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Preparing for a loaner laptop [1]

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The UIS Service Desk can provide a loaner laptop if your day-to-day machine needs service or you're traveling for work. Since most work is stored in Microsoft 365's cloud tools (OneDrive, SharePoint, Outlook and Teams), the transition is often smoother than you might expect, especially with a little advance preparation.

NOTE: Have specific questions or concerns? Contact the UIS Service Desk at 303-860-HELP (4357) or help@cu.edu [3] before handing over your device. They can walk you through any role-specific requirements.

Before turning in your device

1. Back up your files to OneDrive. Confirm that your documents, desktop and other key folders are backed up to OneDrive [4]. If OneDrive sync is enabled on your device, your files are likely already synced.

2. Move shared documents to SharePoint. Frequently used reference materials, templates or shared resources are best stored in SharePoint, where they are accessible from any device and easy to share with your team.

3. Save your clipboard items. If you rely on pinned items in your Windows clipboard history [5] (such as frequently used snippets of HTML, special characters or boilerplate text), paste them into a note or email to yourself. Clipboard history does not transfer between devices.

4. Note your Quick Access and pinned folders. Take a moment to jot down or screenshot the folders you have pinned to Quick Access in File Explorer [6]. These are easy to re-pin on the loaner, but having the file paths on hand saves time.

5. Export or note your browser bookmarks. If you rely on browser bookmarks, sign in to your browser profile (Microsoft Edge or Google Chrome) on the loaner to sync them automatically. If you use a browser that does not support profile sync, export your bookmarks.

6. Sign out of personal accounts. Sign out of any personal accounts you may have used on your work device, including personal cloud storage, a personal password manager or any browser profiles. This protects your personal information.

7. Disconnect additional devices. Log out of Windows, then disconnect any devices attached: wireless mouse dongle, external monitors, docking station, headset and any USB devices.

When you receive your loaner

1. Confirm network access. If your role requires VPN access, confirm you can connect through the Cisco AnyConnect client. If you run into any issues, contact the Service Desk.

2. Verify your essential software is installed. Check that Zoom, Outlook, Microsoft Teams and any software specific to your role are installed and up to date. If something is missing, submit a ticket to the Service Desk.

3. Update your personal settings. Adjust display settings, dual-monitor layout [7], email signature and any other preferences to match your usual setup.

TIP: Before a longer absence, consider drafting an out-of-office reply in Outlook [8] so colleagues know when to expect you back.

UIS Service Desk [9], hybrid work [10]
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