Guide A: Student Laptop Configuration

Things to take note before you begin

- **Compatibility** - MacBooks and any other laptops with Qualcomm Snapdragon processors are not supported in RP.
  Refer to the general system requirements here.
- **Virtualisation & Performance** - Dual boot to Windows Virtual Desktop using Parallels Desktop will encounter performance issues (such as RP's exam system, i.e. SA3.0 Quest) and students will also need to purchase their own Parallels Desktop license.
- **Data Backup** - Please ensure you have backed up **ALL** your laptop data.
- **Internet Access** - Please ensure you have stable internet access throughout the configuration process.
- Ensure you follow Step 1 to Step 5.
- The whole process will take approximately 15 to 20 minutes, depending on your laptop's specification.

Tip

If you encounter any difficulties, do these:
- Read the Frequently Asked Questions (FAQs) section of this Guide A.
- Write to us at Help-IT@rp.edu.sg
  - Provide the step of the guide you are stuck with; and
  - Provide screenshot(s) of the error message.

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                    We value proactive problem-solving.

  Please pinpoint the step causing trouble and any error message for efficient support at the IT Helpdesk @ Library West.
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Step 1: Download RP Mobile Application

Please download the **SNApp (Student Navigation App)** app from App Store (iOS devices) or Play Store (Android devices).

Step 2: Acknowledge IT AUP

Before you are issued an account from RP, you have to acknowledge the IT Acceptable Use Policy (AUP). You can always refer to the IT AUP via SNApp app as you are required to comply with the IT AUP. If you fail to comply with the IT AUP. your RP account will be suspended and you may be subjected to disciplinary actions. For example, the **sending of spam emails, which includes mass replies and mass forwarding,** may be deemed as non-compliance to the IT AUP!

1. Go to SNApp app and select "**NEW USER ONBOARDING**".
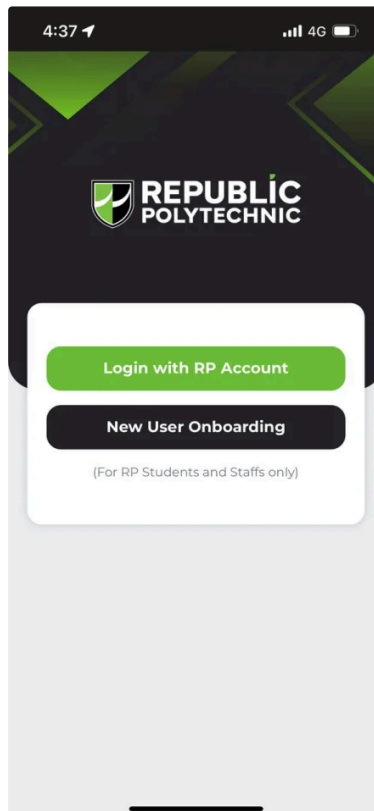
2. Enter your RP email and select "**NEXT**".
   e.g. <Student ID>@myrp.edu.sg

REPUBLIC POLYTECHNIC
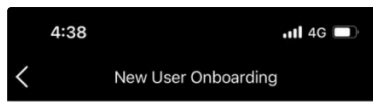
New User Onboarding

Please enter your RP email:

24260515@myrp.edu.sg

Next

Sign in as <User_ID> @rp.edu.sg for
FT Staff

Sign in as <User_ID> @myrp.edu.sg
for ALs and Students

Home | Contact | Disclaimer | Report Vulnerability |
Privacy Statement | Terms of Service | Sitemap
9 Woodlands Avenue 9, Singapore 738964

3. An OTP (One-Time PIN) will be sent to your <u>registered personal email address</u>. Enter the OTP and select "**NEXT**".

REPUBLIC POLYTECHNIC
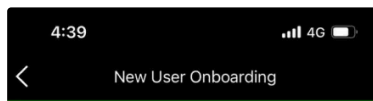
Enter the One-Time-Password(OTP) sent to din******@gmail.com

If this is not your personal email,
please contact RP Help IT, Help-
IT@rp.edu.sg

532262

Did not receive the OTP?

Resend OTP

Next

4. You will be directed to the IT Acceptable User Policy (IT AUP) page below. Please read and select "**I Acknowledge**" before proceeding.

5. Upon acknowledgement of the IT Acceptable Use Policy (IT AUP), you will be shown the instructions to set your password for the first time and select "**Reset Password**".

