



Windows 11 REFRESH

Windows 11 Device Setup User Guide for all S&P Global Colleagues

IMPORTANT - Please read **BEFORE you start your**



- **We strongly recommended** that you complete your Windows 11 migration at home.
- Follow **ALL STEPS** paying particular attention to any time allocations specified.
 - This is to enable your device to make the required updates, move your files and data.
- You **WILL** require your mobile device for Multi Factor Authentication (MFA).
- You **CAN** continue to work throughout your migration on your existing **Windows 10 device**.

Migrating at home



- Please ensure you are connected to a stable WiFi/LAN connection for the full duration of your migration.
- Make sure your device is connected to power (this can be found in the Lenovo box), you may connect to a docking station if you have one.



Migrating in an S&P Global office

- You **MUST** wait 25 minutes from collecting your device to starting your Windows 11 migration.
- You must **NOT** plug your new laptop into a docking station, use the new power cable from the box and connect to WiFi (when prompted).

SUPPORT

If you experience any technical issues during your Windows 11 migrations, please reach out to the Windows 11 Support Team for assistance:



Option 1: Submit a ticket

Hypercare support ticket:

[Windows 11 Hypercare Support](#)

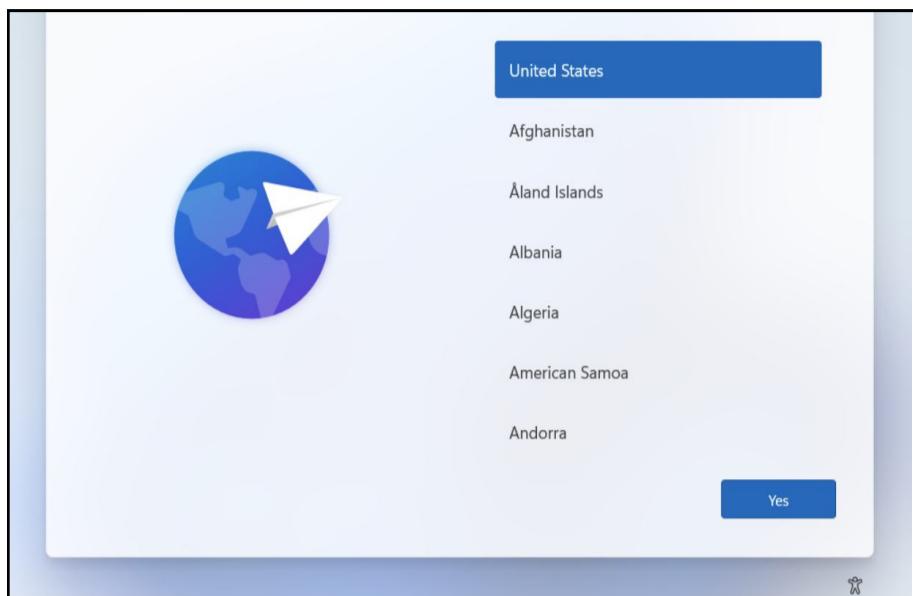


Option 2: Support call

Support phone numbers can be found on the [Contact Us](#) page of the [mySolutions Portal](#).

- **Select your language** and then **press 2** for Windows 11 Hypercare Support.

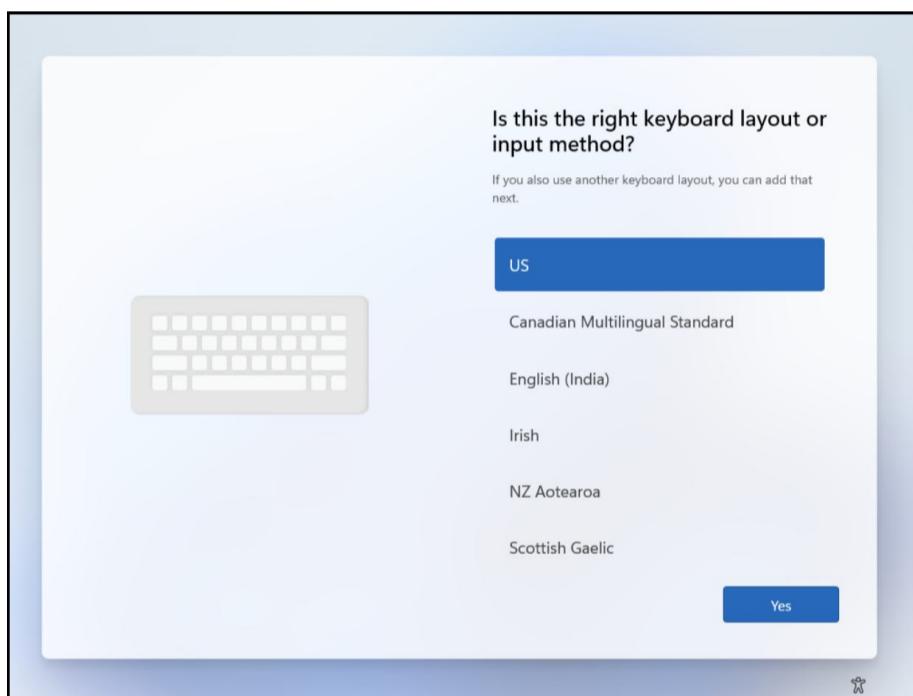
STEP 1: COMPLETE THE INITIAL DEVICE CONFIGURATION



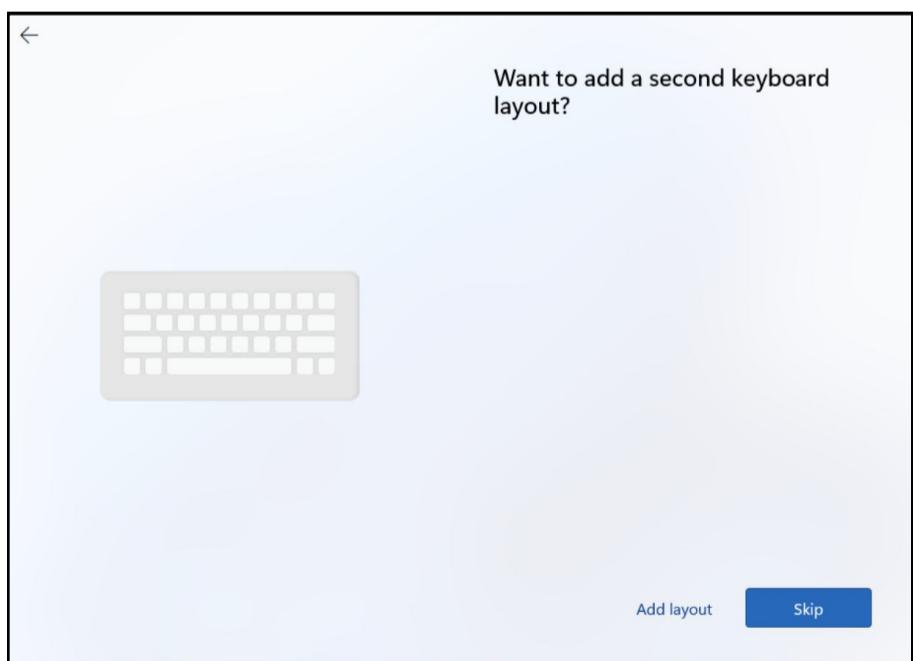
1. Ensure your new Windows 11 laptop is connected to power for the entire length of your migration.

