How to guide - Enrol your BYO iOS device / iPad device into Intune

What is Intune?

Intune is a secure mobile management system that allows you to use school Wi-Fi, emails, learning applications and websites on personal devices.

Installing Intune

These instructions will show you how to enrol a BYO iPad device into Intune and install an application. This process may take up to 15 minutes to complete.

Before you start, please have ready the email address and password that has been supplied to you by the school. If you do not have this information, you will not be able to successfully complete the installation. Please contact your school to obtain these details.

These instructions are for versions 12.2+ of iOS. You may find some of the screens look different to the ones provided here if you have an older version of iOS or there are changes made to Intune.

If the installation fails at any time, please re-open the Intune app and try again.
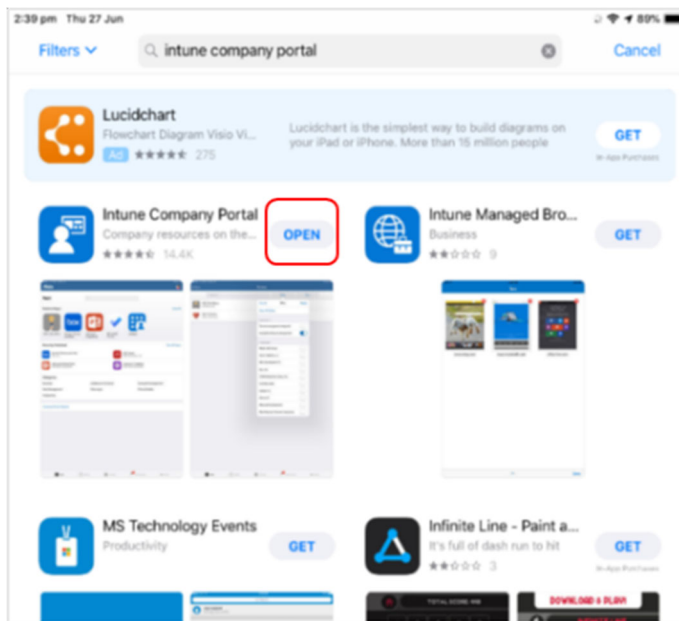
Please note: If you have any problems with installing Intune or using it afterwards, please contact your school for assistance.
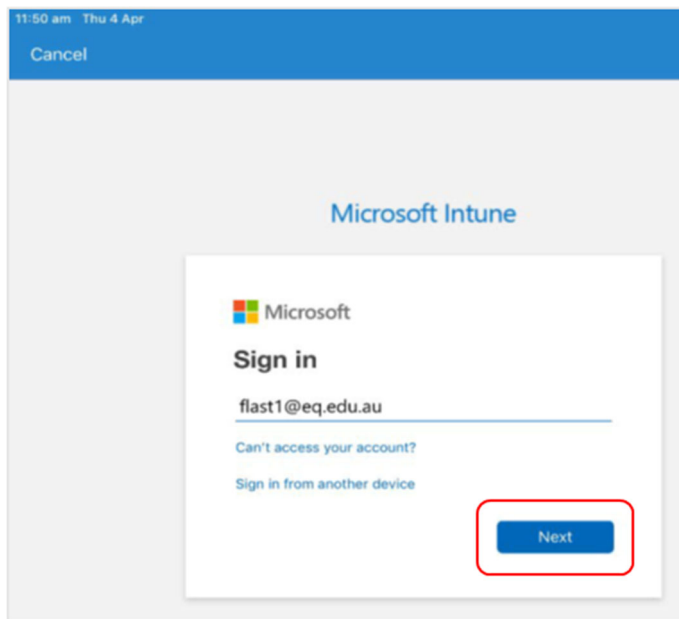
Step 1. Install Intune
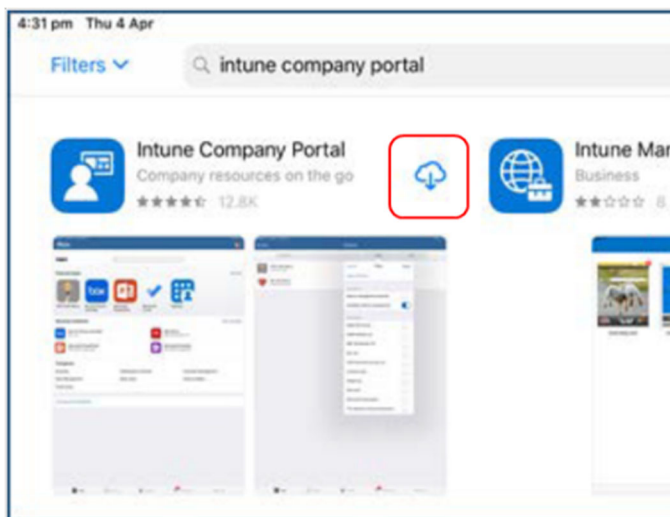
To start, connect to the internet, select the App Store icon and search 'Intune'. Then select **Get** or the download icon.
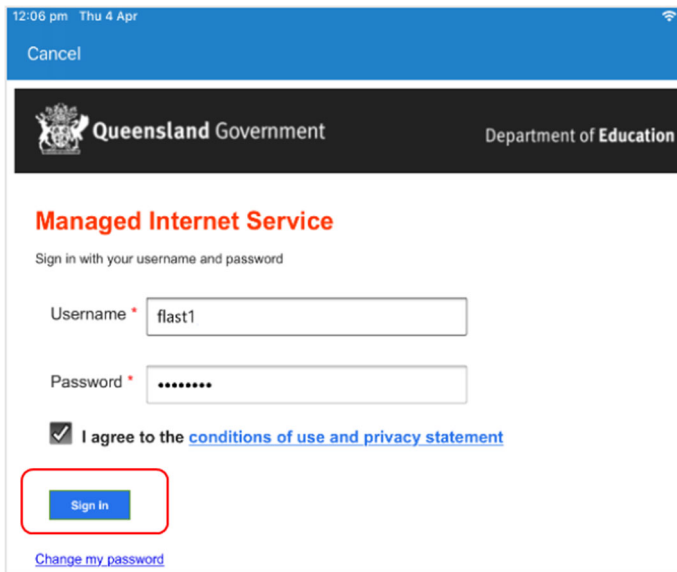
Step 2