REPUBLIC POLYTECHNIC

IT Acceptable Use Policy

1. Introduction

1.1 Republic Polytechnic ("RP") seeks to promote and facilitate the proper and extensive use of Information Technology in the interests of learning and research.

1.2 In order for RP to ensure the availability of its ICT Resources and to safeguard the confidentiality/integrity of official information, all users must take responsibility for appro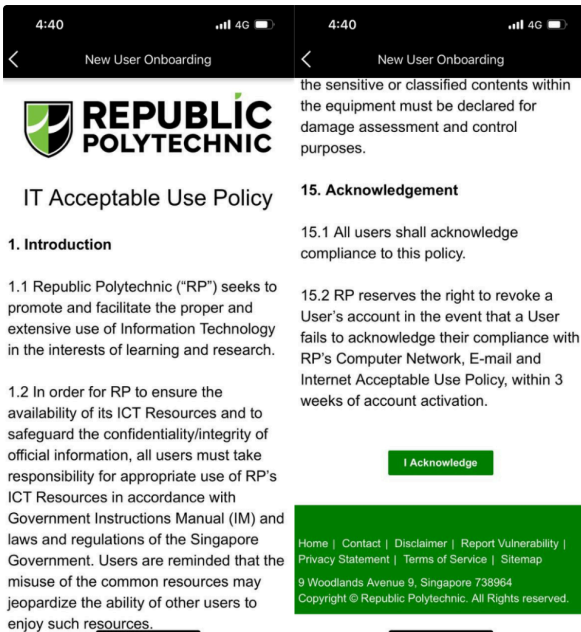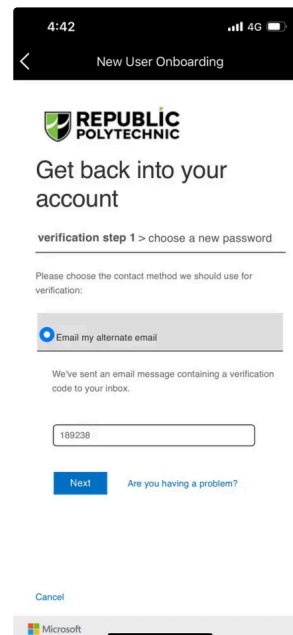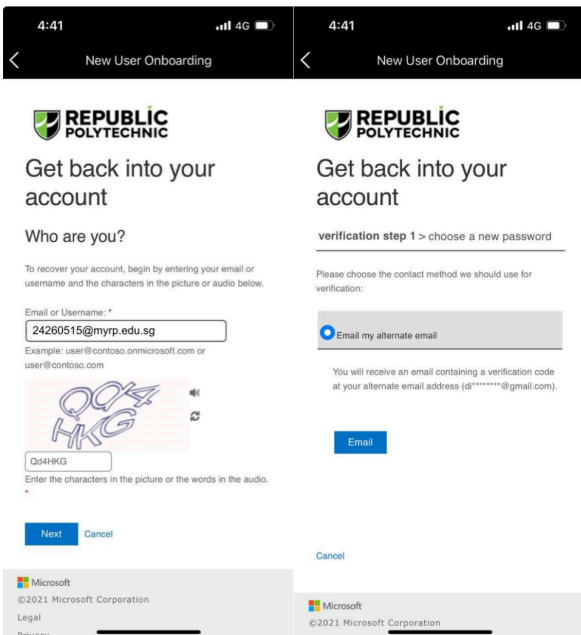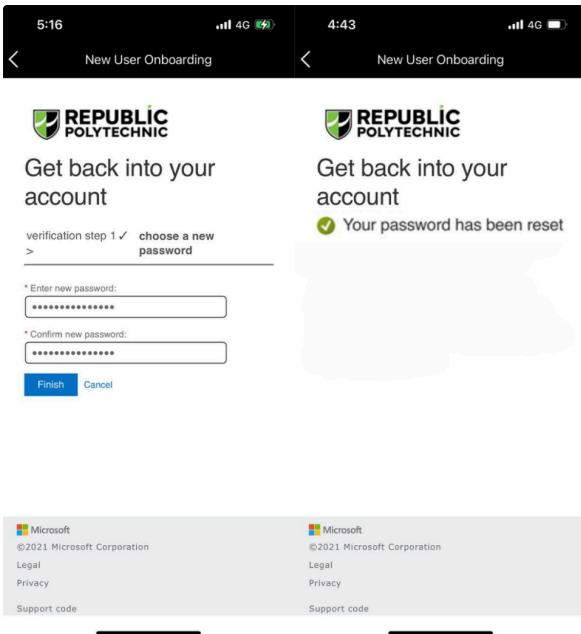priate use of RP's ICT Resources in accordance with Government Instructions Manual (IM) and laws and regulations of the Singapore Government. Users are reminded that the misuse of the common resources may jeopardize the ability of other users to enjoy such resources.

the sensitive or classified contents within the equipment must be declared for damage assessment and control purposes.

