



Guide A: Student Laptop Configuration

Things to take note before you begin

Please read the following carefully **before** starting the laptop configuration process.

This configuration guide is designed to allow students to **set up their laptops independently at home**.

1. Compatibility

MacBooks and any other laptops with Qualcomm Snapdragon processors are not supported in RP.

Ensure your laptop meets the required specifications (refer to the general system requirements [here](#)).

2. 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.

3. Data & Backup

Before starting, ensure that **all important personal files** (documents, photos, assignments, etc.) are backed up to an external drive or cloud storage.

4. Internet Access

A reliable home internet connection is required throughout the configuration process. Avoid using public or unstable Wi-Fi networks.

Ensure you follow Step 1 to 5. The configuration typically takes **15-20 minutes**, depending on your Internet speed and laptop performance.

Tips

If you encounter any issues or experiencing difficulties during the configuration process:

1. Refer to the Frequently Asked Questions (FAQs) section of this Guide A as many common issues are addressed there.

2. Email Help-IT@rp.edu.sg with the following details:

- a. Your Student ID
- b. The step number where issue occurred
- c. Relevant error message screenshots

Providing complete information will help the support team assist you more efficiently.

Important Reminder

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).

SNApp

For iOS users (iPhone)

- Open **App Store** app from your phone
- Search “**RP SNApp**”
- Select “**RP SNApp**” from Republic Polytechnic
- Tap “**Get**”
- Follow the onscreen instructions to complete the installation

For Android users

- Open **Play Store** app from your phone
- Search “**RP SNApp**”
- Select “**RP SNApp**” from Republic Polytechnic
- Tap “**Install**”
- Follow the onscreen instructions to complete the installation

NOW AVAILABLE

Available on the **App Store**

Get it on **Google play**

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

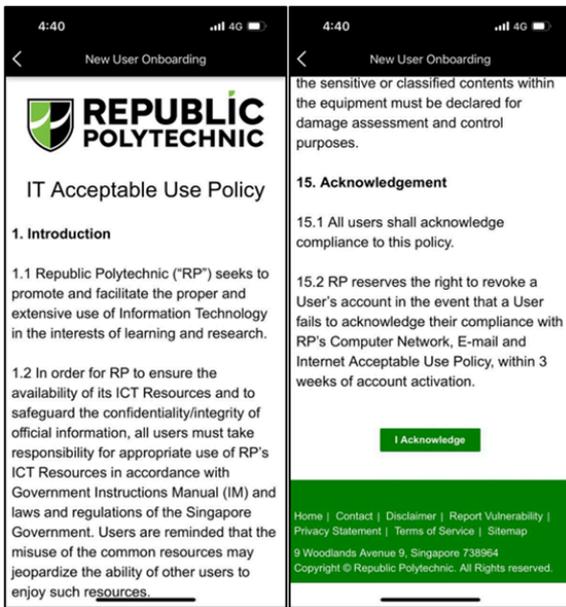


3. An OTP (One-Time PIN) will be sent to your registered personal email address. Enter the OTP and select “NEXT”.



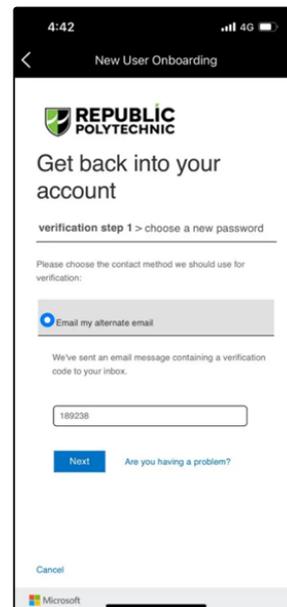
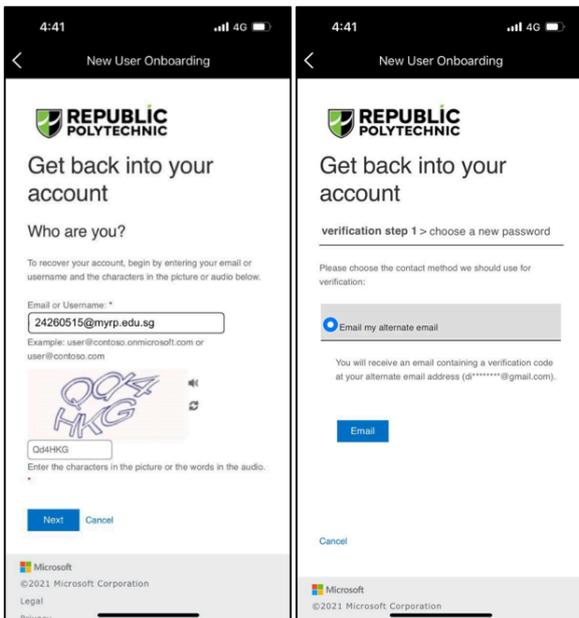
4. You will be directed to the IT Acceptable User Policy (IT AUP) page below. Please read and select “I Acknowledge” before proceeding.

