CareMetx 2025 Project – User Setup Guidelines and Documentation

Project Support Contact Information

Email Support: seasonalsupport@caremetx.com

Phone Support: 888-971-1080

STEP #1 – Workstation setup and configuration
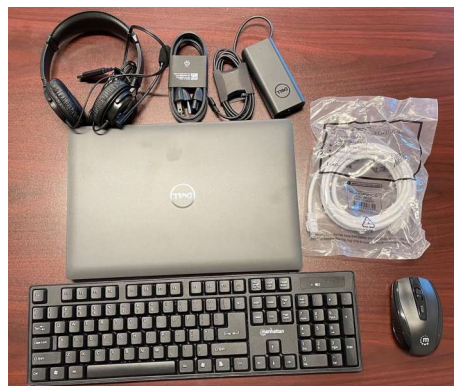
Workstation & Hardware Setup

You have received the following equipment for your workstation

1. Dell Windows 11 Laptop
2. Dell Laptop Charger
3. Monitor
4. Headset
5. Keyboard and Mouse combo
6. Ethernet Cable
7. USB-C Dock (select model only)

Workstation Setup Instructions

STEP #2 – Unbox All Equipment

Place all hardware and equipment on a flat surface so they are all visible.

STEP #3 – Setup The Monitor

1. Plug in the monitor's power cable to a wall outlet
2. Connect one of the HDMI cable to the monitor
3. Connect the other end of the HDMI cable into the laptop

STEP #4 – Connect The Dell Laptop Charger

Plug in the laptop charger into the wall outlet and connect it to the laptop

If your machine came with a dock, skip to step 8
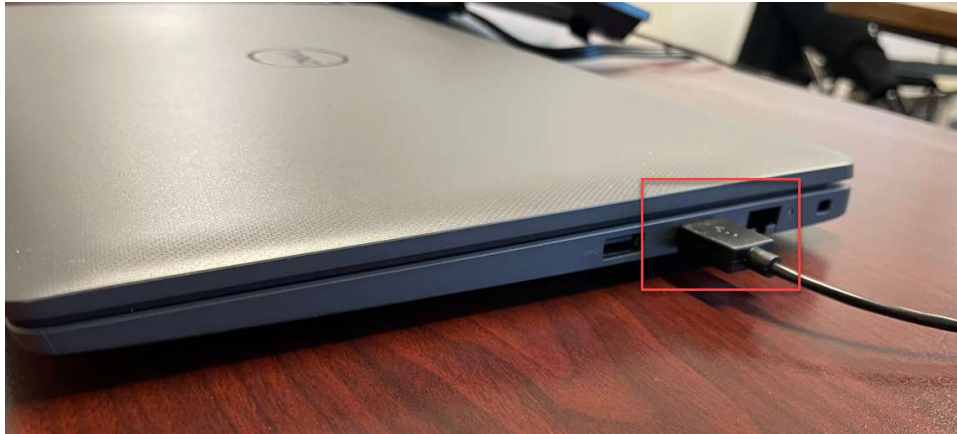
STEP #5 – Connect The Keyboard

Plug in the keyboard's USB cable into a USB slot on the laptop

Wired

STEP #6 – Connect The Mouse

Plug in the mouse's USB cable into a USB slot on the laptop

STEP #7 – Connect The Headset

Plug in the headset's usb cable into a USB slot on the laptop
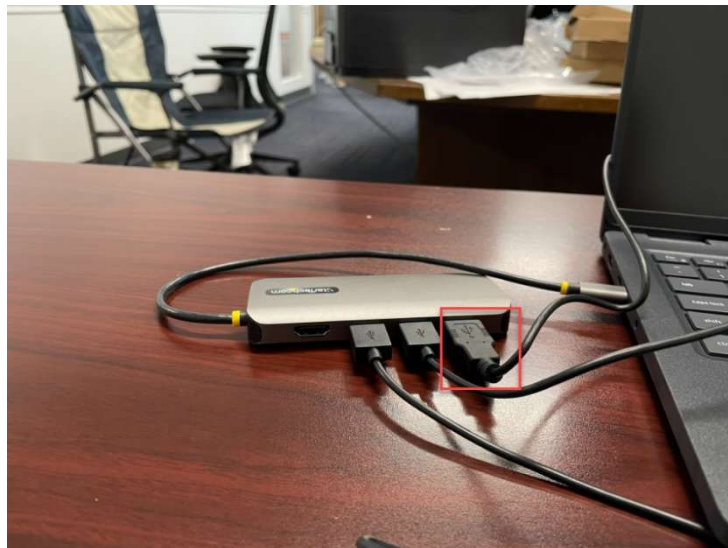
Skip to Step 11 if you do not have a dock