15. Acknowledgement

15.1 All users shall acknowledge compliance to this policy.

15.2 RP reserves the right to revoke a User's account in the event that a User fails to acknowledge their compliance with RP's Computer Network, E-mail and Internet Acceptable Use Policy, within 3 weeks of account activation.

I Acknowledge

REPUBLIC POLYTECHNIC

Thank you for acknowledging IT-AUP.

Please click to reset your password.

Reset Password

Step 3: Reset Password

1. Enter your full RP email address, enter the CAPTCHA and select "**Next**". Select "**Email**" on the next page to trigger the email for verification.

2. An OTP (One-Time PIN) will be sent to your registered personal email address. Enter the OTP on the page below and select "**Next**".

REPUBLIC POLYTECHNIC

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

24260515@myrp.edu.sg

Example: user@contoso.onmicrosoft.com or user@contoso.com

QQ4 HKG

Qd4HKG

Enter the characters in the picture or the words in the audio. *

Next   Cancel

■ Microsoft
©2021 Microsoft Corporation
Legal
Privacy

REPUBLIC POLYTECHNIC

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

◉ Email my alternate email

You will receive an email containing a verification code at your alternate email address (d*******@gmail.com).

Email

Cancel

■ Microsoft
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REPUBLIC POLYTECHNIC

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

◉ Email my alternate email

We've sent an email message containing a verification code to your inbox.

189238

Next   Are you having a problem?

Cancel

■ Microsoft

3. Set and confirm your new password and select "**Finish**". Please ensure to follow the Password Policy when you set your new password.

Password Policy

| Password Policies	Setting
Maximum password age	365 days (1 year)
Minimum password length	12 characters
No. of attempts before lock out	10 tries
Enforce password history	7 Passwords

The password complexity requirements are as follows:
a. Does not contain the user's account name or parts of the user's full name that exceed two consecutive characters.

a. Contain characters from **3** of the following 4 categories:
  i. English uppercase characters (A through Z)
  ii. English lowercase characters (a through z)
  iii. Base 10 digits (0 through 9)
  iv. Non-alphabetic characters (e.g., !, $, #, %)
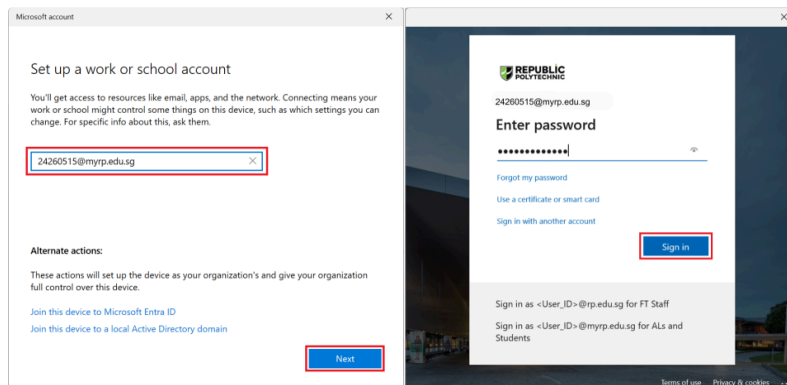