Please select **Open** to open the Company Portal.

Step 3

Sign in to Intune with the @eq.edu.au email address you were supplied by your school and select **Next** to continue.

Step 4

The *username should appear in the Username field*. Enter the school password you were supplied and accept the terms and conditions, then select **Sign in**.

Step 5

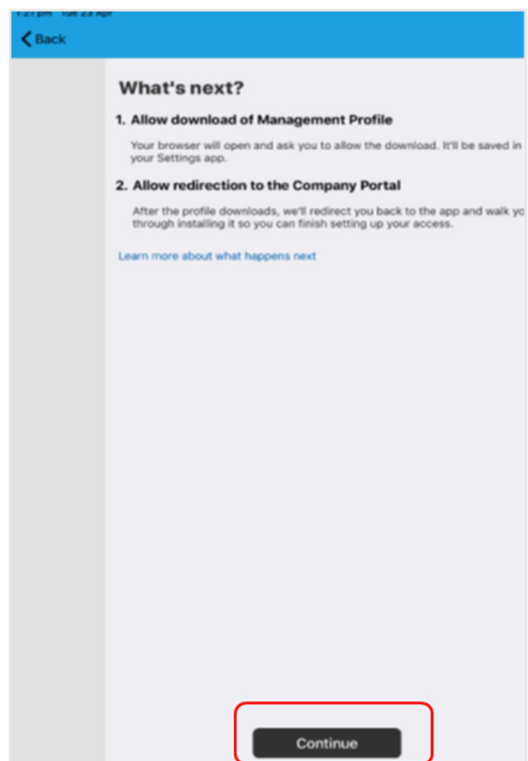Next, we will install the Intune Comp Portal app.

