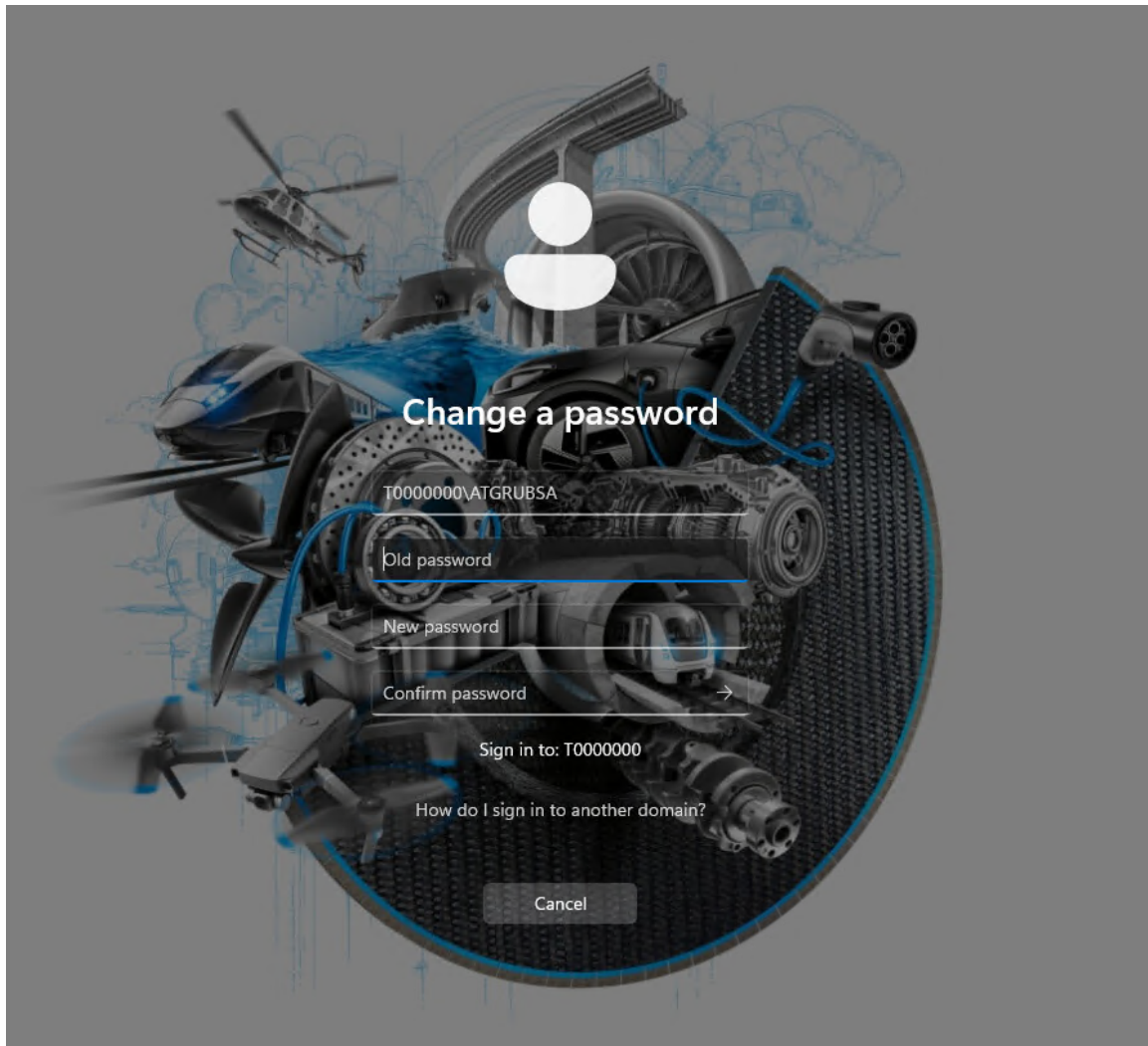


## Welcome to the Tyrolit IT Environment

Welcome to Tyrolit! This guide will help you get started with your IT setup. Please follow the steps below to ensure a smooth onboarding experience.

