

# THE COPPER RIVER FAMILY OF COMPANIES

Device Reset Instructions



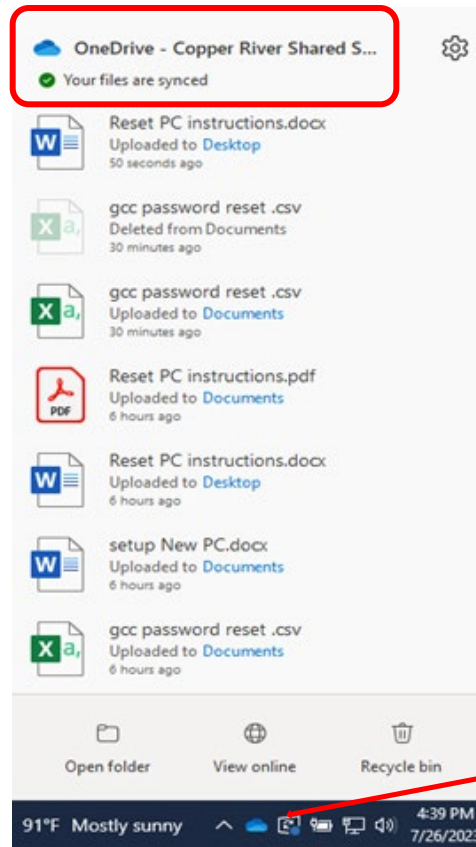
# GCC-HIGH MIGRATION

- The Copper River family of Companies is migrating all Commercial Microsoft services to the Microsoft Government Community Cloud High (GCC-H). This is being necessitated by more stringent cyber security requirements affecting contractors supporting DoD contracts. This marks a monumental shift in how organizations must secure their IT systems and requires significant effort on everyone's part to ensure we achieve this new standard and continue to work with the DoD.
- A large part of this process is to reset and reconnect everyone's workstation to the new environment. While this is a manual process, we've provided these instructions to help navigate through that process. The help desk is here to support you however we ask you make your best effort to complete these instructions prior to contacting the helpdesk.

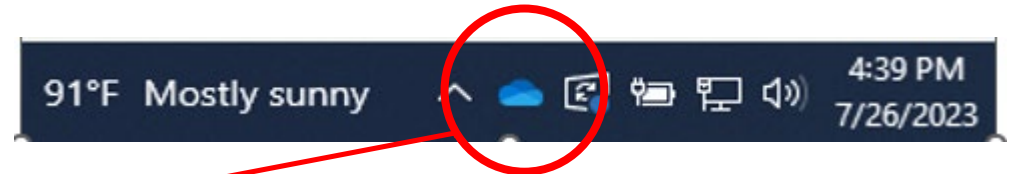


# FILE STORAGE

- **STOP!!** Before you continue make sure your OneDrive is synced!



Look for a blue cloud icon in your task tray (lower right). Click on that icon and verify your files are synced, it will say at the top of the menu. OneDrive will sync your Desktop, Documents and Pictures folders. If you have any issues with this, reach out to the helpdesk at [helpdesk@CopperRiverSS.com](mailto:helpdesk@CopperRiverSS.com) or by phone at 703-234-2740.



# WORKSTATION RESET

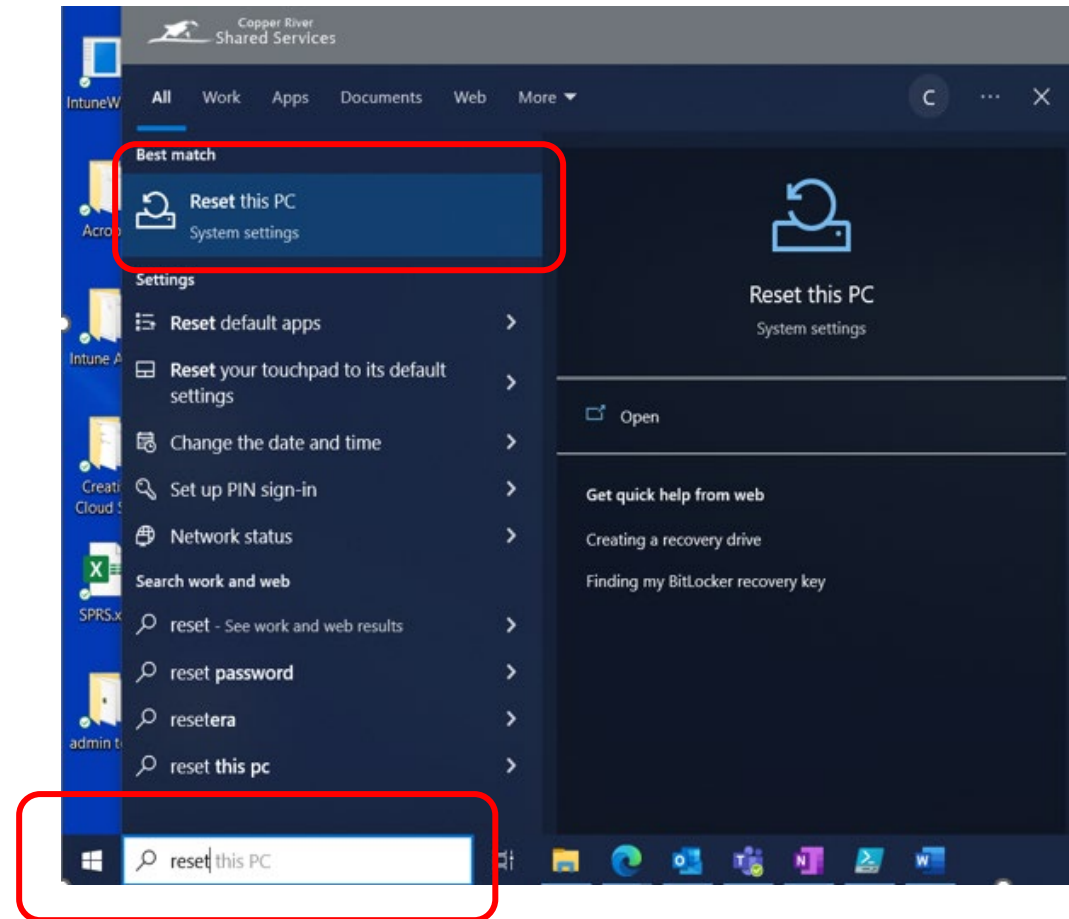
- NOTE: You should only reset your computer if you have a Company issued device! **DO NOT** reset your personally owned devices!

