How to Complete Initial Setup of Your Intune Device

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Requirements

- Have your device connected to AC power.
- You will need a valid @med.umich.edu account and the related password.
- You will need to have your Duo account set up.
- A fast internet connection – no hotspots. If you're using an offsite network, you'll need to know the passcode to the Wi-Fi SSID or be connected via ethernet cable.

Important:

- **Make sure you have your device plugged into a stable AC power source.**
- **During configuration, your device may require multiple reboots.**
- **Be sure to carefully read the FAQs at the end of this article.**

Instructions

1. Turn on the device.
2. Network connectivity

- If you are at a Michigan Medicine building, this step does not apply.
- At home - Choose your wireless network from the list and click **Connect**, then and enter your network's password and click **Next**.
- Wired at home - If you are connected to your home network via ethernet, this step most likely will not apply.

Note: If you are in a building that has the Michigan Medicine network and are being prompted for network connection, contact the service desk.

3. After you are successfully connected to a network with internet access, you will see "Welcome to Michigan Medicine".
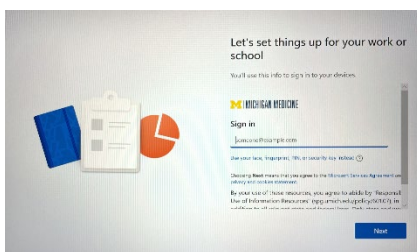
4. Enter your Michigan Medicine email address (uniqname@**med.umich.edu**) and select **Next**.
5. Enter your Michigan Medicine password and select Sign in.
6. You will be prompted with your Duo notification. When you accept, your device will continue its configuration and take you to a standard login screen.
7. When you are prompted with the standard login screen, use your **uniqname** and **password** (not your email address).
8. After login, your device will still need to configure more settings and install a few more apps. This may take up to a half hour or so, depending on the speed of your network.
9. Launch the app Company Portal. You can open it by clicking in the search field and typing "company". If prompted, **choose Corporate Device** and click Done.
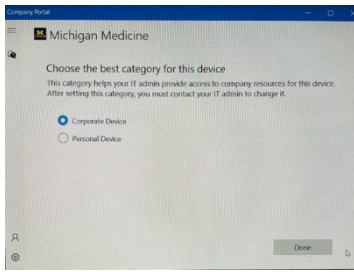
10. Your device will most likely have scheduled OS, security and/or drivers updates. Click Start > type "updates" and choose Check for Updates. **Keep running all needed updates** until they're done. If not, you may experience slowness as they will run in the background until they eventually get installed. There will be reboots required during the update process.

FAQ
Q: How do I see H:, T: and other drives?
A: With Intune, there is no NetLogonApp (Blue N). After a few security policies are installed (shortly after your first login), log on to the VPN and go to File Explorer. You'll see your drives under This PC with a red X on the icon but just click on the drive.

Q: How do I install Michigan Medicine applications that aren't installed (Jabber, Adobe, etc)?
A: Click **Start** > **Company Portal**. You can search for a title at the top left or click **Apps** (the "list" icon on the left) for a list from the Michigan Medicine catalog. Click on the software title and choose Install.
*Some apps will need a purchased license to run.

Q: What if the application I need isn't listed?
A: You can go to help.medicine.umich.edu and make the request for the software to be assigned to your device.

Q: What if need to manually install an app?
A: Most applications will require admin rights. Please go to Service Now and do a search for "KB0019206".
This knowledge base article will explain the process of gaining elevated rights to install applications.

Q: How do I find my device name for submitting tickets?
A: Click **Start** > **Company Portal** > **Devices** (the "laptop" icon on the left). Your device name will be listed on the right.

Q: In Company Portal under my device, I see "Can't access company resources, but action required". What does that mean?
A: Your device has security updates needing to be installed. Click **Start** > type "updates" and choose Check for Updates to see what needs to be installed.

Q: In Company Portal I see my cell phone listed. Is that supposed to be there?
A: Yes. Company Portal will show all your devices registered in Intune (phones, tablets, and other Windows devices that are assigned to you as well).

Q: Can I also use Microsoft Store to install applications?
A: Yes, Microsoft Store is enabled for you to install apps as well. However, these will have no affiliation to Michigan Medicine and will not be supported.