

## 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 <u>ALL</u> 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 <u>Help-IT@rp.edu.sg</u>
  - Provide the step of the guide you are stuck with; and
  - Provide screenshot(s) of the error message.

## 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



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



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



# 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".

	New User Onboarding
2	REPUBLIC POLYTECHNIC
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	ount
verific	ation step 1 > choose a new password
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verificatio	on:
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<b>O</b> Ema We'vi code	il my alternate email e sent an email message containing a verification
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3. Set and confirm your new password and select "Finish". Please ensure to follow the <u>Password Policy</u> when you set your new password.

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Get back into your	Get back into your	Minimum password length	12 characters
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account	account	Enforce password history	7 Passwords
erdification step 1 ✓     choose a new password       Enter new password:	Your password has been reset	The password complexity requirements a a. Does not contain the user's account n user's full name that exceed two cons a. Contain characters from <u>3</u> of the follow i. English uppercase characters (A ii. English lowercase characters (A iii. Base 10 digits (0 through 9) iv. Non-alphabetic characters (e.g.,	ame or parts of the ecutive characters. ving 4 categories: through Z) through z)
Microsoft	Microsoft		
	©2021 Microsoft Corporation		
021 Microsoft Corporation			
	Legal Privacy		

# 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.

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Apps	Chier Uses Accounts that have device access, work or scheel users, block energyend access		Apps	Create a text tableg account Choose as account for the sect takes and anter the address
<ul> <li>Accounts</li> <li>Time &amp; language</li> </ul>	Windows harbap     Each ap your first, appa profesence to restore them across famion		3 Time & language	Add or remove a provisioning proclage
🕼 Gaming	Communities management of the second		📾 Gaming 🏌 Accessibility	Enroll only in device management
<ul> <li>Privacy &amp; security</li> <li>Windows Update</li> </ul>	Penkeys     Disc provides, Transported, an 77% to sign in Asia apps and watching		<ul> <li>Privacy &amp; security</li> <li>Wiredows Update</li> </ul>	Related support
				Sign with Access work or school

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

Microsoft account	×		×
Set up a work or school account You'll get access to resources like email, apps, and the network. Connecting means your work or school might control some things on this device, such as which settings you can change. For specific info about this, ask them. 242605156[myrp.edu.sg ×] Alternate actions: These actions will set up the device as your organization's and give your organization		ERPUBLIC 24200515@myrp.edu.ag Enter passwoord Arrigot my paswood We a certificate or smart card Sign in with another account	
full control over this device. Join this device to Microsoft Entra ID Join this device to a local Active Directory domain Next	]	Sign in as «User, ID» @myredusg for FT Staff Sign in as «User, ID» @myrp.edusg for ALs and Students	

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.

~	Settings		-	ø	×
1	Student Local Account	Accounts > Access work or school			
		Get access to resources like email, apps, and the network. Your work or school might control some things on this device when con-	nnected.		
Find	d a setting Q	Add a work or school account	Conne	ct	
	System				
0	Bluetooth & devices	24260515@myrp.edu.sg Work or school account		~	
-	Network & internet				
/	Personalization	Related settings			
	Apps	Export your management log files Your log files will be exported to: C\Users\Public\Documents\MDMDlagnostics	Expo	t	
12	Accounts				
3	Time & language	Create a test-taking account Choose an account for the test taker and enter the address		>	
-	Gaming				
×	Accessibility	Add or remove a provisioning package		>	
	Privacy & security	Enroll only in device management		,	
8	Windows Update	chion only in device management			
		Related support			

- 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.

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-	A Receivery Rest advanced contrals approach			

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.



## 10. Login to POLITEMall using your RP credentials.



## About POLITEMall

Developed jointly by Singapore's five polytechnics and ITE, POLITEMall is your one-stop portal to access online learning content across multiple sectors and disciplines. In POLITEMall, you will be able to access high quality learning resources at your fingertips for an engaging online learning experience!

### Polytechnic-ITE Staff or Students



For Learners with	For Staff and Lear	ners with Polytechnic/ITE acc	ounts:		
<student id="">@polite.edu.sg accounts:</student>		_			
	Institute of Tech			ngee ann polytechnic	2
BY THE POLYTECHNICS & ITE			Singapore Polytechnic	Temasek Polytechnic Creating tomorrow	

If you encounter login issues to POLITEMall, please proceed to Step 11 and login to POLITEMall again.

<sup>11.</sup> 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.

Settings	Cookies and data stored	
Q Search settings	Save cookies and data on your device in order to facilitate continuous browsing between sites and sessions	
② Profiles	Manage and delete cookies and site data	>
Privacy, search, and services		
Appearance		
Copilot and sidebar	Site permissions	
Start, home, and new tab page	All sites	>
야 Share, copy, and paste	View permissions for sites you've visited	
Cookies and site permissions		
Default browser	Recent activity The latest changes made to site permissions	
A <sup>t</sup> h Languages	https://outlook.office.com/	>
↓ Downloads	Clipboard allowed	
🛱 Accessibility		
System and performance	https://myrp.sharepoint.com/	>
😽 Family safety	Clipboard allowed	
Printers	https://web.whatsapp.com/	>
Phone and other devices	Notifications allowed	
Reset settings		
About Microsoft Edge	All permissions Permissions that are applied across all sites	
Select See all cookies a	nd site data.	