# WORKSTATION RESET

**Important:** Please make sure the device is plugged in prior to completing these instructions.

Begin by pressing the Start (Windows) button in the lower left corner and typing "Reset". (Note that you can just start typing once you click start, the search box will appear after you start typing.)

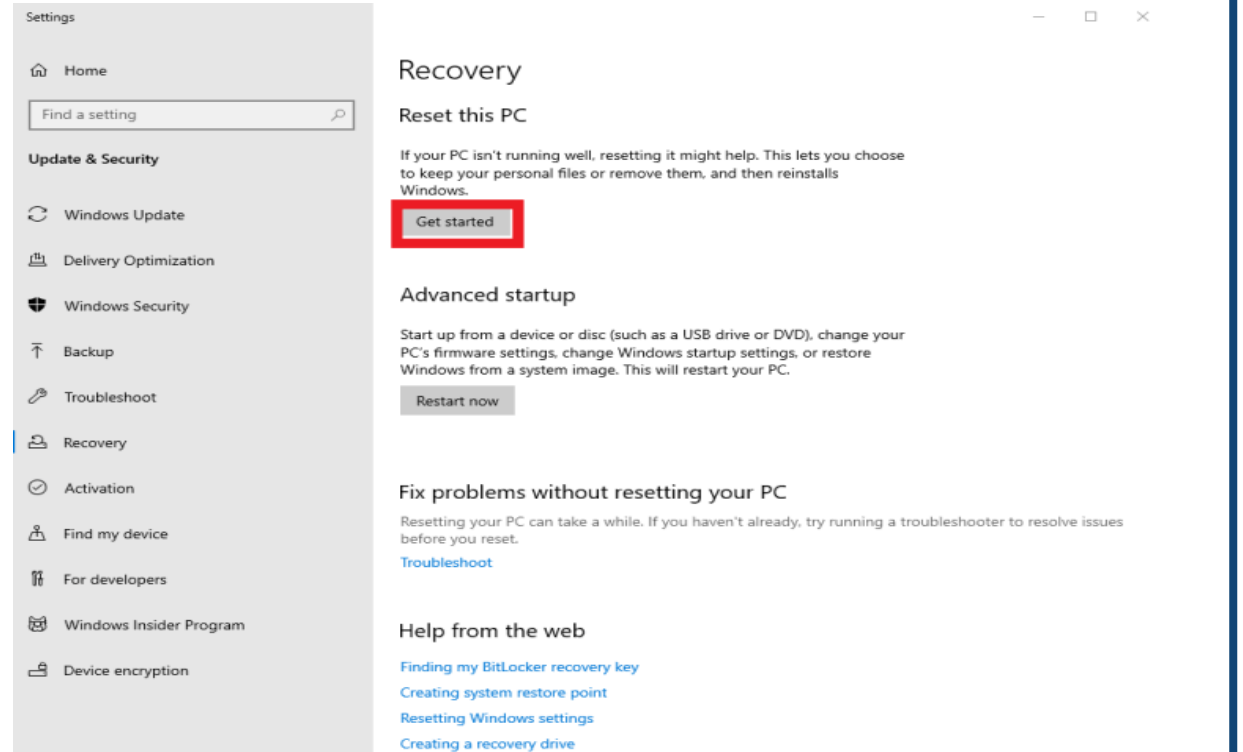
This should find the **"Reset this PC"** app shown to the right in the light blue box. Click to open this application.



# WORKSTATION RESET

A new window will open and have the option to **“Reset this PC”**

Click **“Get started”**



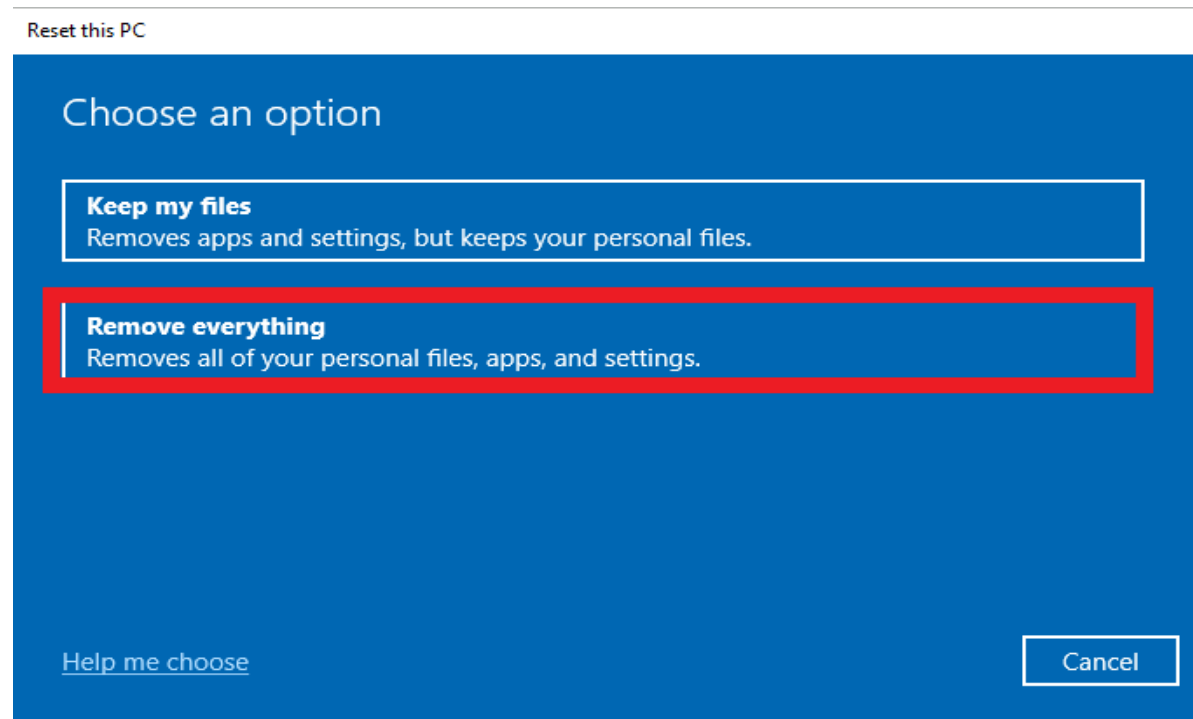
The screenshot shows the Windows Settings application with the 'Recovery' section selected in the left-hand navigation pane. The main content area is titled 'Recovery' and contains the following sections:

- Reset this PC**: A section with a sub-header and a paragraph explaining that resetting the PC can help if it's not running well. It offers the choice to keep personal files or remove them. A 'Get started' button is highlighted with a red box.
- Advanced startup**: A section with a sub-header and a paragraph explaining that it allows starting up from a device or disc, changing firmware settings, or restoring from a system image. A 'Restart now' button is present.
- Fix problems without resetting your PC**: A section with a sub-header and a paragraph explaining that running a troubleshooter before resetting can help. A 'Troubleshoot' link is provided.
- Help from the web**: A section with a sub-header and three links: 'Finding my BitLocker recovery key', 'Creating system restore point', 'Resetting Windows settings', and 'Creating a recovery drive'.

