

Customer Leave Behind:

Northwestern IT – Endpoint Device Management (EDM)

We are excited to have you as a EDM customer! Below please find information on what activities we performed today to onboard you as a customer.

Summary of actions taken: EDM installed software that will allow us to better manage your machine remotely. The software that we installed will make your hardware more secure, and ensure that your data is backed up regularly.

- Checklist:**
- √ Inventory Management software installed (Dell Kace)
 - √ File backup software installed (CrashPlan)
 - √ Computer name updated to a standard naming convention
 - √ Encryption Key Recovery software installed (Casper or MBAM)
 - √ Anti-virus/Network Threat Protection software installed (Symantec)
 - √ Local Admin account enabled (admin.TSS)
 - √ Join machine to 'ADS' Active Directory
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Next steps: Your Endpoint Device Management Services Specialist will reach out to you to schedule one more appointment; during that appointment we will perform steps to encrypt your hard drive, at which point the onboarding process will be complete.

For information on how to restore your files using CrashPlan please visit:

<https://support.code42.com/CrashPlan>

For MS-Windows users if you are ever prompted for a BitLocker Encryption Key Recovery code please visit:

<https://kb.northwestern.edu/page.php?id=62445>

To log a ticket or request support:
Online: <https://automate.northwestern.edu/dss-intake/>
Email: dss@northwestern.edu
Call: 847-491-4357 (HELP)