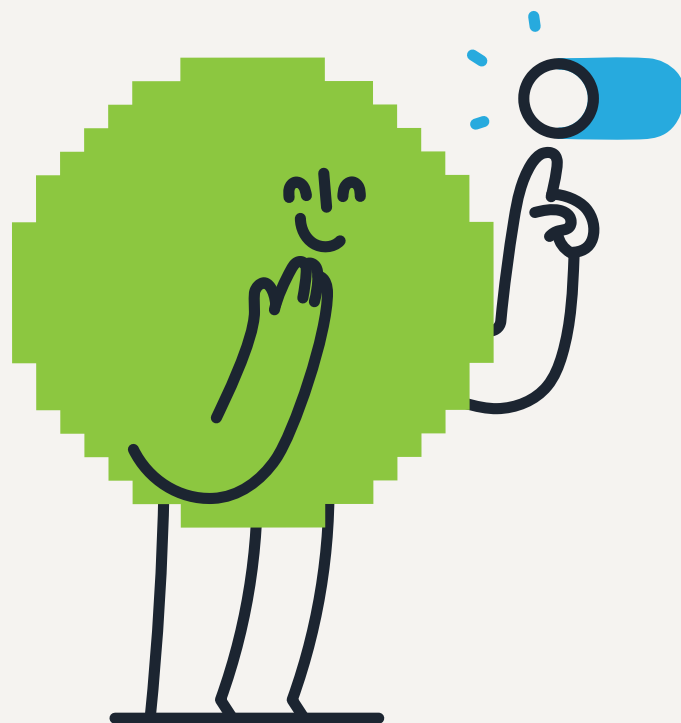


opeq

# STARTING GUIDE

Windows 11



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OPEQ is a Quebec-based non-profit organization founded in 1998 with a clear mission: to contribute to **a green and connected future** through the **reuse of computer equipment**, promoting **digital inclusion** and **employability in Quebec**.

In response to the rapid obsolescence of electronic devices, we have made reuse much more than a practice: a structuring commitment. Each device recovered, refurbished, and redistributed simultaneously represents waste avoided, a resource preserved, and a concrete learning opportunity for the people we train.

We believe that a connected Quebec is a more equitable Quebec. And you are now part of this story.

Québec Enterprise Number  
1147741939

Registration number of a charitable  
organization  
86647 5338 RR 0001



# THANK YOU.

When you choose a refurbished computer from OPEQ, you're doing much more than just purchasing a computer. You're joining a human and environmental movement that's unique in Quebec.

Before reaching you, this device passed through our workshops. Young technicians in training, from all regions of Quebec, carefully inspected, cleaned, tested, and reinstalled it. For them, it's a skill gained and a concrete step toward employment. For you, it's a reliable, certified, and responsible computer.

Since 1998, OPEQ has given a second life to more than **365,000 computers** and provided over **137,390 hours** of paid internships per year. Every device we put back into circulation means one less piece of equipment in a landfill, raw materials that didn't need to be extracted, and CO2 emissions avoided. On this scale, the impact is significant.

By choosing this refurbished computer instead of a new one, you've taken a concrete step for the environment. Simple, measurable, and it starts with you.

Thank you for being part of this mission.

This computer has been refurbished to the highest environmental and technical quality standards. OPEQ is ISO 14001 certified (environmental management), ICI On Recycle+, and BQR, certifications that ensure responsible practices at every stage of refurbishment.

# PRELIMINARY STEP

Before turning on your computer for the first time, please ensure that:

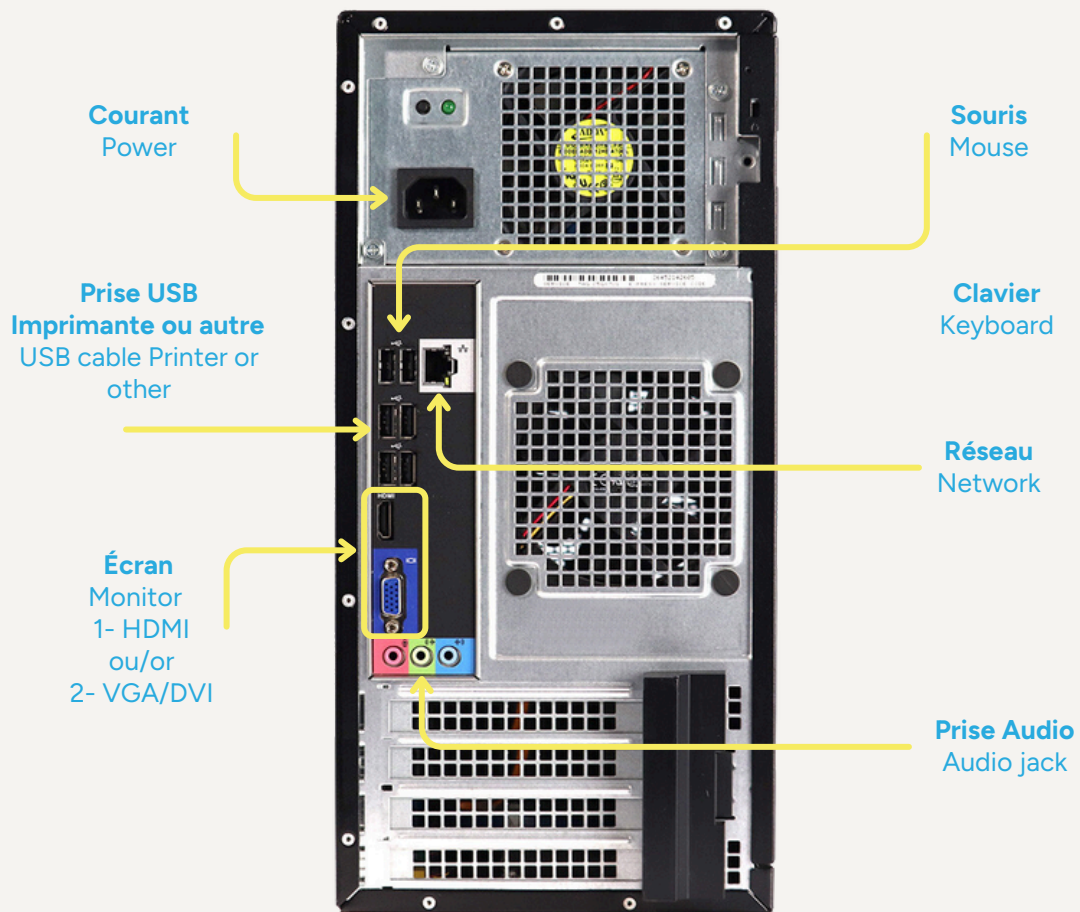
- Estimated duration: allow approximately **45 to 60 minutes** to complete the setup. Stay available and keep an eye on the computer, especially during updates.
- No damage is visible on the device
- All cables are properly connected to the indicated locations (refer to the Connection Guide on the next page)
- No speakers, microphone, or headphones are connected

