UPPSALA UNIVERSITET

1 October 2026
Rev. 5.1

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.

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

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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.

The computer will need to be connected to the university's network during first startup, if not you will not be able to continue.

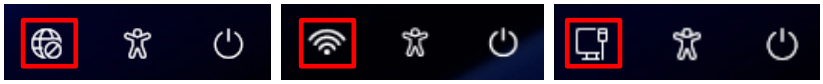
- **Tip:** Set your Eduroam WiFi password by logging in to https://www.uu.se/account and setting your **password B**.

Wired and wireless network

The university IT-services recommends that that you use the wired network to the best extent it is possible.

In cases where the wired network is unavailable, the wireless network Eduroam will always be an option.

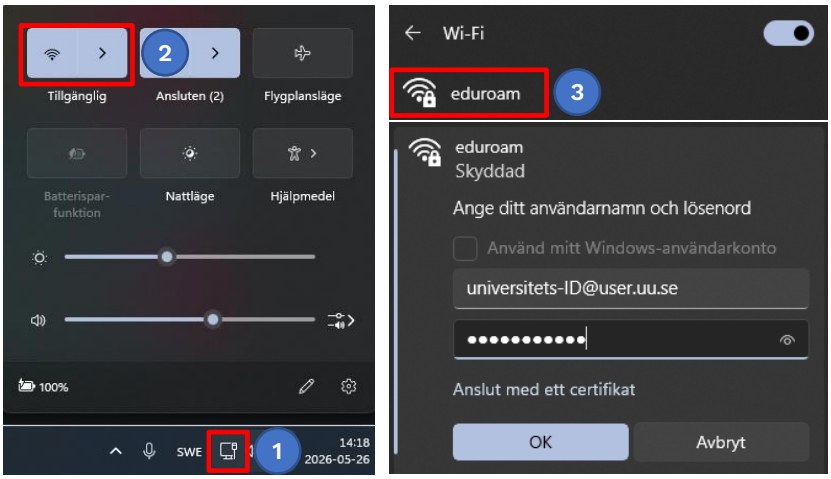
First make sure the network connection is functioning. You can see the network status on the icons to the bottom right.



No network | Wireless network | Wired network

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 minutes for the new password to synchronize.

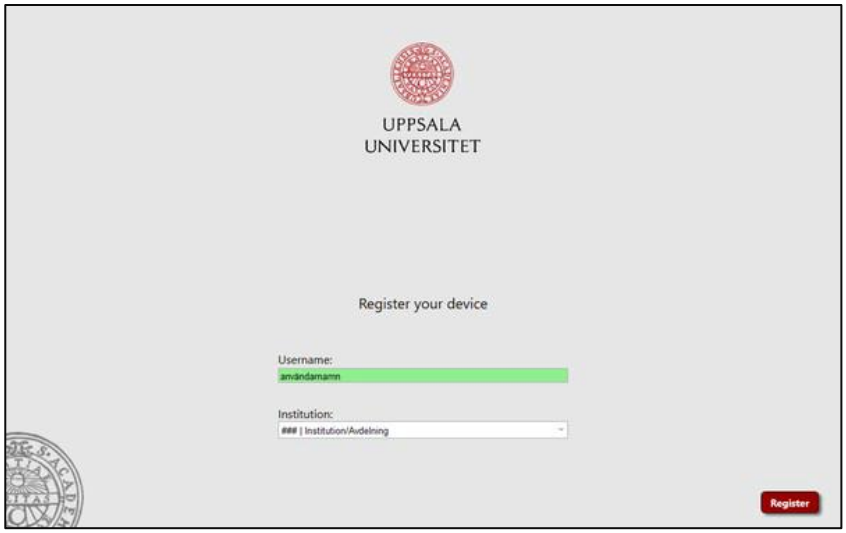
Logging in

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.

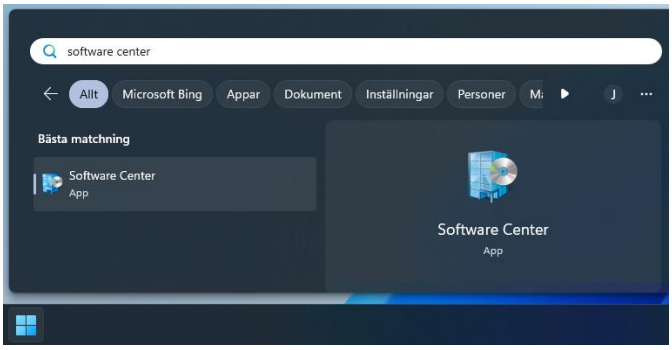
2. Now you will need to register who will be the computer's primary user as well as what institution it belongs to. Fill in your university ID and select your institution. The click '**Register**'.