### First Windows Login

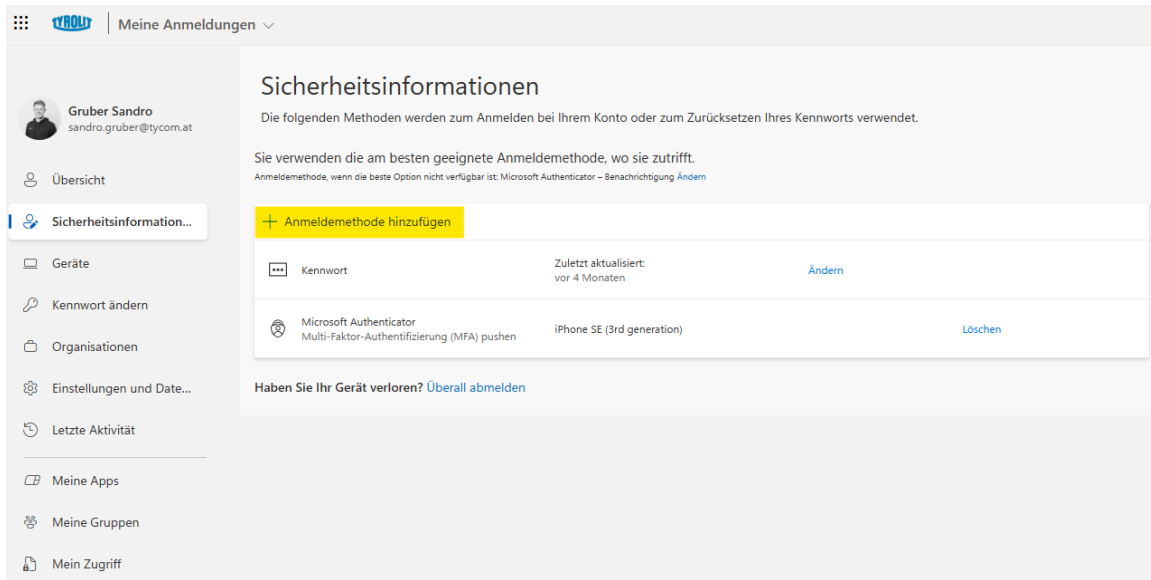
1. Log in to your computer using the credentials provided by your manager.
2. You will be prompted to change your password on first login.





## Multi-Factor Authentication (MFA) Setup

To enhance security, MFA is required for all accounts.

1. Go to <https://aka.ms/mfasetup>
2. Sign in with your company email and follow the instructions to set up MFA using the Microsoft Authenticator app.



The screenshot shows the 'Meine Anmeldungen' (My Sign-ins) page in a Microsoft account interface. The user is identified as 'Gruber Sandro' with the email 'sandro.gruber@tycom.at'. The page title is 'Sicherheitsinformationen' (Security Information). Below the title, it states: 'Die folgenden Methoden werden zum Anmelden bei Ihrem Konto oder zum Zurücksetzen Ihres Kennworts verwendet.' (The following methods are used to sign in to your account or to reset your password). A note says: 'Sie verwenden die am besten geeignete Anmeldemethode, wo sie zutrifft. Anmeldemethode, wenn die beste Option nicht verfügbar ist: Microsoft Authenticator - Benachrichtigung [Ändern](#)' (You use the most appropriate sign-in method where it applies. Sign-in method, when the best option is not available: Microsoft Authenticator - Notification [Change](#)). There is a yellow button '+ Anmeldemethode hinzufügen' (Add sign-in method). Below this, there is a table of sign-in methods:

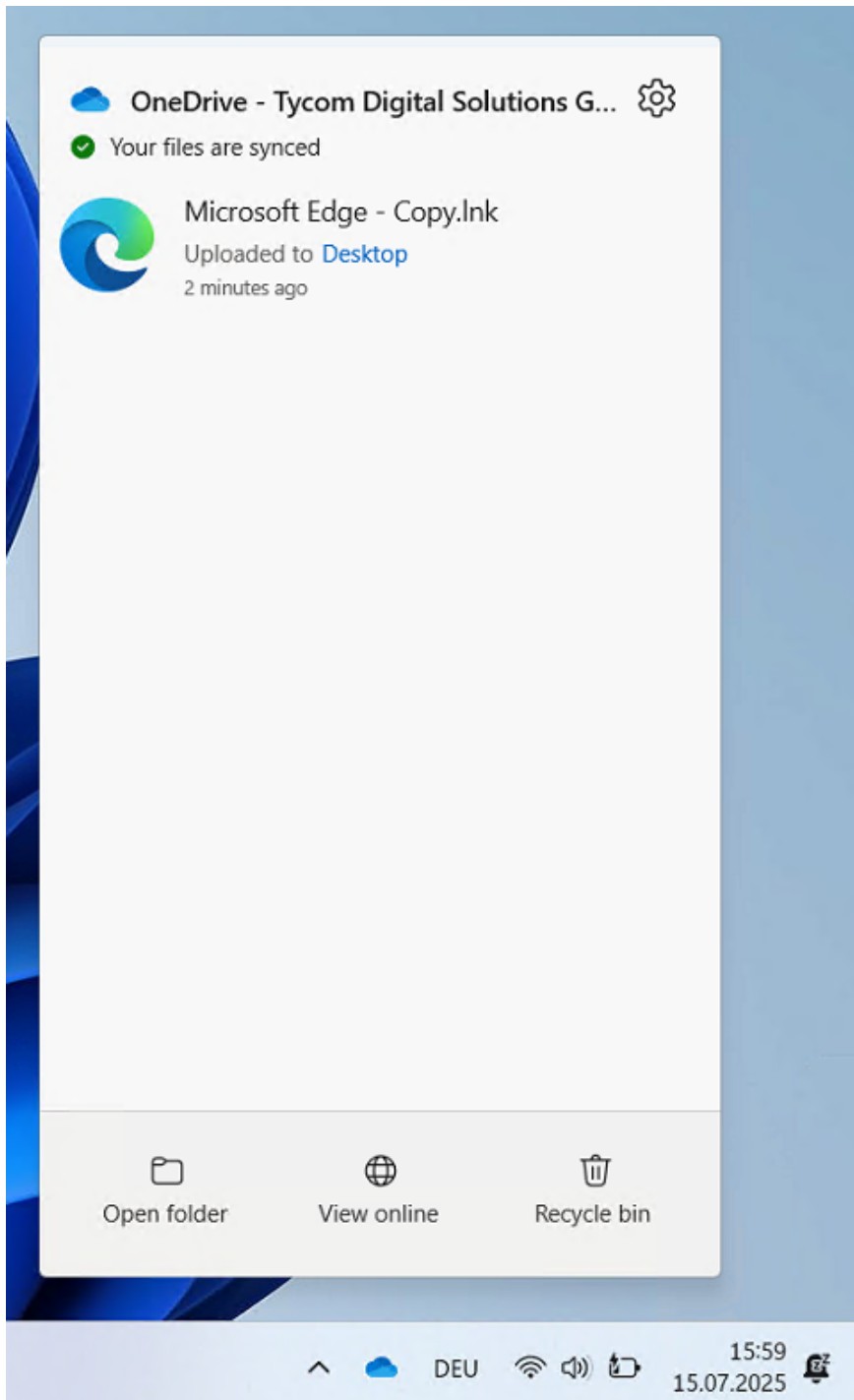
 Kennwort	Zuletzt aktualisiert: vor 4 Monaten	<a href="#">Ändern</a>
 Microsoft Authenticator Multi-Faktor-Authentifizierung (MFA) pushen	iPhone SE (3rd generation)	<a href="#">Löschen</a>