You can now start your computer!

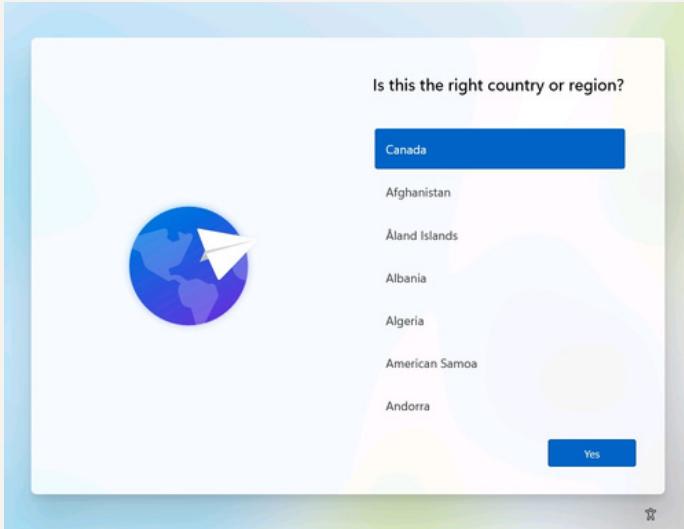
Start

# CONNECTIONS

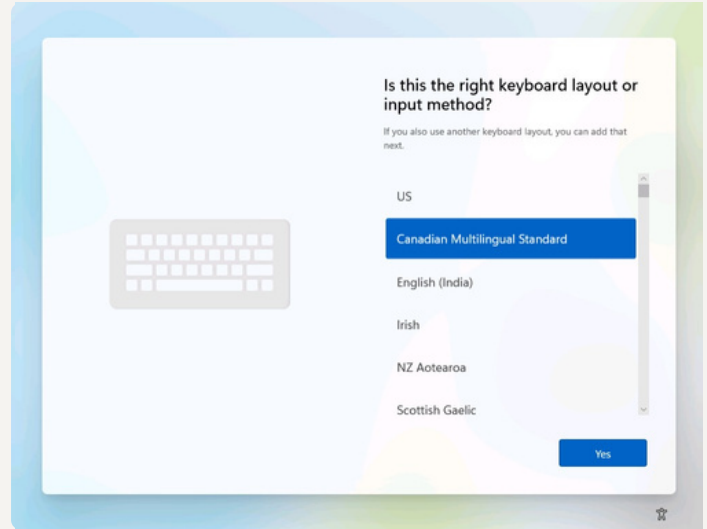
Here is a representation of a computer's back panel to facilitate connections. Please note that the position and arrangement of the ports may vary depending on your computer model. The power cable is included, but the audio cable and the network cable are not included.