# WORKSTATION RESET

Select **“Remove everything”**

All of your files should be backed up to OneDrive which will migrate to the new environment.



# WORKSTATION RESET

Select **“Local reinstall”**

Reset this PC

How would you like to reinstall Windows?

**Cloud download**  
Download and reinstall Windows

**Local reinstall**  
Reinstall Windows from this device

Cloud download can use more than 4 GB of data.

[Help me choose](#) Back Cancel

# WORKSTATION RESET

Click **“Next”**

Reset this PC

## Additional settings

Current settings:

- Remove apps and files. Do not clean the drive
- Delete provisioning packages from your workplace
- Reinstall Windows from this device

[Change settings](#)

[Learn more](#)

Back

Next

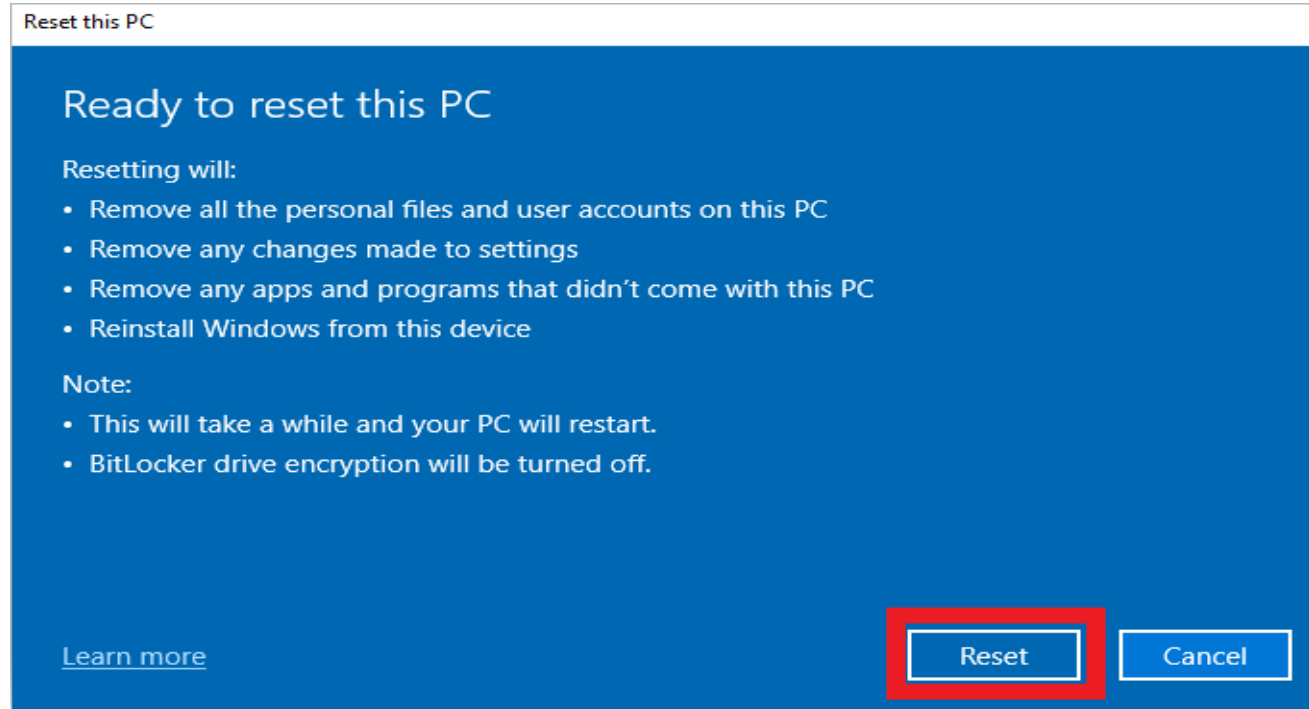
Cancel



# WORKSTATION RESET

Click **“Reset”**

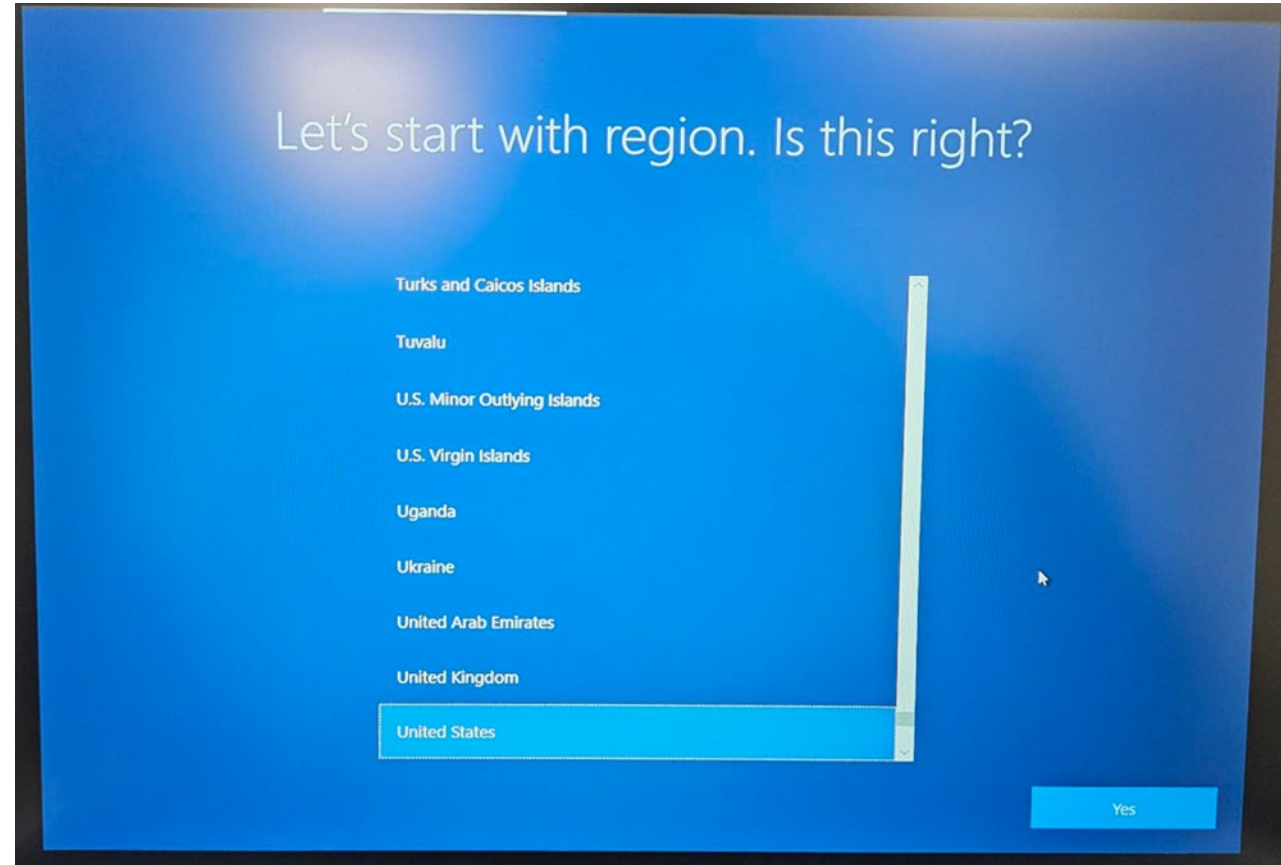
This will reinstall Windows on the device and take it back to a “out of box” experience. This process usually takes around 15 – 20 minutes to complete



# CONFIGURATION STEPS - REGION

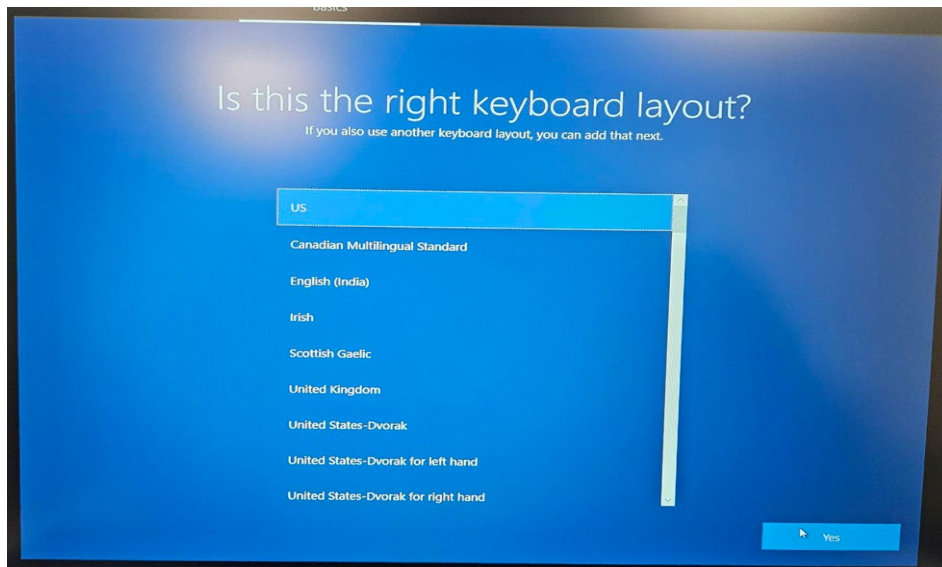
Once the device has reset, we will need to configure some basic options to continue the process.