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”.

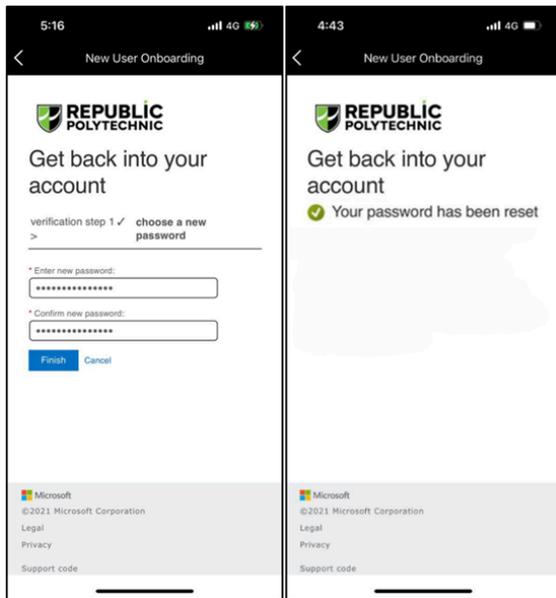


Step 3: Reset Password

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".



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



©2021 (Closed) | User-Sensitive

REPUBLIC POLYTECHNIC

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:

- Does not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Contain characters from 3 of the following 4 categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (e.g., !, \$, #, %)

Step 4: Setting up Multi-Factor Authentication (MFA)

Please download the Microsoft Authenticator app from App Store (iOS devices) or Play Store (Android devices).

2-Factor Authentication (2FA)



**Microsoft
Authenticator**

2-Factor Authentication (2FA) is a security system that requires a second method of authentication from the primary authentication method of User ID and Password to verify the user's identity for login to the organization's resources.

2FA is used when you connect to GlobalProtect on your laptop and access to MS Teams & Outlook.



Available on the
App Store



Get it on
Google play

1. Go to <https://aka.ms/ssprsetup> and login with your RP email and password.



Sign in

24260515@myrp.edu.sg

Can't access your account?

Back
Next



← 24260515@myrp.edu.sg

Enter password

.....

Forgot my password

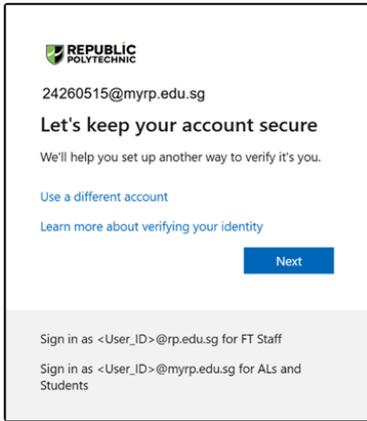
Use a certificate or smart card

Sign in

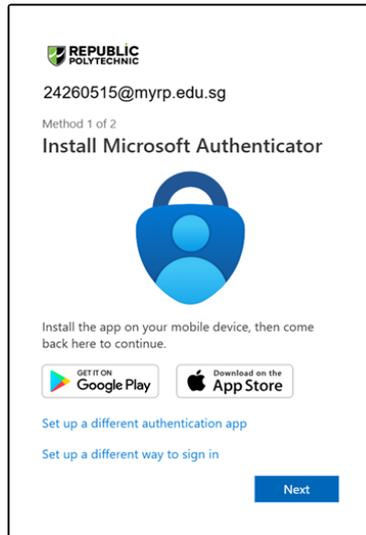
Sign in as <User_ID>@rp.edu.sg for FT Staff

