# Quick Start Guide

## Johnson Controls My Device

**Welcome to your new computer! Here's what you need to get started:**

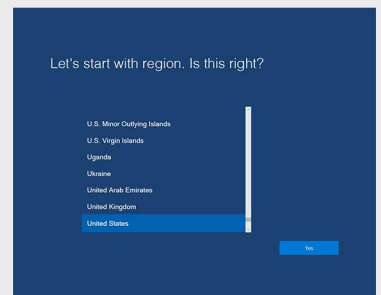| | | | |
|---|---|---|---|
| **At least 30 minutes for the setup process** | **Any internet connection — the faster, the better** | **Your wifi network's name and password** | **Your Johnson Controls Global ID, email address and password** |
| ✅ | ✅ | ✅ | ✅ |

Any questions along the way? You'll find troubleshooting tips at the end of this guide.

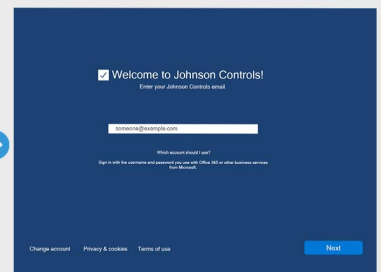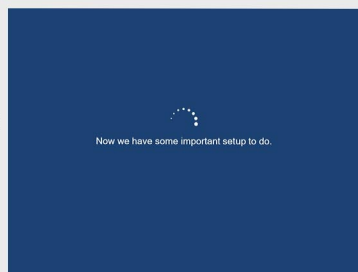Now, let's get your computer ready for work.

## Device Preparation

**In this first step:**

- Choose your region
- Choose your keyboard layout
- Choose an alternate keyboard layout (optional)

Let's start with region. Is this right?

U.S. Minor Outlying Islands
U.S. Virgin Islands
Uganda
Ukraine
United Arab Emirates
United Kingdom
United States

Yes

**Next, you will:**

- See a spinning icon for a few moments
- Enter your Johnson Controls email address in the user@jci.com format

Now we have some important setup to do.

☑ Welcome to Johnson Controls!

Enter your Johnson Controls email.

someone@example.com

Which account should I use?

Sign in with the username and password you use with Office 365 or other business services from Microsoft.

Change account    Privacy & cookies    Terms of use    Next

**Now, get the app that helps verify your identity for this computer:**

- Install the Microsoft Authenticator on your phone by visiting your app store
- Open the Microsoft Authenticator and follow instructions to create an account for "Work or school"
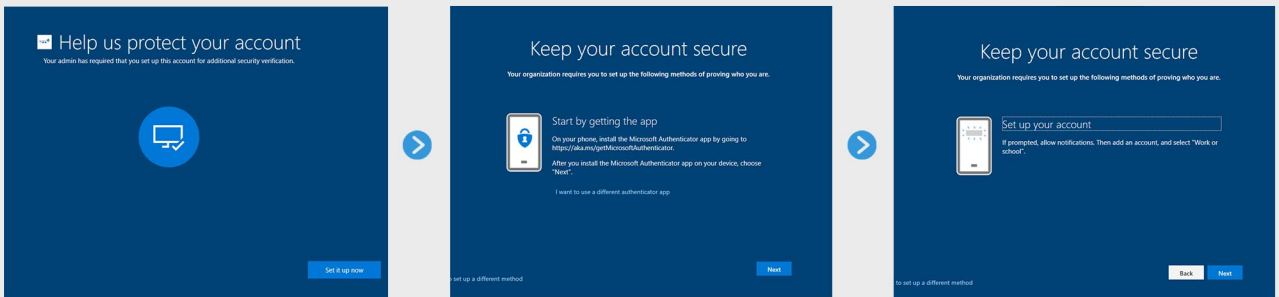


**Then, complete the verification process:**

- Use the Microsoft Authenticator on your phone to scan the QR code on your computer's screen
- Approve the notification sent to your app and receive confirmation that verification is complete
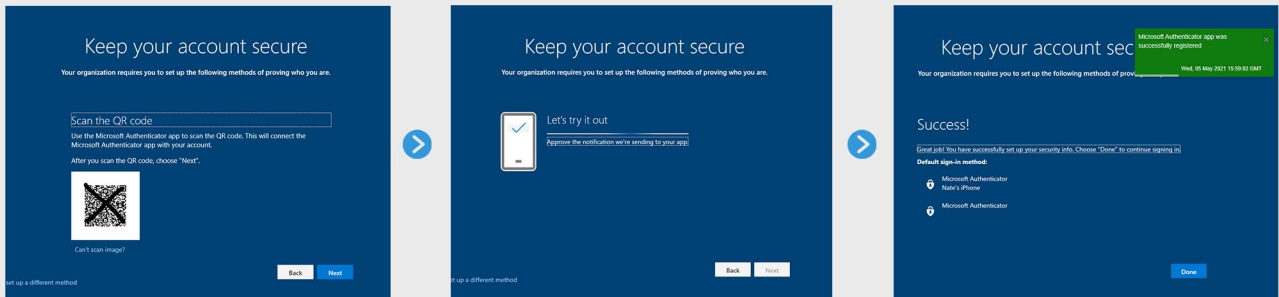


## Device Setup

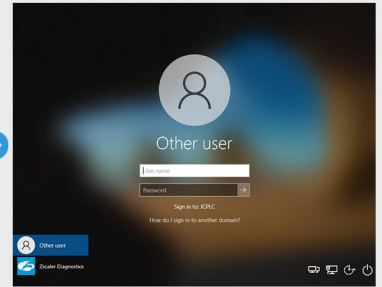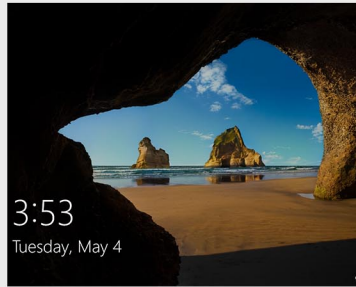**This next step will launch automatically.**

- You can watch the setup progress on the menu
- Some items are large and take time to process

## Account Setup

Your computer will automatically restart and take you to the login screen.

**Log in with your Global ID and password.**



**You can watch the setup progress on the menu:**

- This stage of the setup should go quickly
- After it's finished, click SIGN OUT to complete the process
- When you log back in, your computer will be ready for work
- The My Device SharePoint site will automatically launch with more resources
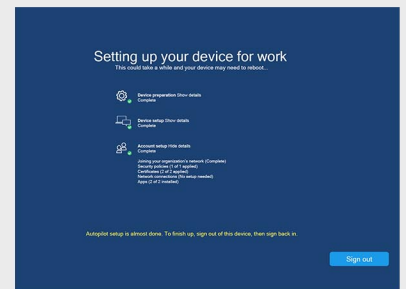


## Troubleshooting Tips



**Where do I find my Johnson Controls login credentials?**

Please contact your hiring manager if you haven't received your Global ID, email address and password.



**Why do I get an error message when I log in for Account Setup?**

This can happen on occasion. Wait a minute or two and try to log in again. If you still get an error message, manually restart your computer by clicking the power icon on your screen and choosing restart. This will establish the connection you need and allow you to log in.



**Why is the setup process taking much longer than one hour?**

Internet and system speeds can vary. In the unlikely event your setup process lasts more than three hours, please call 844 831 3134 for help from an IT representative.