Step 4: Laptop Configuration

IMPORTANT: To complete Step 4, please ensure that:
- You have successfully completed Step 1 – Step 3.
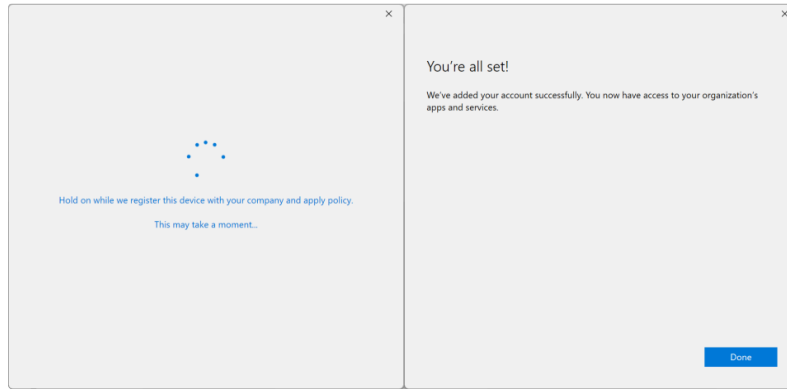- Your laptop is connected to the Internet (connection must be stable).

1. Open **Settings**, select **Accounts** > **Access work or school** > **Connect.**
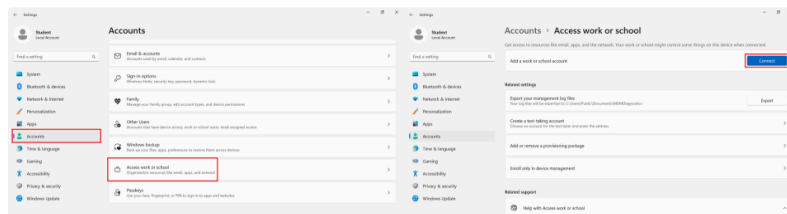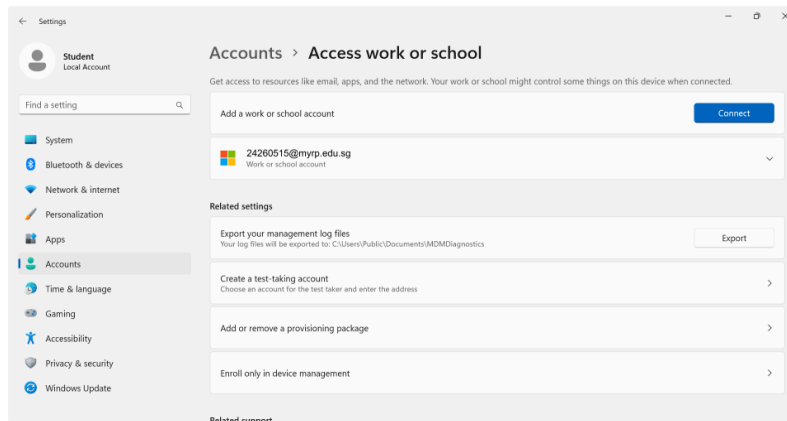

2. Enter your full RP email address, select "**Next**".
3. Enter your RP password, select "**Sign in**".

4. Wait while the device registers with the school and applies a policy update. Select "**Done**".

5. Ensure your account reflects under **Access work or school**.

6. **Restart your laptop** and Windows will continue to update your laptop.

7. Upon completion of the updates, you will be prompted to set a password for your laptop before you can access your Windows desktop.
   *Note: This password is for your laptop alone and it is different from your RP account password that you have completed in Step 3.
   If it does not prompt to change, you may proceed to the next step.
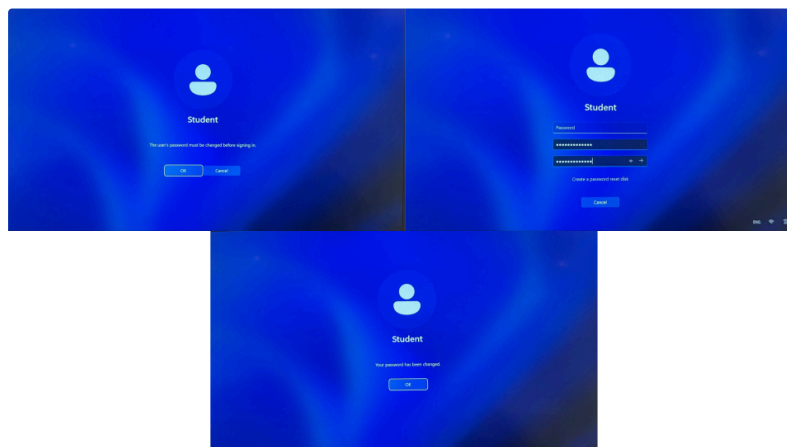
8. Once logged in, open **Settings**, select **System** > **Activation**.
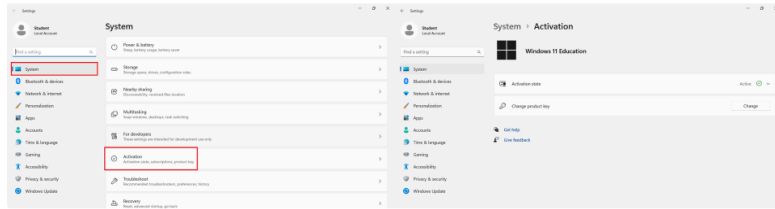   Check that the Windows edition is on **Windows 11 Education**.
   *Note:
   - If it doesn't change, wait for 15 minutes and restart your laptop again.
   *- If it shows "**Not active**" even though it's changed to Windows 11 Education, **you may still proceed to the next step**.*
   Else, please see A9 from FAQs for remedies.

