



## **2019 ITS Graduate Packet**

*HP EliteBook Folio 9480m*

*HP EliteBook 840 G1 and 840 G3*

## ITS Policies and Information

Below is a copy of the terms and acknowledgements agreed upon in the 2019 Des Moines University ITS Graduate Agreement you signed and returned to ITS at graduation.

### **Laptop Transfer of Ownership Terms**

- Student/graduate assumes ownership of laptop issued by the University.
- Student/graduate assumes responsibility for all maintenance and repairs related to the computer equipment issued by the University.
- DMU Help Desk support for the University issued laptop will no longer be available after June 30, 2019.
- Student/graduate agrees to run the restore process, provided as a part of the ITS Graduate Packet, on the laptop issued to the student by the University no later than June 30, 2019.
- Student/graduate acknowledges it is their personal responsibility for backing up files prior to running the restore process and the University is not responsible for any lost files.

### **Access of DMU Electronic Resources**

- Student/graduate must change their account password and set a security question and/or mobile device number via the Centrify (Idaptive) password reset tool (*see Addendum D – Set a Security Question in Centrify*)
- DMU Office 365 license will change to email only after June 30, 2019. All Office installations licensed to your DMU account will be invalid.
- Access to OneDrive for Business through DMU's Office 365 license will be removed. No access to data stored there will be allowed after June 30, 2019.
- Student/graduate will no longer have access to campus printers and their printing account. All remaining balances will be forfeit as of June 30, 2019.

## Services After Graduation

With your graduation from Des Moines University; there will be changes to available ITS/Help Desk services. These changes will go into effect June 30, 2019.

### **DMU Email and Centrify Login Name (Username) Change**

Your login name (username) to access your DMU email mailbox and Centrify (Idaptive) will change to reflect your status change to an alumnus.

- Currently your login is: *[DMU Username]*@student.dmu.edu
- After the status change your login will be: *[DMU Username]*@alumni.dmu.edu

### **Office 365 License**

Your Office 365 Pro Plus license through Des Moines University will expire on June 30, 2019. You will keep your email account but will no longer have access to any other Office 365 services. This includes, but is not limited to, Office Pro Plus installations (*ie. Word, PowerPoint, OneNote, etc*) and OneDrive through Des Moines University. You will need to ensure you have all files, notebooks copied before June 30, 2019. There will be no access to your OneDrive through DMU after that.

### **Email Retention**

Next year you will receive an email asking if you'd like to keep your DMU email address active. Failure to opt-in will result in the removal of your DMU email address. Each subsequent year, ITS will remove any DMU Alumni email account that has not been active for 2 years.

**REMEMBER: DMU will NEVER ask you for your password!**

### **Help Desk Support**

After June 30, 2019, your DMU Help Desk support will become limited. The Help Desk will be available to answer general questions, but support for your laptop will end on June 30, 2019.

### **Campus Printing**

Access to campus printers and your printing credits will expire on June 30, 2019. Please perform all campus printing prior to June 30, 2019. No refunds and/or transfers will be given for any unused print credits.

### **Library Resources**

As alumni, the Library's electronic resources and databases will only be accessible from on campus after you graduate. You will not be able to access library resources from off campus. However, if you need assistance learning about health or medical resources available in your geographic area, please contact [library@dmu.edu](mailto:library@dmu.edu) for assistance.

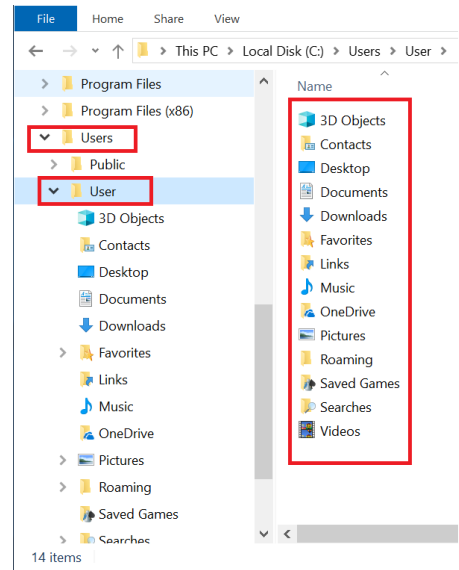
# Before the Restore

**IT IS VERY IMPORTANT THAT ALL STEPS IN THIS SECTION BE COMPLETED BEFORE YOU RUN THE WINDOWS RESTORE PROCESS!**

## I. Backup Your Local Files

Back up your files! **Once the restore process starts, all files on the laptop will be deleted!**

1. Click on **Start**, then **This PC (Computer)**
2. Browse to Local Disk C > Users
3. Expand the folder with **your username**
4. Copy the following folders to an external source (external hard drive or cloud drive)
  - Desktop
  - Documents
  - Favorites
  - Links
  - Music
  - Pictures
  - Videos
  - Downloads



## II. Export/Copy from OneDrive for Business

It is important that you export or copy any files and notebooks you have saved to OneDrive for Business through Des Moines University.