2. Turn your new laptop **ON**.

3. Chose your **country or region**, click **Yes**.



4. Choose your preferred keyboard layout or input method, then click **Yes**.



5. If you need a second keyboard setup, this can be completed here.

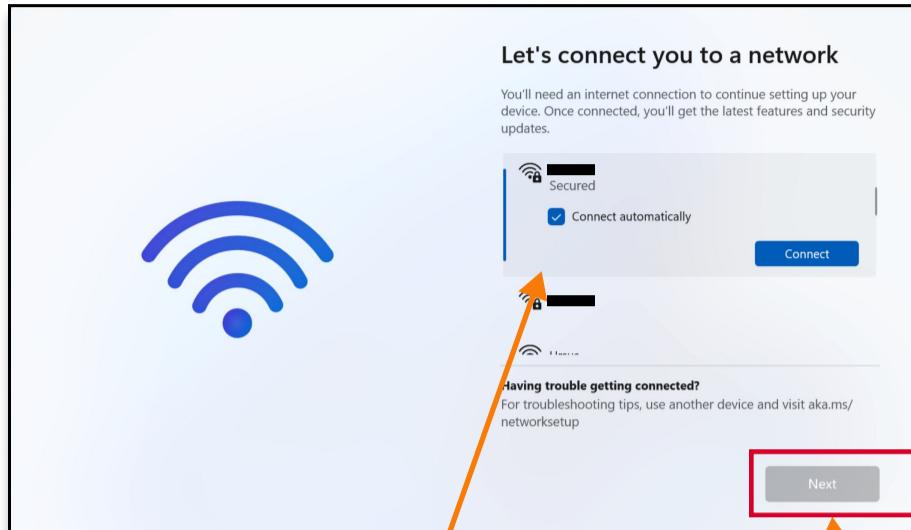
- Click **Skip** if not required. An additional keyboard can be added later if required.

You have completed

Step 1

STEP 2: CONNECTING TO WI-FI

CONNECTING TO WI-FI AT HOME

**Note**

Choose **YOUR** home Wi-Fi name.

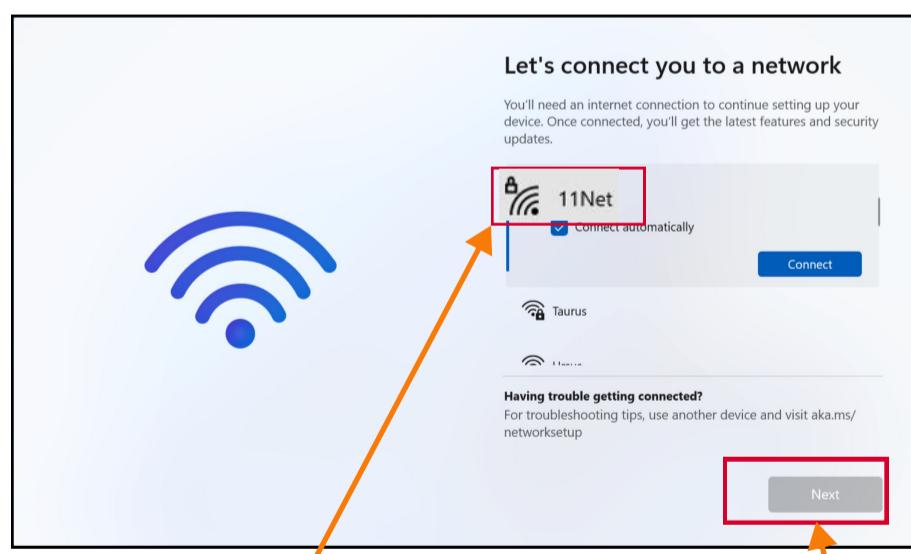
Note

Keep scrolling until you see the "Connect" button at the very bottom.

1. Once you see your Wi-Fi screen, select your home Wi-Fi network.

- Click on the **"Connect"** button. Enter your home Wi-Fi password
- Click **"Next."**

CONNECTING TO WI-FI IN THE OFFICE

**Note**

Choose **11Net** Wi-Fi name, not Taurus, and ensure the checkbox **remains selected** to connect automatically.

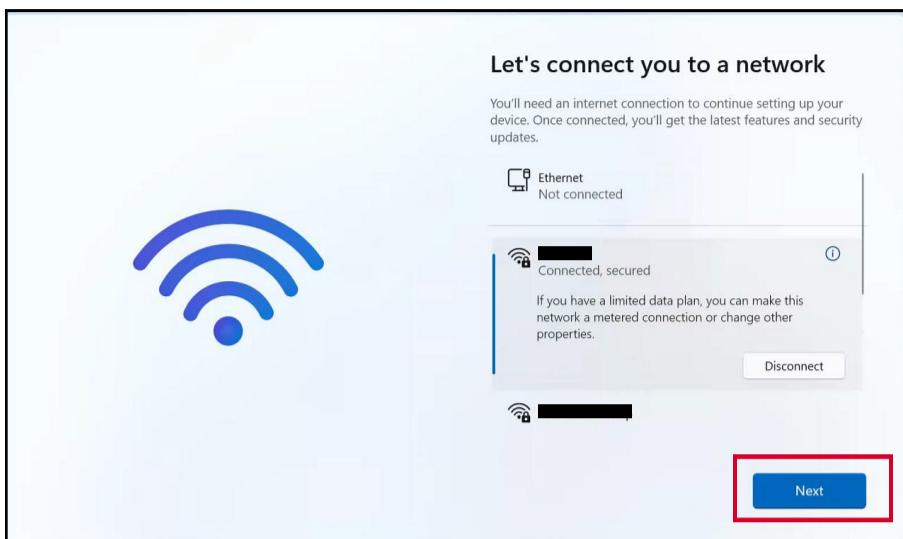
Note

Keep scrolling until you see the "Connect" button at the very bottom.

1. Once you see your Wi-Fi screen, choose **11Net Wi-Fi**.

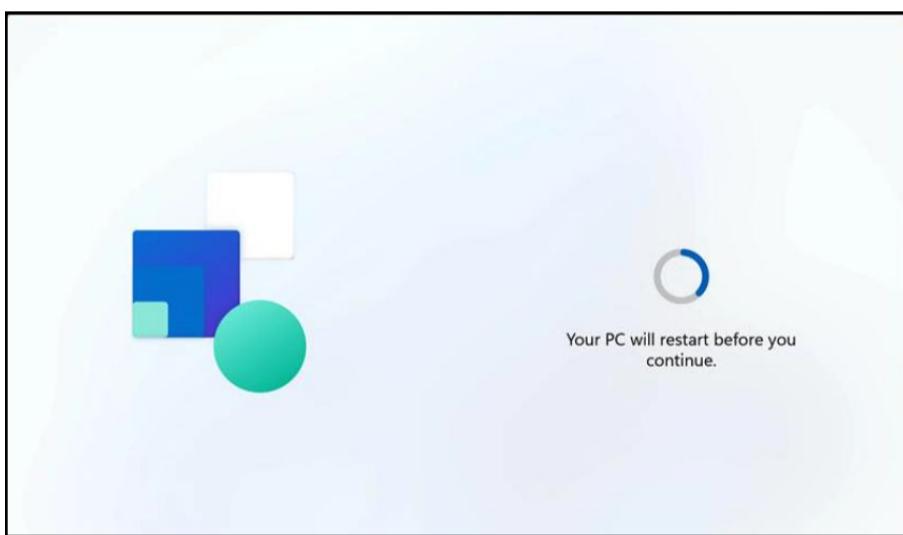
- Click on the **"Connect"** button. Enter your **S&P Global email address** with your standard login password.
- Click **"Next."**

STEP 2: CONNECTING TO WI-FI



2. After successfully connecting to the network click **Next**. Your system will shut down and **RESTART**.

3. Once your system has restarted, it will quickly verify the connection and check for updates before continuing through a number of screens as this process completes.