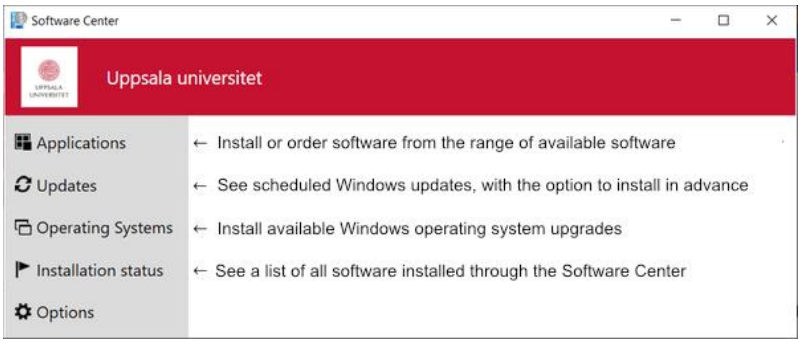
Software Center

Common software like Office (Word, Outlook, Excel and 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.

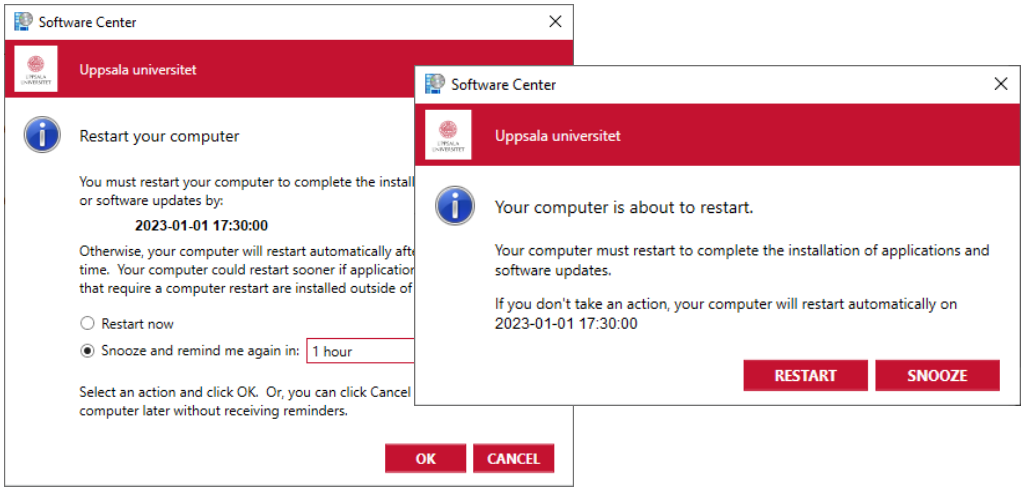
Software and Licenses

If the software you are looking for isn’t installed nor available via Self Service, you can order what you need by navigating to Support Portal at ’**https://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**.

Updating Windows

Updates for Windows gets automatically installed on your Windows computer, with the option to be manually launched in advance. Some updates require the computer to restart to finish, and one of the following infoboxes may pop up:

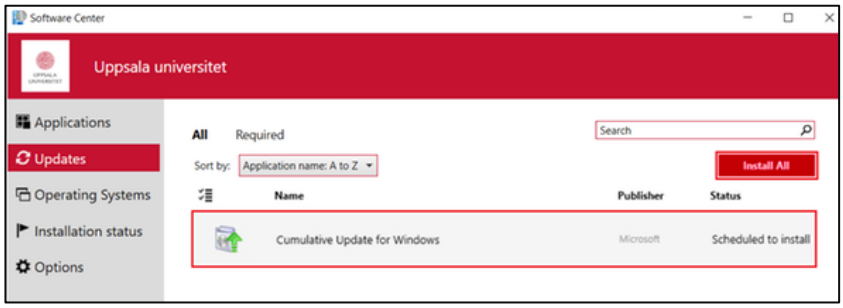


Update Windows manually

You can also manually update Windows via Software Center.

- Under the category "**Updates**" on the left side in Software Center you will find available Windows updates that will automatically be installed. You can select to install the updates in advance by clicking on the "Install All" button to the right.

