



Getting Started with Your New Laptop

These instructions will guide you through connecting the included laptop to the ESDC network. This process (also known as connecting to Virtual Private Network, or VPN) will allow you to work remotely. Once connected, you will be able to use this computer the same as if you were in the office.

Please follow the steps listed below. Although, this process may seem difficult or confusing at first, it will become second nature to you after completing it a few times.

If you encounter any problems, [we are here to help](#).

Please reach out to the National Service Desk at 1-800-268-0408 and tell them that you are unable to connect your new laptop to VPN.

Before we get started, here are a few things to keep in mind:

- The laptop is property of ESDC and needs to be treated with care.
- This computer is not for personal use, and connecting any unauthorized USB device is strictly forbidden.
- When this laptop is no longer required, you will be given instructions on what to do with it.

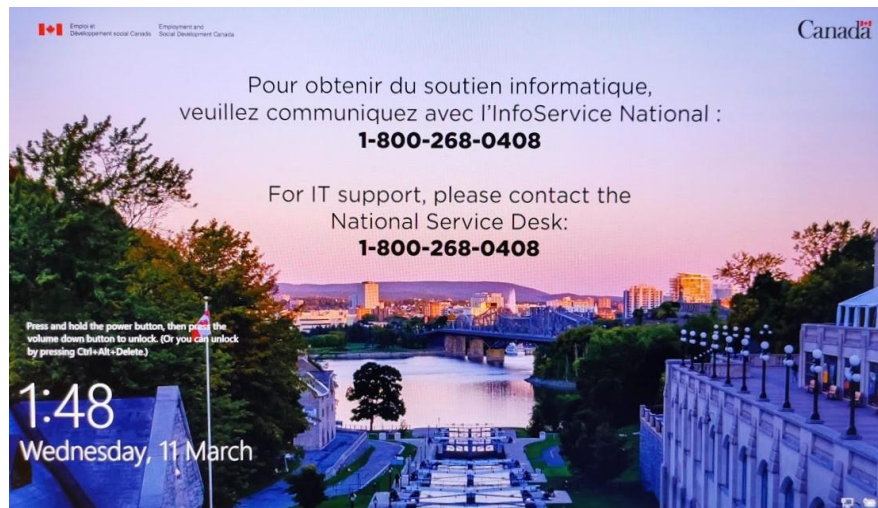
Notice: Supplementary instructions for users who are missing programs from their new laptops

Once you are successfully connected to VPN, you may notice that certain essential applications are missing from your new laptop. This is normal. If this situation applies to you, please follow the instructions in Step 14 at the end of this document.



Login Instructions

1. Plug the laptop power adapter into an electrical outlet and connect the other end into the laptop.
2. Power on the laptop by pressing the power button. You might have to open the laptop, revealing the screen and keyboard, in order to press the power button.
3. Your computer will start up and you will eventually see the following screen:



4. Press **CTRL-ALT-DELETE**
5. In order to connect into ESDC, you need to first connect your laptop either to a wired or Wi-Fi network. Please complete [step 5a for a wired connection](#) or [step 5b for a Wi-Fi connection](#).
 - a. To use a wired connection, please connect either end of the supplied network cable to the laptop. Connect the other end into your modem or router.

You may have to connect a USB Ethernet dongle to your laptop. This would have been included with your computer. If you are missing this, please contact the National Service Desk. If you are unsure of where your modem is located, please contact your Internet Service Provider for assistance.

