Guide A: Student Laptop Configuration

Things to take note before you begin

- **Compatibility** - All MacBooks with M1, M2, M3 and above Chipsets are not suitable for use in RP environment.
- **Virtualisation & Performance** - Dual boot to Windows Virtual Desktop using Parallels Desktop will encounter performance issues (such as SA2.0 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 60 to 90 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.

You will not be served at the IT Helpdesk @ Library West if you are unable to indicate the step you are stuck in as well as the error message.

Step 1: Download RP Mobile Application – SNApp (Student Navigation App)

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

SNAPP RP app

Access your timetable and sign up for CCAs, overseas learning trips and school events conveniently in the RP Student Navigation App (SNApp). SNApp is your all-in-one companion during your stay in RP. In this improved version, you can now communicate with your mentors and peers, and stay up to date on your learning, academic progress, and finances.

Click here to download from App Store (iOS devices).

Click here to download from 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**.
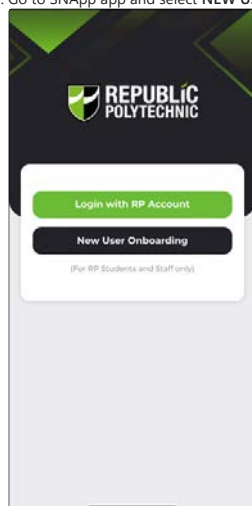
SNApp homepage

2. Enter your RP email (e.g. <Student ID>@**myrp**.edu.sg) and select **NEXT**.
   Note: If you encounter an error upon entering your RP email, please refer to the FAQs.

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**.

Thank you for acknowledging
IT-AUP, please click to reset
your password.

Reset Password

Home | Contact | Disclaimer | Report Vulnerability |
Privacy Statement | Terms of Service | Sitemap
9 Woodlands Avenue 9, Singapore 738964
Copyright © Republic Polytechnic. All Rights reserved.

Step 3: Reset Password

1. On the below page, enter your *full* RP email address, enter the CAPTCHA and select **Next**.
   Select **EMAIL** on the next page.
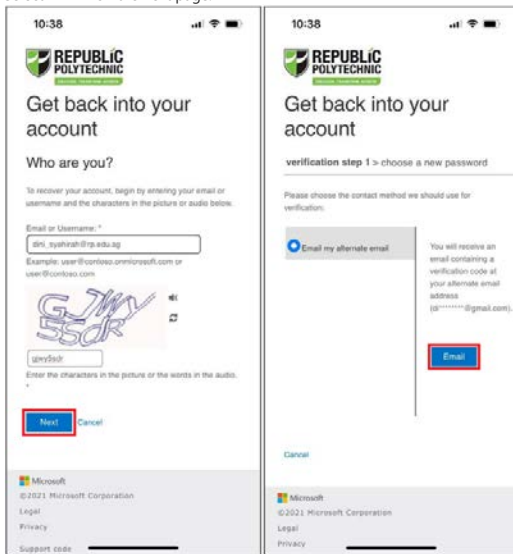
Email address: <Student ID>@myrp.edu.sg

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**.
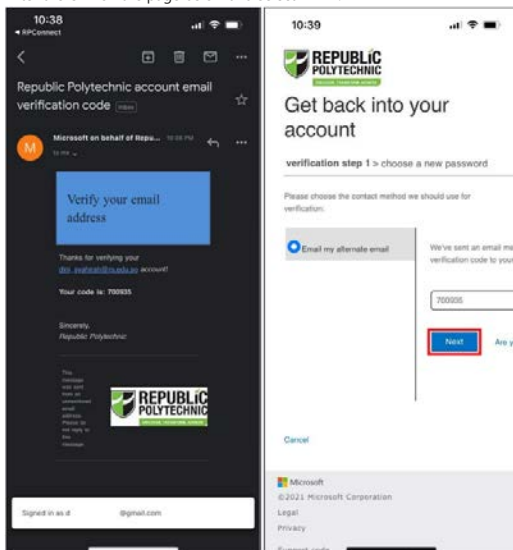
3. Set and confirm your new password and select **Finish**.
   Please ensure to follow the Password Policy below when you set your new password.
   Refer to Password Policy below or FAQs if you face error here.

