



Mac OS Enrollment



Service Desk Phone Numbers



Windows Autopilot Enrollment



Windows Autopilot Troubleshooting



Mac OS Enrollment



Get Started!

If at any time, what occurs on your Mac DOES NOT MATCH what is described in this document – Stop and contact Mac Support.

The enrollment process requires a fast and stable Internet connection.

Power on your MacBook and follow on-screen prompts

Select your language and continue.

Select your Country and click Continue.

Connect to your network.

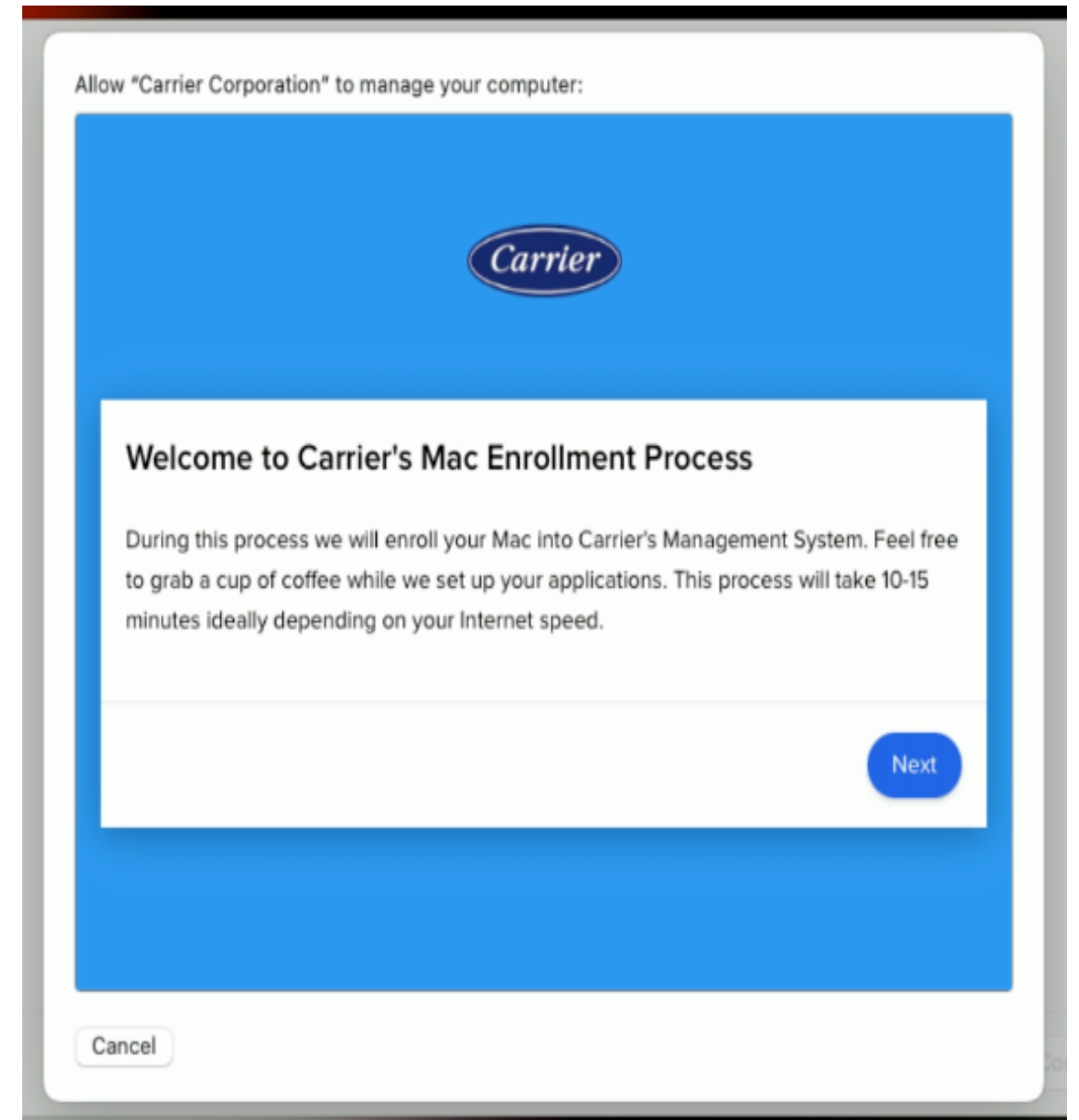
IMPORTANT: First steps should happen outside Carrier's network.



Enrollment Begins!

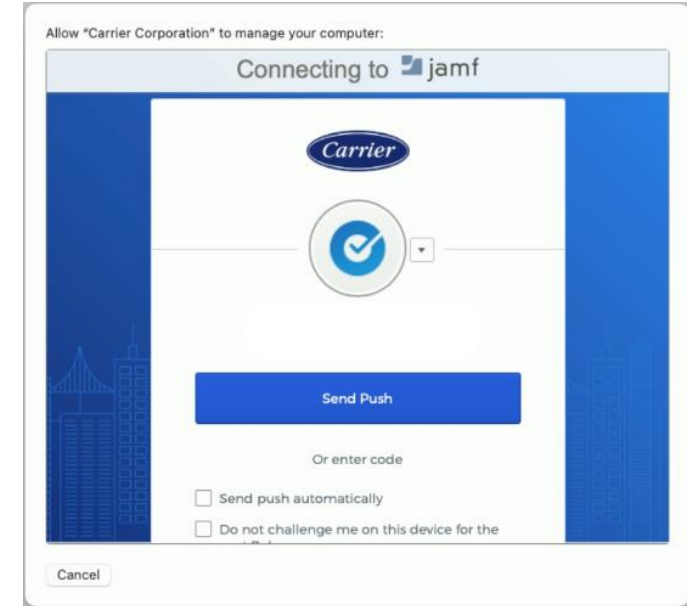
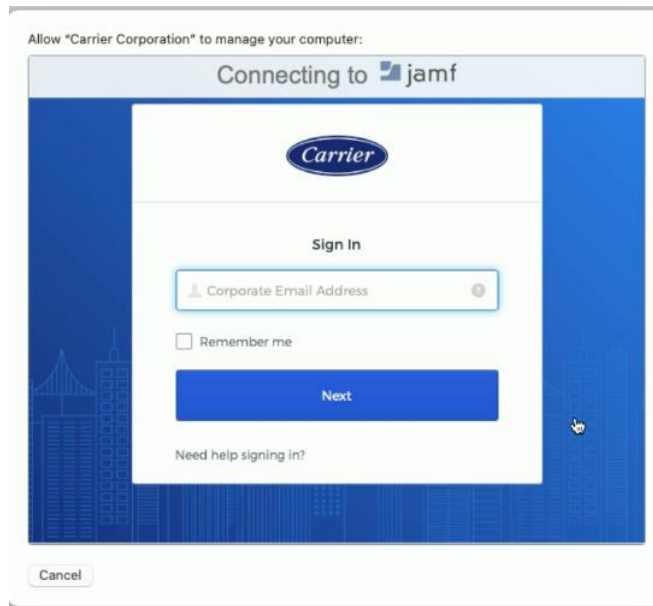
Now that your new Mac is connected to the Internet, we can start the process and get it configured and ready for use!