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

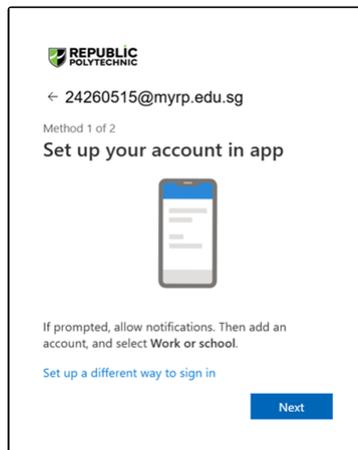
2. Let's keep your account secure. Select "Next".



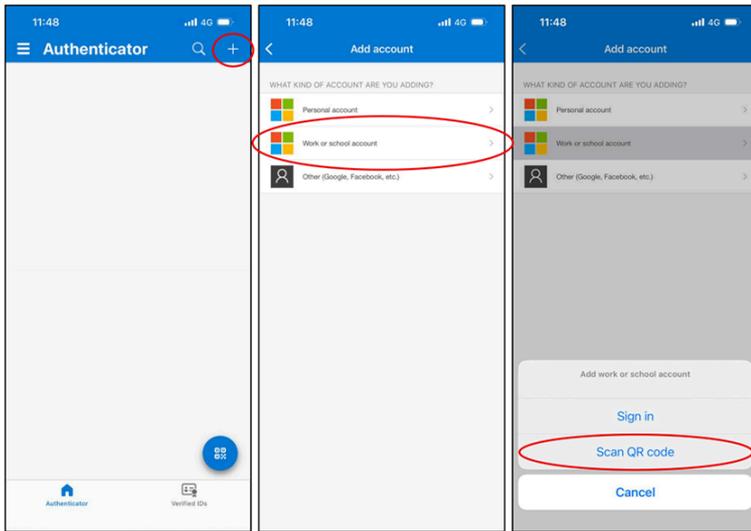
3. Open the Microsoft Authenticator app you have installed.
Select "Next".



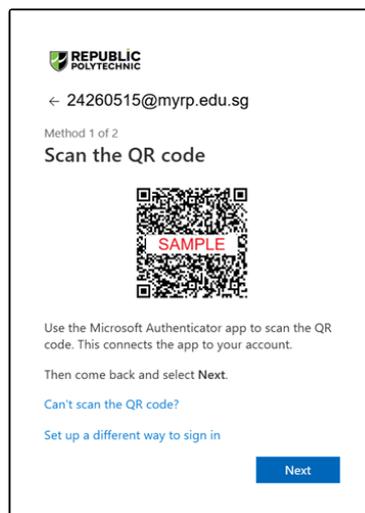
4. Select "Next".



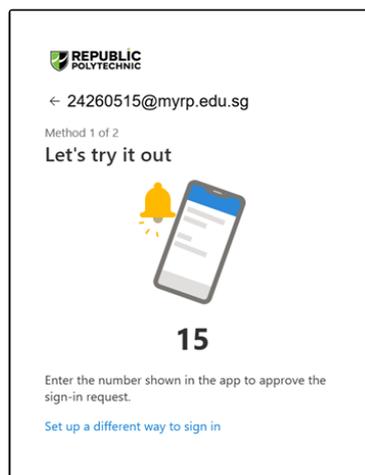
5. On your mobile device, select the + icon.
Select "Work or school account" > "Scan QR code".



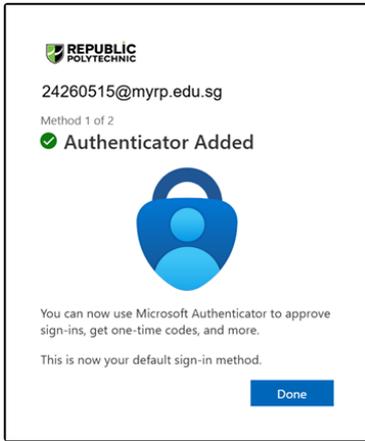
6. Scan the QR code prompted using the app and wait for the account to be added.
 Select "Next" on your laptop once account is successfully added on the mobile app.