# STARTER GUIDE

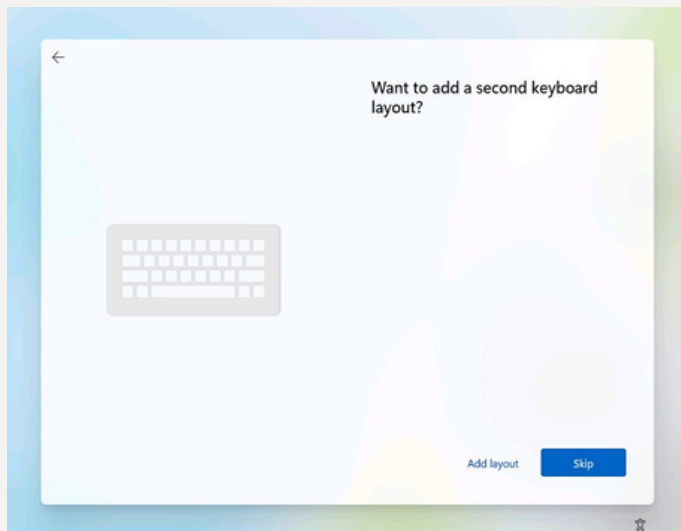


1. Select the « **Canada** » region.  
Press « **Yes** »

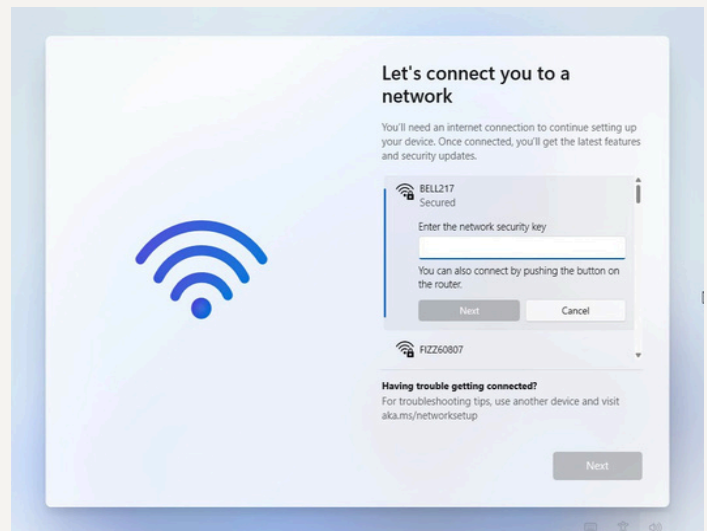


2. Choose the « **French (Canada)** » keyboard layout.  
Press « **Yes** »

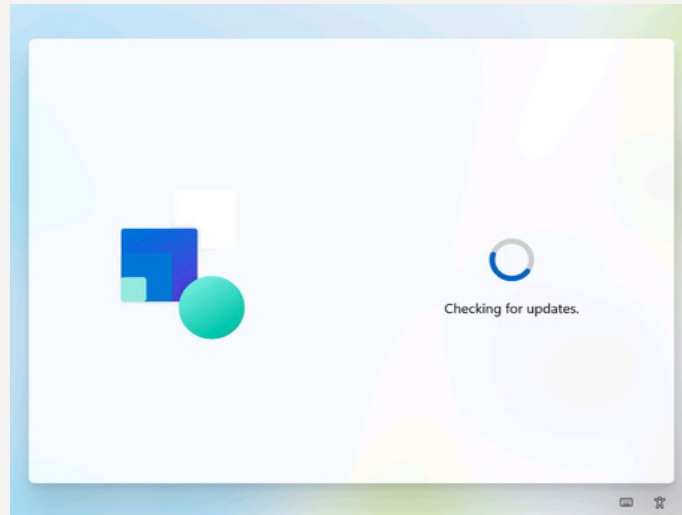
The keyboard layout corresponds to the language and the key arrangement of your physical keyboard.



5. Click on « **Skip** »

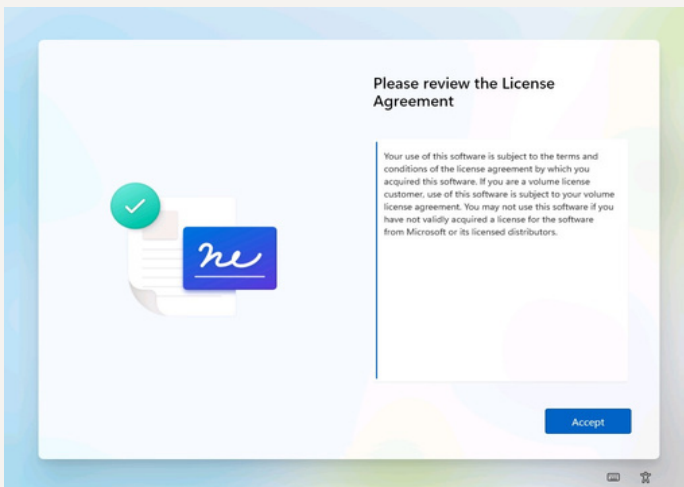


If your computer has a wireless card, make sure you have screwed the antennas according to the Connection Guide, then follow the steps below. Otherwise, skip to **step 10**.

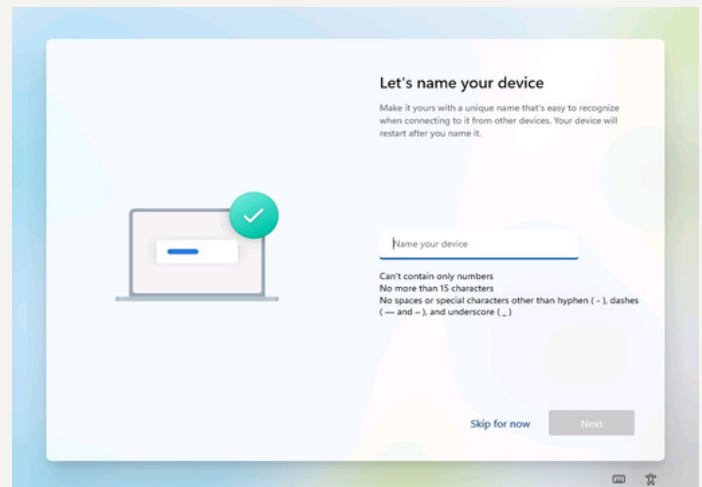


6. Check the name of your network before making your choice and have the password ready (often given by your Internet provider or written on your router).
7. Select your network's name.
8. Enter your password in the text field.
9. Click on « **Next** »
10. The computer automatically checks for updates. Expect them to be completed. This may take several minutes.

The screen may appear frozen or very slow during this step: this is completely normal. Some updates are large and can take up to 20-30 minutes. Do not touch anything or unplug the computer. If after 30 minutes nothing has changed and the cursor is no longer responding, refer to the Frequently Asked Questions section on page 13.

