel
Aktiverad: 2024-09-26 11:37:11	
Serienummer:	

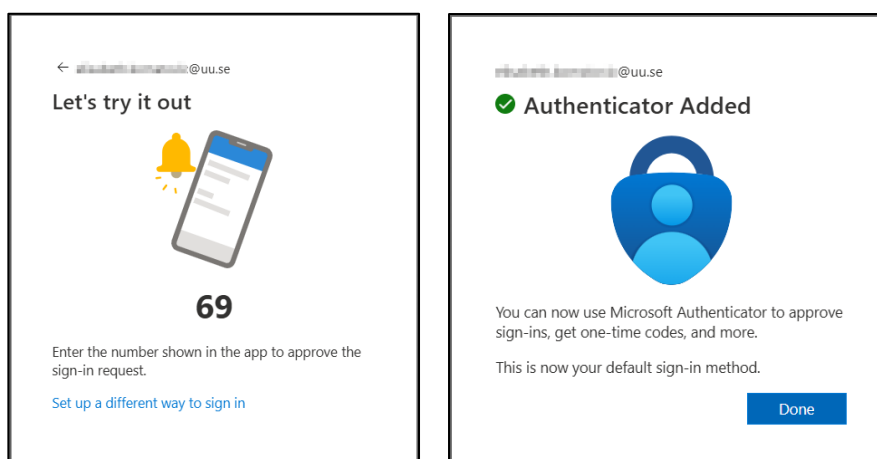
Activate Microsoft Office

The standard version of Microsoft Office used at Uppsala University requires Microsoft's MFA key for M365 for login and use.

1. To start the MFA setup, go to <https://aka.ms/mfasetup> using your computer browser. To avoid problems during the process, we recommend that you open the link in a private/incognito window.
 - a. In the Microsoft login window, enter your university e-mail address and click '**Next**'.
 - b. In the joint web login window, enter your **university ID** and **password A** and then click '**Log in**'.



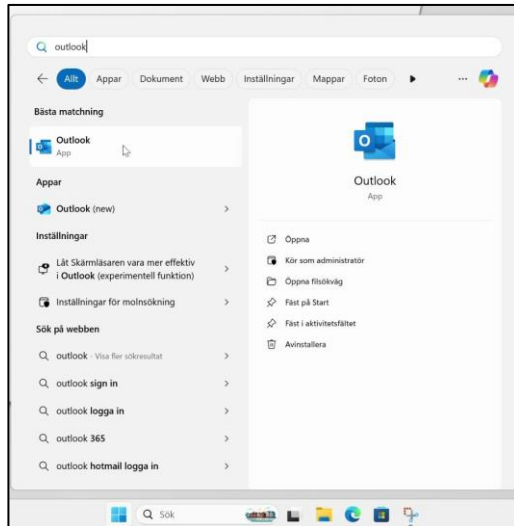
2. Open '**Microsoft Authenticator**' on your phone.
 - a. Press '+' and then '**Add account**'.
 - b. Select '**Work or school account**', '**Scan QR code**'.
 - c. Type in the number that is shown on your computer screen into the phone app, then press '**Yes**' to confirm.