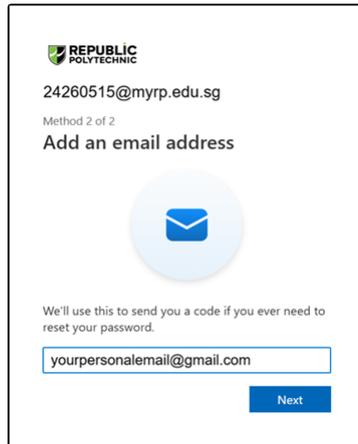
7. A 2-digit code will appear on your laptop screen.
 Enter the code on the app and select "Yes" to approve the sign-in.



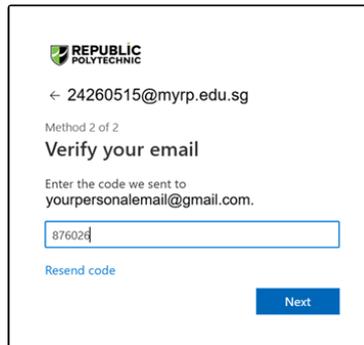
8. Once the notification has been approved and authenticator has been added, select "Done".



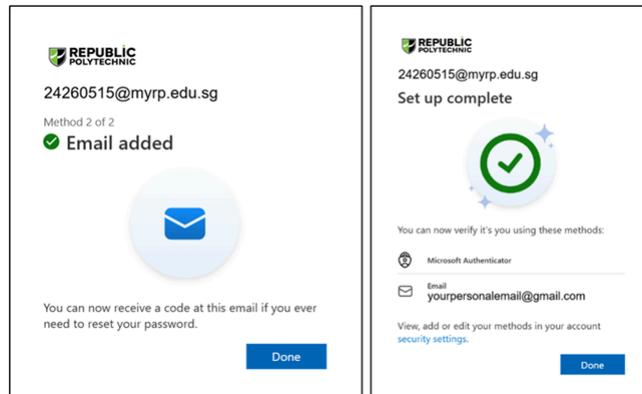
9. At this step, enter your personal email address registered (not your RP email) and select "Next".



10. Enter the 6-digit OTP sent to your personal email address and select "Next".



11. Your device and email address have now been successfully added and setup is completed successfully.



12. Ensure both your device and email address is reflected in the Security info list.

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.
Sign-in method where most advisable is unavailable: Microsoft Authenticator - notification [Change](#)

+ Add sign-in method			
🔑 Password	Last updated: 7 days ago	Change	
📱 Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 13		Delete
✉ Email	yourpersonalemail@gmail.com	Change	Delete

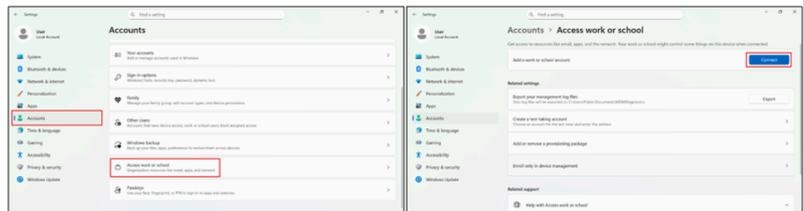
Lost device? [Sign out everywhere](#)

Step 5: Laptop Configuration

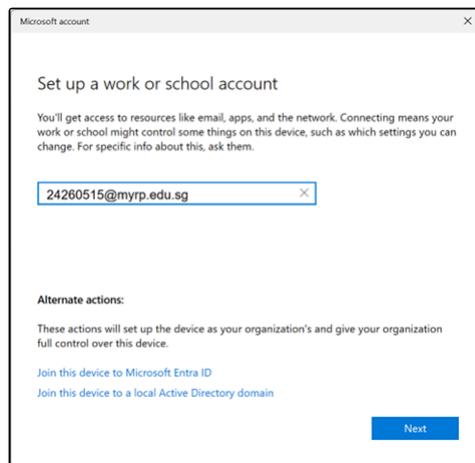
IMPORTANT: To complete Step 4, please ensure that:

- You have successfully completed Step 1 - Step 3.
- Your laptop is connected to the Internet (connection must be stable).