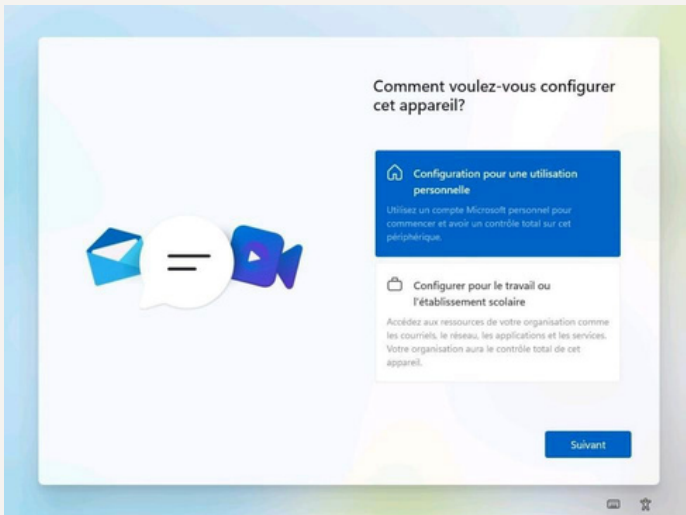


11. Read the Microsoft license agreement.
12. Click on « **Accept** » to continue.

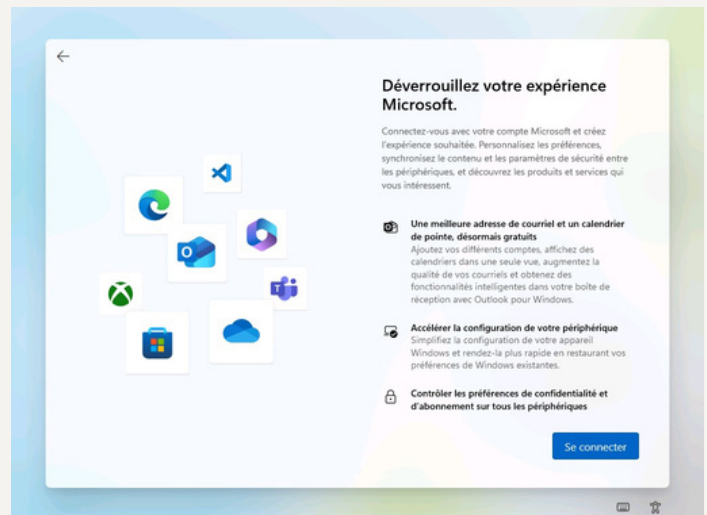


13. At this step, you can choose to enter a name for your device (Ex. « PC\_name»). Otherwise, click on « **Skip for now** » and continue to **step 15**.
14. Click on « **Next** »

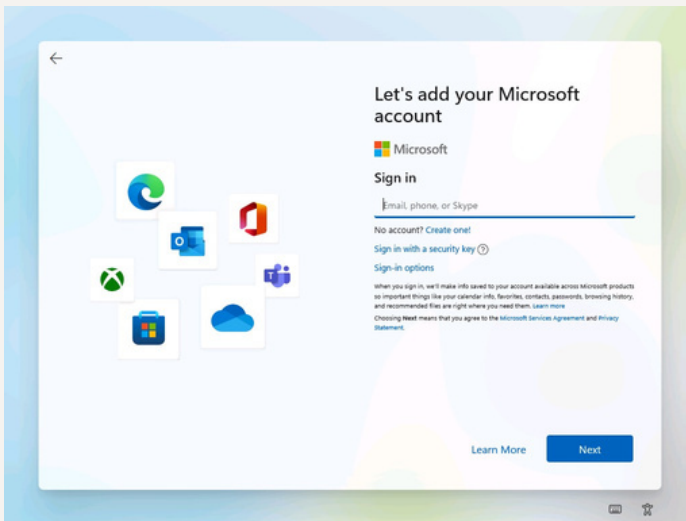
The name of the computer is used solely to identify it on a network. You can ignore it without any problem.



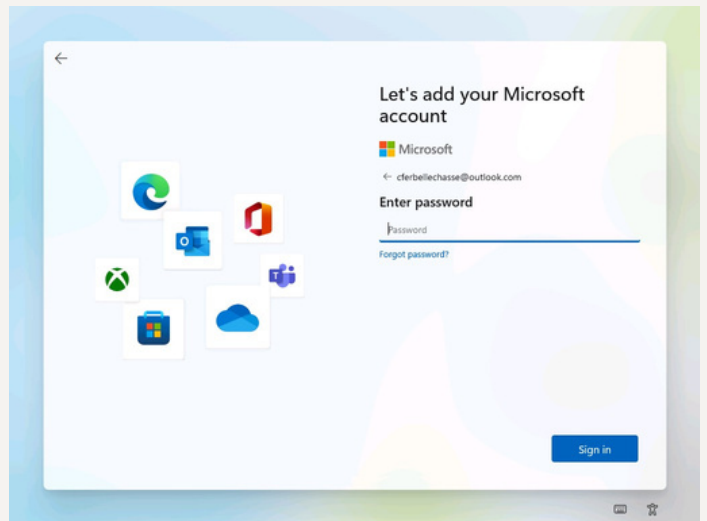
15. To create an account for your computer, choose « **Set up for personal use** ».  
 16. Click on « **Next** »



17. At this point, click on « **Sign in** »

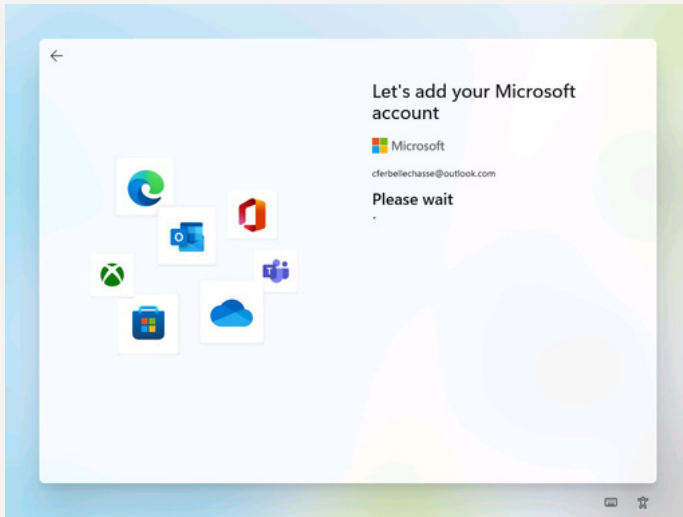


18. Enter your Microsoft email address.  
 19. Click on « **Next** ». If you don't have a Microsoft email address, you can easily create one by simply clicking « **Create one!** » and following the steps.