Starting with the region, Select **“United States”** and click **“Yes”**

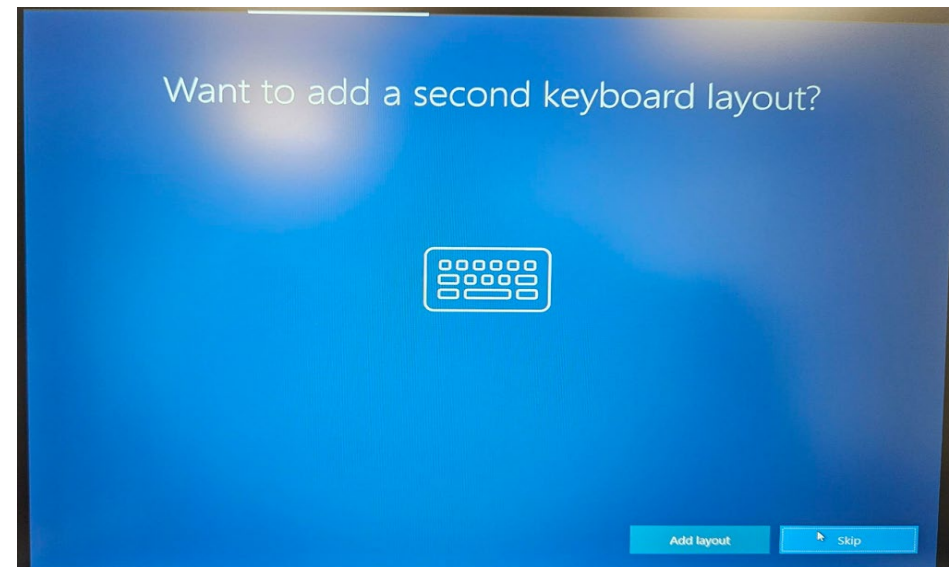


# CONFIGURATION STEPS - KEYBOARD

On the keyboard layout screen Select **“US”** and click **“Yes”**

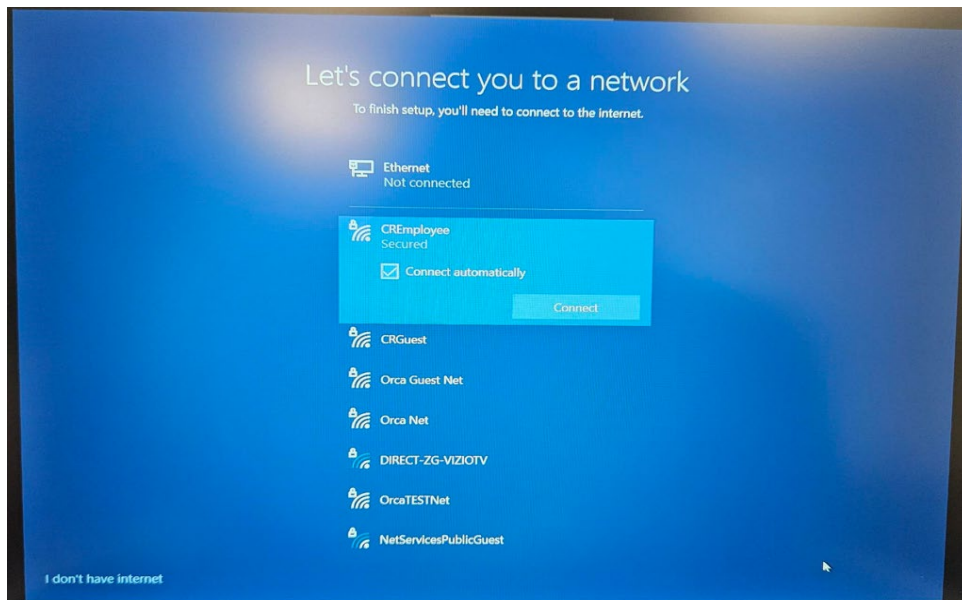


On the second keyboard layout screen Select **“Skip”**

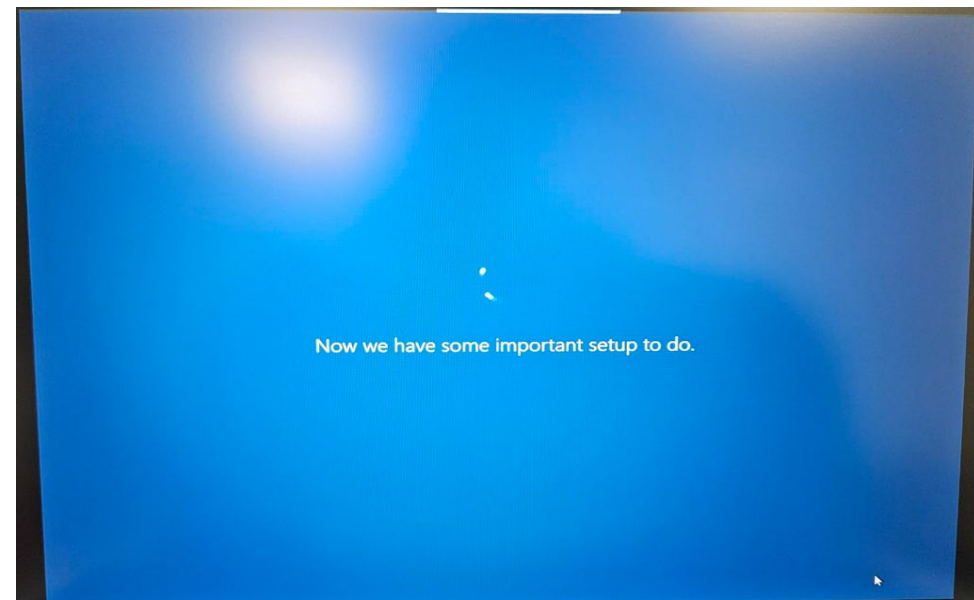


# CONFIGURATION STEPS - NETWORK

Connect to your home/office WiFi or use physical network connection/Ethernet if available