STEP #8 – Connect the keyboard to the dock

STEP #9 – Connect the mouse to the dock

STEP #10 – Connect the headset to the dock
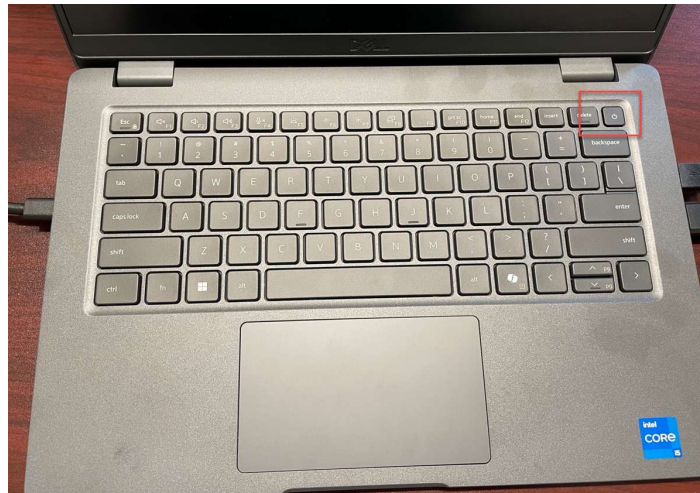

STEP #11 – Turn On The Monitor

Press the monitor's power button

STEP #12 – Turn On The Laptop

Press the laptop's power button and wait a few moments

Project Support Contact Information

Email Support: seasonalsupport@caremetx.com

Phone Support: 888-971-1080

Troubleshooting Common Issues

Monitor Displays No Image or "No Signal" Message

- Ensure the HDMI cable is securely connected on each end
- Verify that the monitor is powered on and that the correct input (HDMI) is selected on the monitor
- Restart the laptop if the issue persists

Laptop Does Not Power On

- Confirm that the laptop's charger is properly plugged into a working wall outlet and securely connected to the laptop
- Check the charger and laptop for any indicator lights to ensure it's receiving power
- If there is still no power, try a different wall outlet or contact support to check the charger and laptop.

Keyboard or Mouse Not Responding

- Make sure each USB device is securely connected to the laptop's USB ports
- Restart the laptop

Headset Audio Is Not Working

- Verify the headset is fully plugged into a USB port on the laptop
- Check the sound settings on the laptop to ensure the headset is the default device
- Restart any open audio applications
- If issue persists, try plugging the headset into a different USB port

Webcam is not working

- Ensure the webcam privacy shutter is closed
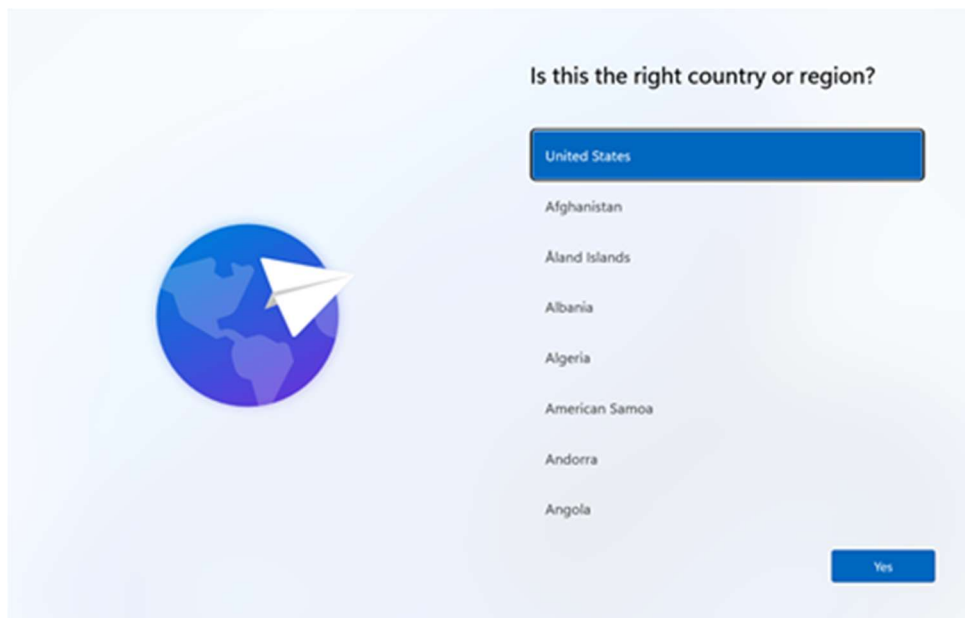- It should look like the picture below

-

User Setup and Sign In

User Setup Instructions – These are the steps to ensure you are properly signed into your PC

Plug in your device and then start your laptop by pressing the gray button on the top right side of the laptop.

Region should be United States. Click **Yes**.