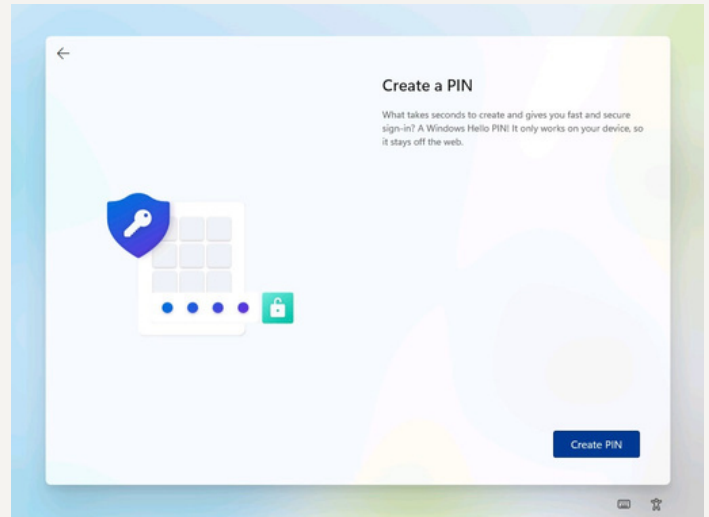


20. Please enter your password that is linked to the Microsoft account you entered earlier.  
 21. Click on « **Sign in** ».

A Microsoft email address is one that ends in [@outlook.com](mailto:@outlook.com), [@hotmail.com](mailto:@hotmail.com), or [@live.com](mailto:@live.com). If you don't have one, click "Create one!" and follow the instructions: it's free and only takes a few minutes.



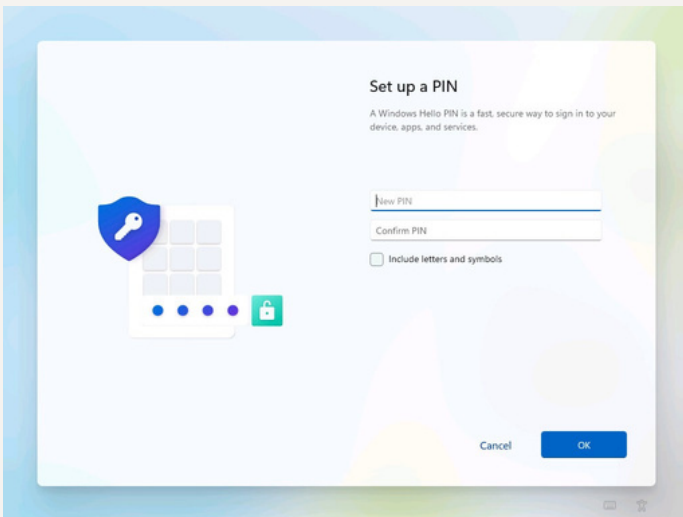
22. Wait a moment, so that Microsoft can validate the information you previously entered about your account.



23. Next, Microsoft will ask you to create a « PIN » code, in order to improve the security of your account.

24. Click on « **Create PIN** ».

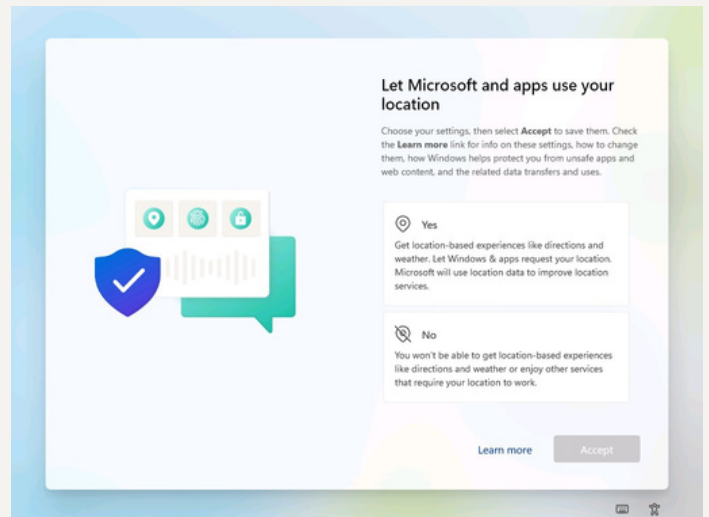
A PIN is an encrypted code (like a bank card PIN) that you use to unlock your computer. Choose a code that you can easily remember, but avoid simple sequences like 1234.