At the bottom, there is a link: 'Haben Sie Ihr Gerät verloren? [Überall abmelden](#)' (Lost your device? [Sign out everywhere](#)).

## OneDrive Setup

Your Desktop, Documents, and Pictures folders are automatically synced with OneDrive.

- This ensures your files are backed up and accessible from anywhere.
- Look for the OneDrive cloud icon in your taskbar to confirm sync status.





## Need Help? Contact the Service Desk

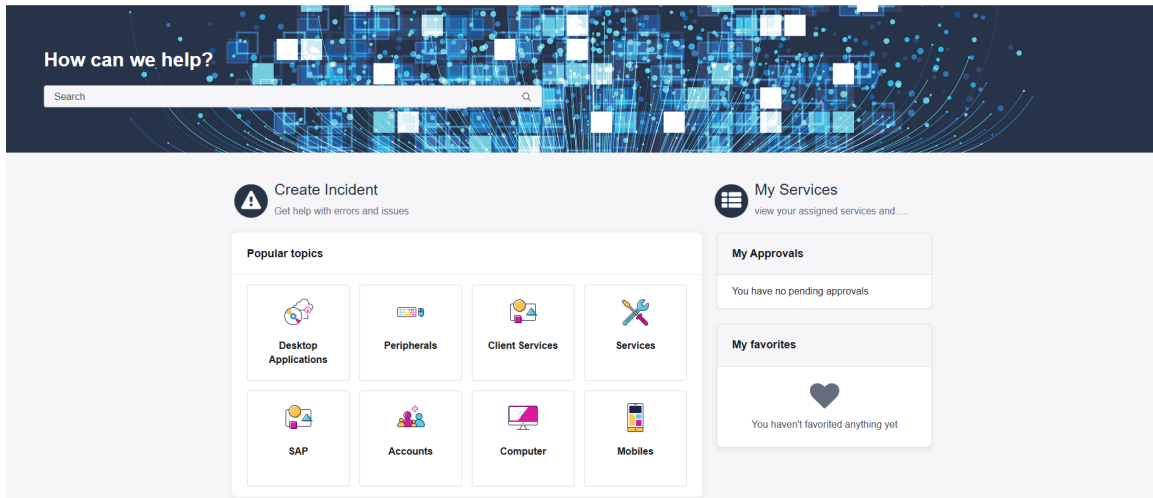
For any IT issues or questions, reach out to our Service Desk:

- ServiceNow Portal: <https://servicecenter.tycom.at/esc>
- For urgent matters: Call us at +43 5242 606 2490



My Requests My Favorites My Delegates  

Catalog ▾











The screenshot shows the ServiceNow portal interface. At the top, there is a search bar with the text "How can we help?". Below the search bar, there are two main sections: "Create Incident" and "My Services".


**Create Incident**  
Get help with errors and issues

**My Services**  
view your assigned services and ....

**Popular topics**

 Desktop Applications	 Peripherals	 Client Services	 Services
 SAP	 Accounts	 Computer	 Mobiles

**My Approvals**  
You have no pending approvals

**My favorites**  
  
You haven't favorited anything yet