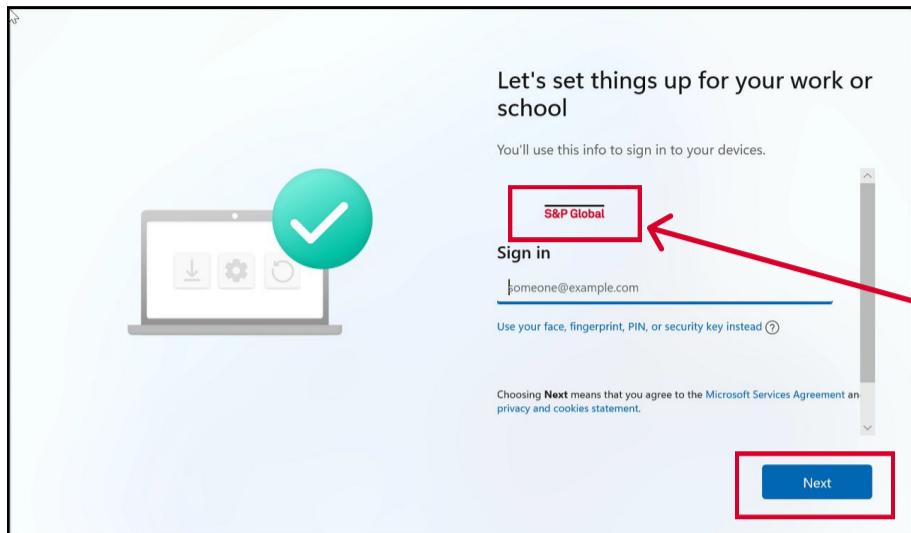
4. Once these checks are complete, your computer will **RESTART** again. Please wait for this to complete; it may take a little time.

You have completed

Step 2

Connecting to Wi-Fi

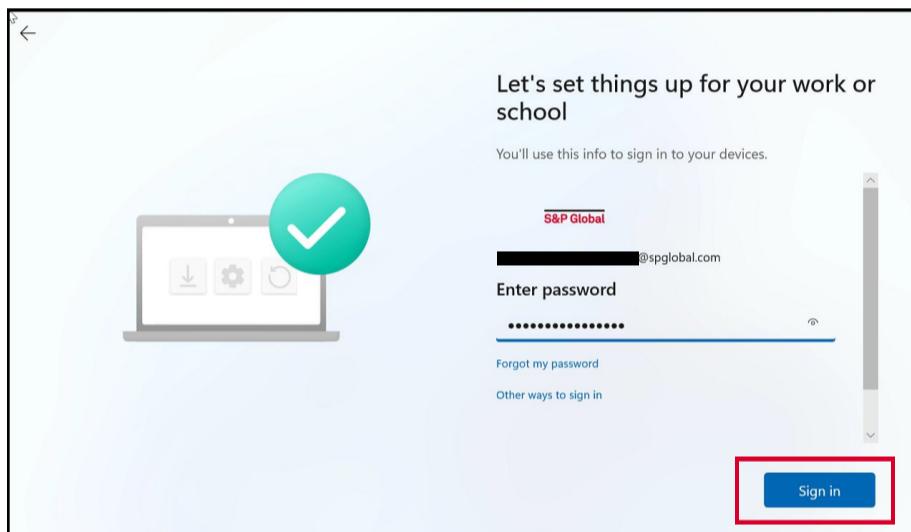
STEP 3: VERIFY YOUR IDENTITY AND AUTHENTICATE



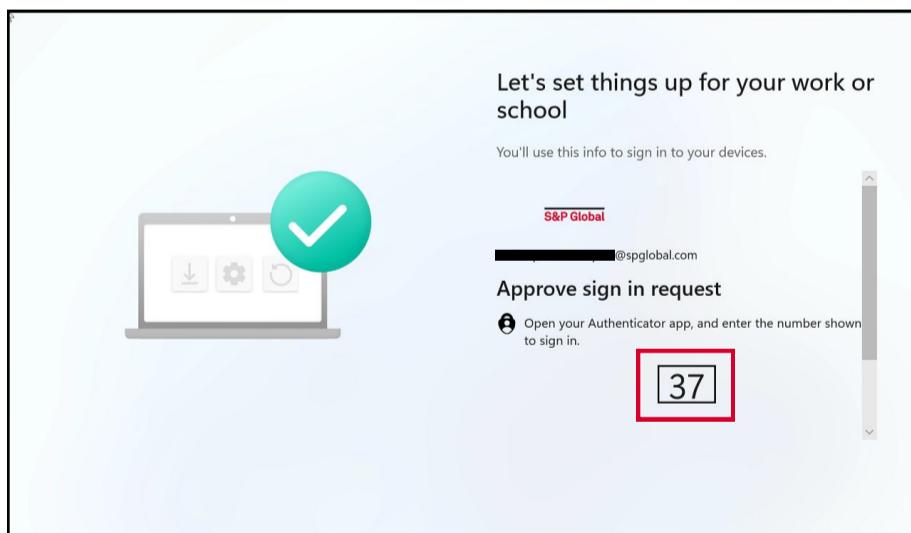
- Once this screen appears, enter your S&P Global **email ID**, then click **Next** to proceed.

IMPORTANT

The S&P GLOBAL icon **MUST** appear here. **IF** you see a Microsoft logo you must **STOP** following these instructions and contact the **IT Service Desk**.



- Enter your **standard login password**, then click **Sign in** to continue.

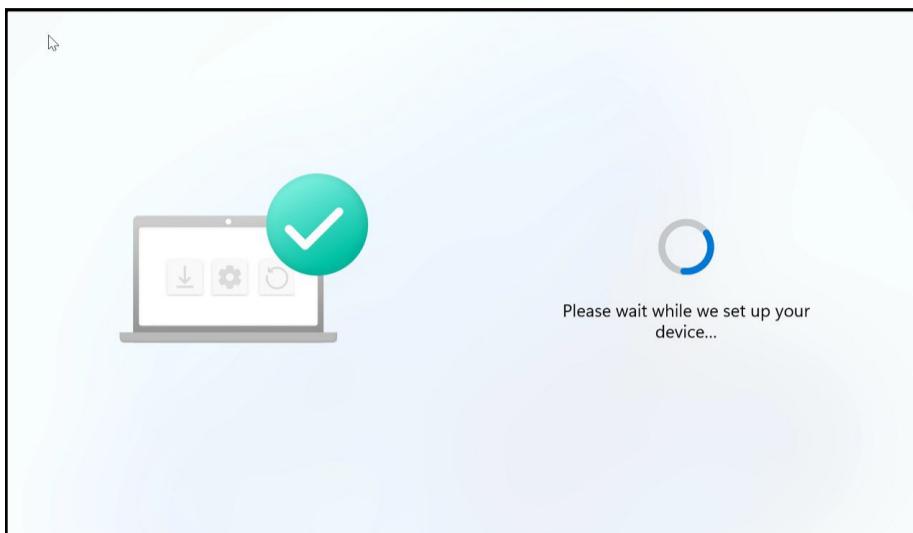


- You will be prompted with an **MFA Challenge** - please use the **Microsoft Authenticator** app on your mobile phone to complete.