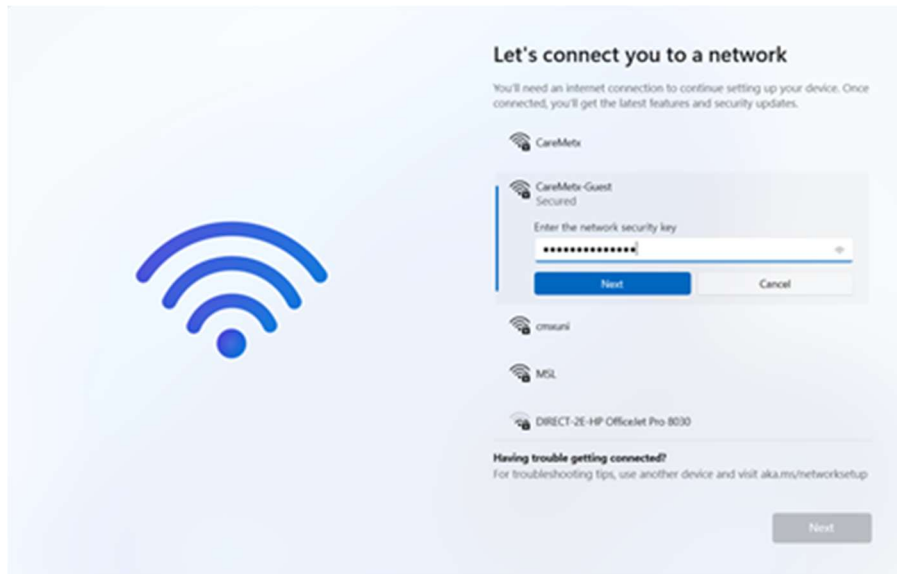Keyboard layout should be US. Click **Yes**.

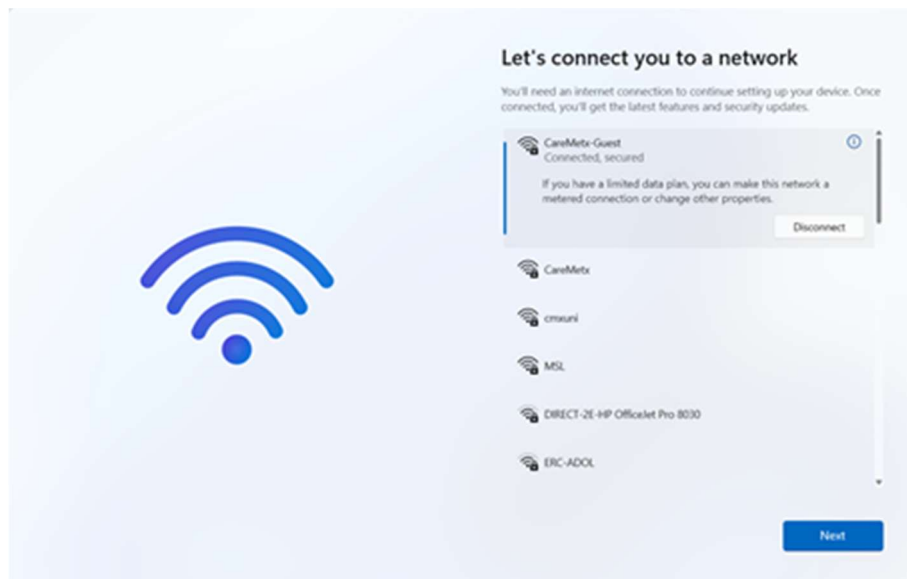Click **Skip** on the question about adding a second keyboard layout

If you are not using a wired internet connection, you will need to select the name of your wireless home network from the list
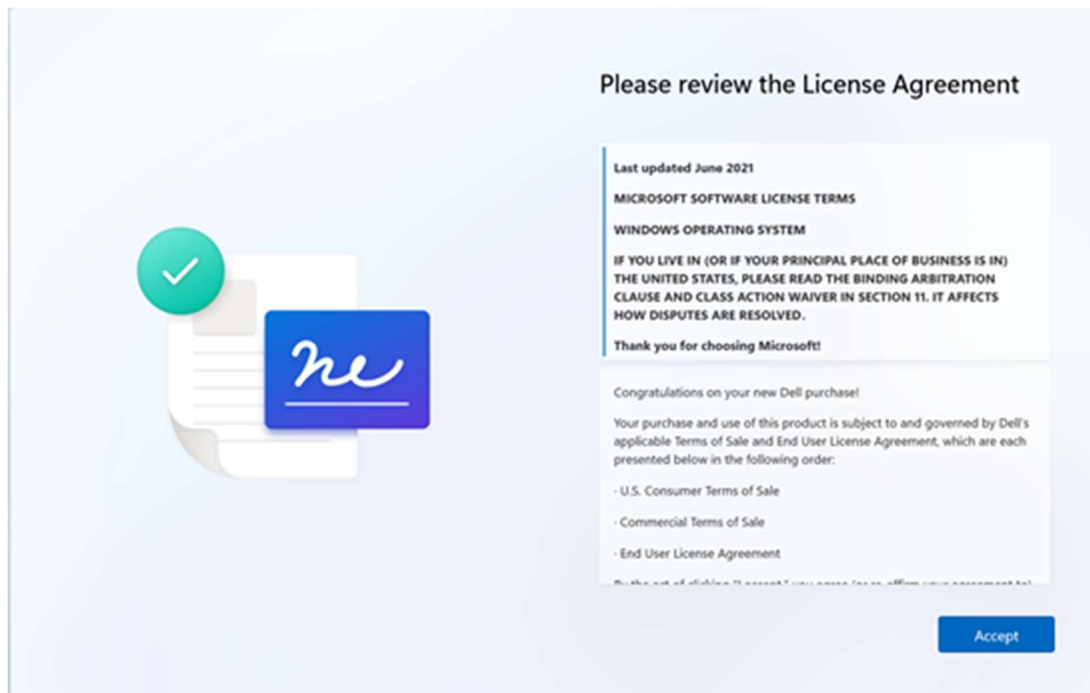
Input the password for your wireless home network and click **Next**. Click **Yes** when asked if you want "the PC to be discoverable by other PCs and devices on this network?"

