Windows PC Onboarding Kit for Factory-Provisioned Hardware

Employee communication guidance

Factory Provisioning for VMware Workspace ONE® allows Windows Device OEMs and VMware administrators to provide a virtually zero-IT-touch and virtually zero-user-downtime experience.

This overview includes

• Instructions for the customization of the one-page employee onboarding guide,

• Recommendations on email communications to new hires and employees, and

• Information on Day 0 onboarding.

Further information on configuring Factory Provisioning for Workspace ONE can be found on the VMware Digital Workspace Tech Zone.

Instructions for One-Pager Customization

Use our pre-designed one-page brochure included in this kit to guide your users through their new onboarding experience!

This one-pager can be printed double sided (front and back) and sent to your PC supplier for inclusion in the hardware box or can it be sent directly to your users via email.

Make sure you customize the brochure by adding your company information in the highlighted areas. Specifically, you will need to

• Add your PC supplier name or delete this option in the title.

• Add an email address for your help desk and any alternative contact methods applicable in Step 2.

• Customize Step 2 by selecting the two-factor authentication method chosen by your organization.

• Customize Step 3, if necessary, by deleting the biometric option that does not apply.

• Customize Step 5 by including all the contact methods that apply.

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Email to New Hires and Employees

The week before the new hardware is shipped, plan on sending an email to your new hire or employee expecting a notebook replacement. This email should

- Inform new hires and employees that a fully configured Windows laptop will be delivered to their doorstep. Include any delivery tracking information as appropriate.

- Provide new hires with their credentials or indicate how their credentials will be supplied (for example, through Intelligent Hub Day 0 Onboarding, as described below).

- Explain that the new laptop will be ready to use after a quick and intuitive setup process.

- Include the one-pager with onboarding instructions as an attachment.

- (Optional) You may want to reference this [YouTube video](#) that demonstrates how you can set up your laptop in under 9 minutes.

Intelligent Hub Day 0 Onboarding

Remember that you have the option of providing pre-hires with Intelligent Hub Day 0 Onboarding to engage them early and to prepare for a delightful Day 1 experience. Day 0 Onboarding provides pre-hires secure access to a limited Intelligent Hub experience, specifically tailored for them, through a magic link, as described in this [video](#). The welcome page will guide them through a setup wizard that your IT admin can configure for important setup steps, such as configuring multifactor authentication or setting up a domain account password.