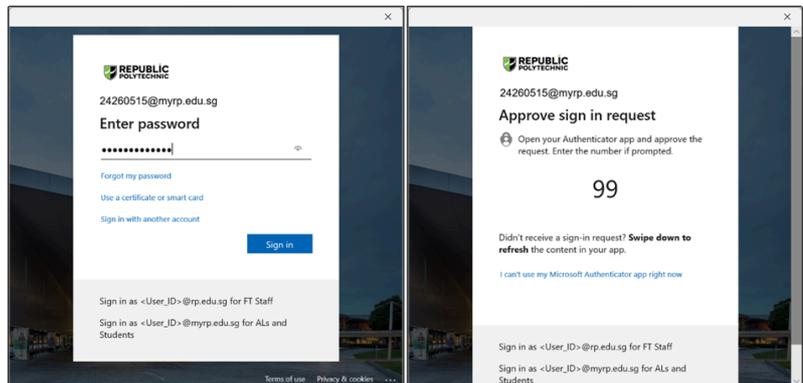
1. Open **Settings**, select **Accounts > Access work or school > Connect**.



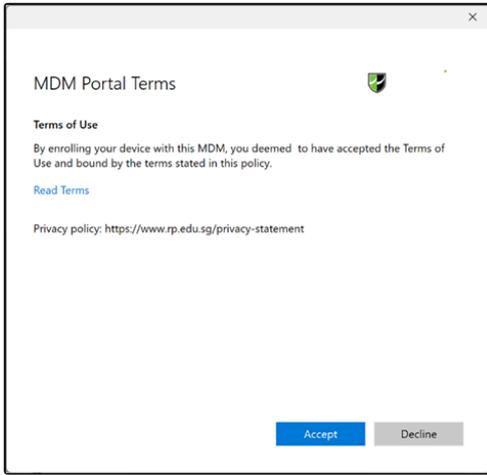
2. Enter your full RP email address, select "Next".



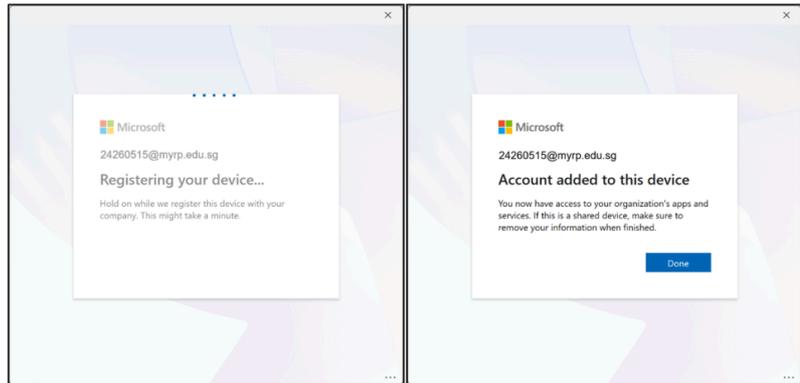
3. Enter your RP password to **Sign in** and authenticate via 2FA.



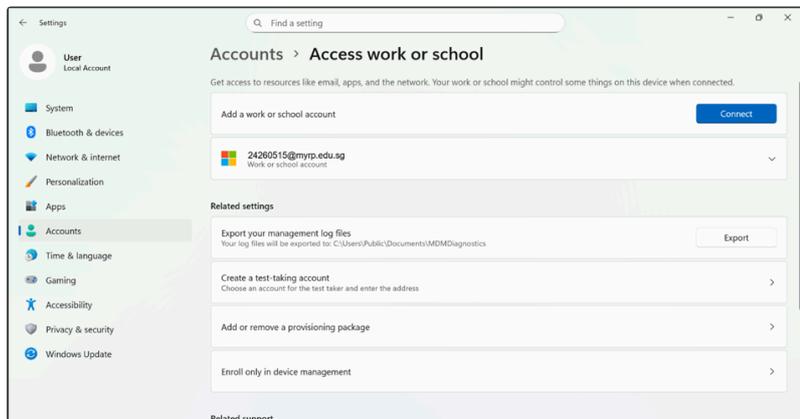
4. Accept the MDM Portal Terms of use.



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



6. Ensure your RP account reflects under **Access work or school**.



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

8. 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.



9. 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.