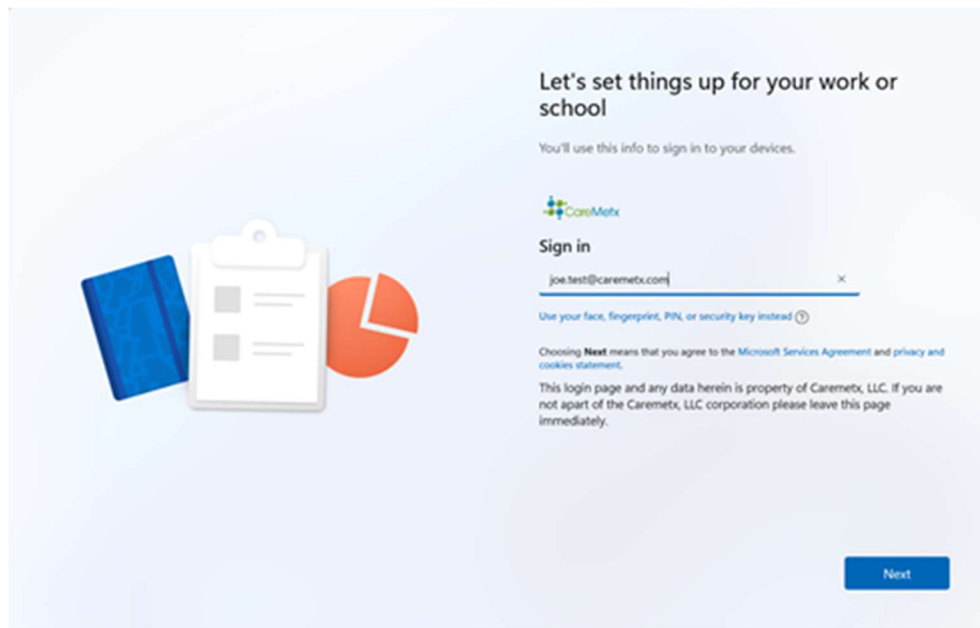Confirm that your network shows "Connected, secured" and then Click **Next**.

At this point the PC may restart. Click **Accept** on the License Agreement page.
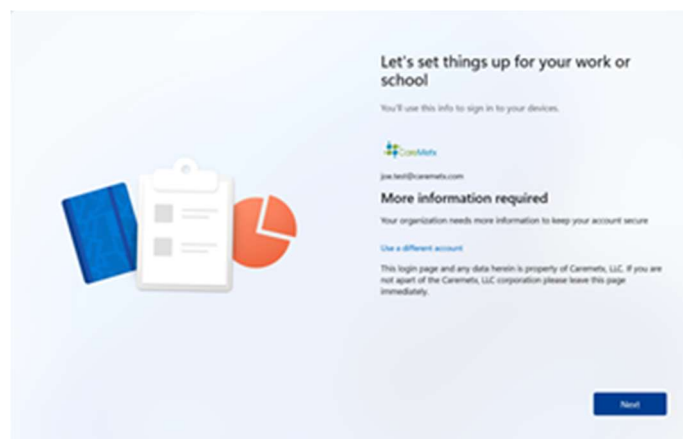
LOGGING INTO MICROSOFT:

Enter your CareMetx SSO Microsoft user ID (this is the same as your CareMetx email address). Your screen will show "Welcome to CareMetx LLC!" Click **Next**. Enter the CareMetx Microsoft password that you have been using previously.
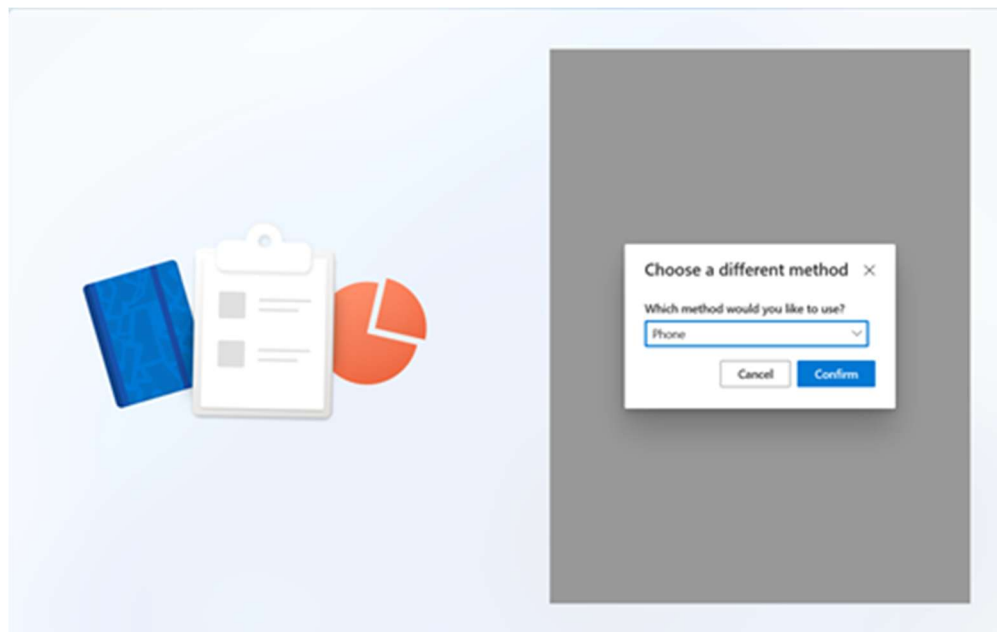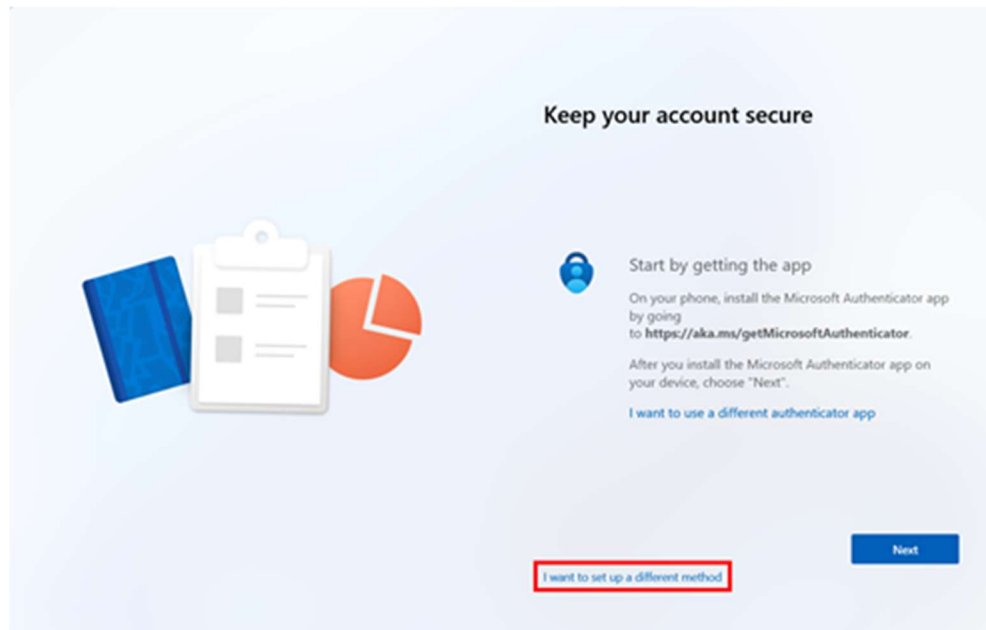
The next screen (not captured here) may prompt you to setup your multi-factor authentication methods. If so, click **Set it up now.** Highlight the blue bar that says **Pick a verification method** (options might include phone call, text message, or mobile authenticator app – most people opt for a text message) and click **Next.** Follow the prompts to add your phone number. **Select** your country or region for phone verification and enter your phone number or download the app and follow the instructions.
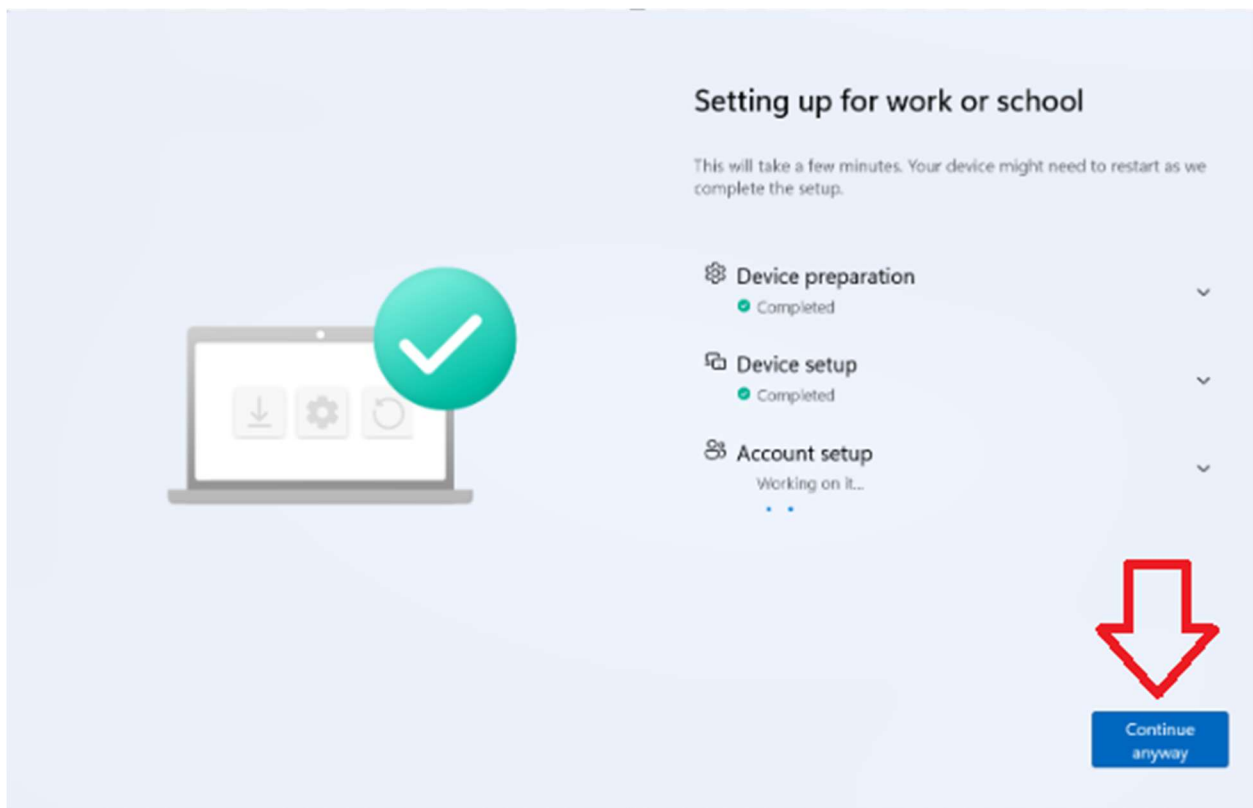
On the following page, you can select **I want to set up a different method** and choose to have Microsoft text you a code for authentication.