Click Next to start the process.



First Login

You are required to login for the first time so you can configure the two factor authentication.



Use your corporate email and password to login and use your selected method for authentication when prompted. If you haven't configured OKTA authentication yet, follow the steps on [the how to guide](https://carrier.service-now.com/sp_v2?id=kb_article_view&sysparm_article=KB154858) (https://carrier.service-now.com/sp_v2?id=kb_article_view&sysparm_article=KB154858).

If you do not see the remote management screen next, reboot and double-check your internet connection

ALERT! If you see these screens



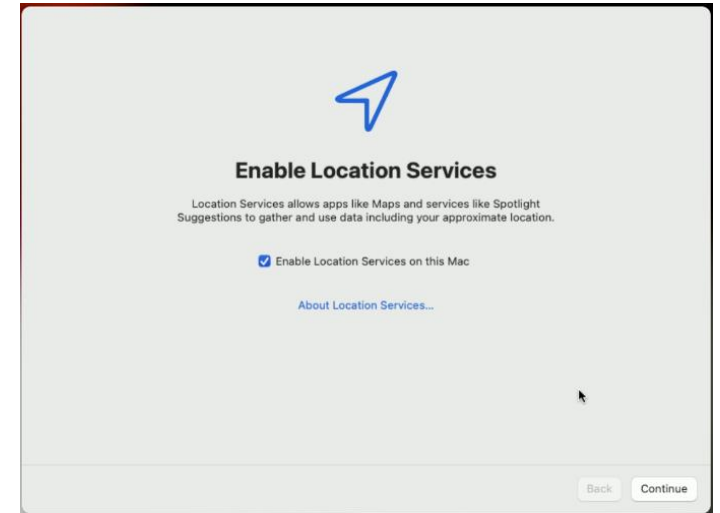
WARNING!

Getting the Data and Privacy screen means the Remote Management didn't start properly



DO NOT PROCEED!

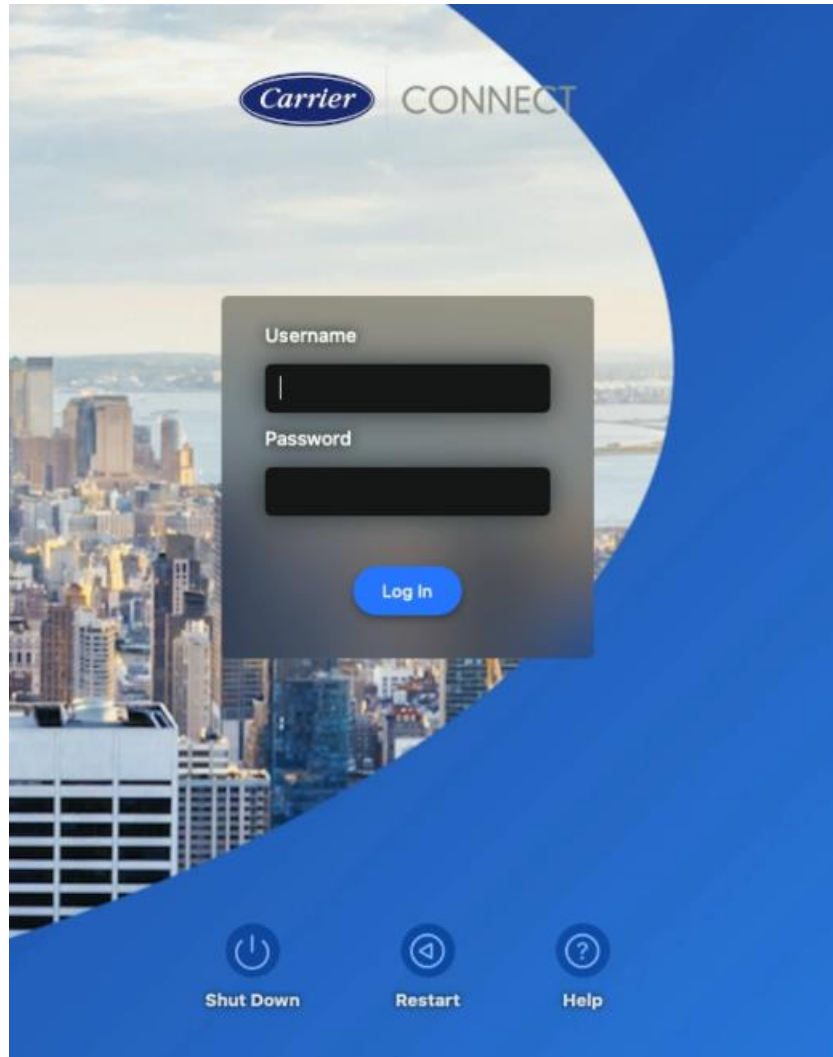
Do NOT create an account this way. STOP and reboot. Verify your Internet connection and try again.



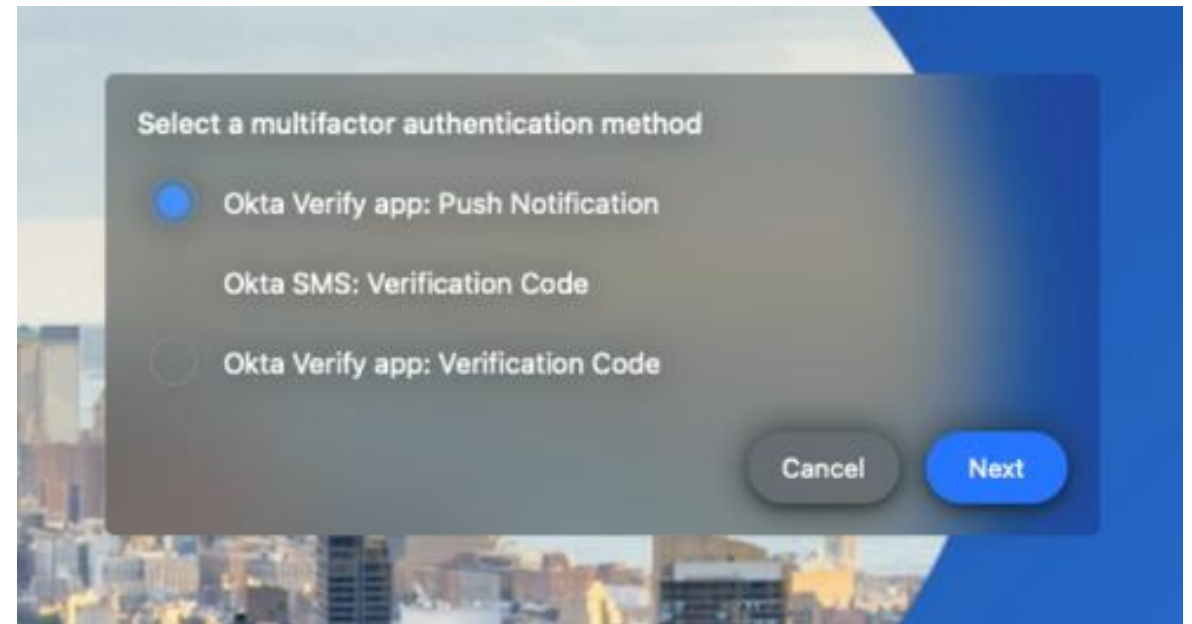
This option is based on detection of Wifi networks and using them to determine the Mac's approximate geographic location.