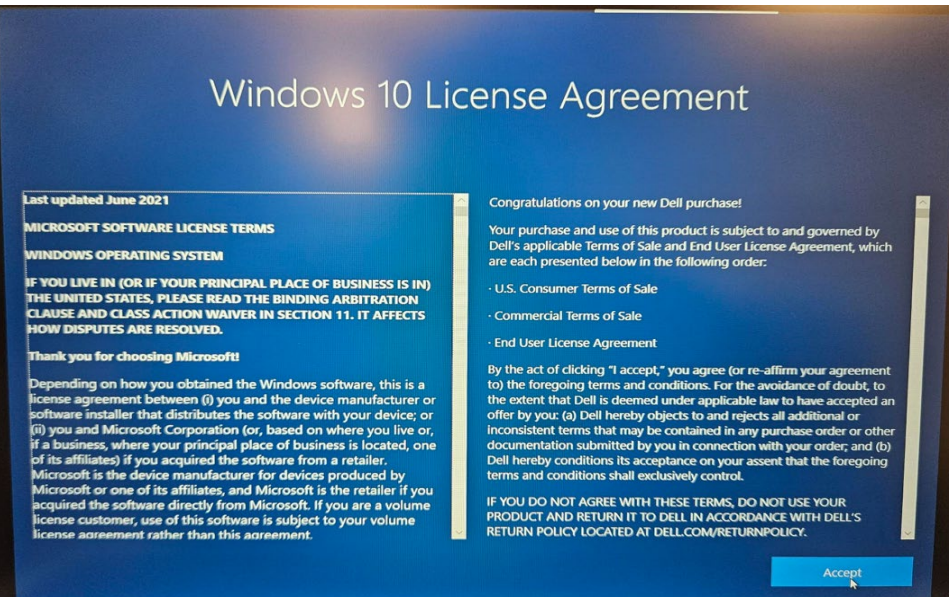


It will take a few moments to load the licensing agreement

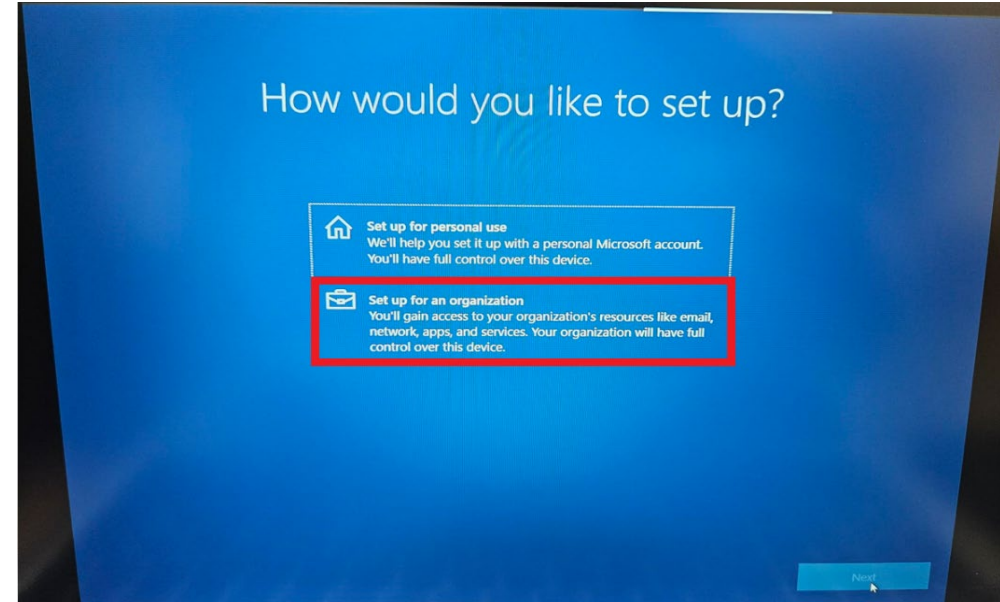


# CONFIGURATION STEPS - LICENSE

When the licensing agreement appears.  
Click **“Accept”**

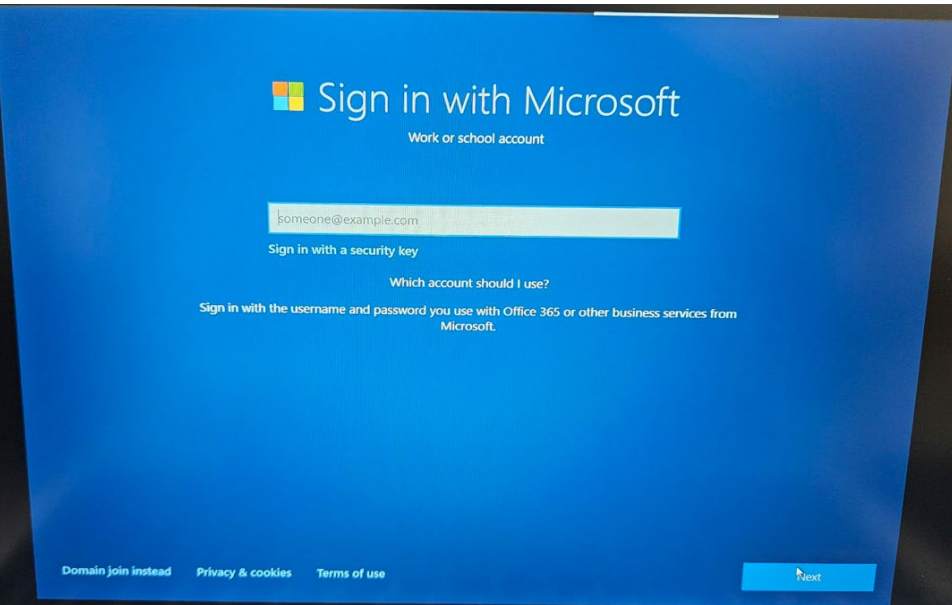


Click **“Set up for an organization”**



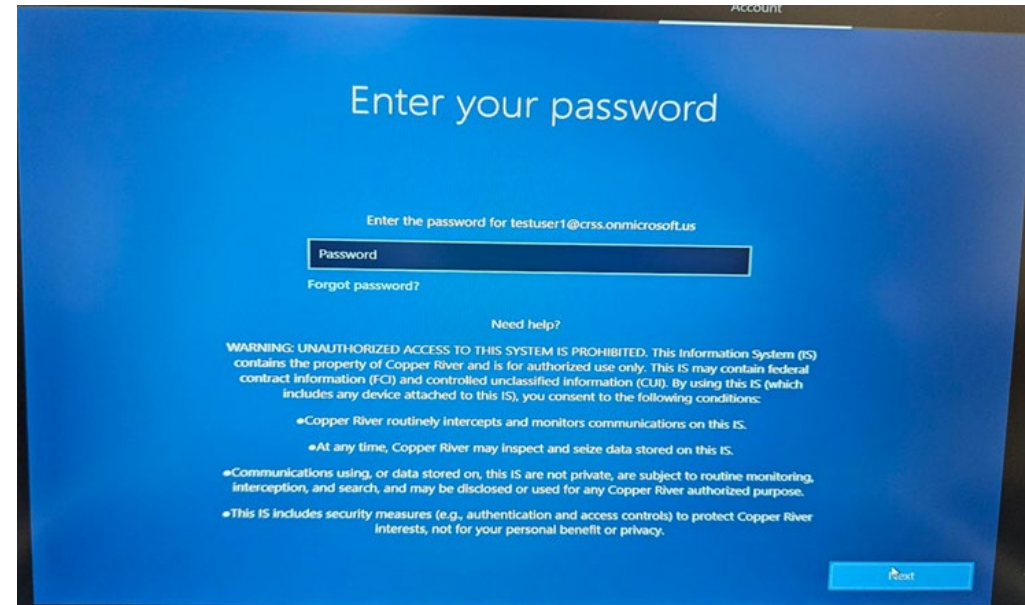
# CONFIGURATION STEPS - CREDENTIALS

Enter your Company email address



The screenshot shows the Microsoft sign-in interface. At the top, it says "Sign in with Microsoft" and "Work or school account". Below this is a text input field containing the email address "komeone@example.com". There are two options: "Sign in with a security key" and "Which account should I use?". A note states: "Sign in with the username and password you use with Office 365 or other business services from Microsoft." At the bottom left, there are links for "Domain join instead", "Privacy & cookies", and "Terms of use". A blue "Next" button is at the bottom right.