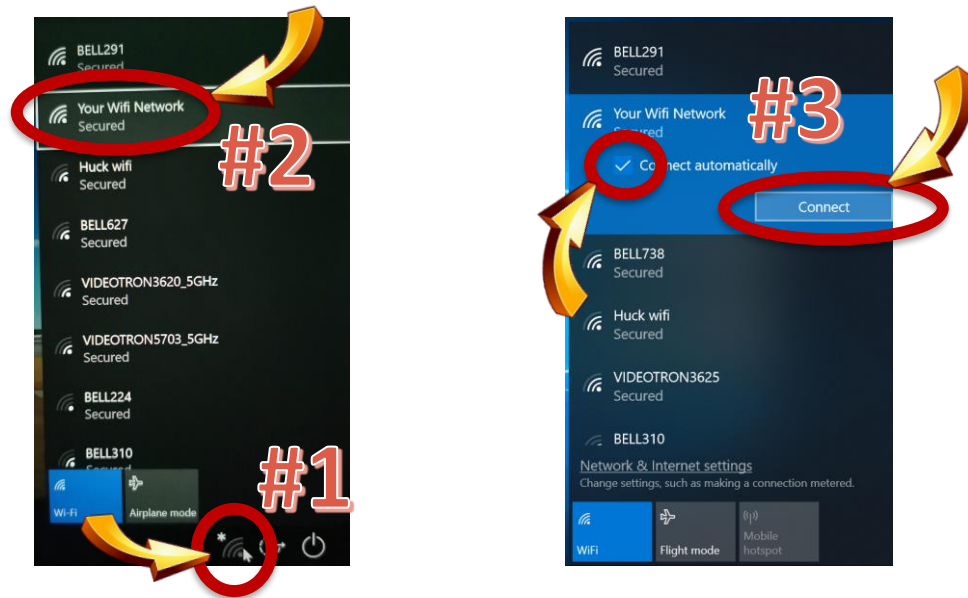


After connecting the network cable, please proceed to step 7.

- b. To use a Wi-Fi connection, locate the wireless network icon at the bottom right corner of the screen and click on it. (#1) Select your Wi-Fi network from the list that appears. (#2)

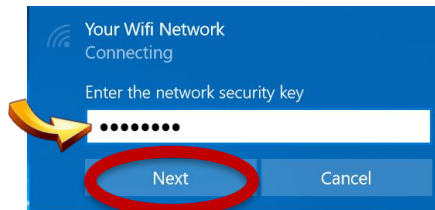
Please contact your internet service provider if you are uncertain which Wi-Fi network belongs to you

Ensure the box labelled “Connect automatically” is checked and then click the “Connect” button. (#3)

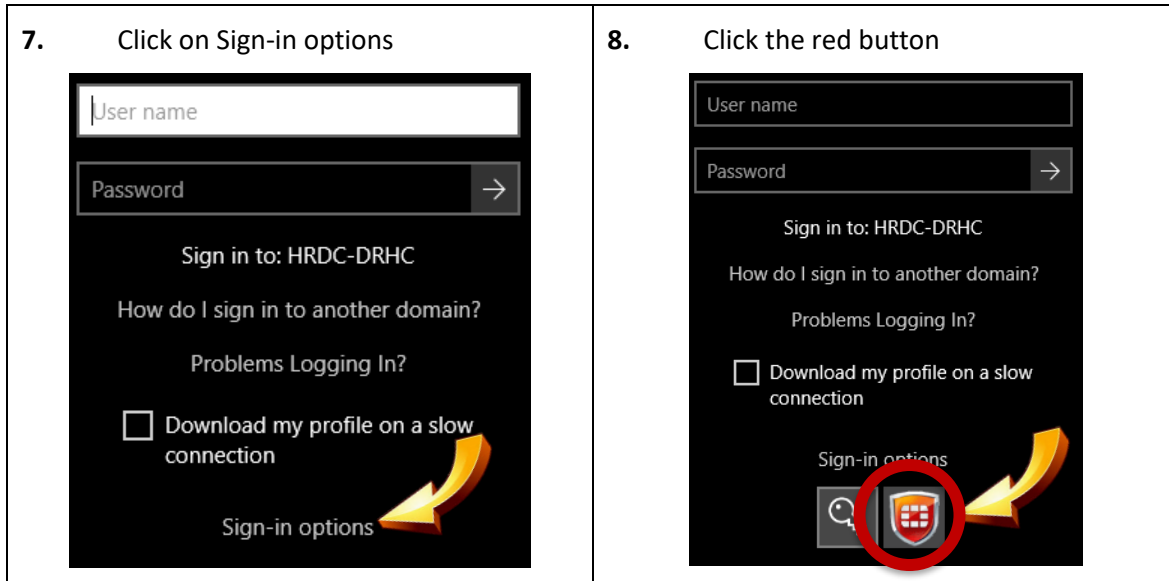


6. Enter the password for your Wi-Fi network and click “Next” to connect to it.

If you have forgotten the password associated with your Wi-Fi network, please contact your Internet Service Provider.