9. Do Windows Updates from **Settings** > **Windows Update** > **Check for Updates**. Ensure all updates are <u>up to date</u>, where it shows "**You're up to date**".

Follow the instructions and it may prompt to restart your laptop a few times.

Windows Update

You're up to date
Last checked: Today, 1:21 PM

Check for updates
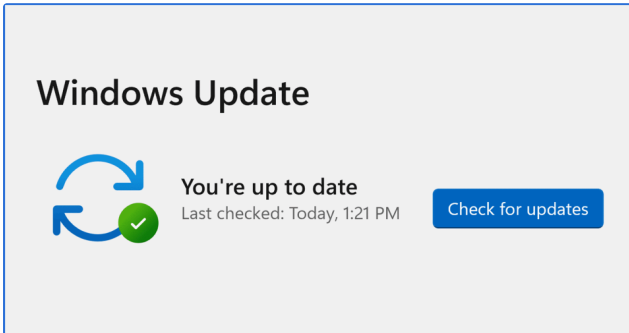
10. Login to POLITEMall using your RP credentials.

If you encounter login issues to POLITEMall, please proceed to Step 11 and login to POLITEMall again.
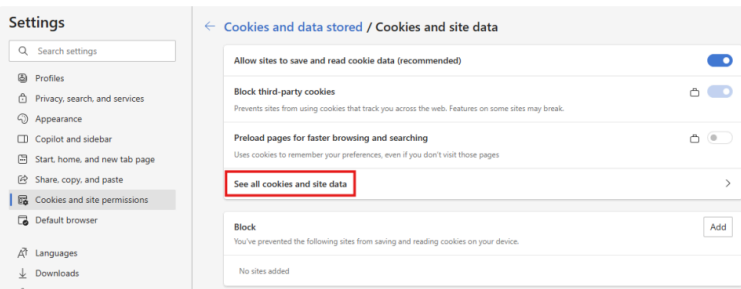
11. Clear your POLITEMall cache from your browser (i.e. Edge/Chrome).

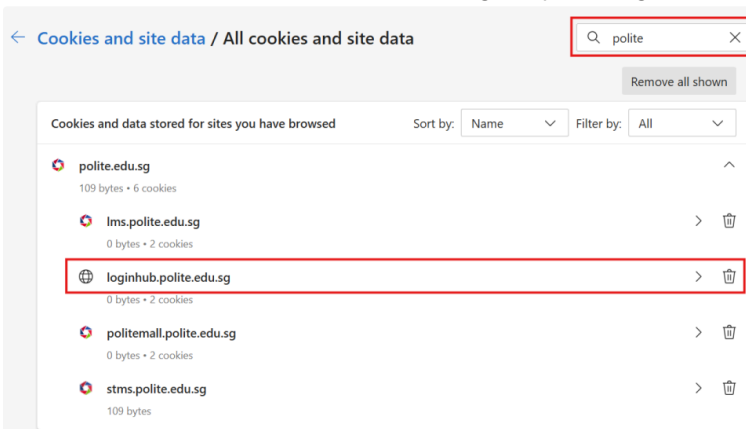Skip this step if you have successfully logged in to POLITEMall.

