

New Starter IT Guide

Everything you need to set up your IT access in your first week at Puffing Billy Railway.

- [Welcome — Getting Started with IT at PBR](#)
- [Understanding Your PBR IT Environment](#)

Welcome — Getting Started with IT at PBR

Welcome to Puffing Billy Railway

This guide will walk you through the key IT setup steps for your first week. Work through the checklist below in order — if you get stuck on anything, contact IT Helpdesk.

IT Helpdesk: helpdesk@pbr.org.au | Portal: helpdesk.pbr.org.au

Your First Week IT Checklist

Task	Guide
<input type="checkbox"/> Log into your PBR computer for the first time and change your password	See below
<input type="checkbox"/> Set up Microsoft Authenticator (MFA) on your phone	Setting Up Microsoft Authenticator
<input type="checkbox"/> Sign into Microsoft 365 (Outlook, Teams, OneDrive)	Outlook Microsoft Teams
<input type="checkbox"/> Connect to the corporate WiFi (if applicable to your site)	WiFi
<input type="checkbox"/> Set up your mobile phone (if one was issued to you)	Mobile Devices (iPhones)
<input type="checkbox"/> Complete your first security awareness training	Security Awareness

Additional setup (printers, VPN, specific systems) will be arranged by IT or your manager based on your role and site.

Changing Your Password for the First Time

1. When you first log into your computer, you will be prompted to change your password
2. Your new password must:
 - Be at least 12 characters long
 - Not contain your name or username
 - Not be a password you have used recently
3. A passphrase is recommended — three or more random words joined together (e.g. *correct-horse-battery-staple*)

Your Windows password and your Microsoft 365 password are the same — changing one changes the other.

Your PBR Email Address

Your email address is: **firstname.lastname@pbr.org.au**

You can access your email in Outlook on your computer, via the web at outlook.office.com, or on your phone via the Outlook mobile app.

Key Systems You May Use

System	What it's for	How to access
Microsoft 365 (Outlook, Teams, OneDrive)	Email, messaging, file storage	Already on your computer, or office.com
SharePoint	Shared team files and intranet	puffingbillyrailway.sharepoint.com
Helpdesk portal	Log IT support requests	helpdesk.pbr.org.au

Additional systems (such as CustomLinc, IdealPOS, or NetSuite) will be set up for you if your role requires them — your manager will coordinate this with IT.

Getting Help

If anything on this checklist isn't working or you're unsure about something, contact IT Helpdesk. There are no silly questions — we would rather help you get set up correctly from day one.

Email: helpdesk@pbr.org.au

Portal: helpdesk.pbr.org.au

Understanding Your PBR IT Environment

Your Computer

PBR-issued computers run **Windows** and are managed by IT via Microsoft Intune. This means:

- Software is deployed and updated centrally — you do not need to install updates manually
- IT can remotely assist you if you have a problem
- Company policies apply to the device — personal use should be minimal

Do not attempt to install software yourself. If you need a program for your work, submit a request through IT Helpdesk and IT will arrange installation.

Network Drives

Some sites have shared network drives (e.g. H: drive, G: drive) that are accessible when you are on-site or connected to the VPN.

- For most file sharing needs, **SharePoint and OneDrive** are preferred — they work from anywhere without VPN
 - If you need access to a specific network drive, contact IT Helpdesk
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Printers

Printers at your site are configured automatically on your computer when you log in — you should not need to add them manually. If a printer you expect to have access to is missing, contact IT Helpdesk.

Working Remotely

If you need to access PBR systems from home or off-site, you will need to connect to the **VPN (Global Protect)**.

See: [VPN \(Global Protect\)](#)

Software You Will Find on Your Computer

Application	Purpose
Microsoft Outlook	Email and calendar
Microsoft Teams	Chat, meetings, and file collaboration
Microsoft Word / Excel / PowerPoint	Document creation
OneDrive	Personal and shared cloud file storage
Global Protect	VPN for remote access
Microsoft Authenticator (phone)	MFA app — installed on your mobile, not your computer

Some roles are provisioned with additional software (e.g. Adobe Acrobat, 1Password). Contact IT Helpdesk if you need a specific application for your role.

Acceptable Use

PBR IT equipment and systems are provided for work purposes. Key points:

- Do not install unauthorised software
- Do not store personal files on PBR systems
- Do not share your password with anyone
- Lock your screen when leaving your desk (Windows + L)
- Report suspicious emails — do not click links you are unsure about

If you have questions about what is or isn't appropriate use, ask IT Helpdesk or your manager.