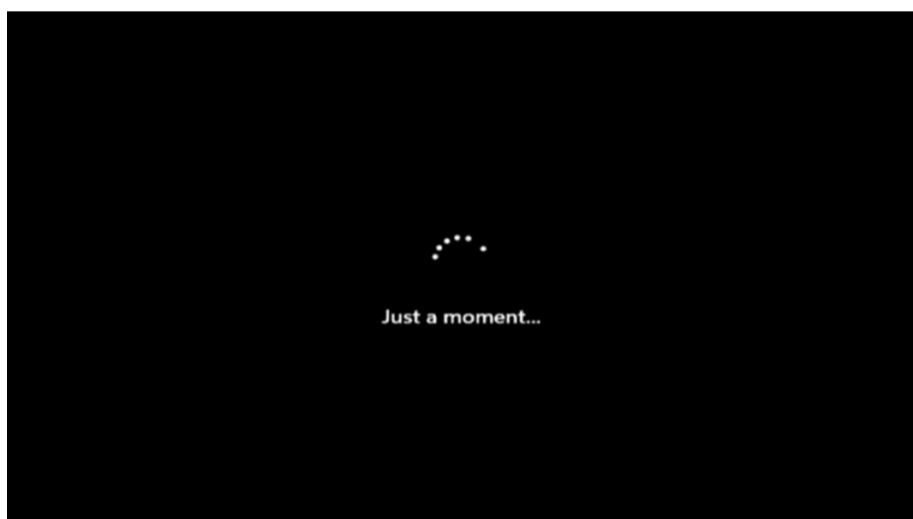
Authentic
ator app
on your
phone:

STEP 3: VERIFY YOUR IDENTITY AND AUTHENTICATE



4. After you complete the MFA Challenge, you will see this screen. Your **account is validated** once the process completes.

- It will take approximately 15 minutes in total and perform a soft **REBOOT**. You may not notice this, which is fine.



5. If you are h-IHSM, you may see these screens appear while the laptop is in the process of restarting. This is expected behavior; continue to wait.

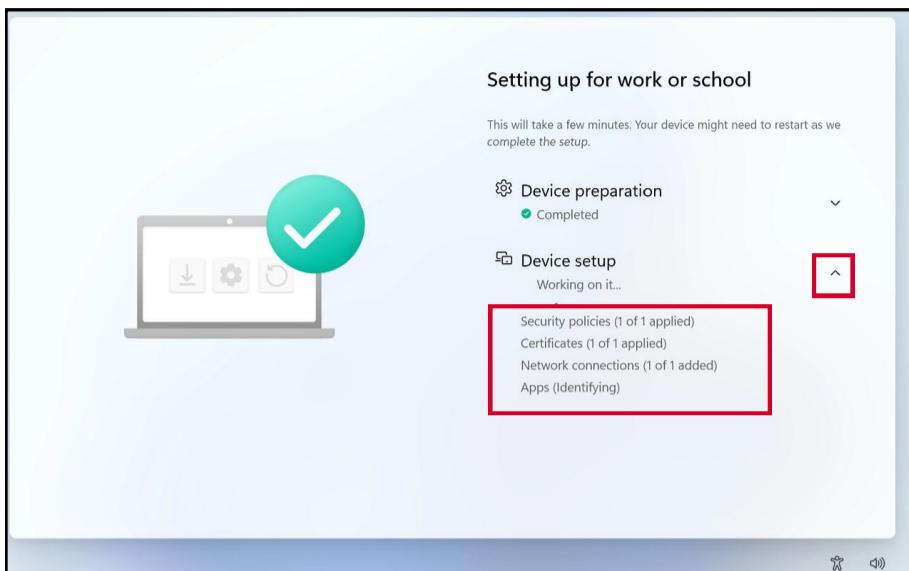


You have completed

Step 3

Verifying your Identity and Authenticating

STEP 4: DEVICE CONFIGURATION

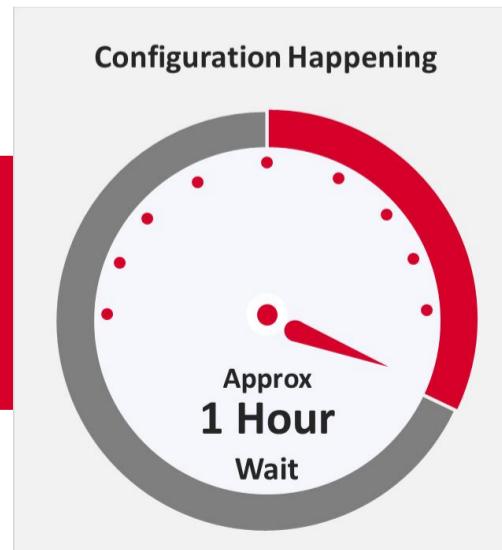


1. After the **REBOOT** your laptop will continue to **set up automatically**.

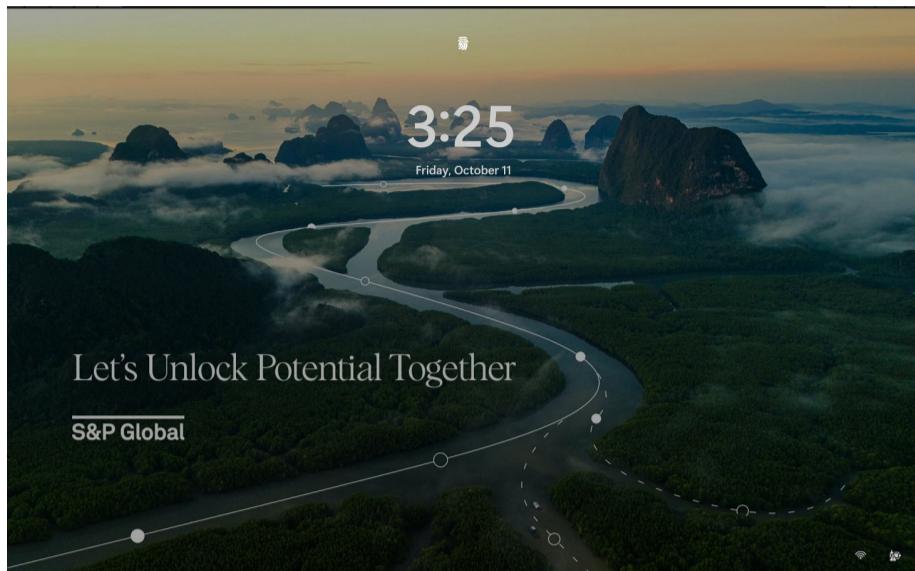
- This part of the process is where any specific applications or configurations tied to your corporate profile will be downloaded and this **WILL** take time.
- You will see your laptop progress through the various stages displayed on screen.

IMPORTANT

- This process may take **1 hour, potentially more**, depending on factors including network speed, the number of applications, or configurations your device requires.
- It is **IMPORTANT** that your laptop remains **ON** and **CONNECTED** to a **power source** while the process completes.
- You can continue to work on your Windows 10 device, checking in periodically.
- If your device times out or generates an **ERROR** during this step, please **DO NOT** click **Retry**. You **MUST** contact the **IT Service Desk**.