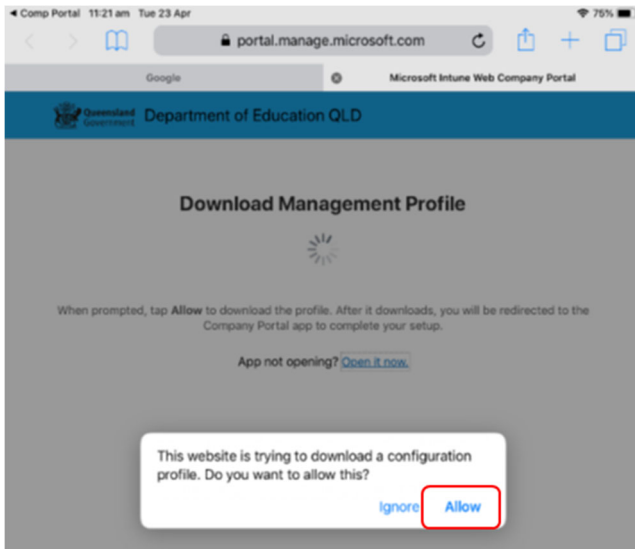Please select **Begin**.

Step 6
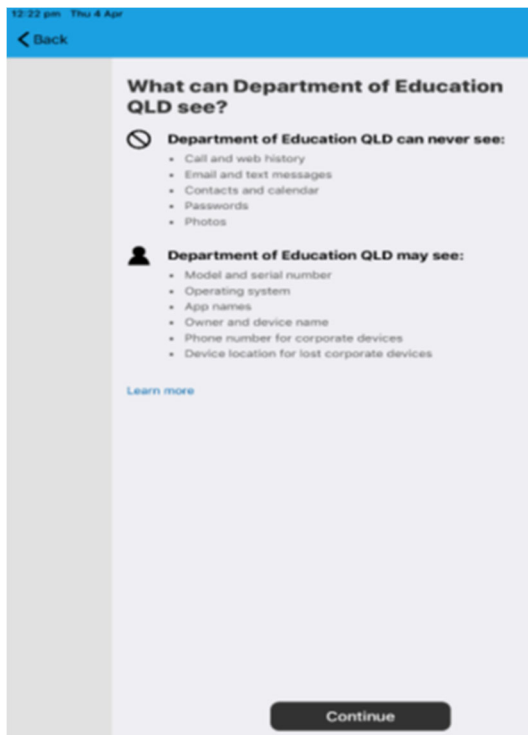
This explains what your school IT administrator can and cannot see on your iPad. Please select **Continue**.
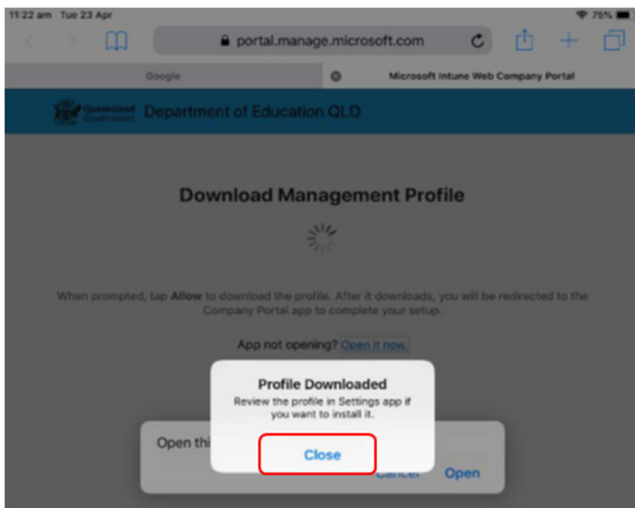
Step 7

This screen outlines further steps. Please select **Continue** to continue the installation.
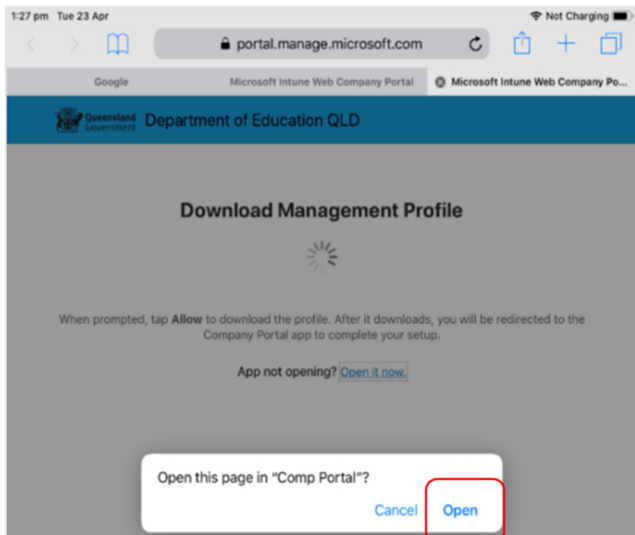
Step 8

Select **Allow** to download the Intune profile.

