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

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Your First Week IT Checklist

Task	Guide
☐ Log into your PBR computer for the first time and change your password	See below
☐ Set up Microsoft Authenticator (MFA) on your phone	Setting Up Microsoft Authenticator
☐ Sign into Microsoft 365 (Outlook, Teams, OneDrive)	Outlook | Microsoft Teams
☐ Connect to the corporate WiFi (if applicable to your site)	WiFi
☐ Set up your mobile phone (if one was issued to you)	Mobile Devices (iPhones)
☐ 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.

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