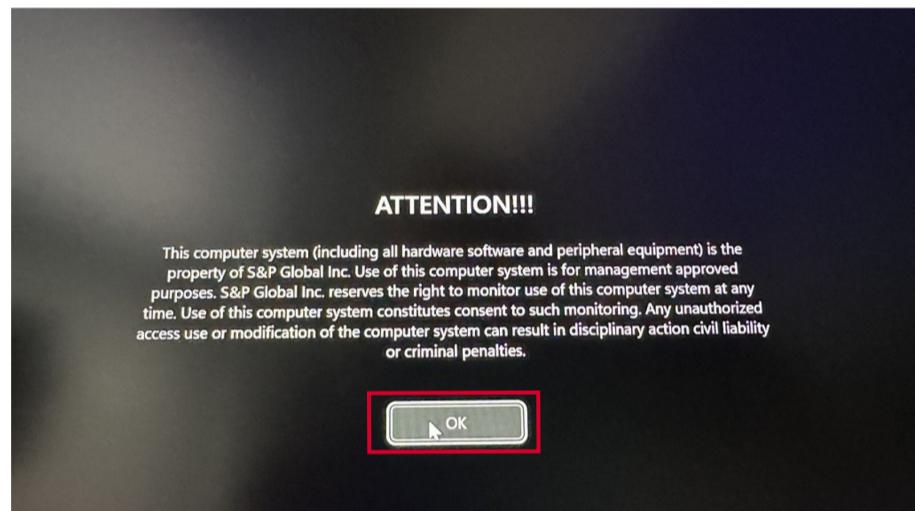


STEP 4: DEVICE CONFIGURATION

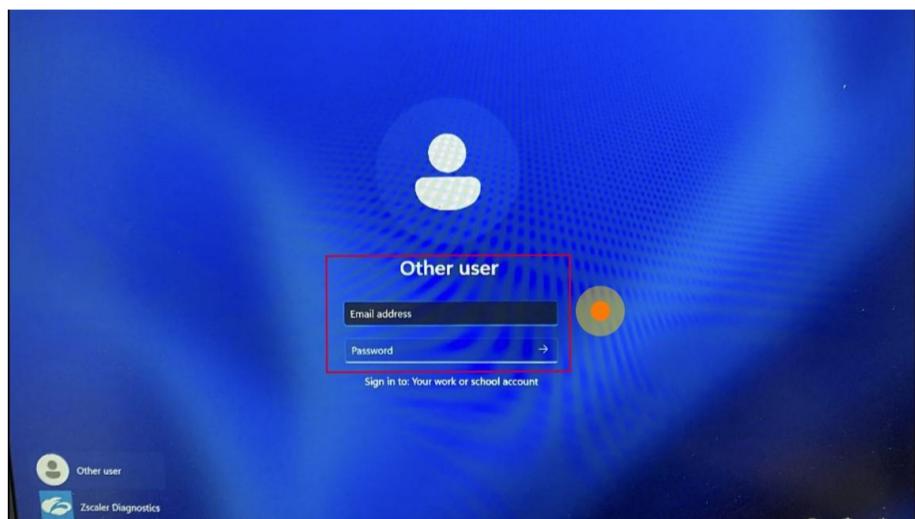


2. After the device configurations are complete, your computer will **RESTART**.

- You will see the corporate wallpaper login screen. The clock will display US Pacific time (this is expected).
- Press **CTRL + ALT + DELETE** to begin logging in.



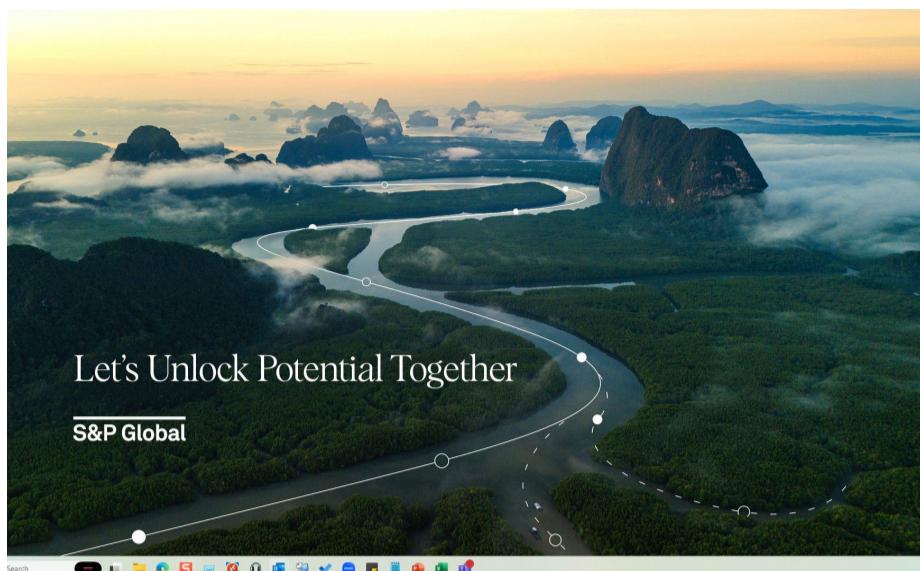
3. Click **OK** to accept the standard S&P Global terms of use.



4. Log in according to your historical company:

- **IF YOU ARE h-SPGI:** Enter your **spglobal.com** email address in the username field and your **standard password** and press **Enter**.
- **IF YOU ARE h-IHSM:** Enter your **INFOCORP domain account (firstname.lastname)** in the username field and your **standard password** and press **Enter**.

STEP 4: DEVICE CONFIGURATION



5. Depending on your historical company:

- **If you are h-SPGI:** You may be presented with the S&P Global wallpaper while your computer initiates the **sign-in** process, or you may instantly see Windows Hello pop up. In either case, proceed to **STEP 5: WINDOWS HELLO SETUP**.
- **If you are h-IHSM:** Your computer will initiate the **sign-in** process which will take a few minutes. Please wait until you are presented with the desktop screen and then **continue to STEP 6: CONNECTING TO ZSCALER (skipping over STEP 5: WINDOWS HELLO SETUP)**.