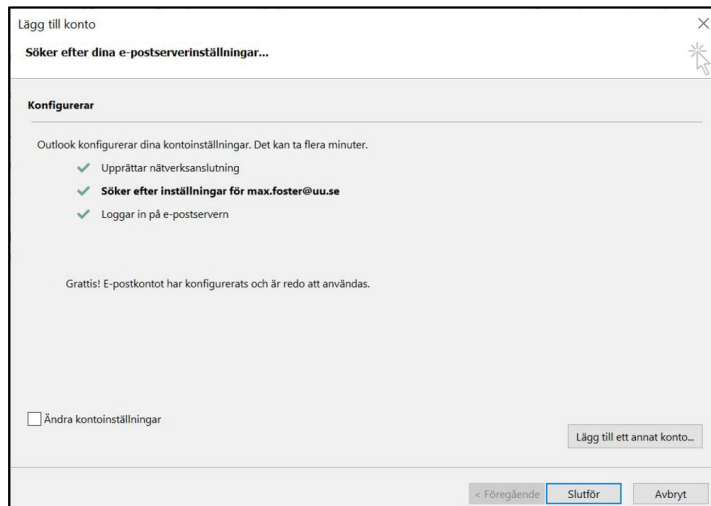
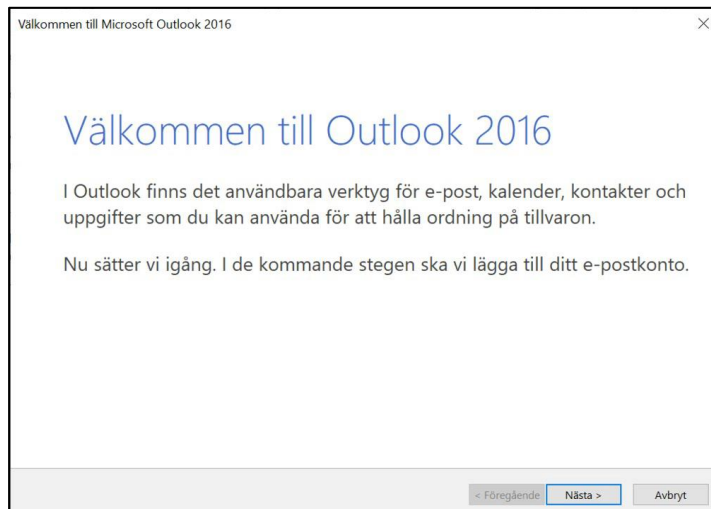
3. When you see the message "**Authenticator Added**" it's a confirmation that the test login worked. Press '**Done**' to complete.

Configuring Outlook

1. Open 'Outlook' by first opening the Start menu and searching for 'Outlook'



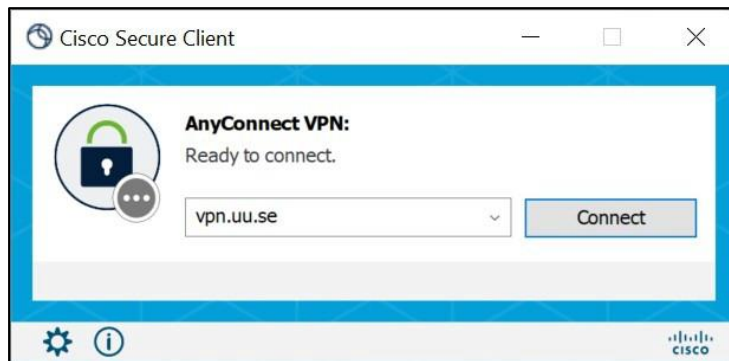
2. Now just click 'Next' until you reach the 'Finish' button.



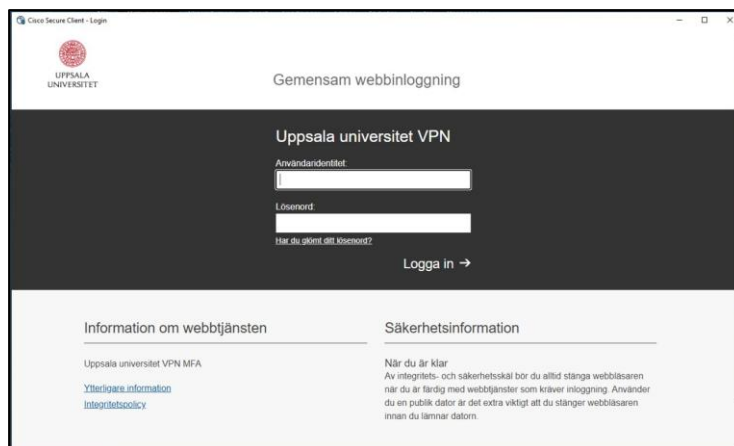
VPN

We use 'Cisco Secure Client' for our VPN needs, which also comes pre-installed on your computer.