There are a few ways to do this. The recommended option is to use **Addendum B - Map Onedrive as a Network Location** and copy the files to your backup device. Other options include using OneNote 2016 and the OneDrive web site (see *Addendum C*).

## III. Backup Other Items

If you would like to backup Firefox or Chrome Bookmarks; copy and paste them to your external source to restore later. Information on the location of this data is below:

### Firefox Bookmarks

- <https://support.mozilla.org/en-US/kb/export-firefox-bookmarks-to-backup-or-transfer>

### Chrome Bookmarks

- <https://support.google.com/chrome/answer/96816?hl=en>

### Sticky Notes

Backing up the contents of Sticky Notes are is no longer simple when moving from Windows 7 to newer versions of Windows 10. It is the recommended, easiest, option to copy the contents of Sticky Notes into a document or take a screen shot of your Sticky Notes and save it to your backup device.

## **IV. Suspend BitLocker Encryption**

If you rotated through the DMU Clinic(s) your computer was encrypted with Bitlocker. Follow the steps below to suspend encryption to avoid any problems with the restore process.

If it is not encrypted; skip this section.

1. Click on **Start**
2. Type "**Manage Bitlocker**" and hit Enter
3. In the Bitlocker Control Panel: click on **Suspend Encryption**

## **V. Delete Enrolled Fingerprints**

Enrolled fingerprints need to be deleted before the restoration process.

**If you do not delete the enrolled fingerprints, you will be unable to re-enroll your fingerprints after the restoration process has run.**

1. **Open** HP Client Security  
*Click **START***  
*type **HP Client***  
*it will show in the search results*
2. Enter your password or swipe enrolled fingerprint
3. Click on **Fingerprints**
4. Enter your password or swipe enrolled fingerprint
5. Click the **DELETE** button then
6. Click **Yes**
7. **Close** the HP Client Security Program

## **VI. DOUBLE CHECK!**

It is important to double check all the previous sections. Take this time to review and check off each section before moving forward.

- I. Backup Your Local Files
- II. Export/Copy from OneDrive for Business
- III. Backup Other Items
- IV. Suspend Bitlocker
- V. Delete Enrolled Fingerprints

Once you are ready, proceed to the next page to begin the Windows 10 Restore Process.

# Running the Windows 10 Restore Process from the USB Drive

**Make sure the laptop battery is installed and it is plugged into external power.**

## Boot to the Restore USB

1. Turn off your computer
2. Plug in the USB drive and turn on your laptop
3. When you see the blue **HP** logo appear, quickly press **F9** repeatedly until the **Boot Options** menu appears
4. Select the **External USB Hard Drive** or **SMI Corporation USB Disk**
  - a. *If you do not see a USB Hard Drive or USB Disk option, review the steps in Addendum A before proceeding back to Step 1 of Section VII.*

## Restore the Computer's Software

You will be given a prompt to verify if you want to continue

**Proceeding past this step will delete all files and folders from the laptop.  
From this point on, DO NOT TURN OFF THE laptop.**

5. Type **Y** and Press **Enter**.

The restore program will now run through the automated processes. It takes about 30 minutes to complete. During this time your computer will reboot automatically. You do not need to act until Windows loads initially.

## Set Up Windows

6. Follow the Welcome screens to setup Windows
7. Set a region, keyboard layout, connect to a network, create a username and password
8. If you have questions regarding the Privacy Settings click the Learn More button at the bottom

## Activate Windows

9. Connect the laptop to the internet
10. Open the **OEM Key** program on your desktop
  - a. If prompted to continue click **YES**
  - b. The program will provide you a **Product Key**; Leave this window open for now
11. Click **START** and type "**activate**" (without quotes) - click "**Activation**"
12. Click **Change Product Key**
13. Copy and Paste the **Product Key** from the OEM Key program – click Next
14. Click **Activate**
15. Once you see "**Activation was successful;**" you can close all open windows

## Run Windows Updates


16. Connect the laptop to the internet
17. Click on the **Start** button – type "**Updates**" (without quotes)
18. Click "**Check for Updates (system settings)**"
19. Click the "**Check for updates**"