Setting up your device for work:

This is a three-step process and can take anywhere from 10 minutes to an hour so please don't turn your PC off while this set up occurs.
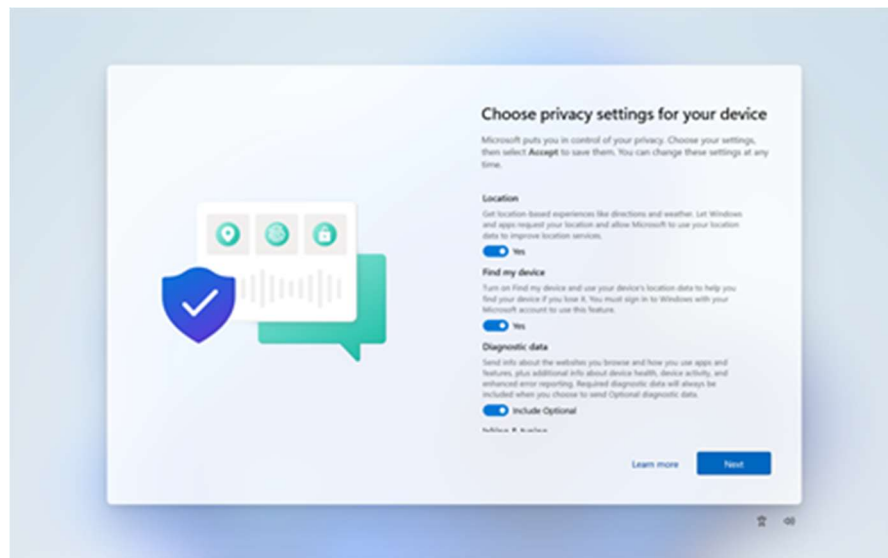

Once Device preparation and Device setup is complete and after selecting the **Continue Anyway** option, you will be taken to your windows Desktop

Once you reach the **Device Setup** portion you can click on the **Continue Anyway** button when it pops up. If you get an error saying '**Setup Failed**' you can still click on the **Continue Anyway** button to proceed.

Then you will go to the login screen. Once you login, it will go back to this screen above, and say working on **Account Setup,** please select the **Continue Anyway** button again.
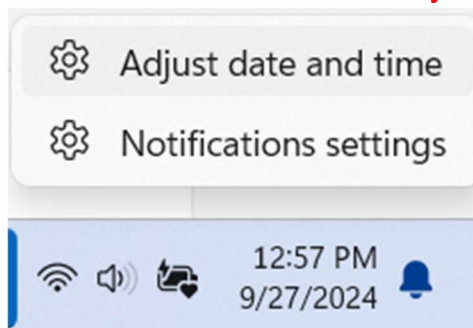
If asked to choose your privacy settings, click on the **Next** button