1. Check the box to set time zone automatically
2. Click Turn On Location Services in the dropdown sheet
3. Confirm the current location and continue

Let's get signed in!

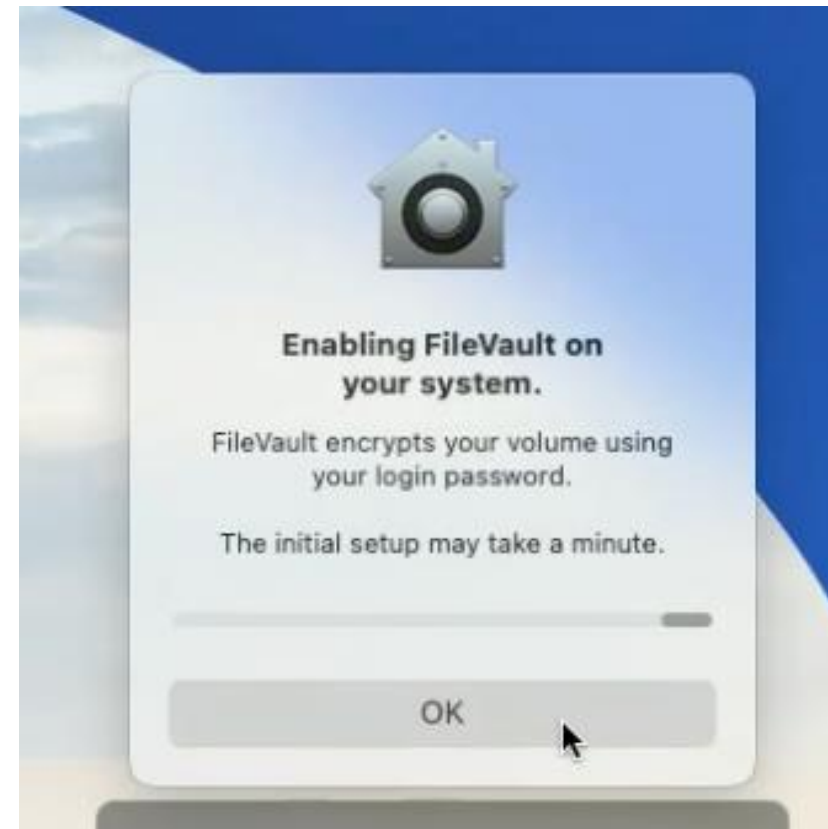


Please Note: For this step, use your full Carrier email address as the username.



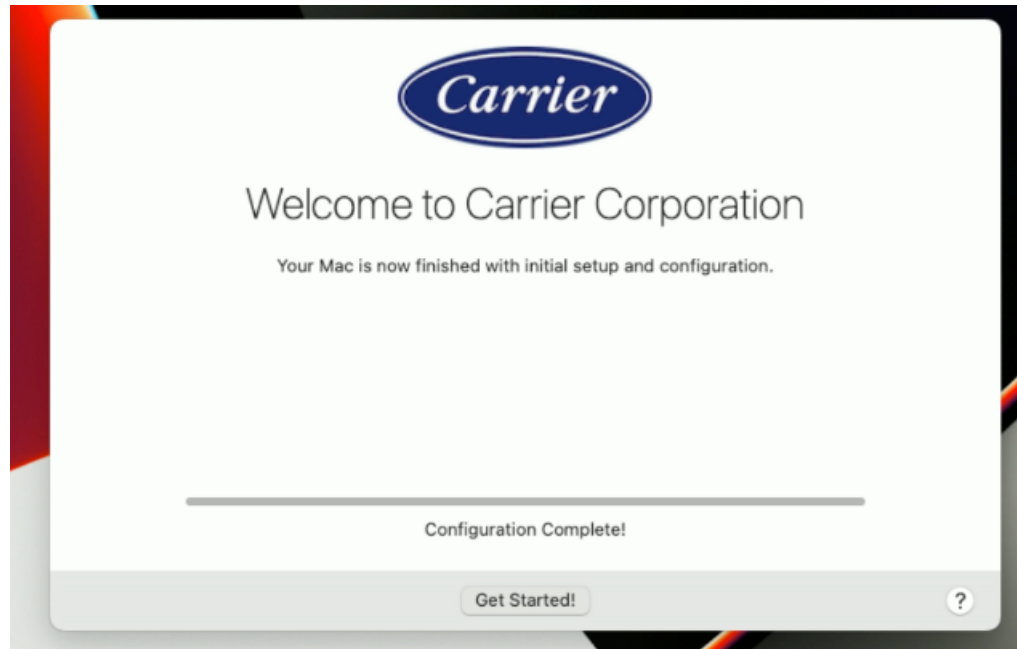
Initial set up.

You will see several screens followed by a prompt for enabling FileVault. For security, you are required to enable FileVault. Click **Enable Now** to start the process. If you cancel this process, you will be returned to the login screen.



What to expect when we're installing...

The installation process can take an hour or more depending on the network speed. Feel free to use your device while the installation completes in the background. **Do not expect all functionality to be in place until all applications have been installed.** Once all applications have installed, you will see a Welcome to Carrier notification.



You're all set!

You are now ready to get started! You can now log in to Zscaler and switch to Carrier's network.

