Laptop Quick Start Guide

Welcome.

Congratulations on receiving your new laptop provided by the MassAbility and Easterseals Massachusetts. Your equipment is one tool to help you to achieve your academic, career, or life goals. We want you to be able to use your equipment to the fullest, so if you have any issues or need help getting started, please contact us for assistance.

Make sure your equipment arrived undamaged:

1. When you first receive your laptop, you should also receive a corresponding laptop bag and charger. Check your device for any damage: screen or case cracks, missing keyboard keys, etc. Contact support if you find any damage.
2. Please be sure to carefully inspect the laptop box/packaging, as charging cables are often overlooked. If any of these items are missing, please contact support.
3. Please plug the charging cable into the laptop, and then into a power outlet. Once the computer is plugged in appropriately, power on the device by pressing the power button. The location of the port and power button will vary depending on the model of laptop.

4. The device will automatically log into your profile: *First initial of your first name, followed by full last name*.
5. At this point, you are ready to connect to the internet. Internet connections can be completed through either a physical ethernet port, or a wireless network.

If connecting to a physical ethernet connection, please plug the cable directly into your laptop's network port. Location of the network port will vary, and some laptops do not have a wired network connection.

To connect to a wireless connection:

On Windows 10:
1. Go to the bottom right of your screen and click the network icon.
2. Select your wireless network name from the list provided.
3. Enter the network password if required.
4. Wait 10 seconds for the connection to be established.

Network Icons
No Connection
Wireless Connection
Wired Connection
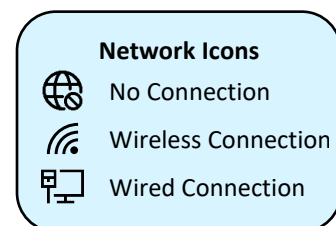
On Windows 11:

1. Go to the bottom right of your screen and click the network icon. 🌐
2. Click on the arrow next to the Wi-fi icon. ⟩
3. Select your wireless network name from the list provided.
4. Enter the network password if required.
5. Wait 10 seconds for the connection to be established.

Now that your laptop is powered on and connected to the internet, here are some of the tools available:

Your laptop includes a built-in camera with privacy shutter, a built-in microphone, and a backlit keyboard.

Depending on your laptop's set up, you may have a version of Microsoft Office which includes Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft One Drive.

Your Microsoft Office software products are ready to be utilized and can be found within the start menu. Software products such as Word, Excel, and Power Point are ready for your convenience. These items come pre-registered and should not ask you for an account login. If needed, your Microsoft username and password are listed on your Packing Slip. Please contact us if there is any problem with accessing these software items.
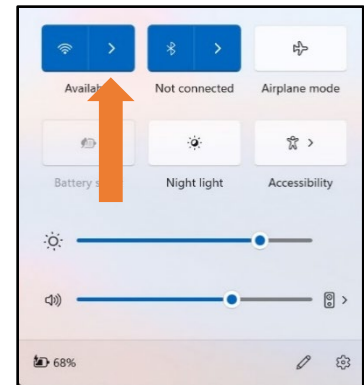
Helpful Tips

• Restarting your computer can solve many problems.

• Allow your computer to receive and install updates. These keep your machine safe from security problems and your software up to date.

• Consider using cloud storage for important documents. A computer failure will not mean a loss of all your documents. Cloud storage can be accessible from any computer. Google, Microsoft, and Amazon all offer free plans for basic needs.

• Keep your laptop off soft things such as blankets or pillows. Your laptop needs to "breathe". Cooling is essential to your laptop's health.

• Keep your computer clean. Dust and crumbs will cause your keyboard to have problems. Dust accumulation can clog your computer's fans.

You have set up your new device!

If you need any help, you can contact the Easterseals Technology Support Center:

• Use a browser to go to service.eastersealsma.org
• Email us at tech.support.helpdesk@eastersealsma.org
• Call us at 508.471.1475.

If contacting us, please include as much information as you can in your message. Include:

• Your name.
• Your email address or phone number, with a good time to contact you.
• The issue you are experiencing, including any error messages you may see.