Password Policy (effective 9th April 2019)

Password Policies	Setting	NEW!
Maximum password age	365 days (1 Year)	
Minimum password length	12 characters	
Number of attempts before lock out	10 tries	

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

b. 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 (for example, !, $, #, %)

Password Policy

4. Upon successful password setup, the below screen will be displayed.

Password reset done

Step 4: Laptop Configuration

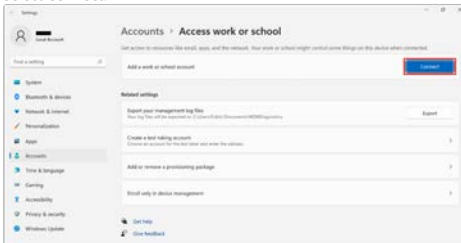**IMPORTANT**: To complete Step 4, please ensure that:
- You have successfully completed Step 1 – Step 3.
- You have backed up **ALL** your laptop data.
- Your laptop is connected to the Internet (connection must be stable).

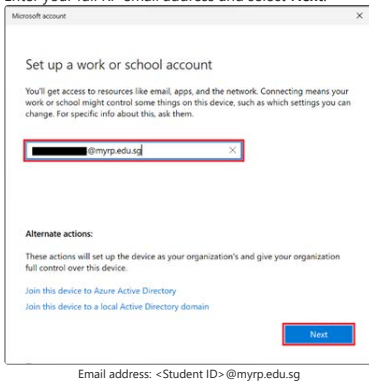1. Go to **Start Menu** to search for **Access work or school**.
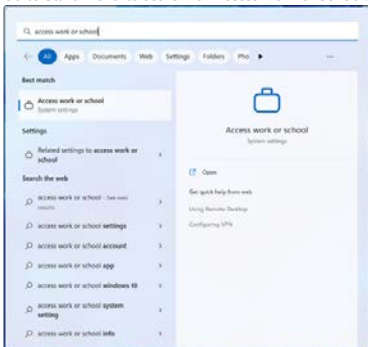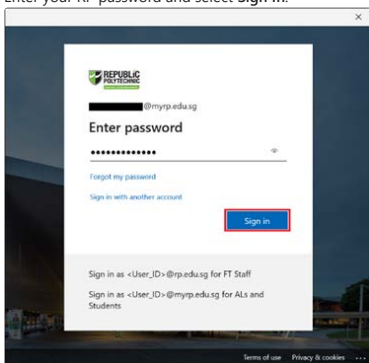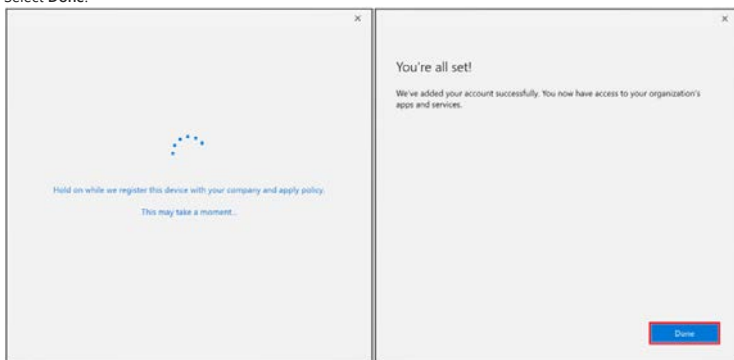

Open "Access work or school"

2. Select **Connect**.

3. Enter your full RP email address and select **Next**.

Email address: <Student ID>@myrp.edu.sg
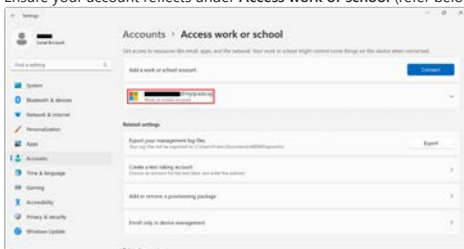
4. Enter your RP password and select **Sign In**.

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

6. Ensure your account reflects under **Access work or school** (refer below).

7. Before you restart your laptop, check the shortcut links in the **RED** box are shown in Start Menu > All Apps.
   It might take around 15 minutes for the icons to be pushed down to your laptop.
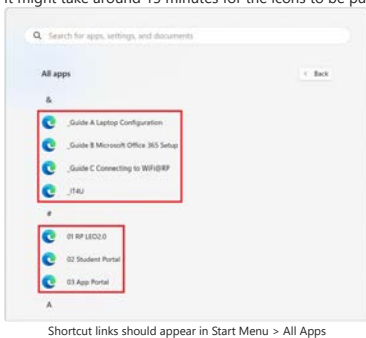
Shortcut links should appear in Start Menu > All Apps

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

9. 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.
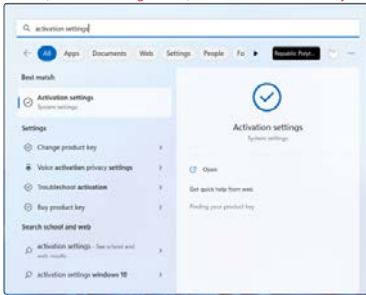   If it does not prompt to change, you may proceed to the next step.