25. Enter the PIN you wish to use to log into your account from your computer.

26. Enter your PIN code a second time, in order to validate it.

27. Click on « **OK** ».

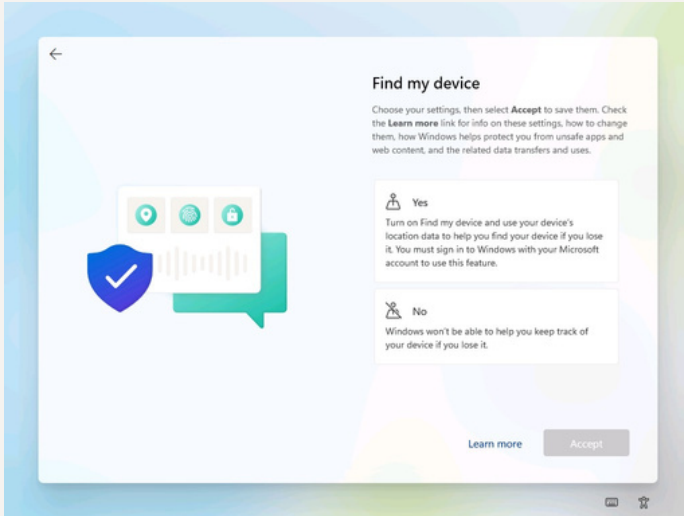


28. Select an option.

29. Click on « **Accept** ».

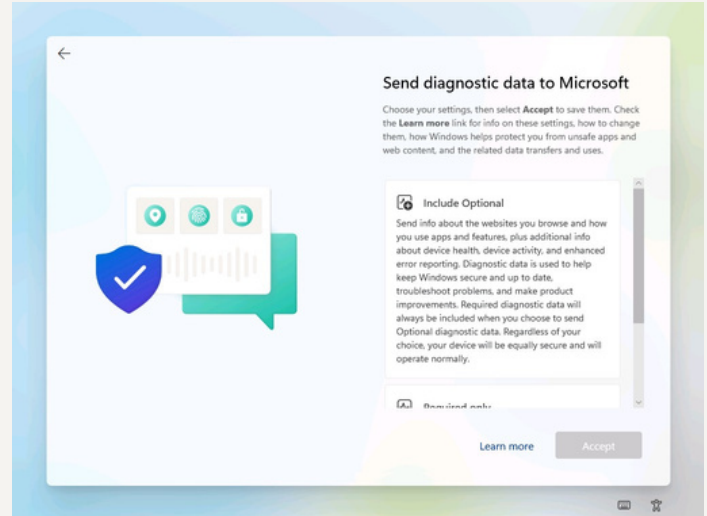
## The introductory blocks for steps 30 to 39

The following screens concern your privacy preferences. They ask if you agree to allow Windows and Microsoft to collect certain data about your usage. You can choose "No" to all of these options without affecting the operation of your computer. Read each option and choose according to your comfort.



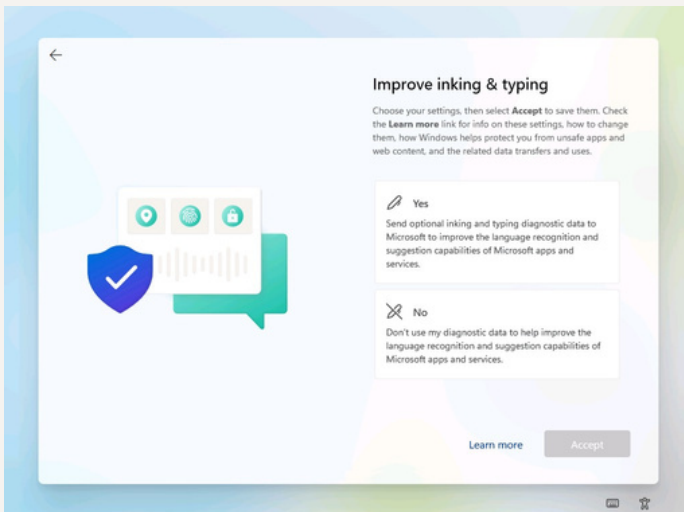
- 30. Choose an option.
- 31. Click on « **Accept** ».

This screen relates to the location of your device.



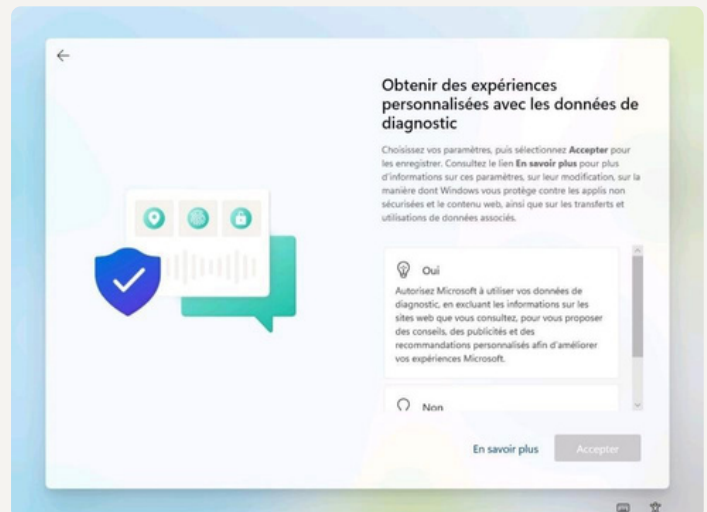
- 32. Choose an option.
- 33. Click on « **Accept** ».

This screen relates to sending diagnostic data to Microsoft.



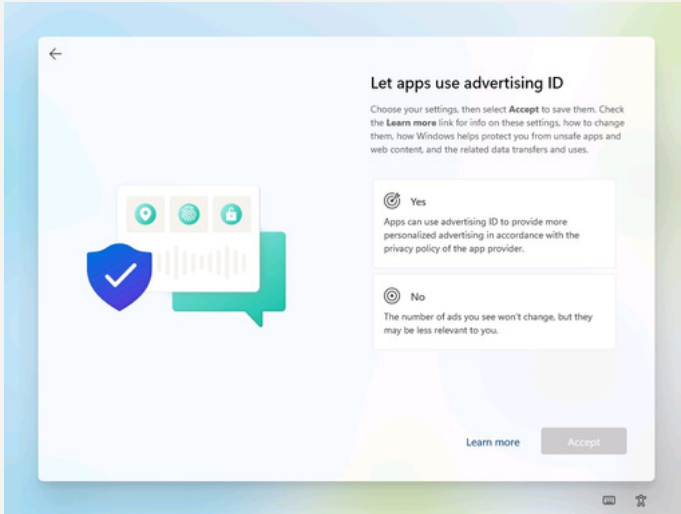
- 34. Choose an option.
- 35. Click on « **Accept** »

This screen relates to improving speech recognition and typing.



