First Time Login For Working Remote

This guide is used for working through a remote first time user login.

Before a remote first-time login can be configured remotely the user will have the complete the following steps
(These instructions are emailed to them, as well as printed and placed with the machine if it is being mailed out)

When you start the laptop and get to the login screen

- Choose "Other User" in the bottom left
- Type ".\som guest" for the username
- Password is 12345678
- Once you login to that, launch Cisco AnyConnect (also make sure you're on WiFi)
- Once it opens make sure it says "access.yale.edu" if it doesn't, just type that into the section and click connect.
- On the next window type in your NetID, Password, and 2nd Password
  (for this section you'll use Duo which should be setup on your phone. Type the word "push" and you should get a notification on your cellphone)
- Now do [ctrl alt delete] and click "switch user"
- You'll be back at the login screen, from here you should be able click "other user again"
- This time though type in "yale\Your Net ID" and your password

You should be logged into your account now.

Once this has been completed a remote support session can be started with a member of IT to work through the first-time configuration of the machine.

After you connect into the machine to work through the first time login, make sure to log out of the SOM Guest account as it can cause problems with configuring Crashplan.