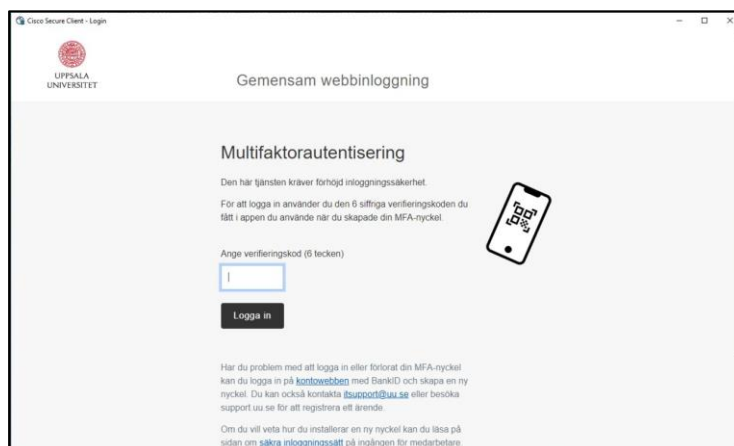
1. When you start the VPN client for the first time it will ask for a web address. Type in "vpn.uu.se" in the address field, then click 'Connect'.



2. Log in with your university ID and password A.



3. Type in the code from your MFA.



Personal storage (Argos)

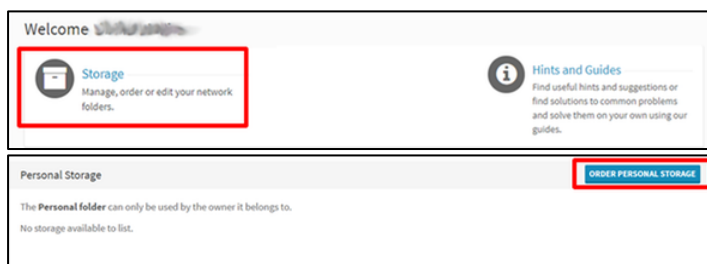
Argos is Uppsala university's own cloud storage. There you will find your personal storage space (MyFolder) as well as a shared storage (MyGroups) for files shared between several users or teams. We recommend that you store everything on Argos that needs to be saved.

1. Open your web browser and go to <https://my.storage.uu.se>
2. Sign in with your **university ID** and **password A**.



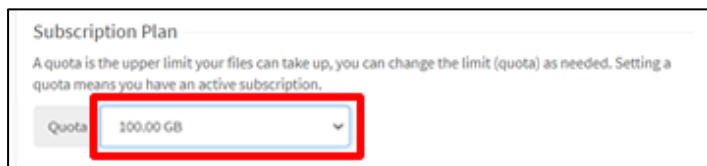
The screenshot shows the login page for 'My Storage' at Uppsala University. It features the university's logo on the left, a 'Self service portal for storage.' message in the center, and a login form on the right. The form includes fields for a user ID (pre-filled with 'jolu804') and a password (masked with dots), followed by a 'SIGN IN' button.

3. Select '**Storage**' and then '**ORDER PERSONAL STORAGE**'.



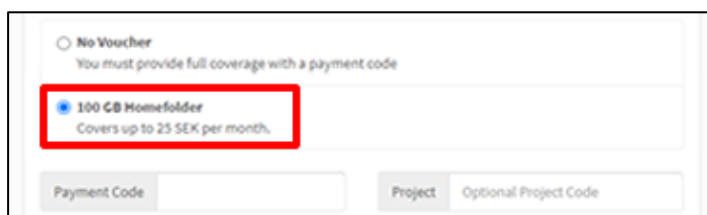
The screenshot shows the 'Welcome' page. A red box highlights the 'Storage' link in the left navigation menu, which has the subtext 'Manage, order or edit your network folders.' Another red box highlights the 'ORDER PERSONAL STORAGE' button in the top right corner of the 'Personal Storage' section.

4. Adjust "**Quota**" to 100.0 GB.



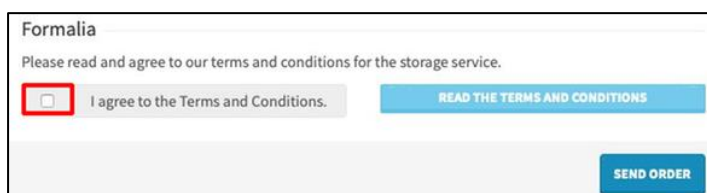
The screenshot shows the 'Subscription Plan' page. A red box highlights the 'Quota' dropdown menu, which is currently set to '100.00 GB'.