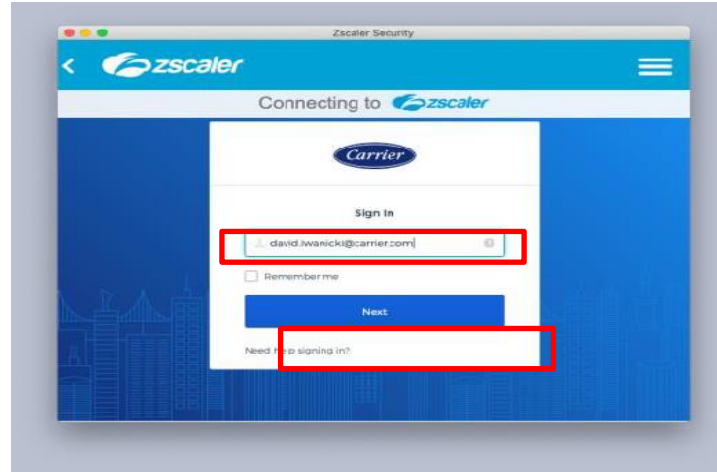


Setup Zscaler



Login to app

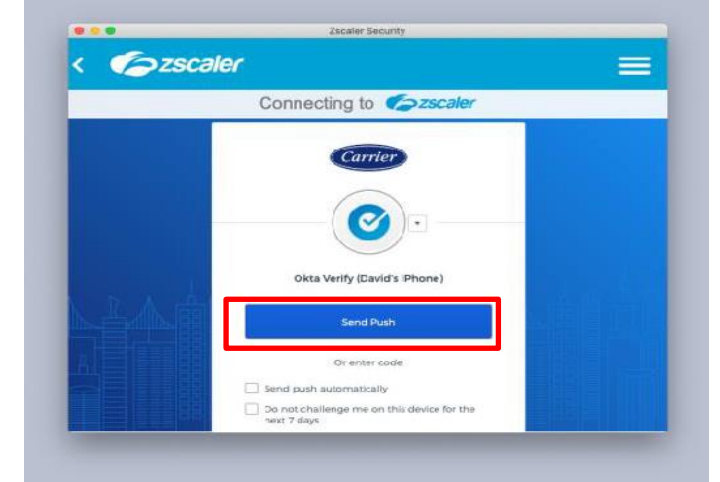
Enter your Carrier email address to Login



Sign into Okta

Enter your email address again. Ignore the “Remember me” checkbox, it doesn’t work

Click Next, enter your normal network password, and click Verify



Send push to your mobile

Click Send Push

- Ignore the checkboxes

Setup Zscaler continued



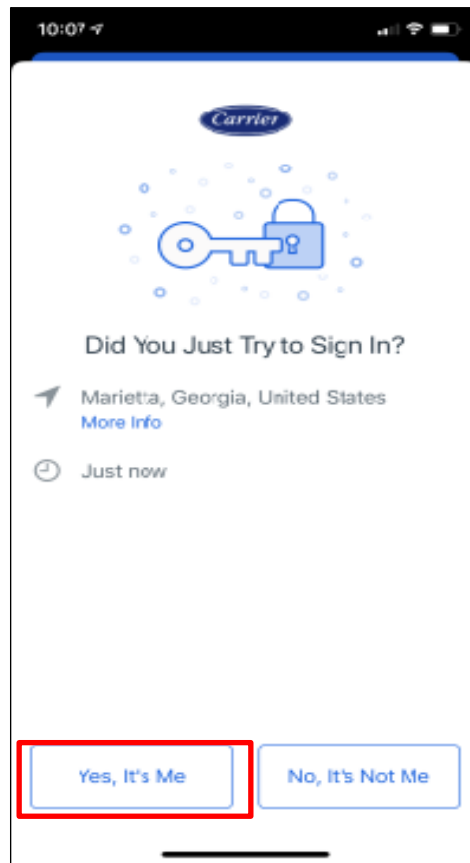
Check your mobile device

Select the notification

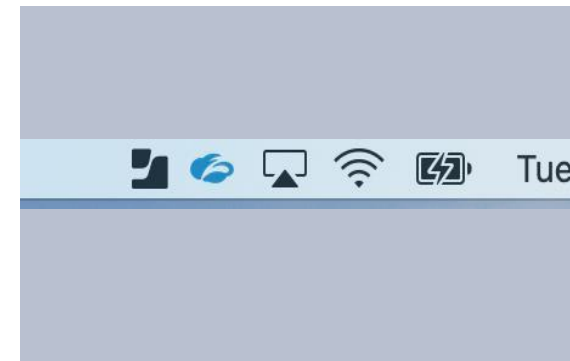
Confirm the push

In the Okta Verify app on your mobile device, click "Yes it's me"

You will see a green confirmation in the app



Zscaler signs in and registers your Mac

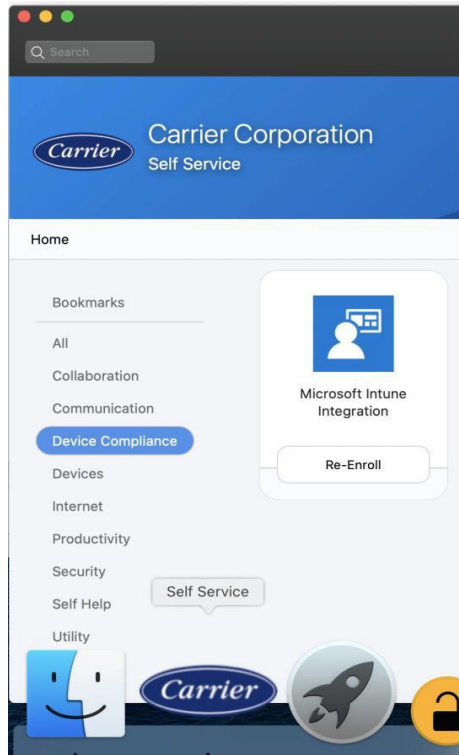


Menu Bar Icon

When Zscaler is properly authenticated, its menu bar icon will be blue

Sign Into Intune Company Portal

1. You are required to register your Mac with Intune.
2. To begin registration, open Self Service and select “Device Compliance” from the left column to filter. Click “Enroll” on the Microsoft Intune Integration tile.