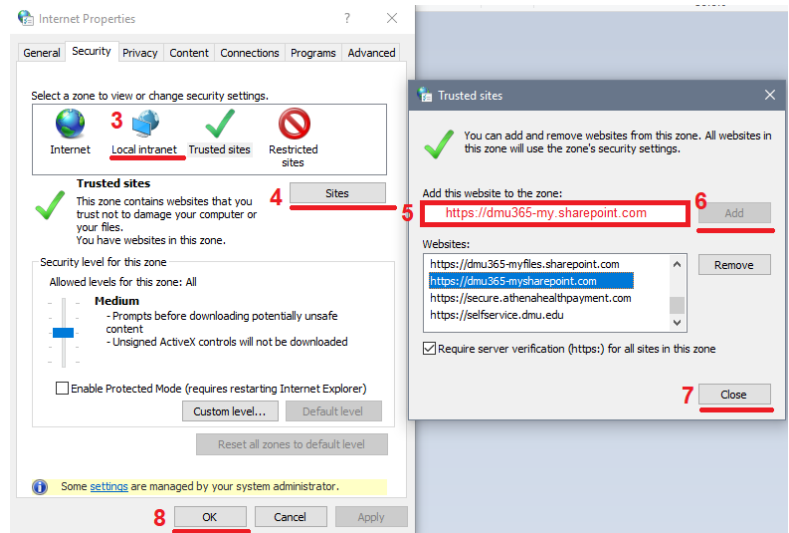
## Addendum A - Change Boot Options


You may need to change the Boot Options between Legacy or UEFI to view the USB Drive when trying to run the restore process.

1. Turn off the computer
2. Press the Power button and **F10** to enter the **BIOS Setup Menu**.
3. Press the right arrow key twice to view the **Advanced** menu.
4. Press the down arrow twice to highlight **Boot Options** and press Enter.
5. Scroll down until you see **Boot Mode**. Either Legacy or UEFI Native (Without CSM) should be selected.
  - a. If Legacy is selected, select UEFI Native (Without CSM), or vice-versa, and press **Enter**.
6. Click **Accept**.
7. Press the left arrow key twice to return to the **Main** menu.
8. Select **Save Changes** and **Exit**.
9. Click **Yes**
10. The laptop will reboot.
11. Press **F9** after rebooting to enter the **Boot Device Options** menu. The external USB drive should now be visible.

## Addendum B – Map OneDrive as a Network Location

1. Click **START** and type **Internet Options** and Press **Enter** or Click the icon 
2. In Internet Options, Click the **Security Tab**
3. Click **Local Intranet**
4. Click **Sites**, then **Advanced**
5. Type in **https://dmu365-my.sharepoint.com**
6. Click **Add**
7. Click **Close**
8. Click **OK**, then **OK** again.



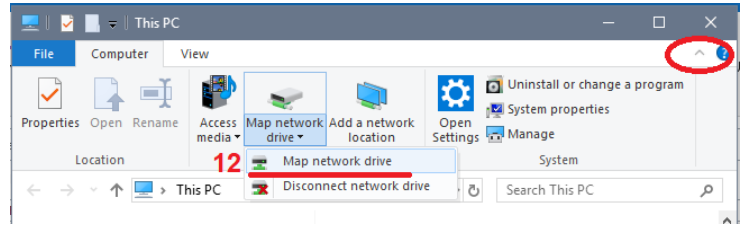
9. Open **Internet Explorer**  and go to the website: **https://dmu365-my.sharepoint.com**  
**(MUST USE INTERNET EXPLORER. It will not work if another browser is used).**
10. **Sign in using your DMU account**  
(login name is [USERNAME]@student.dmu.edu)
11. **Select Yes to Keep me signed in**  
**(Must click YES or it will not work)**

(Addendum B continued)

12. Click **START** and type **This PC** and press **Enter** or **Click** the icon



13. In the File Explorer Select the **Computer** tab and Click the **Map Network Drive** drop down and Select **Map Network Drive**



(if you don't see the icons, you may have to unhide the menu with the “^”)

14. Select a **Drive Letter** from the drop down

15. Enter the following address in the Folder Text Box:

**https://dmu365-**

**my.sharepoint.com/personal/[USERNAME]\_student\_dmu\_edu**

(Where [USERNAME] is your DMU username)

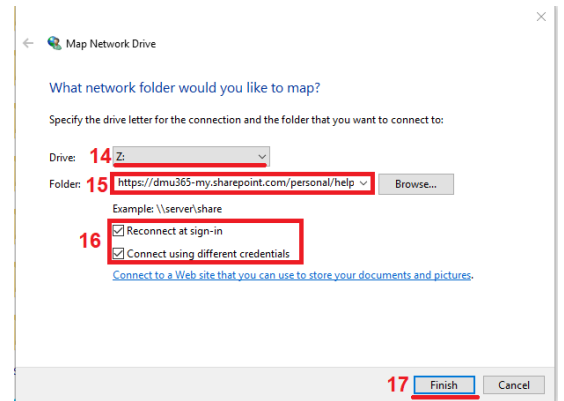
16. **Check both boxes:** Reconnect at sign-in and Connect using different credentials

17. Click **Finish**

18. When prompted, **enter your DMU login**

(Same as you entered to login to OneDrive in Step 10)

19. Check box to **Remember my Credentials** and click OK.



Now that the network location is set, you can open the folder to view and copy your files to your backup device. All the content you created and or saved to OneDrive for Business is stored in the Documents folder. This includes your OneNote notebooks.