5. Select 100 GB Homefolder under "**Payment**".



The screenshot shows the 'Payment' section. A red box highlights the '100 GB Homefolder' option, which is selected with a blue radio button. Below it, the text 'Covers up to 25 SEK per month.' is visible. There are also input fields for 'Payment Code', 'Project', and 'Optional Project Code'.

6. Check the box next to "**Agree to Terms and Conditions**" and click the '**Send Order**' button.



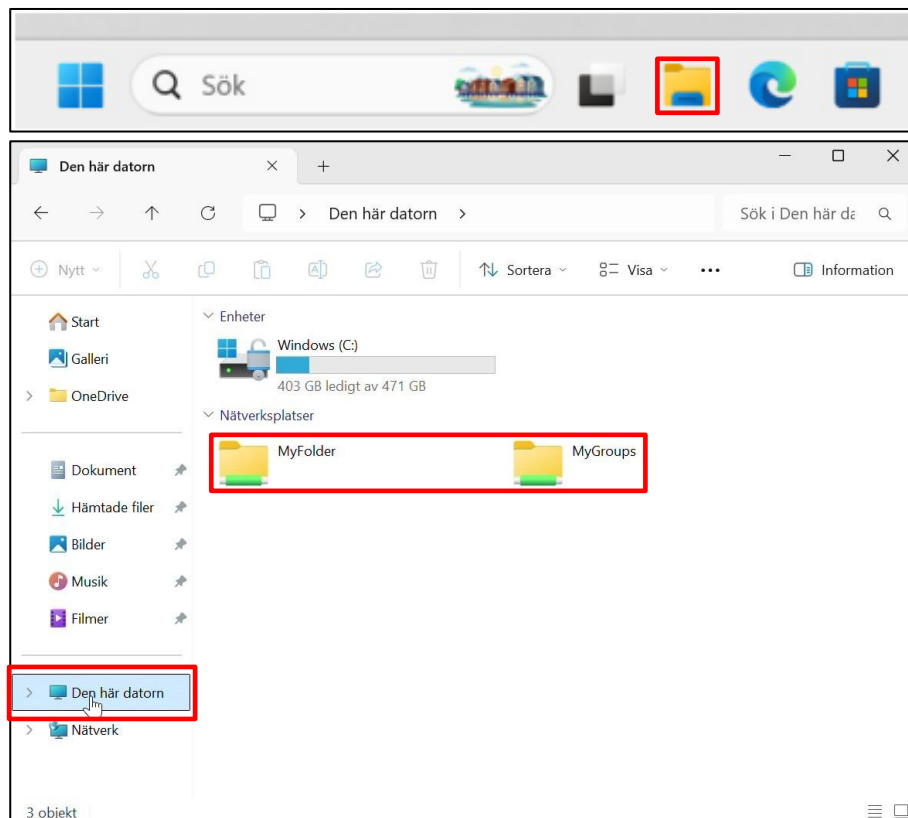
The screenshot shows the 'Formalia' section. A red box highlights the checkbox next to the text 'I agree to the Terms and Conditions.' To the right of this is a 'READ THE TERMS AND CONDITIONS' button. At the bottom right, there is a 'SEND ORDER' button.

Note: It can take up to 5 minutes for the system to fully register and activate your storage space. You will then be able to find your storage folder in the file explorer.

Accessing your personal storage

When you are at your workplace and connected to Uppsala University's wired network or to the wireless network eduRoam, you can access your files via network-connected personal and group folders.

You can find your Argos folders by opening the file explorer, you can find a bookmark on the taskbar on the bottom. Then click on 'This PC'.



Remotely accessing your personal storage

If you are working from home or another location, you can use your network folder by connecting your computer via a VPN connection. Note that this requires a stable and fast internet connection. You should have at least a 50 MBit connection to use network-connected folders securely and stably over VPN.

IT Support

Drop-in

At our service points we can help you with advice and simple tasks that can be completed in under ca 15 minutes. For those with needs that require more time we can help to register a support case. You can find information about our service points via the QR-code at the bottom of the page.

Phone and email support

If you need urgent help, we recommend that you call us. That is often the fastest way to get support.

For matters that are not urgent you can email us or register a support ticket via the support portal support.uu.se.

Contact information can be found at the bottom of the page.



itsupport@uu.se



018 471 44 00



Phone hours: 08:00-16:30



IT for employees



Service Points