Change laptop passowrd after restart

10. Once logged in, go to Start Menu to search for **Activation Settings**.
    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.
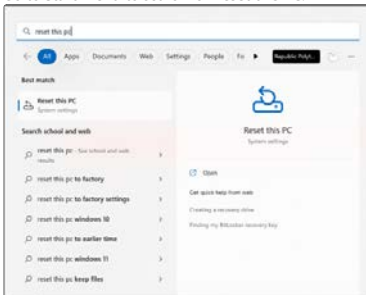

Open "Activation settings"

Check that it's on "Windows 11 Education"

Note: If it shows "Not active" even though it's changed to Windows 11 Education, you may proceed with the next step.
Activation will trigger once you are connected to RP Network - WiFi2@RP.

Proceed to the next step once confirmed it's on Windows 11 Education.

11. Go to **Start Menu** to search for **Reset this PC**.
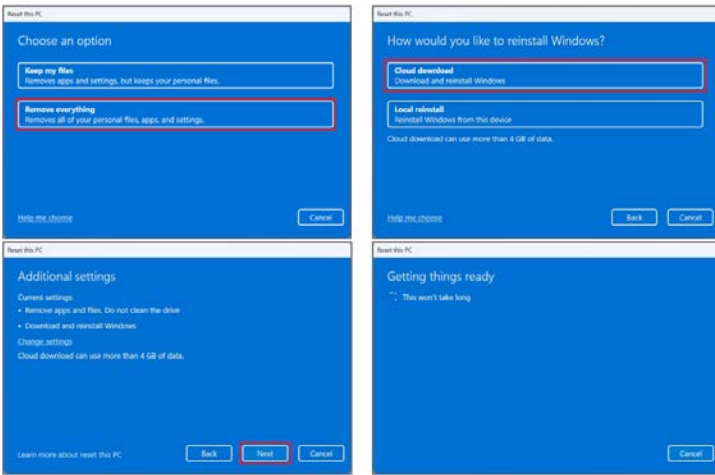

Open "Reset this PC"

12. Select **Reset PC**.
    Please note that the below procedure will **remove everything from your laptop**.
    Please make sure you have done **ALL your required data backups**.

13. The system will prompt to **Choose an option**.
    Select **Remove everything** > **Cloud download**.

14. Note that this step will **remove everything from your laptop** and make sure you have done **ALL your required data backups before you continue to reset**. Ensure your laptop is plugged into the main power adapter/charger before you **Reset**.
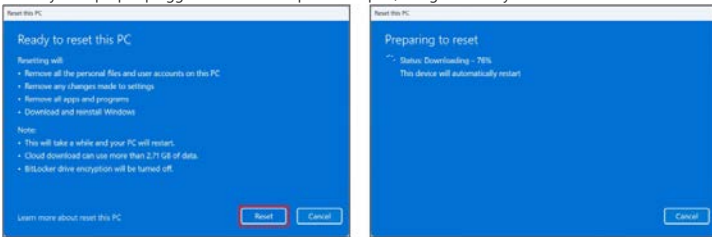
15. Be patient while waiting for the reset to complete.
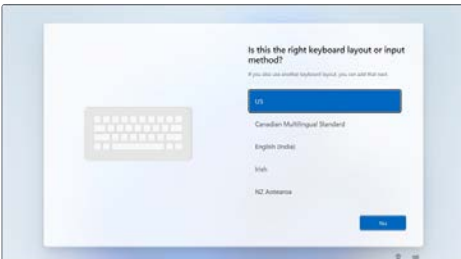The laptop will reboot on its own a few times.

Time taken to reset depends on your laptop functionality

16. Upon successful completion of the reset, the system will prompt to setup Windows as the following steps.

17. Select **Singapore** as your country or region.
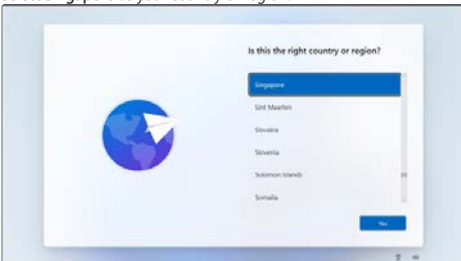
18. Select **US** then **Yes**.