For **Edge**,

1. Select the **three-dots icon** at the top-right of the browser > select **Settings** (or go to edge://settings/).
2. Select **Cookies and site permissions** > **Manage and delete cookies and site data**.
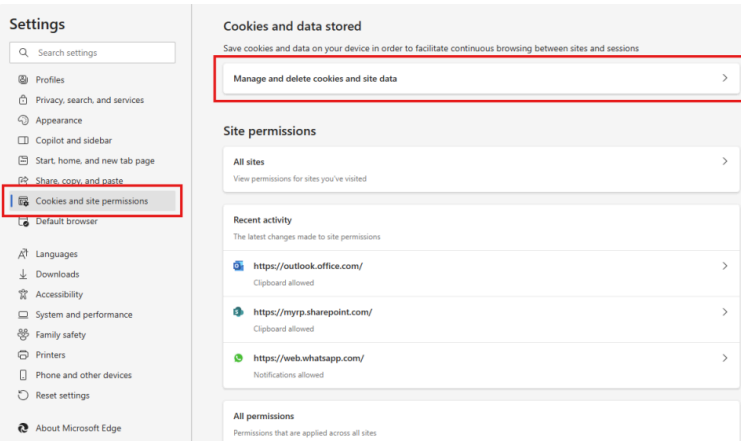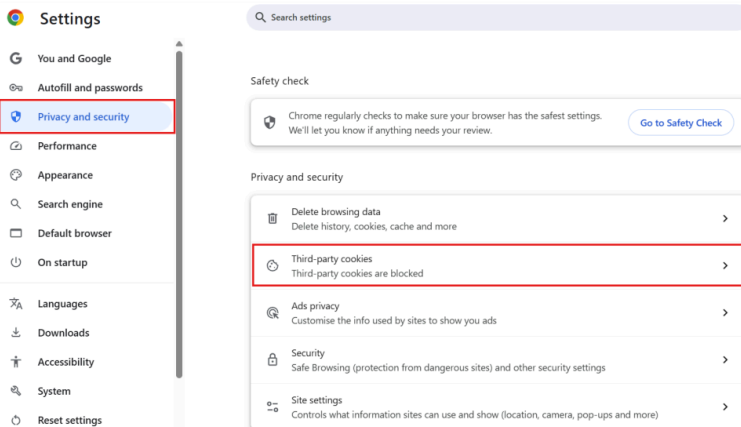

3. Select **See all cookies and site data**.

4. Search for "POLITE" and **delete the cookie** of POLITEMall "**loginhub.polite.edu.sg**".
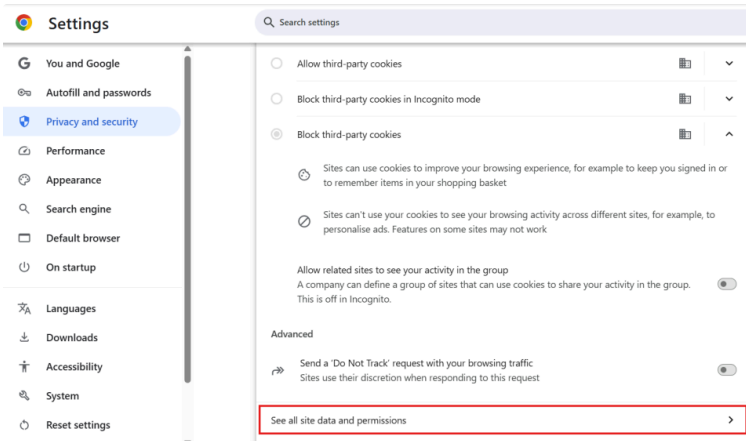

For **Chrome**,

1. Select the **three-dots icon** at the top-right of the browser > select **Settings** (or go to chrome://settings/).
2. Select **Privacy and security** > **Third-party cookies**.
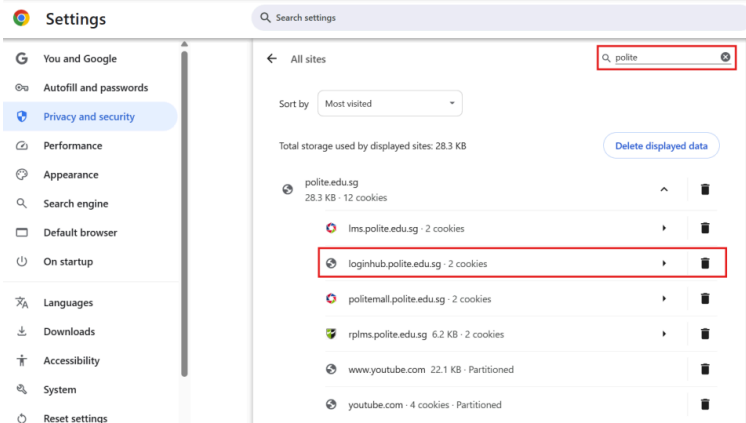

3. Select **See all site data and permissions**.

4. Search for "POLITE" and **delete the cookie** of POLITEMall "**loginhub.polite.edu.sg**".

12. **Check that SA3.0 Quest is successfully installed.**
    The shortcut for SA3.0 Quest should be on your desktop screen.