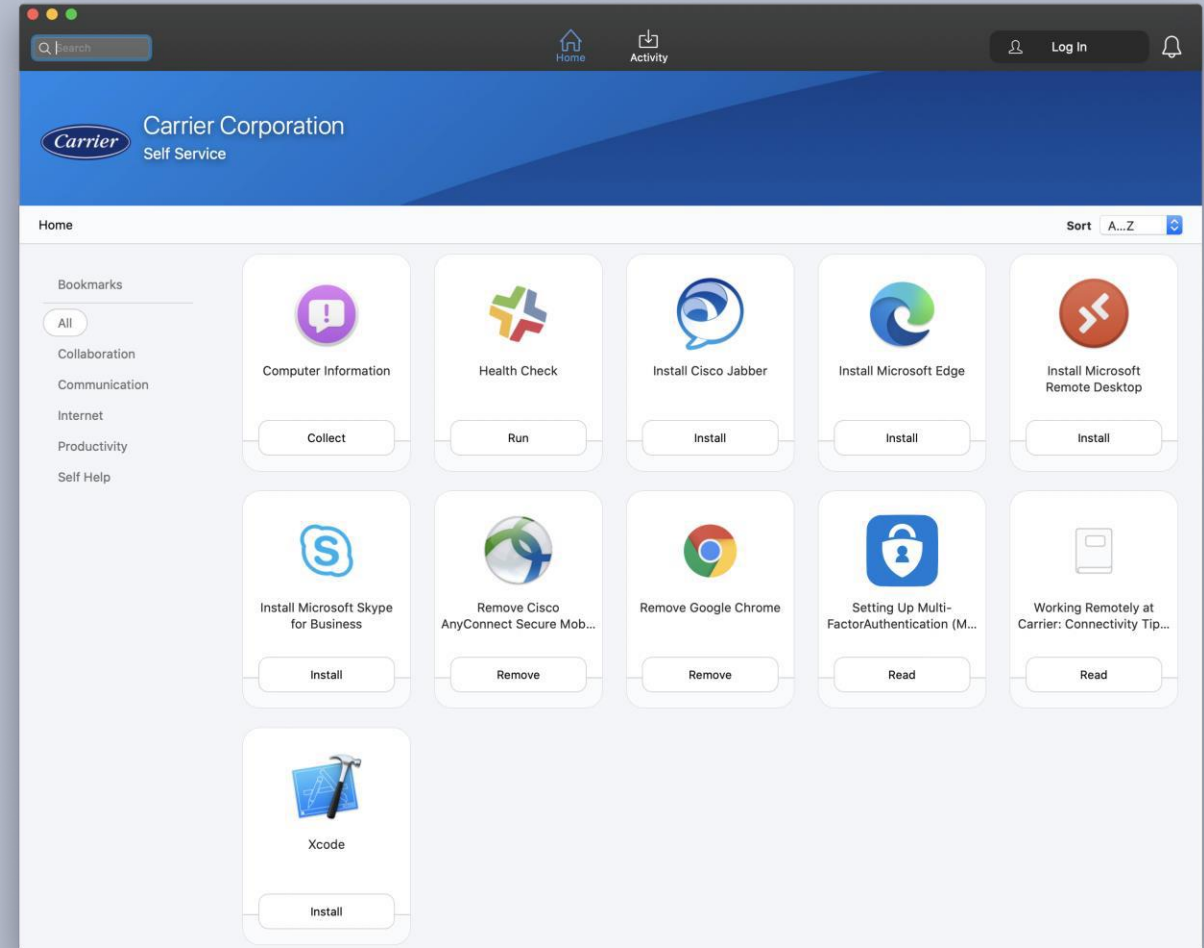


3. Enter your Carrier email address to Sign in. Then enter your network password, and Company Portal will connect and register your Mac.
4. You may see an additional Azure login request appear, with JamfAAD in the Menu Bar. Sign in to continue configuring Company Portal.
5. If you see a pop-up as pictured with JamfAAD requesting access to key “Microsoft Workplace Join Key”, you MUST click “Always Allow”.



Congratulations!

- Your Mac is now enrolled, and your core applications are ready for use.
- Self Service contains optional applications you may need based on your role.
- It also contains self-help tools and PDF resources.
- Useful bookmarks and PDFs can be found in Self Service.





Windows Autopilot




Getting Started



Before you begin, please review this important information.

Summary and Background

Autopilot provides a simplified way of configuring your Windows device for use on the Carrier network. The configuration process consists of two phases:

- **Phase 1** is Autopilot. During this phase, your device is configured and twenty-three base (SOE) applications are installed. Depending on your internet speed, this process will complete in as little as 2 hours.
- **Phase 2** (Post-provisioning) consists of renaming your computer to the Carrier naming standard and applies additional settings (attributes) for effective management & administration. This process can take as long as 24-hours to complete.
 **Please do not request local admin rights or additional software installs until this phase completes successfully. See the Post Provisioning Process at the end of this document for more information.**

Upon completion of the above phases, you may need to install additional software that is required for your Business Unit or for your specific job function. To have additional applications installed, submit a ServiceNow request to have the applications deployed to your new computer.

Preparation

Please follow the below steps to get started.

1. Turn on the device, plug it into power, and connect it to the internet.
2. The internet connection can be either a wired ethernet or wireless connection. Have your WI-FI password ready if you are using wireless.



Autopilot enrollment requires Multifactor Authentication via Okta. If you are a new employee and haven't yet configured Okta, scan the QR code to be taken to configuration instructions. If you are not able to complete Okta configuration, contact the Service Desk for additional assistance. A list of Service Desk phone numbers can be found at the end of this document.



Autopilot Enrollment Process

Step 1

Let's start with region. Is this right?

U.S. Minor Outlying Islands
U.S. Virgin Islands
Uganda
Ukraine
United Arab Emirates
United Kingdom
United States

Yes

Select your preferred region. The default location is set to United States. Select your region in the list and select **Yes** to continue.

Step 2

Is this the right keyboard layout?

If you also use another keyboard layout, you can add that next.

US
Canadian Multilingual Standard
English (India)
Irish
Scottish Gaelic
United Kingdom
United States-Dvorak

Yes

Select keyboard layout. The default layout is set to United States. Choose the layout appropriate for your region and select **Yes** to continue.

Step 3

Want to add a second keyboard layout?



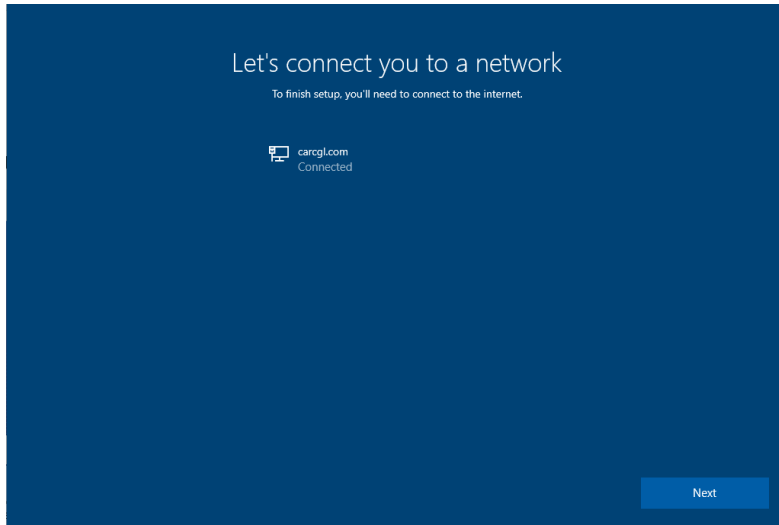
Add layout

Skip

Second keyboard layout. Choose skip to continue to the next screen.

Autopilot Enrollment Process

Step 4



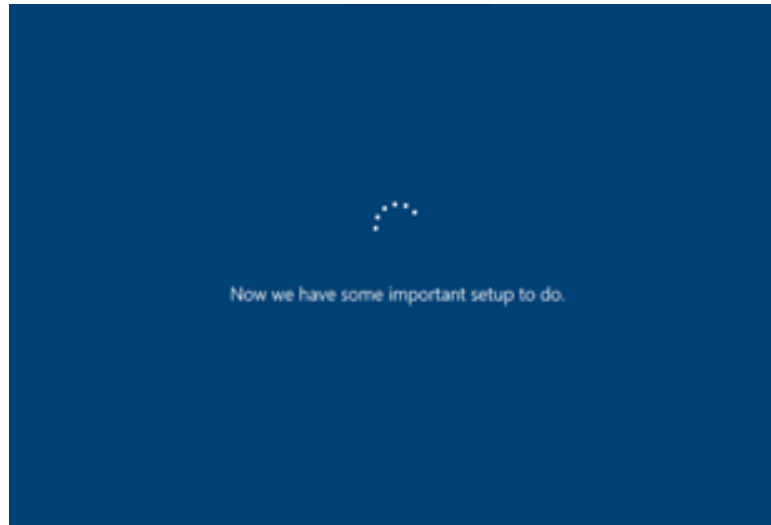
Connect to a network. Network connectivity is required to proceed.