Select **Skip** if prompted to add a second layout.

19. Connect to your home WiFi.

20. **Accept** the License Agreement.

21. Enter your RP email address and select **Next**.

Email address: <Student ID>@myrp.edu.sg

22. Enter your RP password and select **Sign in**.

23. Let it load to prepare and setup the device.

24. **Accept** all the default options and continue.

25. Windows will configure your laptop at the below screen.

26. Upon successful completion of the update, you will be presented with the Windows desktop screen.
    Check that SA2.0 Quest is successfully installed.
   **The shortcut for SA2.0 Quest should be on your desktop screen.**

SA2.0 Quest shortcut

If it does not show, please wait for at least 15 minutes.

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.

1. Installing Company Portal

1. Go to **Microsoft Store** and install Company Portal.

2. Open **Company Portal** upon successful installation.
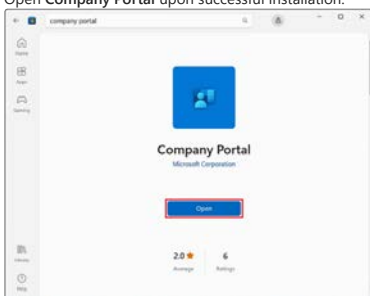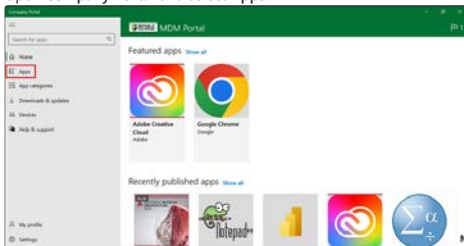

3. Open **Company Portal** and it should show the home page and you may install any of the available apps.
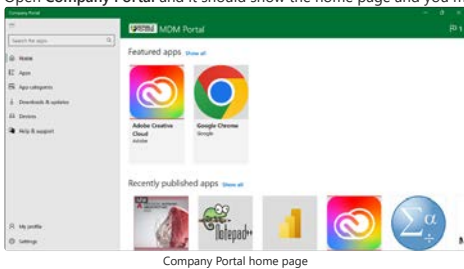
Company Portal home page

2. Installing an app from Company Portal

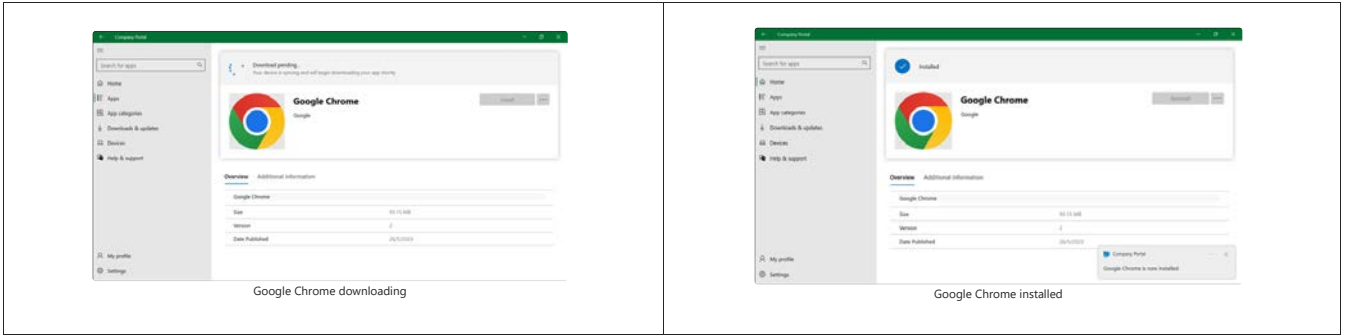1. Open **Company Portal** and select **Apps**.

2. Browse or search and select the app you want to install (e.g. Google Chrome).

3. Select **Install**.

4. Wait for the application to finish downloading and installing.

Google Chrome downloading

Google Chrome installed

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 • Email • Resetting of Password • IT Service Portal (IT4U) • Student Life Portal	• WiFi2@RP • OASIS • SA 2.0 • LEO 2.0

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.*
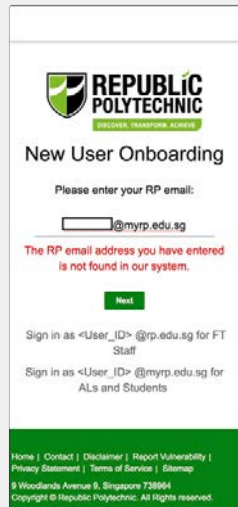
Q3. I got an error on the New User Onboarding page, I cannot do Step 2: Acknowledge IT-AUP.