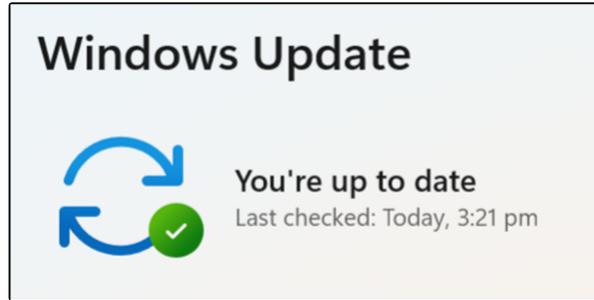
- If it shows "Not active" even though it's changed to Windows 11 Education, you may still proceed to the next step.

Else, please see A9 from FAQs for remedies.



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

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



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

If it's not installed yet, please see Q12 of FAQ for remedies.



Step 6: POLITEMall

Go to <https://politemall.polite.edu.sg/> and login with your RP email and password.





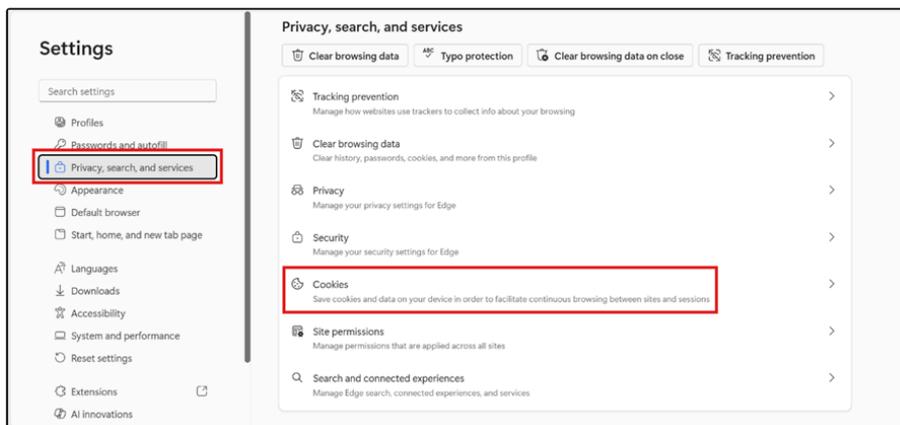
If you encounter login issues to POLITEMall, please proceed to the next steps and login to POLITEMall again.

Clear your POLITEMall cache from your browser (i.e. Edge/Chrome).

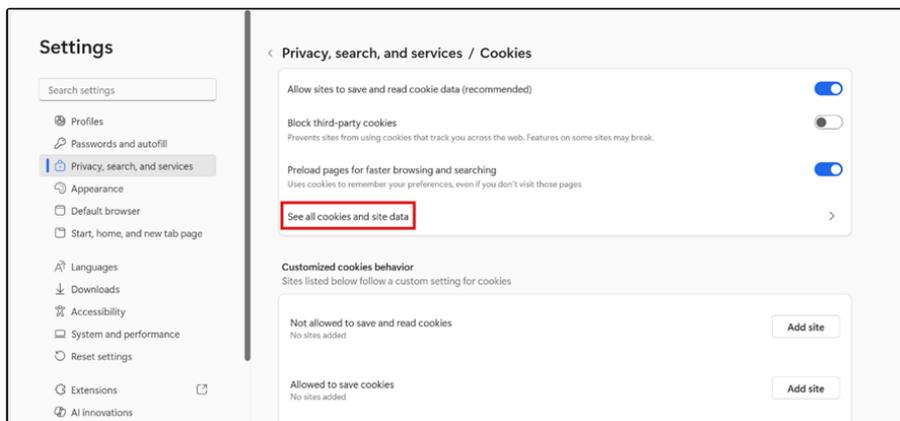
Skip this step if you have successfully logged in to POLITEMall.