Enter the new password provided

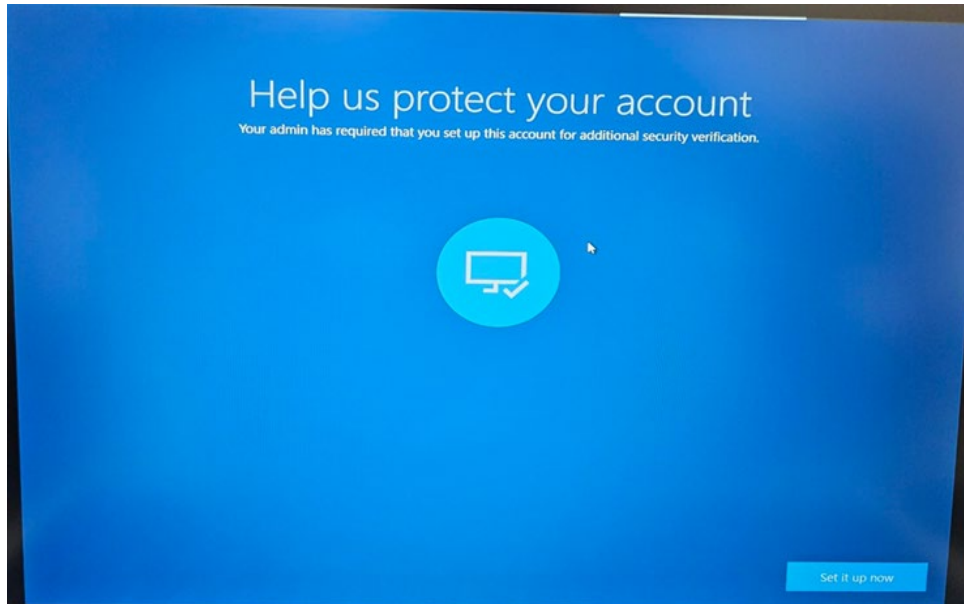


The screenshot shows the password entry screen. At the top, it says "Enter your password". Below this is a text input field labeled "Password" containing the password "Password". There are links for "Forgot password?" and "Need help?". A warning message reads: "WARNING: UNAUTHORIZED ACCESS TO THIS SYSTEM IS PROHIBITED. This Information System (IS) contains the property of Copper River and is for authorized use only. This IS may contain federal contract information (FCI) and controlled unclassified information (CUI). By using this IS (which includes any device attached to this IS), you consent to the following conditions:" followed by three bullet points: "Copper River routinely intercepts and monitors communications on this IS.", "At any time, Copper River may inspect and seize data stored on this IS.", and "Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any Copper River authorized purpose." The final bullet point states: "This IS includes security measures (e.g., authentication and access controls) to protect Copper River interests, not for your personal benefit or privacy." A blue "Next" button is at the bottom right.

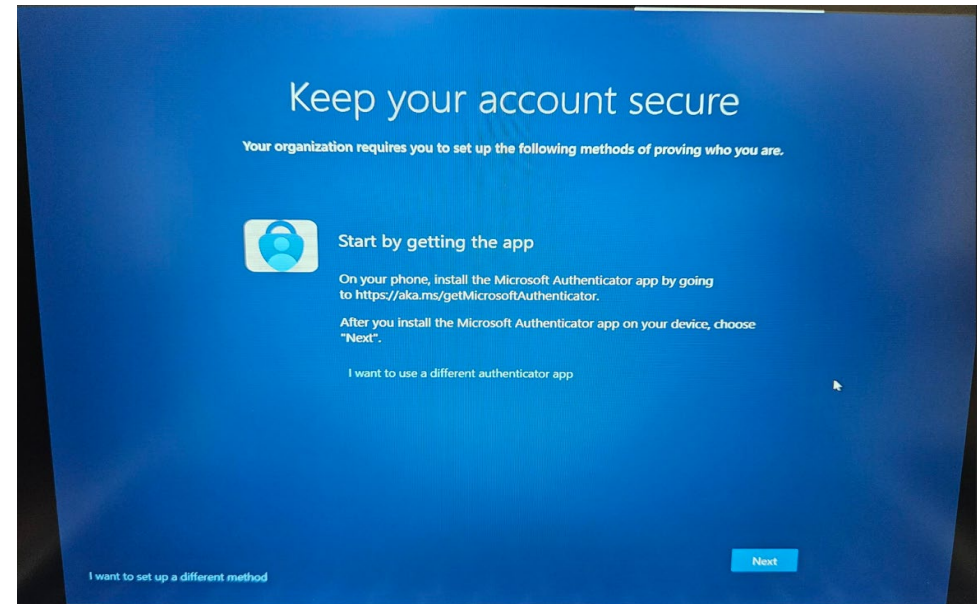
# CONFIGURATION STEPS – MFA

If you have not already done so you will be prompted to setup MFA

Click **“Set it up now”**

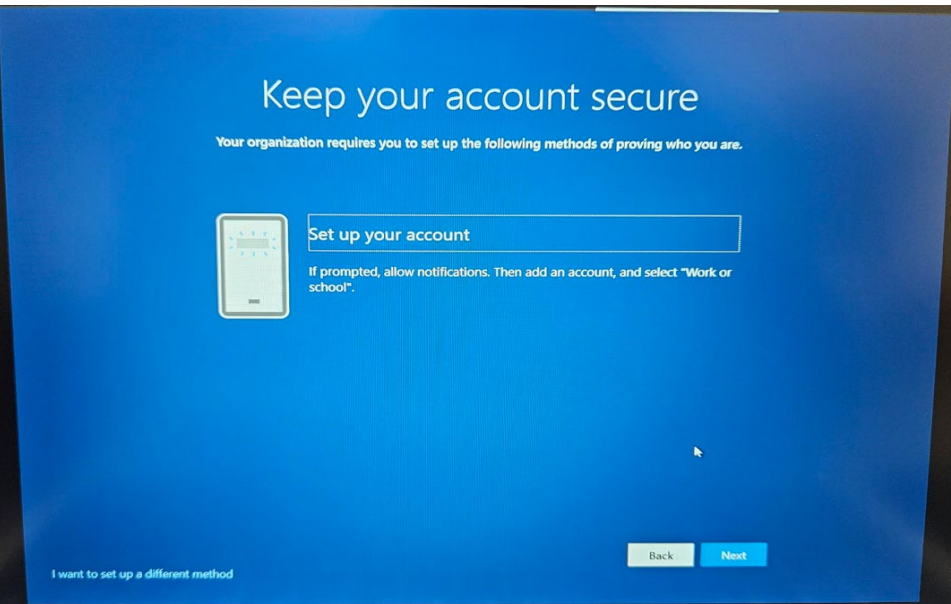


Follow the instructions to install the Microsoft Authenticator App on your mobile device and click **“Next”**