- Under the category "**Operating Systems**" on the left side in Software Center you will find available Windows operating system upgrades. Here you can select to manually install the upgrade. If there are none available it means that you already have a sufficient version.



Note: It is important that you save everything you are working on before restarting your computer as there is a risk that work will be lost during a restart.

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 university's MFA for account management etc.
- Microsoft Entra, MFA for VPN, M365 (Word, Excel, Outlook etc.)

Start by downloading '**Microsoft Authenticator**' on your mobile phone, on Android devices it is available in Google Play and on Apple devices it is available in the Self Service app and the App Store.

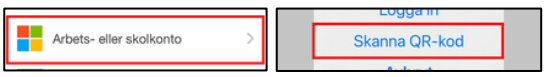
Google Play App Store Self Service Authenticator

Uppsala university's MFA

1. Open the web browser on your computer, go to **uu.se/account** and log with your university ID.
2. Click on '**Multi factor authentication**' in the side menu, navigate to the heading "**Manage your MFA**" and click on '**Create a new key**'.
3. 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.



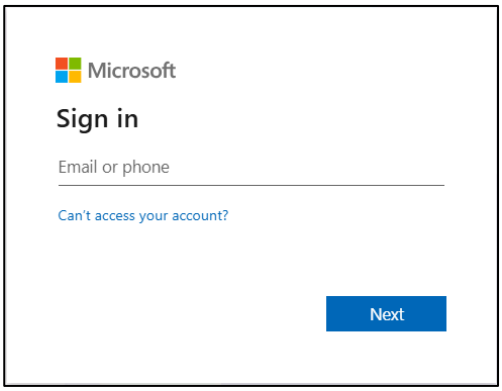
   c. Click on '**Activate key**'.
4. Once the key has been activated you will see a time and date for when the key was activated.

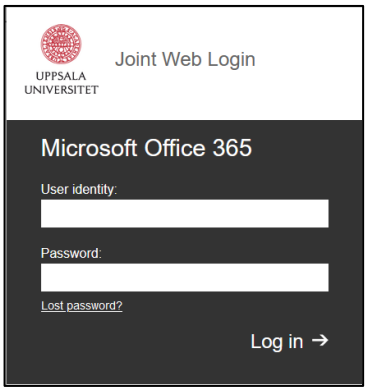


Activate Microsoft Office

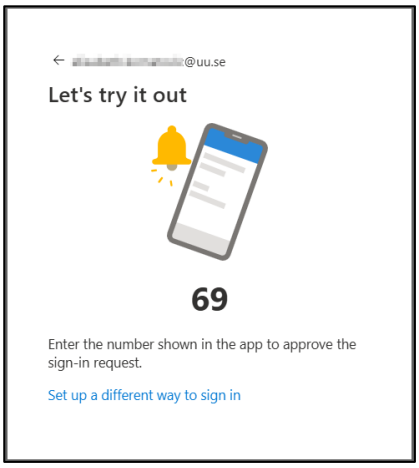
The standard version of Microsoft Office used at Uppsala University requires the Microsoft Entra MFA key for M365 for login and use.

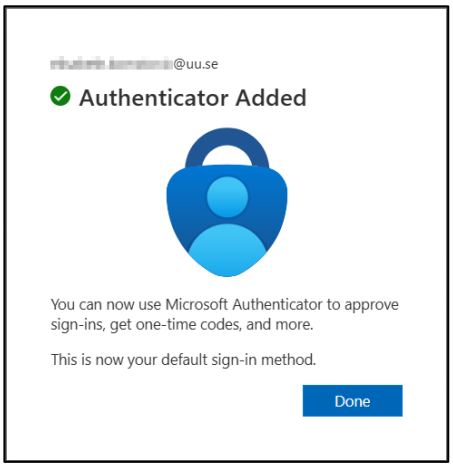
1. To start the MFA setup, go to https://aka.ms/mfasetup using your computer browser. To avoid problems during the process, we recommend that you open the link in a private/incognito window.
   a. In the Microsoft login window, enter your university e-mail address and click '**Next**'.
   b. In the joint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