- **Wired Connection:** If you are using a wired connection, you may not see this screen. Continue to step 5.
- **WIFI connection:** If using WIFI at a remote location, please select your network in the list and enter your WIFI password.



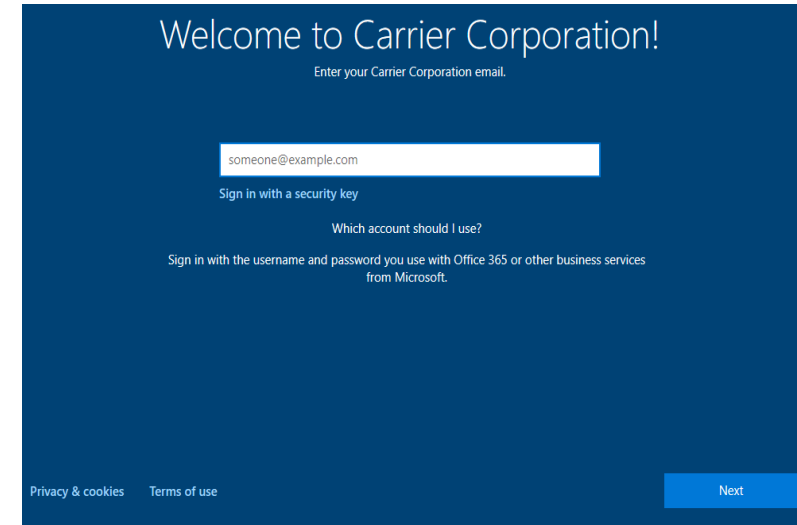
If you're performing an Autopilot while in a Carrier office, a wired network connection is required.

Step 5



Allow background processes to complete. You will be redirected to the next screen once this step completes. If you're not automatically redirected within 10 minutes, please reboot your computer and restart the process. Ensure you have a stable and robust internet connection.

Step 6



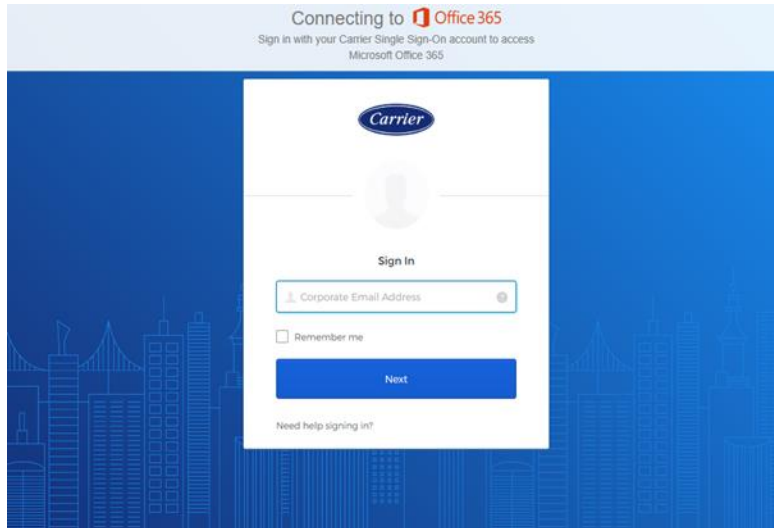
Authentication. You should be presented with a "Welcome to Carrier" sign-in screen. Enter your Carrier email address and click next.



If the login screen does not say Welcome to Carrier, the process will not complete successfully. Contact the Service Desk for assistance. Go to the last page for a list of service desk phone numbers.

Autopilot Enrollment Process

Step 7



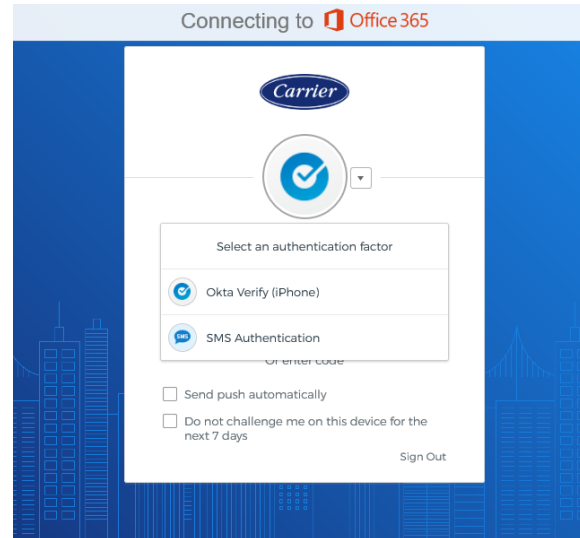
Okta Verification Screen: Enter your email address to proceed. On a subsequent screen, you will be prompted for your password. Enter your network password and proceed to the verification screen.



If this is your 1st time using Okta, please use another device to configure your Okta profile. Refer to **KB1548581** in ServiceNow for configuration instructions. Alternatively, scan the QR code to be taken to the link.

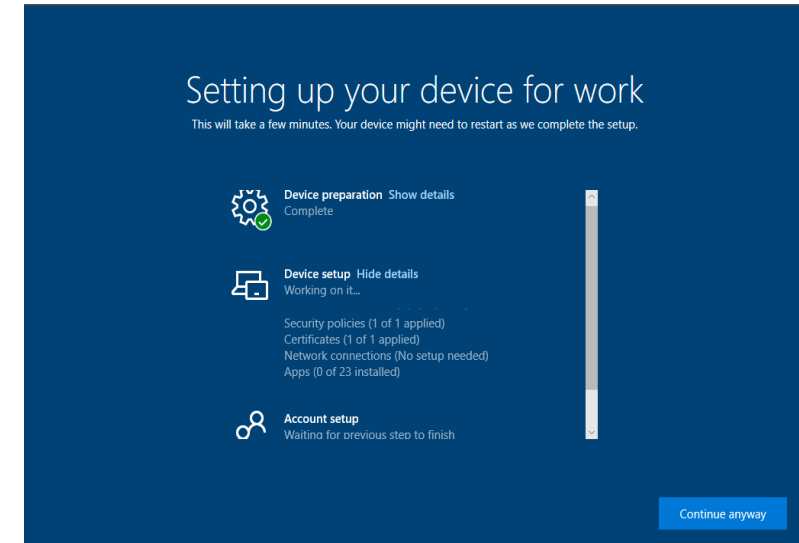


Step 8



Okta Verification Screen. Follow the onscreen verification prompts to proceed. The dropdown allows you to choose your preferred verification method.