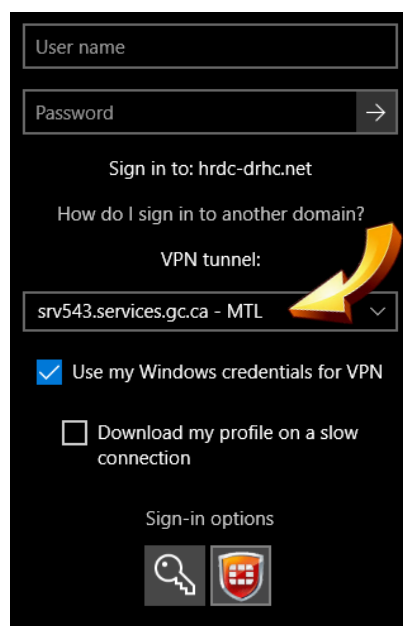


After receiving confirmation that you are connected to your Wi-Fi network, please continue to Step 7 below.



9. Select a VPN tunnel location from the drop-down list. You may have two or three different options. You are recommended to use the VPN gate based on your location of work as listed below:

- **srv541.services.gc.ca - MCT:** Newfoundland and Labrador, Nova Scotia, Prince Edward Island, New Brunswick;
- **srv542.services.gc.ca - KEC:** National Capital Region, Manitoba, Saskatchewan, Alberta, British Columbia, Nunavut, Northwest Territories, Yukon;
- **srv543.services.gc.ca - MTL:** Quebec, Ontario (excluding NCR).

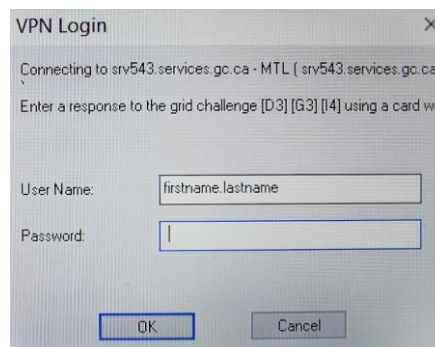


10. Enter your usual ESDC username and password.

If you have forgotten your username or password, please contact the National Service Desk at 1-800-268-0408.

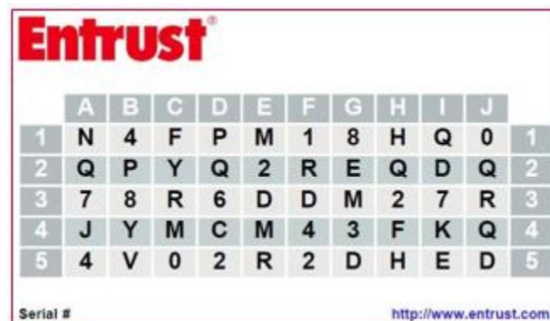


11. A small “VPN Login” window will appear near the bottom right-hand corner of your screen.



12. Using the Entrust E-Grid that was included with your laptop, enter the requested characters into the Password field and click the OK button.

As an example, the window shown above is asking for the characters located in boxes ‘D3’, ‘G3’ and ‘I4’. Using the sample Entrust E-Grid shown below, 6MK would be entered into the password field. The password will always be three letters or numbers with no spaces. Please note that the Entrust E-Grid provided below is an example only. You must use the Entrust e-Grid provided with your laptop.



13. The laptop will now complete your login process. Please note that your first login may take upwards of 30 minutes to complete. At the end of your working day, you may either **Shutdown** or **Restart** the laptop.

Supplementary instructions for users who are missing programs from their new laptops

14. Once you have successfully logged into the laptop, you may notice that some programs you use on a regular basis are missing. This is normal.
- Over the course of your first few days using this laptop, some of these programs will automatically install for you as you do your work.
 - Some of these programs require you to restart your laptop and keep it powered on overnight at the end of your workday in order to install.
 - If after 3 days of restarting your computer (and leaving it powered on overnight), you still do not have access to all programs you require to complete your work, please contact the National Service Desk at 1-800-268-0408.

Tips and Tricks

- If you are unable to connect to VPN, please try selecting a different VPN gate in step 9 and continuing your login process.
- If for some reason you are still unable to connect to VPN, please restart your computer and start again at step 1.
- If you lose your personal Entrust E-Grid, a new one can be generated at any time by visiting <https://srv745.services.gc.ca/> and logging in with your ESDC username and password from any internet connected device.

IITB is here to help.

Please call the National Service Desk at 1-800-268-0408 if you encounter any issues.