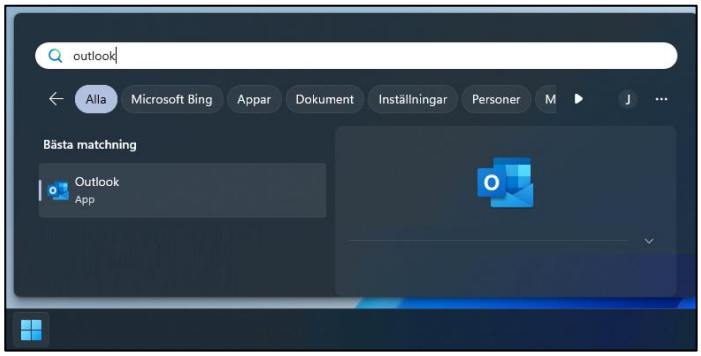




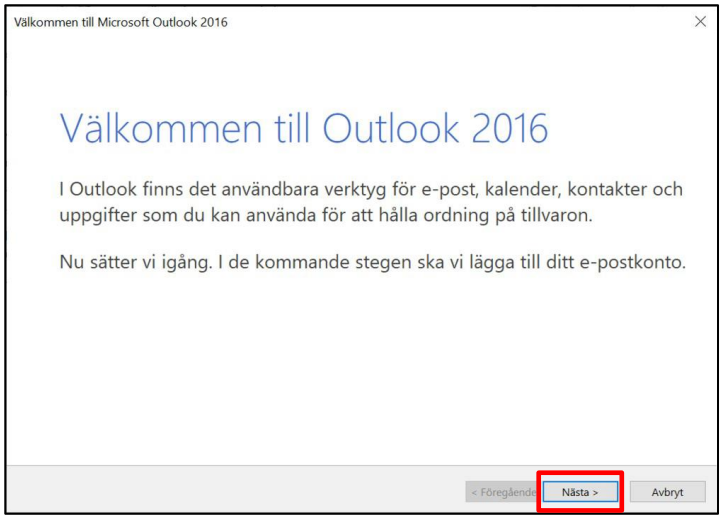
3. When you see the message "**Authenticator Added**" it's a confirmation that the test login worked. Press '**Done**' to complete.

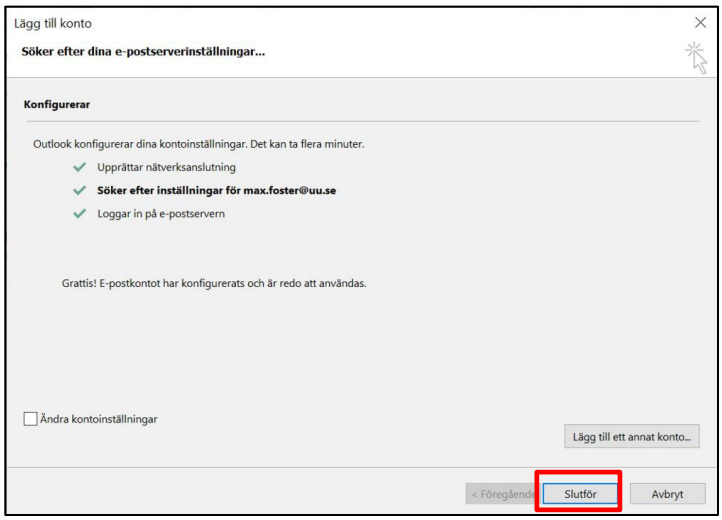
Configuring Outlook

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



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





Useful tools

Below are some tips on software and features frequently used at the university; these are either pre-installed on your computer or available for download via Software Center should the need arise.

You can find information on how to use them by using the search function at **uu.se/medarbetare**.

Remote work

FortiClient

FortiClient is the VPN service that is used at Uppsala university. Can be installed via Software Center.

Remote Desktop

Is used to remote control Windows computers or to connect to Windows servers. Is built into Windows.

Zoom

Is used for video distance meetings and video conference calls. Comes pre-installed on all managed computers.

Support tools

Computer Info

Shows information about your computer that can be of use by IT. Can be installed via Software Center.

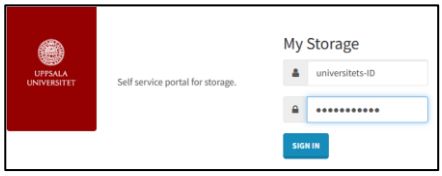
TeamViewer QS

Is used by the IT-support to remotely access computers. Can be installed via Software Center.

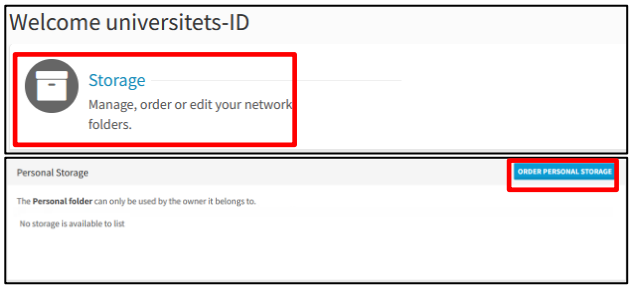
Personal storage (Argos)

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.