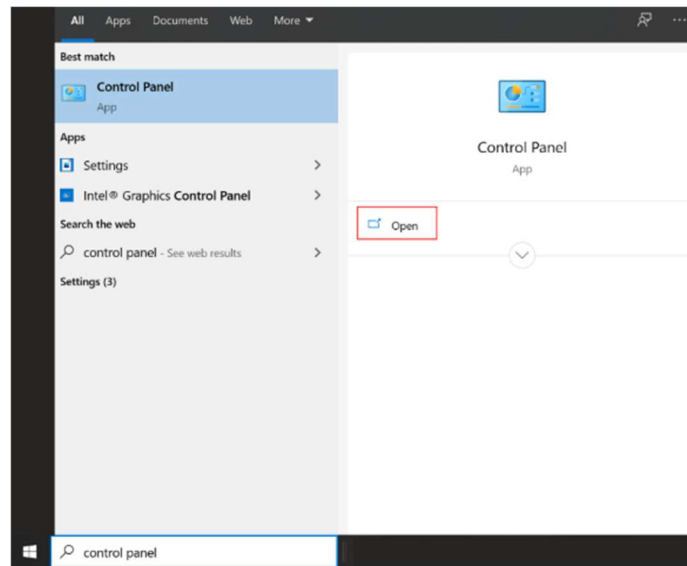## Updating the time on your laptop

Once you are on the desktop, look in the bottom right corner of the screen and confirm the time is correct. If you need to update the time on your laptop, right-click on the time in the bottom right corner of the screen and select **Adjust date and time**
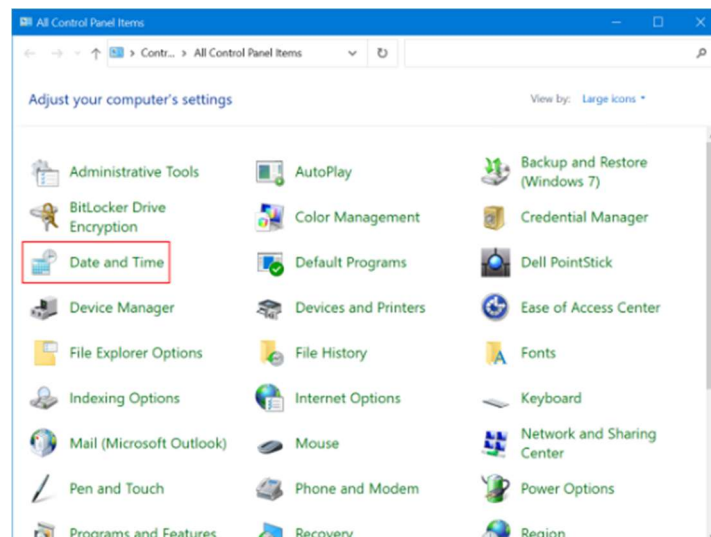
On the next window, click on the **Time zone** and choose the time zone that is appropriate for where you are. In this example we are setting the time zone to EST.

1. Click the Search box (next to the Start button), type Control Panel, and click Open under Control Panel.
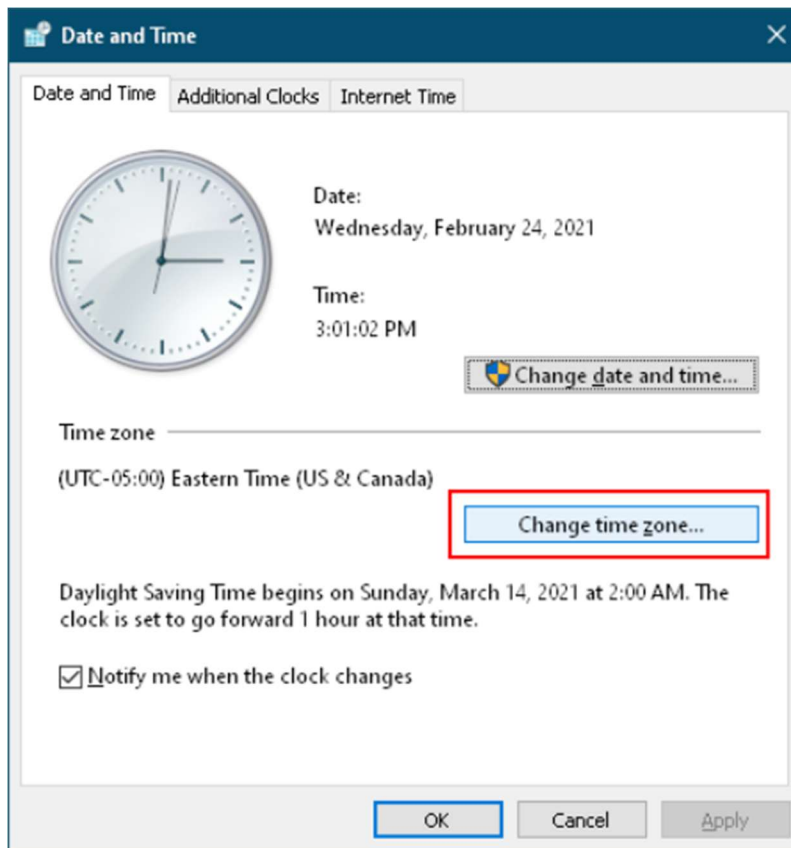