For Edge,

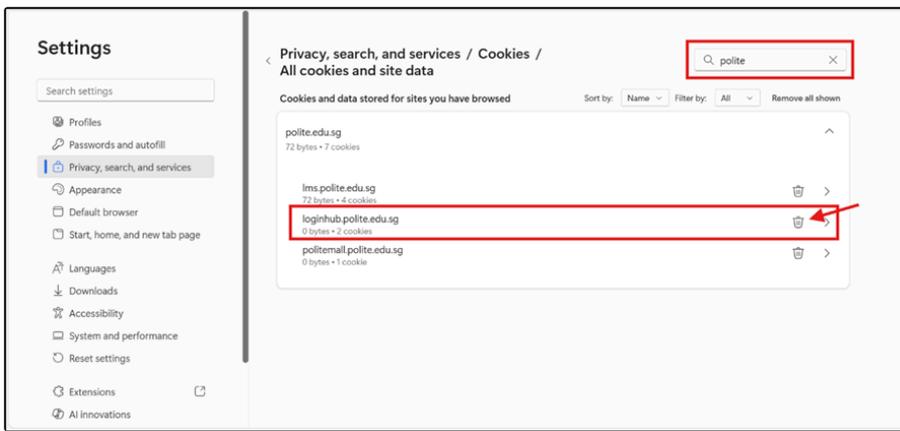
1. Select the three-dots icon at the top-right of the browser > select Settings (or go to edge://settings/).
2. Select Privacy, search, and services > Cookies.



3. Select See all cookies and site data.

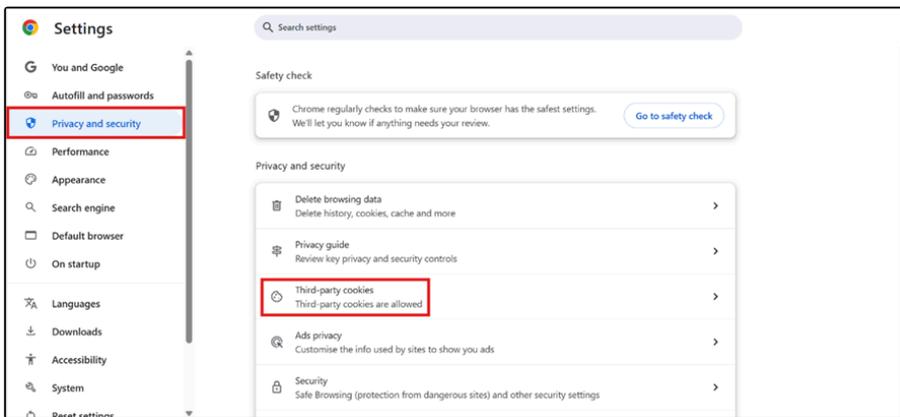


4. Search for "POLITE" and delete the cookie of "loginhub.polite.edu.sg".

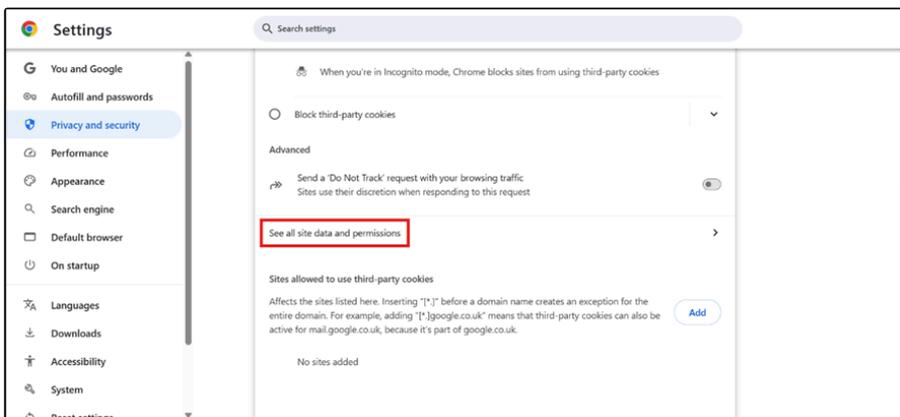


For Chrome,

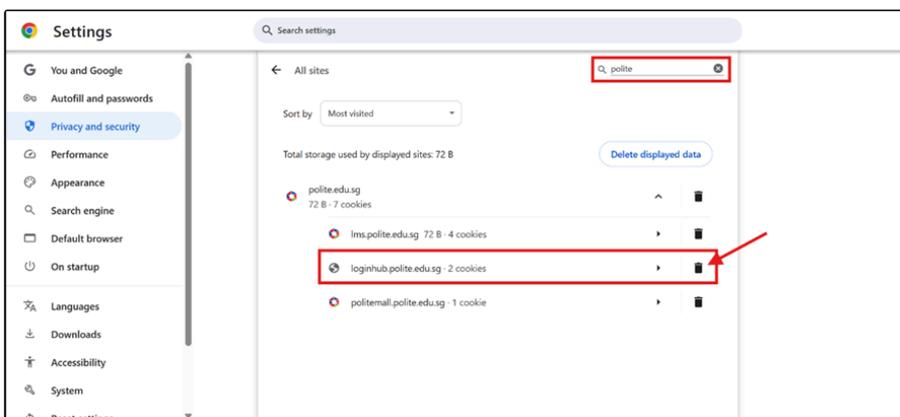
1. Select the three-dots icon at the top-right of the browser > select Settings (or go to chrome://settings/).
2. Select Privacy and security > Third-party cookies.