20. Click **START** and open **This PC**

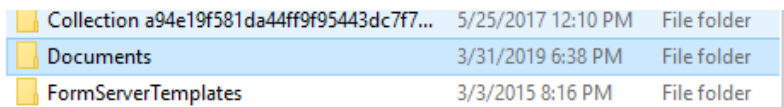
21. **Find the OneDrive network location** created from the steps in Addendum B.

22. Double-Click to open the subfolder

**Documents**

23. **Select** the Files and Folders you want.

24. **Click and Drag** those to your backup device.





## Addendum C – Alternate Options for Exporting Notebooks and OneDrive

### Export OneNote Notebooks

If you have OneNote Notebooks stored in the DMU OneDrive you will need to export them as a ONEPKG file. This will store all your pages and notes in a format that can be easily re-opened in the OneNote app. These steps are to be used on the desktop version of OneNote 2016. There is currently no way to export notebooks from OneDrive using the Mac or App versions of OneNote.

1. **Open** any notebooks that are a currently closed and still stored in your DMU OneDrive
2. Ensure those notebooks are **fully synced** before continuing  
*Do not proceed with exporting a notebook until it has fully synced.*
3. Select the **notebook** to export
4. Click the **File** Tab
5. Click **Export**
6. Click **Notebook**
7. Click **OneNote Package (\*.onepkg)**
8. Click **Export**
9. **Save** the file to your **backup device**
10. Repeat steps 3 through 9 for all notebooks.

### Export files from OneDrive

You can access your OneDrive from the web: <https://login.microsoftonline.com>

1. After logging in, click OneDrive
2. Follow the instructions on the following link to download files from OneDrive

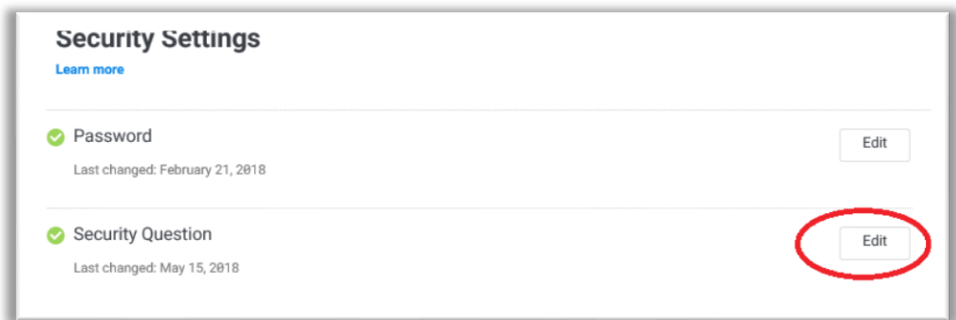
<https://support.office.com/en-us/article/download-files-and-folders-from-onedrive-or-sharepoint-5c7397b7-19c7-4893-84fe-d02e8fa5df05>

## Addendum D - Set a Security Question in Centrify

1. Go to <https://dmu.my.centrifly.com>
2. Login:
  - a. Students will log in with **[username]**@student.dmu.edu
  - b. Alumni login with **[username]**@alumni.dmu.edu
- Where *[username]* is account name used to login to Pulse



3. Click **Next**
4. Enter your current DMU password
5. Click **Sign In**
6. Click on the **Account** tab and select **Security**, then **Edit** by the *Security Question* heading.



7. Create a new question and answer in the fields provided
8. After entering your question and answer click **Save**
9. Then click **Sign Out** in the top right of the page when you're done

### **Be careful what you use for a question and answer.**

*It needs to be something that you will remember, but as indicated, avoid information that is known by others, or that is accessible online via social media, public websites, etc.*

*It would also strengthen the security of your account if you purposefully misspelled your answer in some way that you can remember; or capitalize a random letter or two in the middle of the word since your answer is case sensitive. Here are some suggested questions that may work for you:*

- *What was your childhood nickname?*
- *What street did you live on in third grade?*
- *What is your oldest cousin's first and last name?*
- *What was your childhood phone number including area code? (e.g., 000-000-0000)*