*A3. As a workaround, go to https://aka.ms/sspr via any browser to reset your password and follow **Step 3: Reset Password**.*
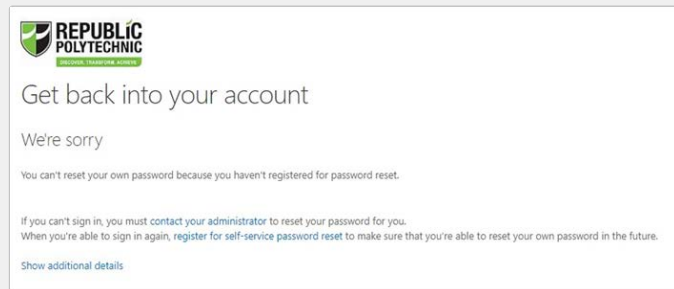
Q4. I received an error message when trying to reset my password.

A4. You may have not received the welcome email and went ahead with the configuration. See A2 for remedy actions.

Q5. 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?

A5. 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.

Q6. I am unable to reset my password.

A6. *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!**==

Q7. I am unable to login to SNApp app.

A7. Email to Help-IT@rp.edu.sg with the screenshot of the error to check with the application support team.

Q8. What do I do if I encounter an error message stating about account doesn't exist?

*A8. 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.*

Q9. I encountered an error when configuring laptop.

A9. 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.

Q10. My Windows is not activated after self-help configuration.
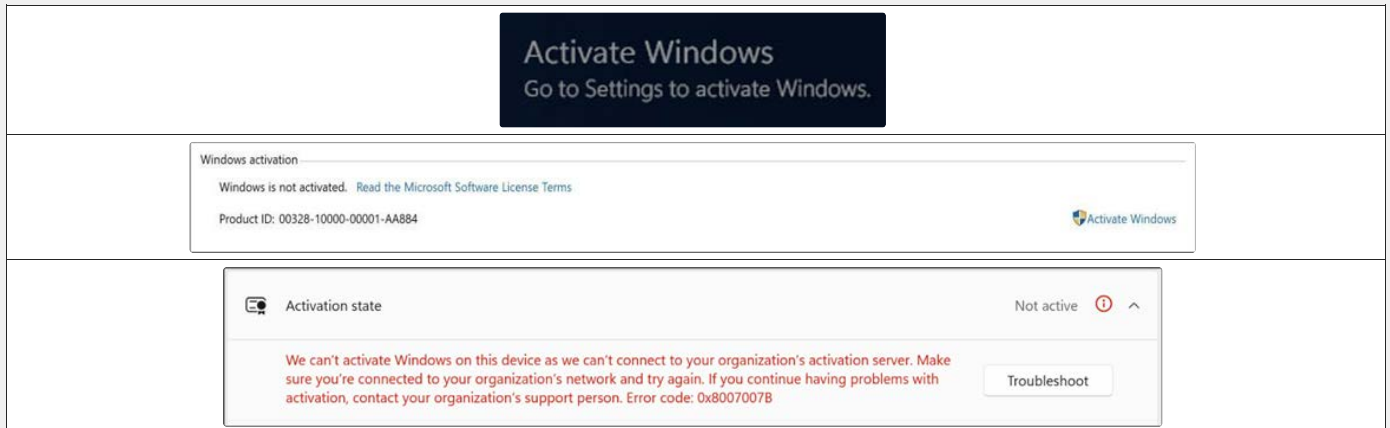
*A10. Windows will automatically be activated once you onboard your laptop to RP network – WiFi2@RP (**Follow** Guide C **when you are in campus**).*
*If it is not automatically activated, click "**Troubleshoot**" and it will be activated.*

Q11. I am unable to connect to RP network - WiFi2@RP.

A11. 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.

Q12. I want to update my personal particulars (phone number, personal email, etc.), where do I update it?

A12. Please email to Help-Registrar@rp.edu.sg to update your particulars in Student's Portal.

Q13. My SA2.0 Quest tool is not updated to the latest version.

A13. Go to this link (under "SA2 Quest tool" folder) to download and install the latest SA2.0 Quest too version.

Students 📚 ⌄

📄	Name ⌄
📁	SA2 Quest Tool

Students > **SA2 Quest Tool**

📄	Name ⌄
▦	SA2.0_Quest.Setup_2.10.1.msi
📄	SA2.0_Quest_Upgrade_2.10.1.msp