Step 5: Company Portal

The Company Portal acts as a central hub for students and staff to find and install authorised software applications, view device compliance status.

Installing Apps

Before you begin, install **Company Portal for Windows from Microsoft Store**.
*Please select "**View in Store**" and install from Microsoft Store.*

1. Sign in to the Company Portal app. You'll see the latest notifications on the Home page.
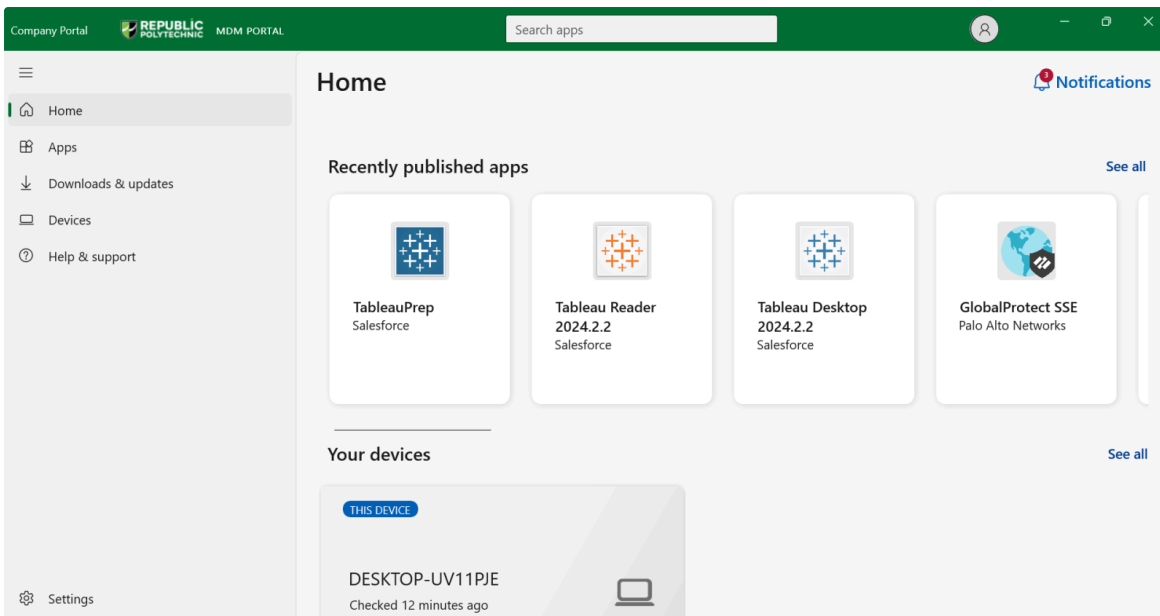
2. You can access available apps from the following places in Company Portal:
   a. **Home**: Go to **Home** to view your organization's featured apps.
   b. **Apps**: Go to **Apps** to view, sort, and filter through all available apps.
   c. **App categories**: Go to **App categories** to browse apps by type or function. Apps in this area are sorted into categories picked by your organization, like *featured*, *education*, and *productivity*.
   d. **Search for apps**: Use the static search bar in the navigation pane to search apps by name or publisher.
3. Select an app, and then choose **Install**. The app's installation status changes to *Installing* while the app installation occurs, then *Installed* when installation is done. Select **Retry** if a required app fails to install and the option to retry is available. It could take up to ten minutes for the installation status to update itself.

Tip
To select and install more than one app at a time, go to **Apps** and switch the layout view to multi-select mode. Then select the checkbox next to each app you want to install. Choose **Install selected** to install them.

Source: Install apps from Company Portal

Frequently Asked Questions (FAQs)

Q1. How do I know which username to use?
A1. Rule of thumb: Try the other if one doesn't work.