Step 9



Device Setup. During this step, device configurations are made, and the 23 standard applications used across Carrier are installed.



The device will reboot automatically when this step is complete. Please allow all applications to install.
Do not click continue anyway.

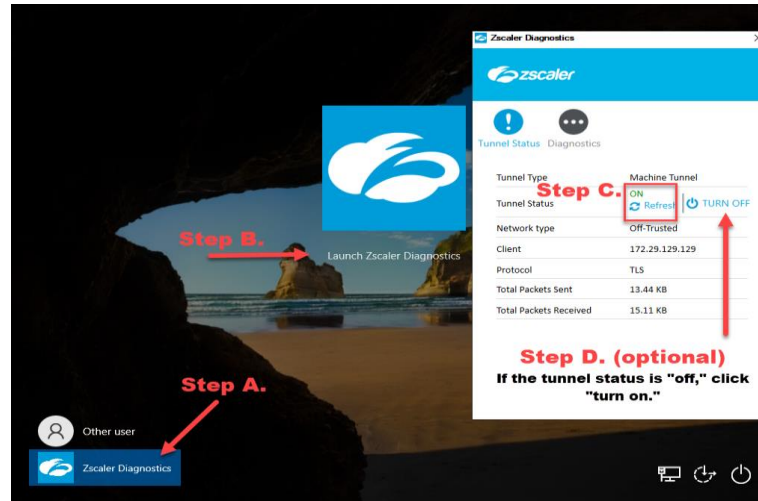
Autopilot Enrollment Process

Step 10



Once all applications are installed, you should be presented with this screen. Your system may reboot before this screen appears. Press Ctrl + Alt + Delete to login

Step 11



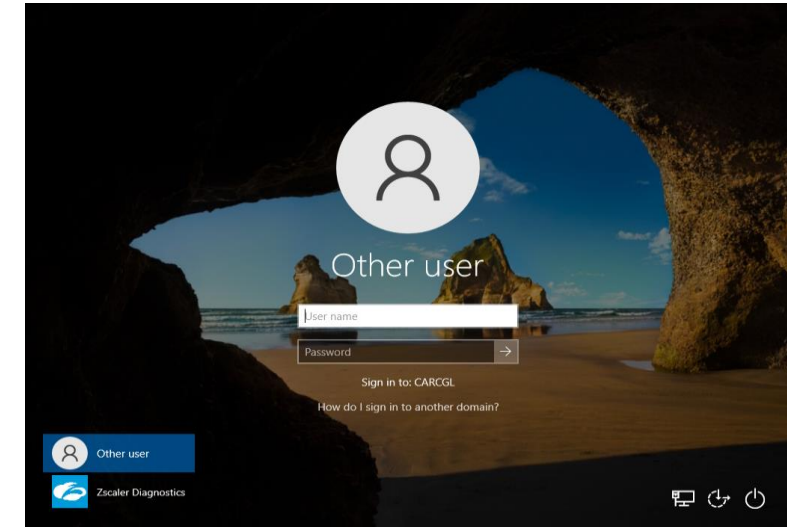
Zscaler Status Verification: Before attempting to log in, please follow the below steps to make sure the Zscaler service is running. **If you're in a Carrier office, please skip this step.**

- Click Zscaler diagnostics at the bottom left of the screen
- Choose Launch Zscaler Diagnostics
- In the screen that appears, the Zscaler tunnel status should display "on." If this is correct, click the **x** and proceed to log-on
- Troubleshooting:** If the tunnel status is off, click turn on. Once it is set to "on," click the **x** to close the screen and proceed to logon.



If the Zscaler tunnel won't remain on, please wait 30 minutes for policies to refresh then retry. If the problem persists, contact the Service Desk for assistance.

Step 12



Computer log-on. Once you've verified all settings in step 11, please enter your Carrier email and password to log in.

Upon logging in, double click the Zscaler icon (found on the bottom right-hand side of your screen) and log in again with your email address and password to have access to internal network resources.



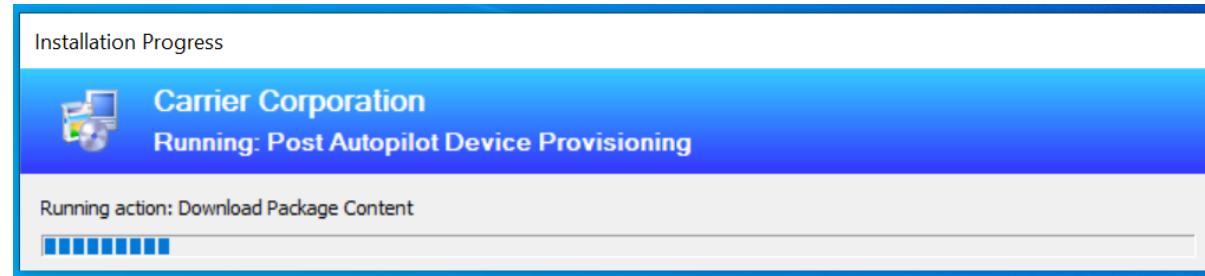
Post Provisioning Process


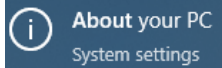


Before you proceed, please review this important information.

Summary and Background

Your device will need to finalize a computer rename and apply computer policies and attribute updates. Once the computer rename process begins, you will see a notification like the screen below. **Although your device is ready for use, do not submit requests for local admin permissions or software installations until the rename is successful.** Follow the below steps to confirm a successful rename:



1. Allow the Post Autopilot Device Provisioning step to complete. You can use your computer while this process runs in the background. The screen will close automatically upon completion.
2. Restart your computer to finalize the rename
3. After restarting, verify the computer rename was successful by:
 - a. Clicking Start 
 - b. Type about and choose “About Your PC” in the menu that appears 
 - c. Take note of the device name in the screen that appears. This name should match the serial number on the bottom of your computer. If using a Dell device, this will be the service tag number.
 - d. If the device name and serial number are the same, the rename was successful and your device provisioning is complete. You can close all dialogue boxes.
 - e. If the device name is different from the serial number and begins with “Autopilot,” the rename process failed. Please submit a service ticket for assistance getting this corrected. Assign the ticket to **Atos Intune Windows Support**

Next Steps



During enrollment, the standard 23 applications used across Carrier were installed on your new computer. However, you may need additional applications or configurations for your job function or Business Unit. If this is the case, you will need to submit service requests in ServiceNow to have the additional installations or configurations made. Use the included checklist as a guide to help you get up and running.