2. In Control Panel, set View by: to Large icons (upper-right corner).

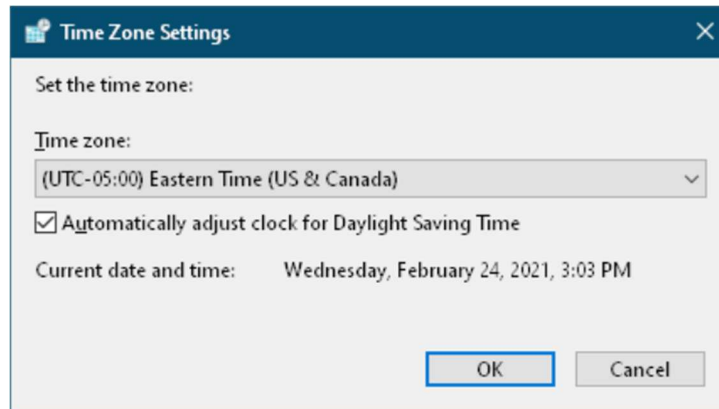3. Scroll down and click Date and Time.

4. In the Date and Time window, click the Change time zone… button.

4. In the Time Zone Settings dialog box, click the dropdown under Time zone, select your correct time zone, and then click OK.
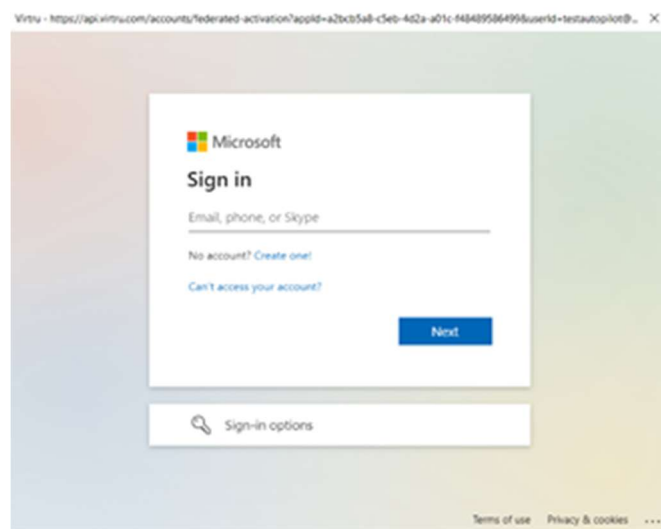
5.

6. Click OK again to confirm and close the window.

Logging into myapplications.microsoft.com:

Open either a Chrome or Microsoft Edge web browser, then go to
myapplications.microsoft.com. Select "Sign in" and enter your CareMetx email address and
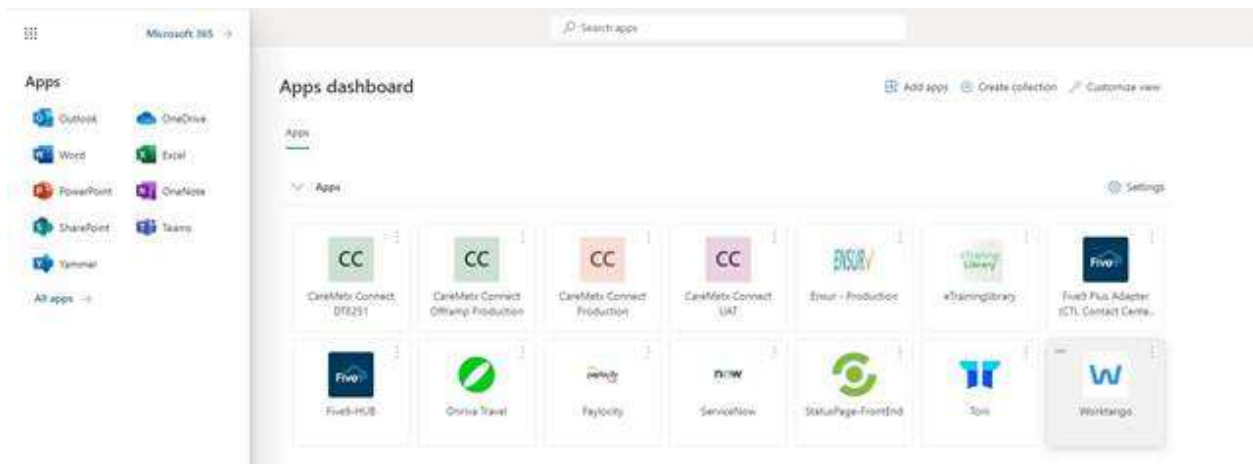Microsoft password

After entering your credentials, you may be prompted to use multi factor authentication again, select Next

After receiving a code to authenticate, you will then be taken to your Homepage. Here you can access the web version of all your Office applications (ex: Word, PowerPoint, Outlook etc.)

Please Bookmark the myapplications.microsoft.com site and use it to access your Outlook and other Office applications moving forward

Issues:

If you are experiencing difficulty setting up your laptop, please contact your supervisor (if known) for additional help. Your supervisor can submit an IT help-desk ticket on your behalf through our ServiceNow portal.