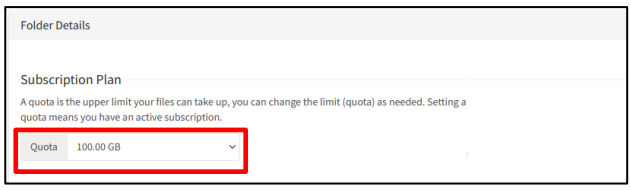
1. Open your web browser and go to https://my.storage.uu.se
2. Sign in with your **university ID** and **password A**.



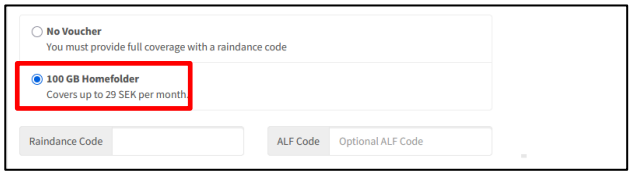
3. Select '**Storage**' and then '**ORDER PERSONAL STORAGE**'.



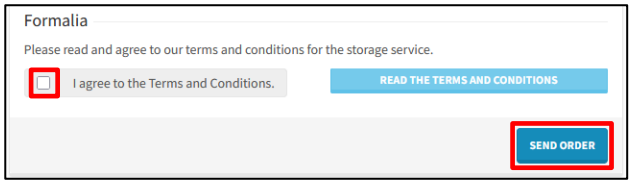
4. Adjust "**Quota**" to 100.0 GB.



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



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

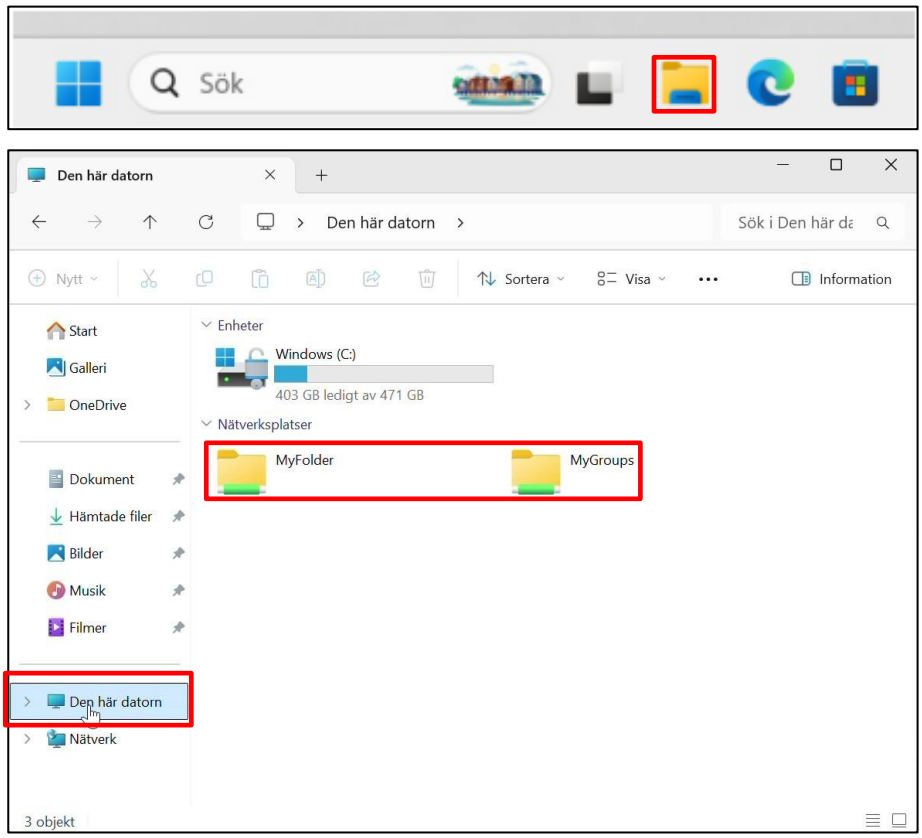


Note: It can take up to 5 minutes for the system to activate your storage space. You will then be able to find your storage folder in the file explorer.

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 by registering a support case via the Support Portal at https://support.uu.se.

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

itsupport@uu.se

018-471 44 00

08:00-16:30

IT for employees

Service Points