You have completed

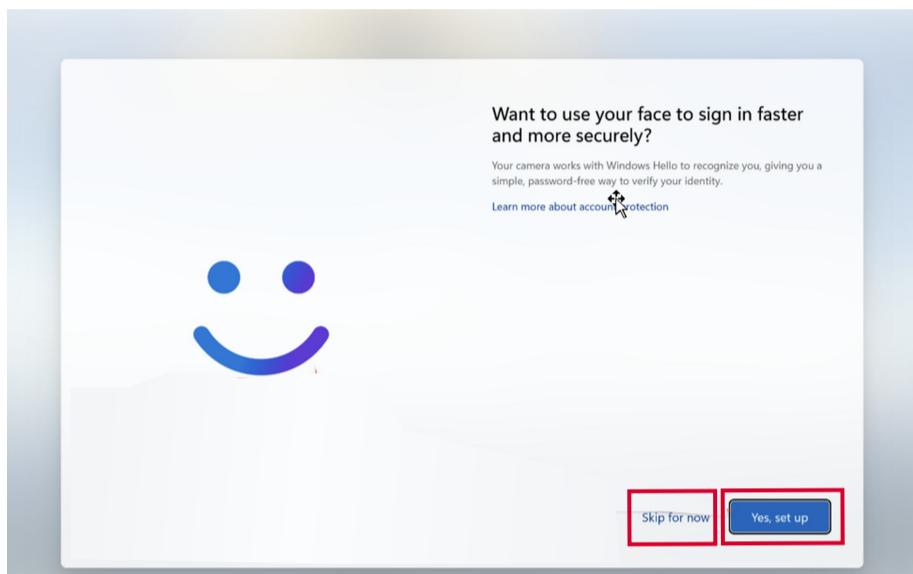
Step 4

Device Configuration

STEP 5: WINDOWS HELLO SETUP

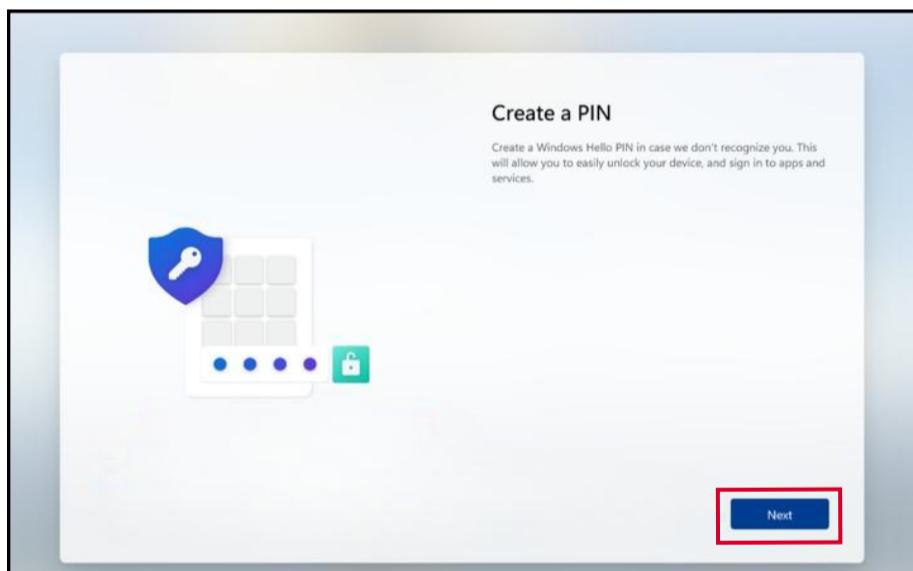
PLEASE NOTE: If you are h-IHSM, skip over this section and continue to STEP 6: CONNECTING TO ZSCALER. Only h-SPGI employees will set up Windows Hello For Business.

Windows Hello For Business is the new way to log in securely and faster, using biometrics (facial recognition or your fingerprint). This can be used instead of entering your password each time you log in.

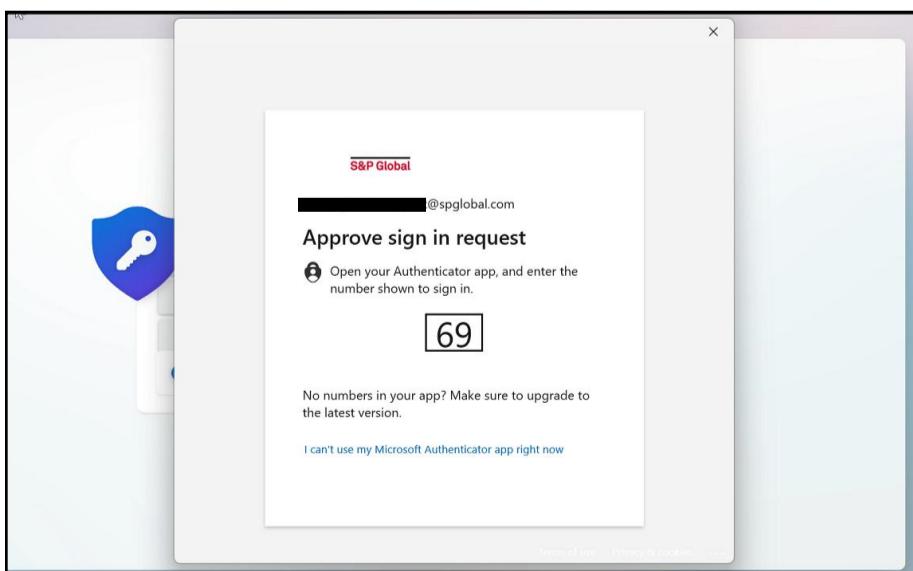


1. You will be prompted to choose facial recognition or your fingerprint to log in to your new Windows 11 device.

- Click **Yes, set up** to proceed now, or click **Skip for now** to set up later.
- Your computer will initiate the **sign-in** process which will take a few minutes to complete.
- Follow the onscreen prompts

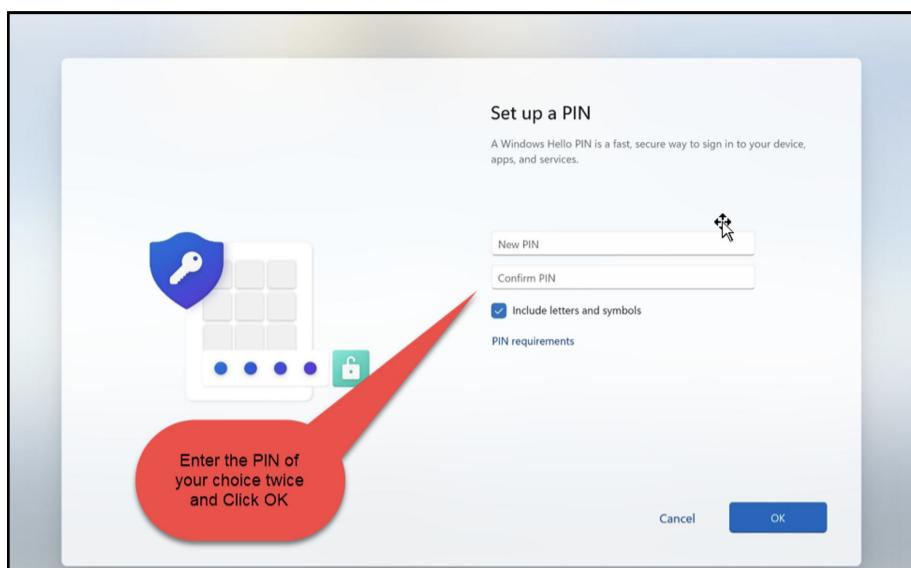


2. Once you have set up your facial or fingerprint recognition, you will also be prompted to create your **PIN**. Click **Next** to proceed.



3. You may receive an **MFA authentication** prompt on your phone. Once you complete this authentication prompt, you will be able to continue.

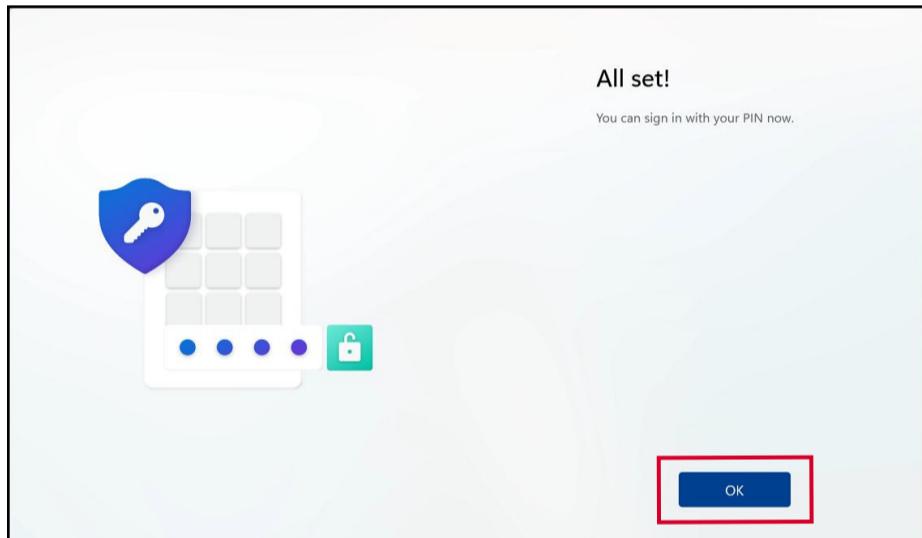
STEP 5: WINDOWS HELLO SETUP



4. Enter your desired **PIN** into both fields. Once you have entered your desired PIN, click **OK** to proceed.

Pin Requirements:

- **Minimum PIN length: 6 characters**
- **Maximum PIN length: 10 characters**
- The PIN is specific to this laptop—it only applies to this laptop and not to your phone or any other device.