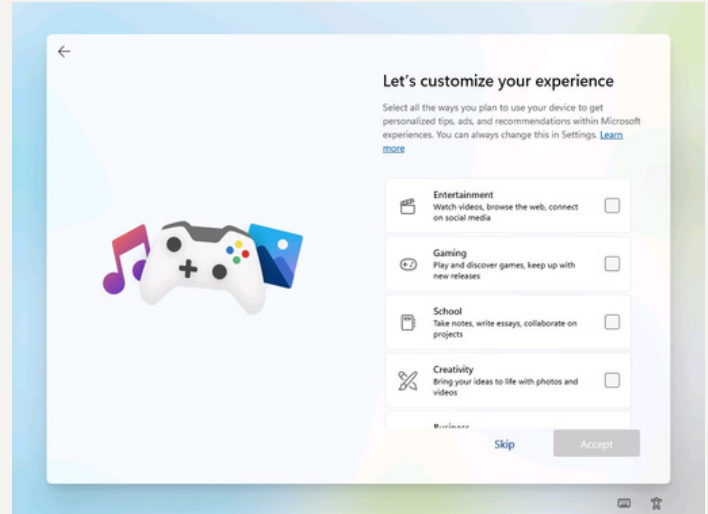
- 36. Choose an option.
- 37. Click on « **Accept** »

This screen relates to personalized experiences based on your data.



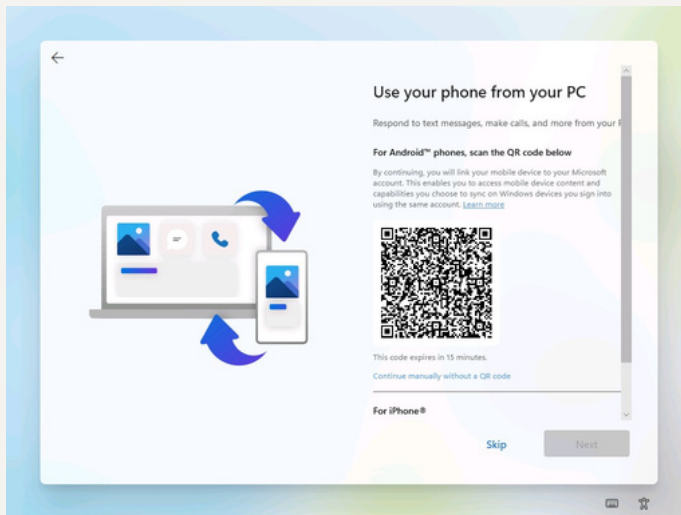
- 38. Choose an option.
- 39. Click on « **Accept** »

This screen relates to personalized advertising in apps.



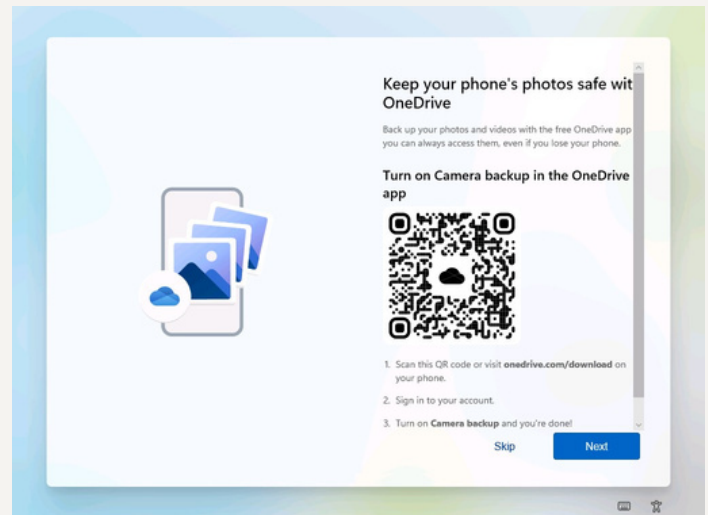
- 40. Choose the options you are interested in.
- 41. Click on « **Accept** » or on « **Skip** » if you want skip this step.

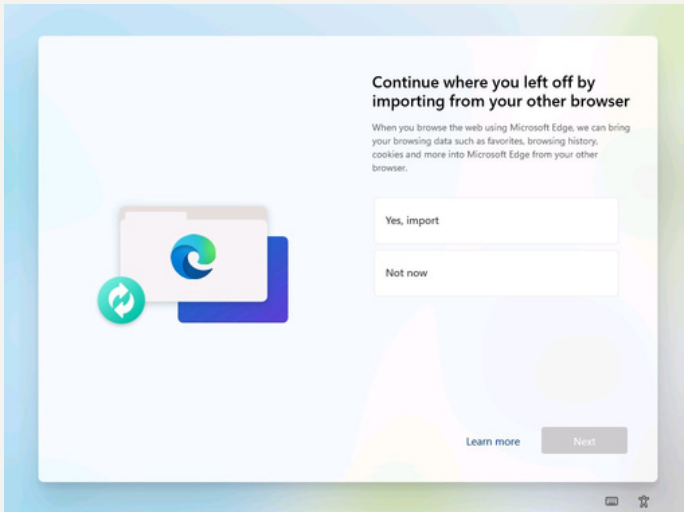
This screen asks you how you plan to use your computer: entertainment, work, school, etc. Your choice influences Windows suggestions, but does not block any functionality.



- 42. If you want to use your cellphone on your computer, you can scan the « **QR code** »
- 43. Click on « **Accept** » or on « **Skip** » if you want to ignore this step.
- 43. Cliquez sur « **Accepter** » ou sur « **Ignorer** » si vous voulez passer cette étape.

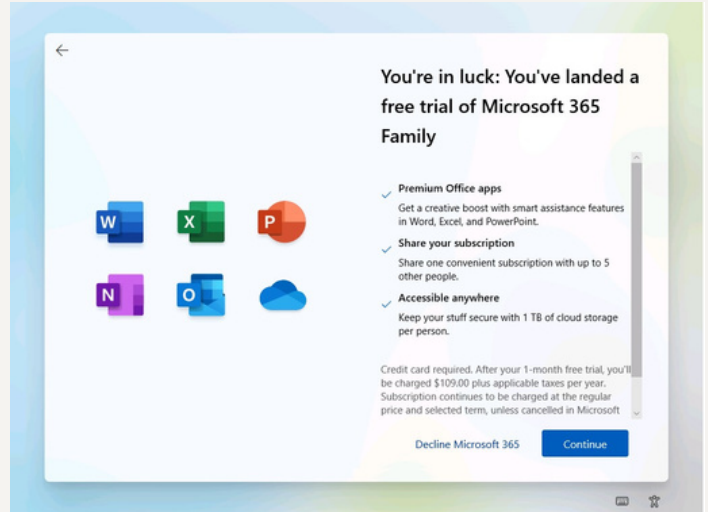
This allows you to link your Android phone to your computer to receive messages and calls from your PC. This step is optional.