3. Select See all site data and permissions.



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



Step 7: Company Portal

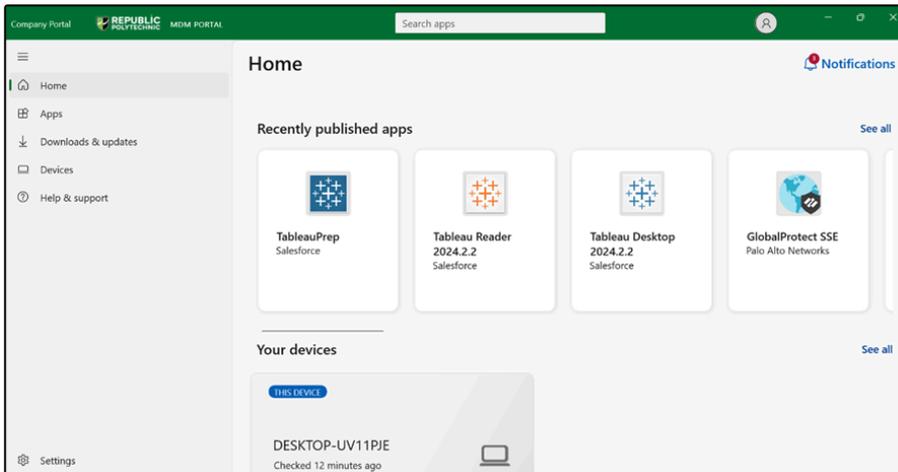
The [Company Portal](#) acts as a central hub for students and staff to find and install authorised software applications, view device compliance status.

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	<ul style="list-style-type: none">• SNAApp• POLITEMall• Email• Password Reset• IT Service Portal (IT4U)• Student Life Portal	<ul style="list-style-type: none">• WiFi2@RP• SA3.0 Quest

Q2. I did not receive any welcome email; can I still configure my laptop?

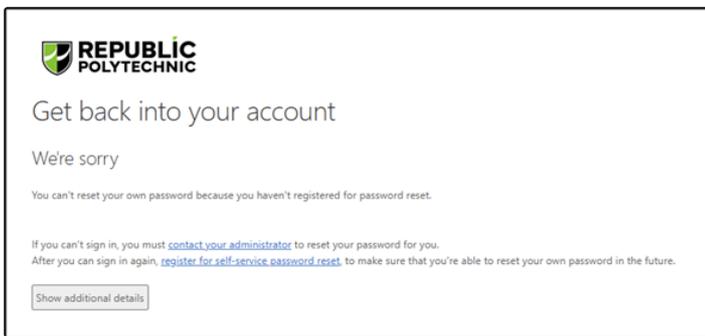
A2. Perform the configurations only when you receive an email from Help-IT@rp.edu.sg with the following subject "[Preparation of laptop for use in RP](#)". If you have matriculated, kindly provide your Student ID and Student Name to Help-IT@rp.edu.sg.

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.



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 SNAApp 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:

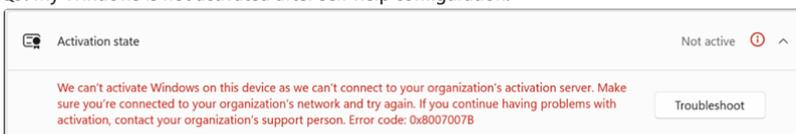
- If you have a Microsoft email account (e.g. @outlook.com or @hotmail.com), login to your personal Microsoft account and self-complete the Windows setup.
- If you do not have a Microsoft account, click "Create account" and self-complete the Windows setup.

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.



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.
