

Onboarding after factory reset

(updated June 17, 2026)

Dear valued IPConnectX customer,

This document will guide you through the steps needed to initialize your new or factory reset windows device.

Powering the device for the first time

As a first step, we need to get the device connected to power source and powered on. Before powering the device take notice of the specific power source provided. It should have the same brand marking as the windows device (i.e. Lenovo, Dell or HP).

! Important: If the power source has mismatched branding, stop and contact our support team to ensure the power source is fully compatible with your windows device.

Once you confirmed the power source, please power your new windows device.

Initializing the computer

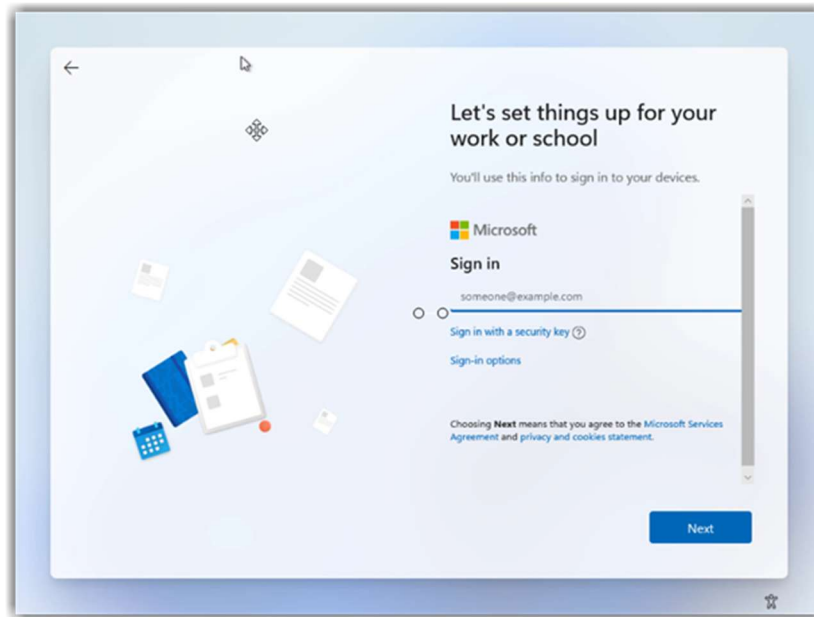
When you power the computer for the first time, you will be greeted by a few initial setup screens. The screens will depend on the exact version of the windows installed on the device.

The first few screens are localization (i.e. preferred language and keyboard) you will then we asked to connect the computer to the internet via wired or wireless connection (wired is preferred) and the computer will connect to the update server to install new drivers.

You will then be offered to enter the device name, please skip this as we will change the name to match your corporate naming format later.

! Important: on the next screen you will be asked to set up the computer for **personal use or for work or school**. Select **work or school**.

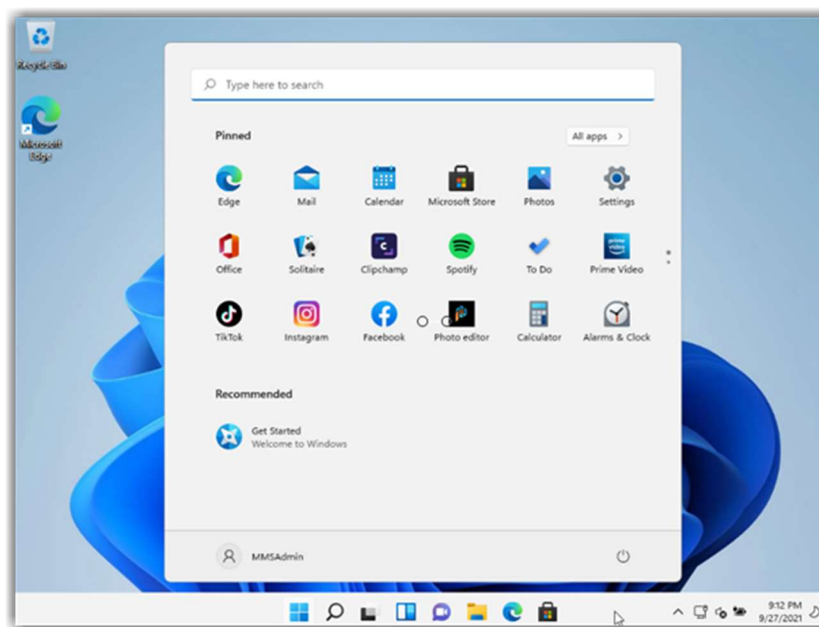
You will now be presented with a screen similar to this



Please enter your corporate email address followed by your password. If multi factor authentication is configured, you will be prompted to enter the code.

! Important: Contact our support team if you are not sure about your email login credentials. We cannot retrieve existing passwords.

After the login is complete, the computer will personalize your device. This can take up to 10 minutes. At the end of the personalization process, you will now be presented with a screen similar to this



Installing the Remote Management Agent

Now we need to get you connected with our system and deploy our remote management agent. A link to the latest version of the agent should have been emailed to you. If you could not retrieve the link a generic link is below.

<https://ipconnectx.ca/rmm/NinjaOne-Agent-x86-64.msi>

! Important: You need to contact our support team If you used the generic link above so we can authorize you and apply the correct corporate profile to your device.

Final personalization

Please let our support team know if personalization such as installing Microsoft office is required. We will take over your computer and work with you to customize it with you.

Contacting Support and opening a support ticket

To request support for a new case, please use one of these methods:

- **Customer portal:** www.IPConnectX.ca/support Please follow the instructions in the IPCC Ticketing Portal document to complete the form.
- **Help request form**
- **Email:** support@IPConnectX.ca
- **Phone:** 416 477 5929 option 2

To request support for an existing case, please use one of these methods:

- **Customer portal:** With your login credentials
- **Email:** reply to an earlier email you received regarding this case. If you cannot find such email, please email support@IPConnectX.ca
- **Phone:** 416 477 5929 option 2