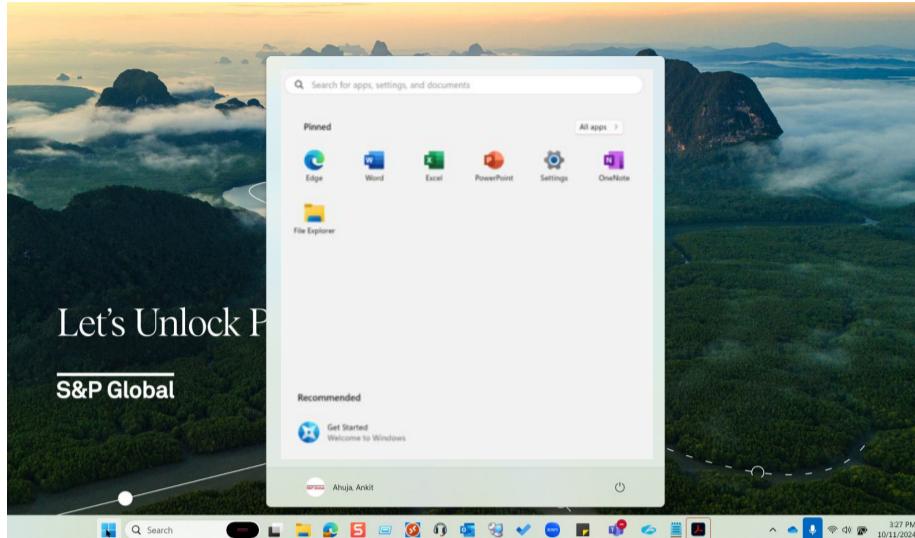
5. You will see an **“All set!”** window. Click **OK** to proceed.

- After your PIN is created, you will be logged in to your Windows 11 laptop. Proceed to the next part.

You have completed

 Step 5

STEP 6: CONNECTING TO ZSCALER

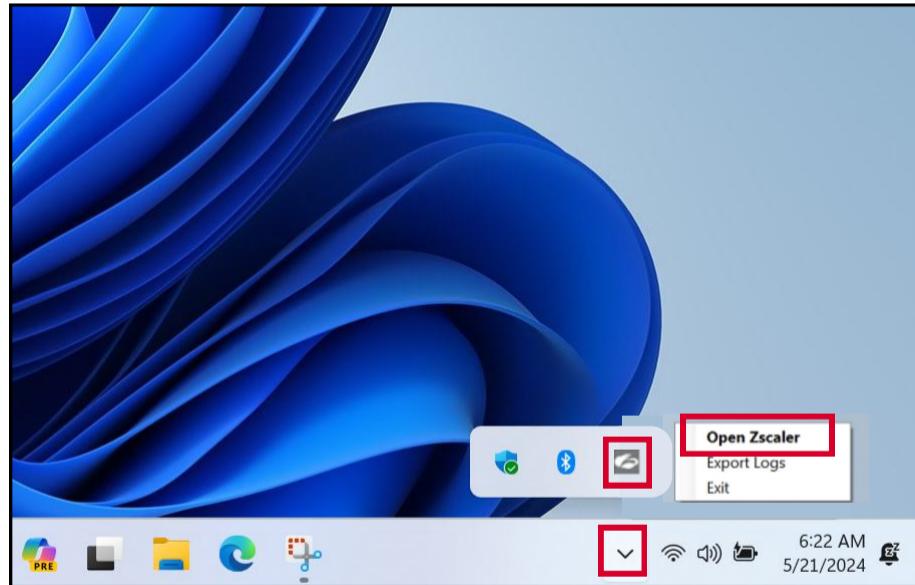


1. Once logged in, you will see the Windows 11 start bar.

- You must first authenticate/log in with **Zscaler**.
- Microsoft Teams may appear on your screen, **DO NOT sign in**.

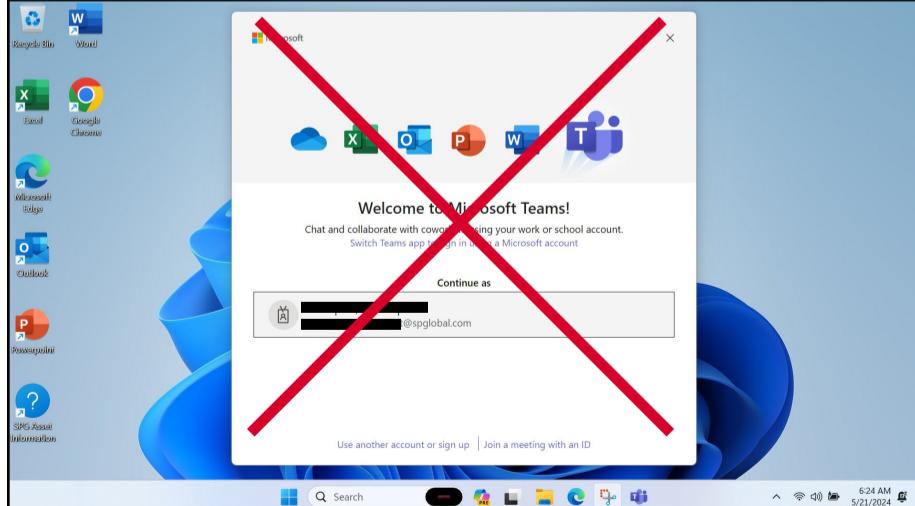
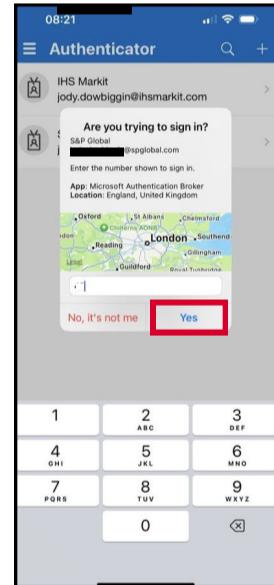
IMPORTANT

Zscaler authentication is critical for your machine configuration to properly complete. Do **NOT** skip this step.



2. Click the system tray arrow, then click the **Zscaler icon**, then click **“Open Zscaler.”**

- Complete Zscaler authentication using your **S&P Global email ID** and your Microsoft Authenticator App on your mobile phone.



IMPORTANT

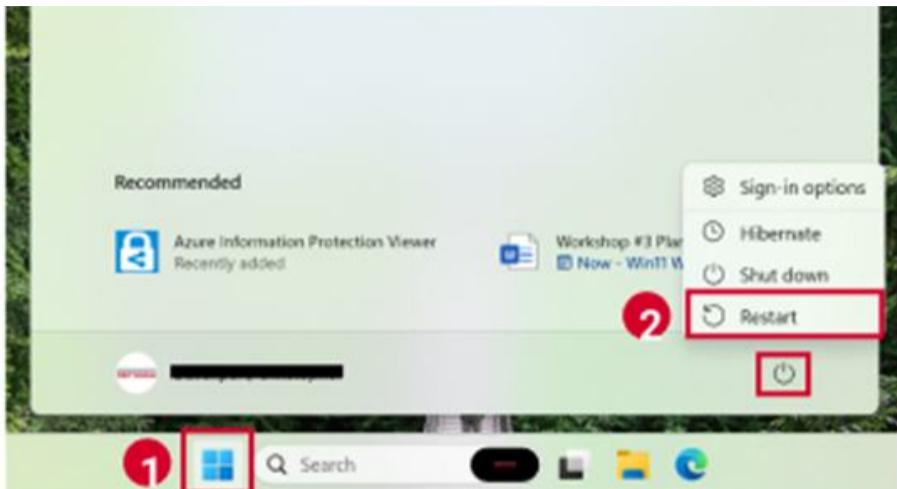
IF you are presented with the Microsoft Teams log in, **PLEASE IGNORE**.