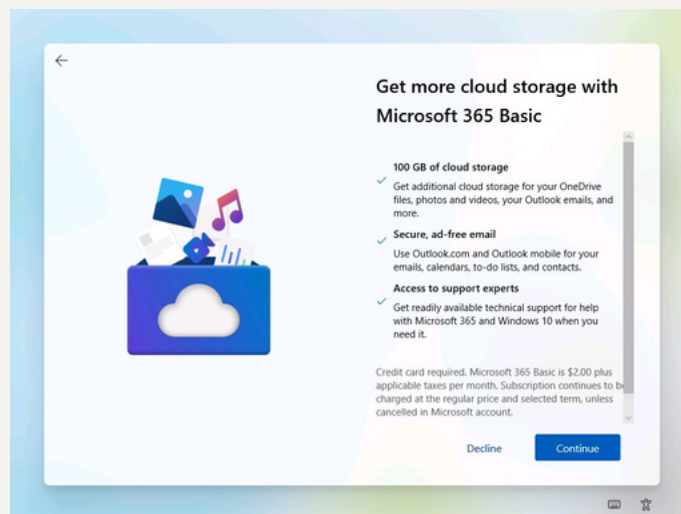
44. Click on « **Continue** », if you want to take advantage of the offer, otherwise choose « **Decline** ».

This option imports your bookmarks and browsing data from another browser (e.g., Google Chrome). If this is your first computer or you have nothing to import, choose "Not now".

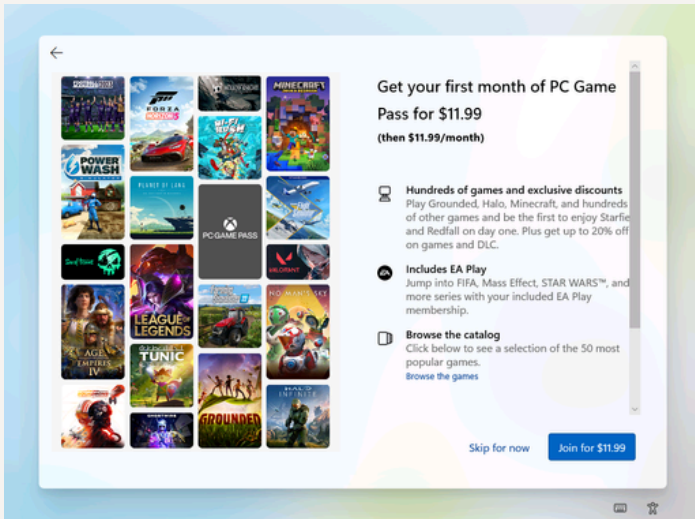


45. Click on « **Join for 1.00\$** », if you want to take advantage of the offer, otherwise choose « **Skip for now** ».

This is a free trial of Microsoft 365 (Word, Excel, etc.). A credit card will be required after the trial period. If you are not interested, simply select "Decline".



46. Click on « **Continue** » if you want to take advantage of the offer, otherwise choose « **Decline** ».



47. Click on « **Join for \$11.99** » if you want to take advantage of the offer, otherwise choose « **Skip for now** »

This is Xbox Game Pass, a paid subscription service for video games. If you're not interested, simply ignore it.

48. Wait a moment so that Windows can create your account according to the options you have previously chosen.

This final step may take 5 to 10 minutes. The screen may appear black or display a loading message: this is normal. Do not unplug the computer.

Now that your computer is set up, here are some recommended first actions:

Open the **Microsoft Edge browser** to surf the Internet, ensure that your printer is recognized if you have one, and explore the Start menu (Windows button at the bottom center) to discover the available applications.

If you encounter any issues, feel **free to contact us** using the details on the next page.



**YOU ARE NOW READY TO USE YOUR COMPUTER !**

# FREQUENTLY ASKED QUESTIONS

## Updates are stuck or the computer is unresponsive at step 10?

- Do not turn off the computer. Wait at least 20 minutes, as some updates are large.
- If after 30 minutes the screen hasn't changed and the cursor is unresponsive, hold down the power button for 5 seconds to turn it off, then restart.
- The computer will automatically resume the update.

## I don't have a Microsoft account or I've forgotten my password?

- To create an account for free, click on "Create one!" at step 18 and follow the instructions.
- If you've forgotten your password, click on "Forgot password?" on the same page and follow the recovery steps via email or phone number.

## I've forgotten my PIN after setup?

- At Windows startup, click on "I forgot my PIN" under the input field.
- Log in with your Microsoft account to create a new one.
- Your computer will restart and you can set a new PIN.

## My keyboard or mouse isn't working?

- Check that the cables are properly connected to the USB ports at the back of the computer.
- Try another USB port if available. If the problem persists after restarting, contact us.



# OPEQ

**TURN YOUR  
CHALLENGES INTO**



**EFFICIENT**

**SUSTAINABLE**

**CONCRETE  
RESULTS WITH  
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Verdun (Québec) H3E 3B3

#### **To make a request**

1 877 617-OPEQ (6737) – option 2  
[demande@opeq.qc.ca](mailto:demande@opeq.qc.ca)

#### **To make a donation**

1 877 617-OPEQ (6737) – option 1  
[don@opeq.qc.ca](mailto:don@opeq.qc.ca)

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