Se	ttings	←	Cookies and data stored / Cookies and site data	
٩			Allow sites to save and read cookie data (recommended)	
8	Profiles			
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- 3	Appearance		Prevents sites from using cookies that track you across the web. Peatures on some sites may break.	
	Copilot and sidebar		Preload pages for faster browsing and searching	<b>ö</b> 🔍
	Start, home, and new tab page		Uses cookies to remember your preferences, even if you don't visit those pages	
ĕ	Share, copy, and paste		See all cookies and site data	>
6	Cookies and site permissions			
٦	Default browser		Block You've prevented the following sites from saving and reading cookies on your device.	Add
A	Languages			
$\pm$	Downloads		No sites added	

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

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### For Chrome,

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

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Θu	Autofill and passwords	Safe	y check					
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Ø	Performance		ne nee jou noon n unjumig needs jour renem.					
Ô	Appearance	Priva	cy and security					
Q	Search engine		, Delete browsing data					
	Default browser	τ	Delete history, cookies, cache and more	>				
U	On startup	6	Third-party cookies Third-party cookies are blocked	>				
×A	Languages		Ads privacy	,				
$\overline{\gamma}$	Downloads		Customise the info used by sites to show you ads					
Ť	Accessibility	6	Security Safe Browsing (protection from dangerous sites) and other security settings	>				
L.	System		Site settings					
ð	Reset settings		Controls what information sites can use and show (location, camera, pop-ups and more)	`				

3. Select See all site data and permissions.

0	Settings	Q Search settings						
G	You and Google	Allow third-party cookies	b ~					
©⊐	Autofill and passwords	Block third-party cookies in Incognito mode	• •					
0	Privacy and security	Block third-party cookies						
Ø	Performance							
Ô	Appearance	Sites can use cookies to improve your browsing experience, for example to keep you si to remember items in your shopping basket	gned in or					
Q	Search engine	Sites can't use your cookies to see your browsing activity across different sites, for example	nple, to					
	Default browser	personalise ads. Features on some sites may not work						
Ċ	On startup	Allow related sites to see your activity in the group A company can define a group of sites that can use cookies to share your activity in the grou						
×A	Languages	This is off in Incognito.	p. C					
₹	Downloads	Advanced						
Ť	Accessibility	Send a 'Do Not Track' request with your browsing traffic Sites use their discretion when responding to this request	•					
ಲ್ಕಿ	System							
Ó	Reset settings	See all site data and permissions	>					

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

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ಲ್ಮ	System		Ø	youtube.com · 4 cookies · Partitioned	
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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.

Company Portal <b>REPUBLIC</b> MDM PORTAL		Search apps		<u>8</u> - • ×	
≡   ゐ Home	Home			<b>P</b> Notifications	
<ul> <li>B Apps</li> <li></li></ul>	Recently published ap	ps		See all	
			.+.		
⑦ Help & support	<b>*</b> *	- <del>44</del> -	幸幸	<b>1</b>	
	TableauPrep Salesforce	Tableau Reader 2024.2.2 Salesforce	Tableau Desktop 2024.2.2 Salesforce	GlobalProtect SSE Palo Alto Networks	
	Your devices			See all	
<b>A</b>	THIS DEVICE DESKTOP-UV11PJE				
钧 Settings	Checked 12 minutes ago				

- 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 <u>GFE)</u>	User-ID	
Applications	SNApp     POLITEMall     Email     Password Reset     IT Service Portal (IT4U)     Student Life Portal	WiFi2@RP     SA3.0 Quest	

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.sa

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



Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset

If you can't sign in, you must <u>contact your administrator</u> to reset your password for you. After you can sign in again, <u>register for self-service password reset</u>, to make sure that you're able to reset your own password in the future.

Show additional details

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 <u>Help-IT@rp.edu.sg</u> 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.

Get back into your account	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			
* 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	A good practice is to use passphrase. For example, "It is raining cats and dogs!" - <mark>Raincats&amp;dog5</mark> or <mark>ra1ncatsNdogs!</mark>			
<b>Q6. I am unable to login to SNApp app.</b> A6. Email to <u>Help-IT@rp.edu.sg</u> with the scro	eenshot of the error to check with the application support team.			
<ul> <li>Q7. What do I do if I encounter an error message stating about account doesn't exist?</li> <li>A7. Perform either solution below that best fits you: <ul> <li>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.</li> <li>If you do not have a Microsoft account, click "Create account" and self-complete the Windows setup.</li> </ul> </li> </ul>				
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.

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Ę	Activation state	Not active 🛈 🔨	A9. If Windows is not automatically activated, click " <b>Troubleshoot</b> " to activate it. If that fails, visit IT Helpdesk at the end of April as it will take some time to activate.
	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: 0x80070078	Troubleshoot	

### 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 <u>Help-Registrar@rp.edu.sg</u> to update your particulars in <u>Student's Portal</u>.

### 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.