You have completed

Step 6

Connecting to Zscaler

STEP 7: LAPTOP REGISTRATION

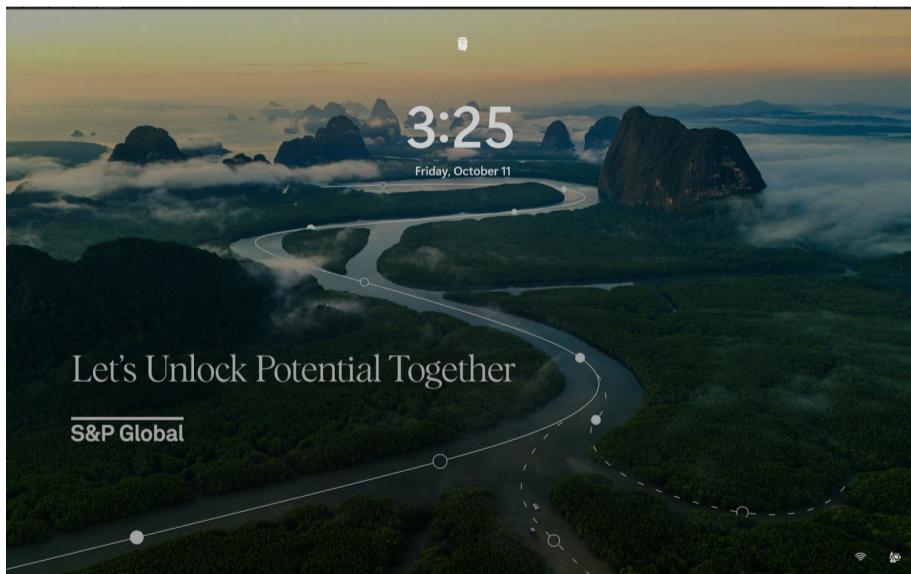
1. **RESTART** your Windows 11 laptop.

- To restart, click on the blue **Windows icon**, then the **Power icon**, then click on **Restart**.

IMPORTANT

After Restart, **DO NOT** accept the SPGI Terms & Conditions or the Warning: step away from your laptop.

Please leave your Windows 11 laptop on overnight (or for at least 8 hours). This will allow your device to complete its sync.

Sync taking place

2. Once you return to your device after a minimum of 8 hours, you will see the corporate wallpaper login screen.

- The clock will display US Pacific time (this is expected).
- **IF YOU ARE h-SPGI:** Biometrics should log you in automatically, unless you have chosen not to use it, in which case you can press **CTRL + ALT + DELETE** to log in.
- **IF YOU ARE h-IHSM:** Press **CTRL + ALT + DELETE** to log in.

You have completed

Step 7

Laptop Registration

STEP 8



Outlook - Click the Outlook icon on your desktop and sign in using your spglobal.com email address and password.

- Your email should be fully populated.



OneDrive - Click the OneDrive icon in your bottom system tray and sign in using your spglobal.com email address and password.

- Your files should be fully populated.



Teams - Click the Teams icon on your desktop, there is no need to enter any credentials.

- Teams should be automatically populated and fully up and running.



OneNote - to save your OneNote to OneDrive click [here](#).

Microsoft Applications - Please visit our Sphere Technology Toolbox and Microsoft Office 365 product set up instructions for all other O365 application instructions.

- [Microsoft Office 365 products setup instructions](#)

Additional Resources

Exploring your new Windows 11 device

To ensure you are set up correctly, are familiar with the new Windows 11 operating system, and know where to find our useful tips and tricks, please visit our [Windows 11 page on Sphere](#).

- [FAQs](#)
- [New Features](#)
- [Tips & Tricks](#)
- [Windows 11 keyboard shortcut](#)
- [Windows 11 Digital Champions network](#)
 - (If you have any questions regarding the Windows 11 Refresh program within your division, please contact your Digital Champions.)
- **For non-technical questions, please send your questions to this mailbox:**
Windows11Refresh@spglobal.com

Thank you for completing your



Windows 11 Refresh

You have completed



Step 8

STEP 9

RETURNING YOUR WINDOWS 10 DEVICE

After your new Windows 11 device has been completely set up, you will need to **return** your old **Windows 10 device**.



We request that your Windows 10 device is returned within **2 weeks of migrating to your new Windows 11 device.**

IN-OFFICE USERS

Please return your laptop, including any power cords, to the technical support desk at your office.

- a. Please ensure that any device and equipment being returned is checked in by a member of the IT team to ensure that the inventory can be removed from your name and department.

REMOTE USERS

Device Return Instructions:

When you are ready to return your Windows 10 laptop, connect to ZScaler and use the [**Device Return Request Form**](#) to request return shipment of your old device.

You have completed

Step 9

SUPPORT

If you experience any technical issues during your Windows 11 Refresh, please reach out to the Windows 11 Support Team for assistance:



Option 1: Submit a ticket
Hypercare support ticket:
[Windows 11 Hypercare Support](#)



Option 2: Support call
Support phone numbers can be found on the [Contact Us](#) page of the [mySolutions Portal](#).

- **Select your language** and then **press 2** for Windows 11 Hypercare Support.

Note

If after two weeks you experience any technical issues, please submit a support ticket in mySolutions Portal: [**Submit an Incident to the Global IT Service Desk**](#)

SOFTWARE APPLICATION SUPPORT

If you need software to perform your job function you can request it by visiting:

1. The [**All Available Software list**](#) (Software Catalog) on mySolutions Portal and request any software that you are missing.
2. For any items that you cannot find in the All Available Software list, you will need to raise a request using the [**Get Access to Non-standard Software**](#) ticket.
 - a. Note that each piece of software will require a separate "**Get Access to Non-standard Software**" ticket be entered.

DIVISIONAL APPLICATION SUPPORT:

CI PRODUCTIONS APPLICATION SUPPORT - PAS@SPGLOBAL.COM

In **Sphere** select "**Tools & Services**" > "**MySolutionsPortal**" > "**Create an Incident for Commodity Insights Applications**" which can be found under the "**Commodity Insights**" tab and submit the form.



Windows 11 REFRESH

POST SETUP CHECKLIST - FOR ALL USERS

Once you have followed the user instructions and completed your Windows 11 device setup, we recommend you complete the following tasks:



1. **CLOCK** - Update your **clock** by setting the correct timezone - Instructions [here](#)



2. **SHARED MAILBOX** - Re-establish any **shared mailboxes** you are part of - Instructions [here](#)



3. **CHROME BOOKMARKS** - If you use Chrome, import your **Chrome bookmarks** - Instructions [here](#)

- a. Edge bookmarks import automatically



4. **EMAIL SIGNATURE** - Set up your **email signature** - Instructions [here](#)

- a. S&P Global signature branding can be found [here](#)



5. **NETWORK DRIVE** - To **re-map a network drive** follow **STEP 2** on the Instructions [here](#)



6. **PRINTING** - To **print** in an S&P Global office you will need to log into MyOfficePrint on your new laptop - Instructions [here](#)



7. **SOFTWARE** - If you are missing software that you require to do your job:

- a. Visit the [**All Available Software list**](#) (Software Catalog) on mySolutions Portal where you can make a request.

- b. If you cannot find what you are looking for, please raise a request using the [**Get Access to Non-standard Software**](#) ticket.

- PLEASE NOTE: Each piece of software will require a separate "Get Access to Non-standard Software" ticket to be entered.

Note

If after two weeks you experience any technical issues, please submit a support ticket in mySolutions Portal: [**Submit an Incident to the Global IT Service Desk**](#)