	User-ID@myrp.edu.sg User-ID@rp.edu.sg (staff with GFE)	User-ID
Applications	• SNApp • POLITEMall • Email • Password Reset • IT Service Portal (IT4U) • Student Life Portal	• WiFi2@RP • SA3.0 Quest

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Q2. I did not receive any welcome email; can I still configure my laptop?
A2. Perform the configurations only when you receive an email from Help-IT@rp.edu.sg with the following subject "Preparation of laptop for use in RP".
If you have matriculated, kindly provide your Student ID and Student Name to Help-IT@rp.edu.sg

You **DO NOT** need to visit the IT Helpdesk @ Library West.

Q3. I received an error message when trying to reset my password.
A3. You may have not received the welcome email and went ahead with the configuration.

See A2 for remedy actions.

Q4. The OTP to reset my password via SSPR is sent to my old email and I would like to change it to a new one. How do I do so?
A4. Please email Help-IT@rp.edu.sg to update your alternative email so that you can receive the OTP to the correct email. You will be informed via email once it has been updated.

REPUBLIC POLYTECHNIC

Get back into your account

* Enter new password:

* Confirm new password:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

Next   Cancel

Q5. I am unable to reset my password.
A5. You receive the following error - the password needs to meet the following criteria:
- *Minimum 12 characters*
- *Uppercase*
- *Lowercase*
- *Digits*
- *Special Characters*

A good practice is to use passphrase.
For example, "It is raining cats and dogs!" - ==**Raincats&dog5**== *or* ==**ra1ncatsNdogs!**==

Q6. I am unable to login to SNApp app.
A6. Email to Help-IT@rp.edu.sg with the screenshot of the error to check with the application support team.

Q7. What do I do if I encounter an error message stating about account doesn't exist?
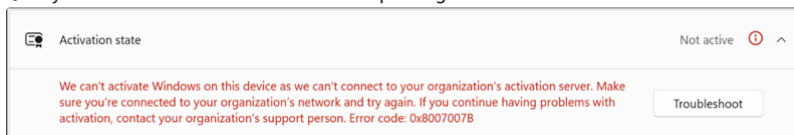*A7. Perform either solution below that best fits you:*
- *If you have a Microsoft email account (e.g. @outlook.com or @hotmail.com), login to your personal Microsoft account and self-complete the Windows setup.*
- *If you do not have a Microsoft account, click "Create account" and self-complete the Windows setup.*

Q8. I encountered an error when configuring laptop.
A8. Please bring along a screenshot of the error message and which step of the guide you are stuck with, and approach IT Helpdesk @ Library West **Monday to Friday (8am – 6pm during School Term and 8.30am – 5.30pm during School Vacation).**

To avoid long waiting times, do not wait until the school reopens to visit us.

Q9. My Windows is not activated after self-help configuration.

Activation state	Not active ⊙ ^
We can't activate Windows on this device as we can't connect to your organization's activation server. Make sure you're connected to your organization's network and try again. If you continue having problems with activation, contact your organization's support person. Error code: 0x8007007B	Troubleshoot

*A9. If Windows is not automatically activated, click "**Troubleshoot**" to activate it. If that fails, visit IT Helpdesk at the end of April as it will take some time to activate.*

Q10. I am unable to connect to RP network - WiFi2@RP.
A10. You are required to follow Guide A for the laptop configuration before proceeding to Guide C.
If you have completed the steps of both guides, please:
- *Bring along a screenshot of error message,*
- *Which step of the guide you are stuck with, and*
- *Approach IT Helpdesk @ Library West* **Monday to Friday (8am – 6pm during School Term and 8.30am – 5.30pm during School Vacation)**.
To avoid long waiting times, do not wait until the school reopens to visit us.

Q11. I want to update my personal particulars (phone number, personal email, etc.), where do I update it?
A11. Please email to Help-Registrar@rp.edu.sg to update your particulars in Student's Portal.

Q12. My SA3.0 Quest tool is not updated to the latest version.
A12. Go to this link (under "SA2 Quest tool" folder) to download and install the latest software version of SA3.0 Quest tool.

Q13. What if I don't have a laptop on my first day of school?
A13. If you don't have a laptop on the first day of school, don't worry! You can still access essential resources and platforms like POLITEMall using other devices such as smartphones or tablets. As long as you have an internet connection, you should be able to log in and use POLITEMall from any device.

You are still required to onboard your laptop as it is required to access academic software for your lab works and to RP's assessment application, SA3.0.