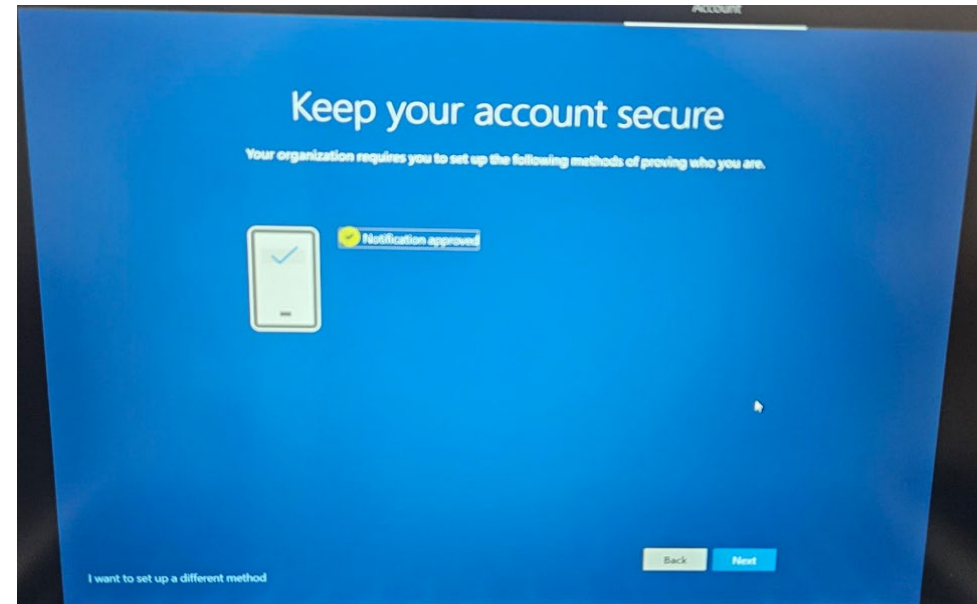


# CONFIGURATION STEPS – MFA

Follow the prompts on the authenticator app and computer. Click **“Next”**

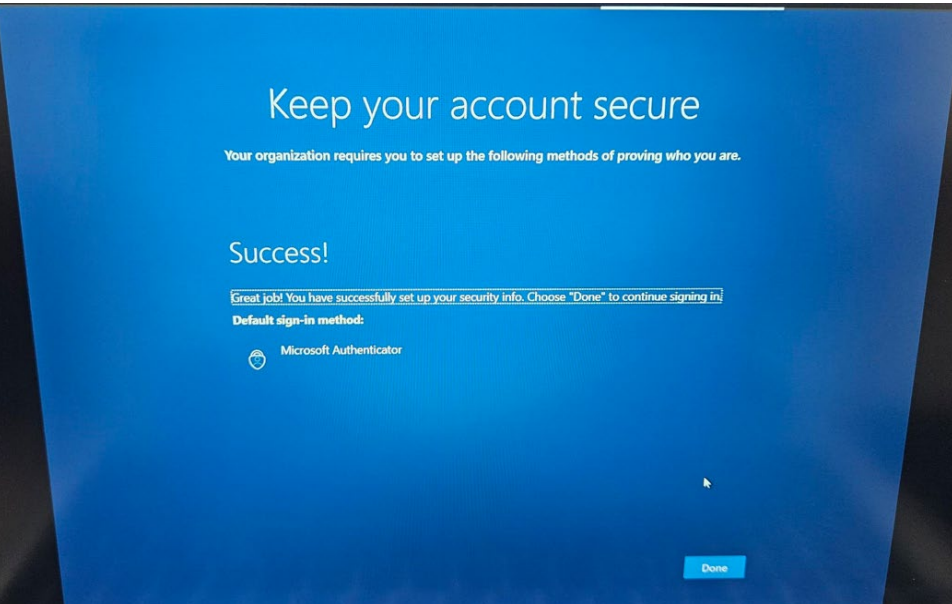


Following the testing of MFA, Click **“Next”**

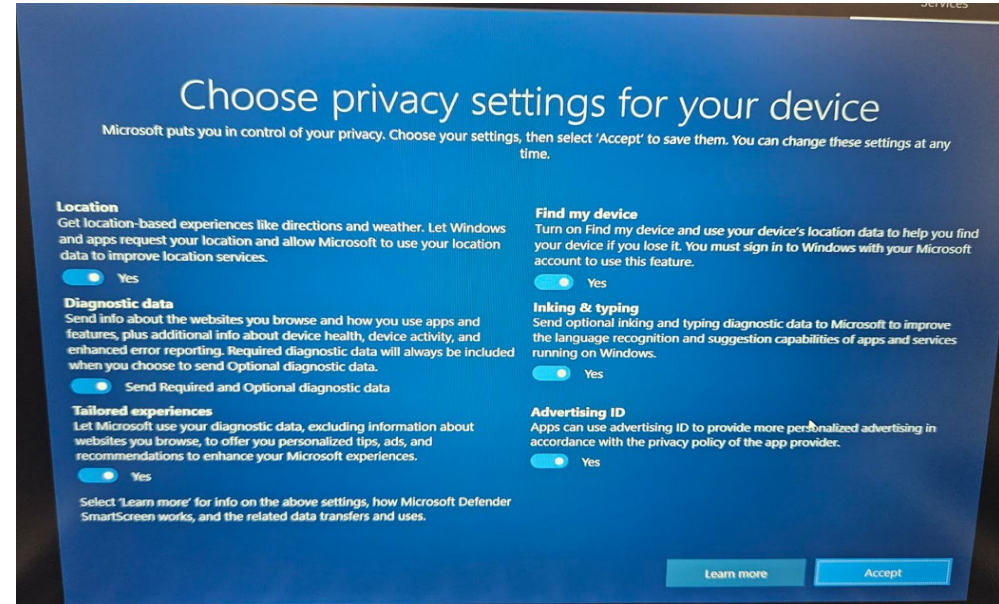


# CONFIGURATION STEPS – MFA/PRIVACY

Complete setup of MFA. Once successful, Click **“Done”**



Leave the default settings and Click **“Accept”**



# CONFIGURATION STEPS – PREFERENCES

Leave blank and Click **“Next”**

Preferences  
Configure your preferences

First name Last name

Region

Email address

Click 'Next' to set your preferences.

Next

Leave unchecked and Click **“Next”**  
Windows will now boot to the desktop.

Preferences  
Configure your preferences

I've read and agree with Dell's privacy policy and telemetry notice.

Dell Privacy Policy and Telemetry Notice

Next

Almost there!

## FINISHING UP

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Congratulations! If you made it this far, our new desktop management software should start configuring your computer automatically. This will include installing common programs like MS Office, Adobe Acrobat, OpenDNS and configuring security policies. This process can take up to 30 minutes.

We appreciate you helping us make this transition!





FOR ANY QUESTIONS OR ASSISTANCE,  
PLEASE CONTACT THE HELPDESK

[HELPDESK@COPPERRIVERSS.COM](mailto:HELPDESK@COPPERRIVERSS.COM)

703-234-2740