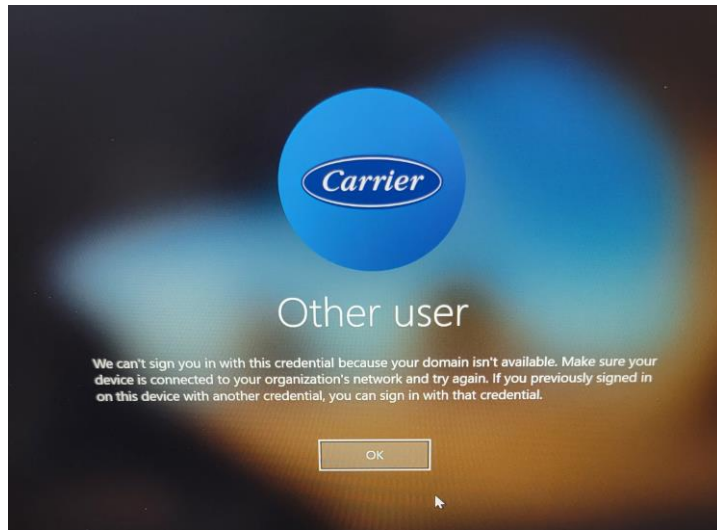


Scan the QR code to be taken to the Knowledgebase search page, then type the KB # in the search field to be taken to the article.

- Launch Outlook and Teams. Log in to have your profile automatically reconfigured.
Reference **KB1553351** for information on using the online email archive.
- Log into OneDrive. If you configured OneDrive on your old computer, your files should automatically sync (transfer) to your new computer. Refer to Office 365 - Office 365 OneDrive Login & Sync Issue - **KB1550149** in ServiceNow
- Only after your computer has renamed – if your role requires additional software, submit a ServiceNow request. Refer to the below articles in ServiceNow for more information.
Reinstall Software Request - KB1557496
Requesting Non-Catalog Software in ServiceNow - KB1554540
Requesting Standard Software from the ServiceNow Catalog - KB1554542
- Only after your computer has renamed – if your role requires admin rights, submit a ServiceNow request.
Refer to the below articles in ServiceNow for more information.
How to Request for Permanent Admin Rights - KB1550813
- Transfer your Favorites from your old computer (contact the ServiceDesk if you need assistance)

Troubleshooting Tips

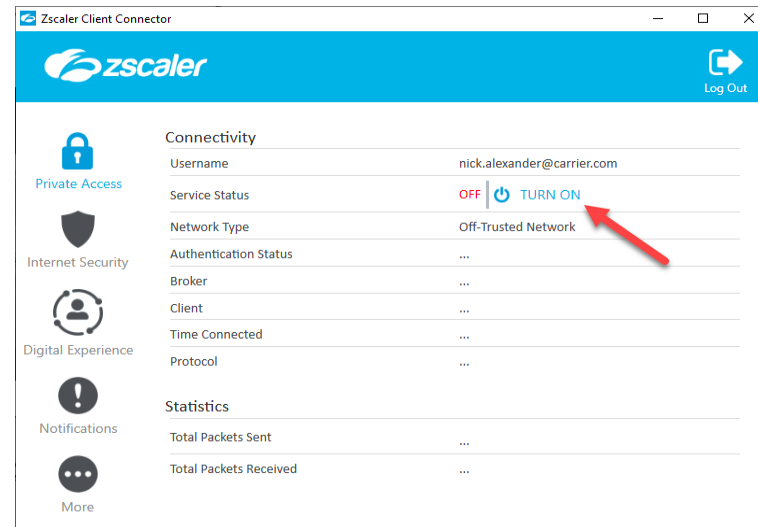
Tip 1 – Domain Logon Error



Log-on error. Please try the following steps in order to overcome this issue.

1. Please restart your computer and attempt the login again.
2. Confirm the Zscaler tunnel is on. Reference step 11 of the enrollment instructions.
3. The computer policies may take at least an hour to replicate. Allow time for policies to refresh then try your log on again.

Tip 2 – Zscaler Status



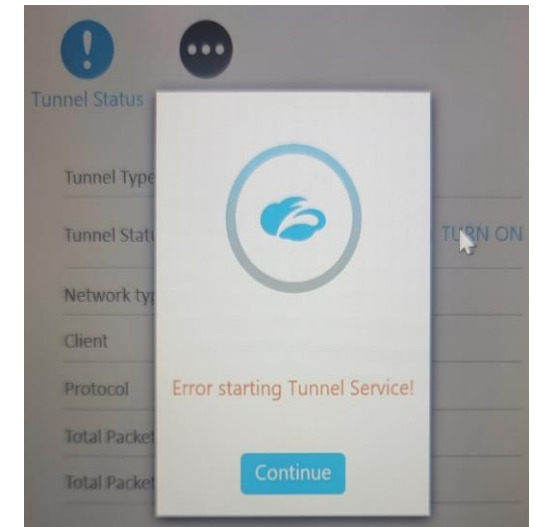
Zscaler Tunnel Status: Zscaler is required for connectivity if you're working remotely. If the Zscaler status is set to off, please click "turn on." Wait for confirmation that the tunnel successfully switched to "on" before attempting to login.

While logged into Windows, you can verify the tunnel status by double clicking the Zscaler icon on the bottom right of your screen.



If you experience an issue and the tips above do not fix the problem, or you experience an issue not defined here, please contact the service desk for additional assistance.

Tip 3 - Zscaler Tunnel Error



Zscaler Service Failure: If you receive an error starting the Zscaler tunnel, restart your computer and try again. If the problem persists after a reboot, contact the Service desk for further assistance. Go to the last page for a list of service desk phone numbers.

Atos Service – Toll Free Numbers

The below tables contain toll free phone numbers for the Atos service desk. Use the number appropriate for your location. Alternatively, you can use the “**Chat for help**” option at the top of most ServiceNow screens to chat with a technician, or to access the Ava Chat bot for quick answers to the most common problems.



Country	Contact Numbers
Argentina	34917939984
Australia	861069115176
Austria	800909414
Belgium	80080236
Brazil	8000474721
Brunei	+861069115176
Bulgaria	8002100474
Canada	8333004079
Chile	15137013072
China	861069115175
Croatia	495251832199
Czech Republic	800050720
Denmark	80810385
Finland	800302591
France	805543090
Germany	8007240408
Greece	495251832199
Hong Kong	80030114873
Hungary	495251832095
India	8000504252
Ireland	1800946225
Italy	800529349
Japan	120426557
Korea	861069115176
Kuwait	495251832199
Luxembourg	33170839404

Country	Contact Numbers
Macao	861069115175
Malaysia	861069115176
Mexico	18000622271
Netherlands	31307998742
New Zealand	508544338
Norway	80031434
Poland	800080593
Portugal	+49 9128 1501015
Qatar	861069115176
Romania	495251832199
Saudi Arabia	861069115176
Serbia	800301173
Singapore	18004075650
Slovakia	800152960
Slovenia	80083005
South Africa	800660364
Spain	34917939984
Sri Lanka	861069115176
Sweden	201604334
Switzerland	495251832095
Taiwan	800668096
Thailand	861069115176
United Arab Emirates	861069115176
United Kingdom	448000113913
USA	18333004079
Vietnam	861069115176

