

NEW EMPLOYEE SETUP GUIDE

Your PowerDirect laptop setup

Prepared for New Users | Account: **Your assigned PowerDirect email**

START HERE: Complete the account and Microsoft Authenticator setup on your phone or another computer before turning on the new laptop. Use the exact PowerDirect email address assigned to you for every sign-in. It may end in @powerdirect.net or @powerdirectenergy.net.

1 Before you begin

1. Have your phone available and install Microsoft Authenticator from the Apple App Store or Google Play.
2. Have the temporary password sent to you securely by PowerDirect IT.
3. Plan for up to two hours on reliable Wi-Fi. Keep the laptop plugged into power throughout setup.
4. Do not start the laptop until you receive your username and temporary password.

2 Set up your PowerDirect account

5. On your phone or another computer, open [Microsoft Security Info](#).
6. Sign in with **your assigned PowerDirect email address** and the temporary password from IT.
7. Create a new password when prompted. Use a unique password that you do not use for any personal account.
8. When asked for more information, choose **Microsoft Authenticator**. In the phone app, choose **Add account > Work or school account > Scan QR code**.
9. Scan the QR code shown on the other screen, then approve the test notification. Add a backup method if Microsoft offers one.
10. Confirm the account works by signing in at [Microsoft 365](#). You should be able to open Outlook on the web.

SECURITY: Never send anyone your password, Authenticator approval, or verification code. PowerDirect IT will not ask for them.

3 Start the new laptop

11. Plug the laptop into power, turn it on, and select your region and keyboard layout.
12. Connect to reliable Wi-Fi. If Windows downloads updates or restarts, let it finish.
13. When asked how you want to set up the device, choose **Set up for work or school** or the option for an organization. Do not choose personal use.
14. Sign in with **your assigned PowerDirect email address**, your new password, and Microsoft Authenticator.
15. The PowerDirect setup process will begin. Leave the laptop powered on and connected. The screen may pause for several minutes and the laptop may restart.
16. Do not select a personal Microsoft account, create a local account, reset the PC, power it off, or try to bypass the setup screen.
17. When the Windows desktop appears, keep the laptop connected for another 20-30 minutes while final settings complete.
18. Open Outlook, Teams, and Word. Sign in with your PowerDirect account if prompted, then tell IT that you reached the desktop.

What PowerDirect sets up automatically

19. Microsoft 365 desktop applications, including Outlook, Teams, Word, Excel, and PowerPoint
20. PowerDirect remote support and device-management software
21. Microsoft Defender antivirus and the Windows firewall
22. BitLocker drive encryption with recovery information stored securely for IT support

If something goes wrong

STOP AND CONTACT IT if you see a setup error, cannot use your PowerDirect account, are asked to create a personal account, or do not see the PowerDirect setup process after signing in.

23. Take a clear photo of the entire screen, including any error code.
24. If a diagnostics link is shown, open it and photograph the displayed information.
25. Note the approximate time and tell IT which step you had reached.
26. Do not reset the laptop, choose Continue anyway, or repeat sign-in attempts after a password or MFA failure.

For trusted IT guidance, visit help.powerdirect.net or use the contact information provided during onboarding.