Step 9

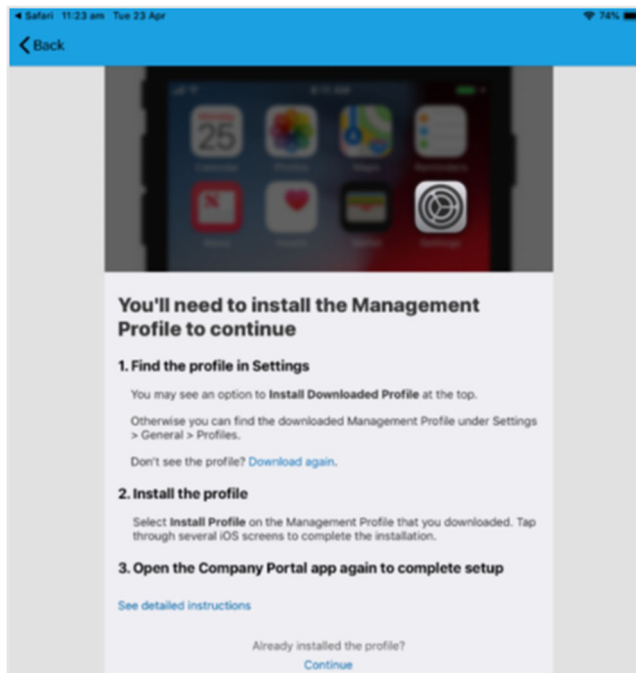Your Intune profile has now been downloaded and can be closed. Please select **Close**.

Step 10

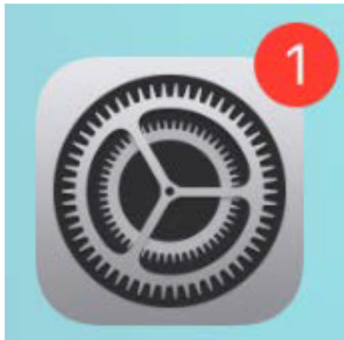

Please select **Open**.

Select **Allow** to download the Intune profile.
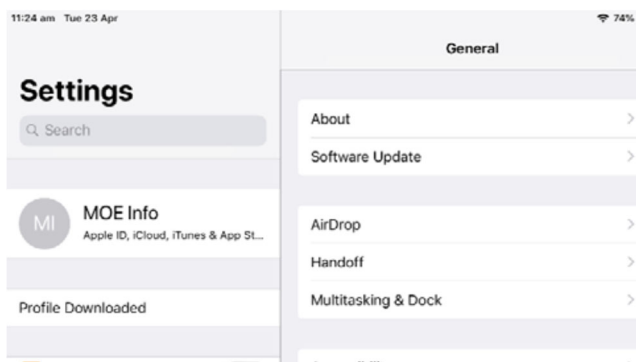
Step 11

Press the home button to minimise this window.

Step 12

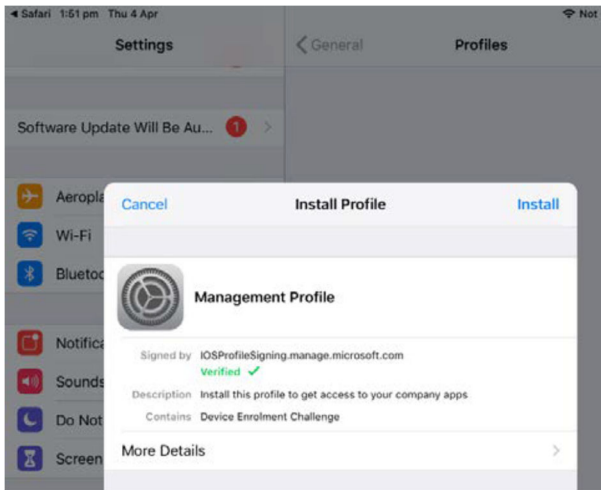Please open your settings by pressing the **Settings** icon on your home screen and if you are requested, enter your password.
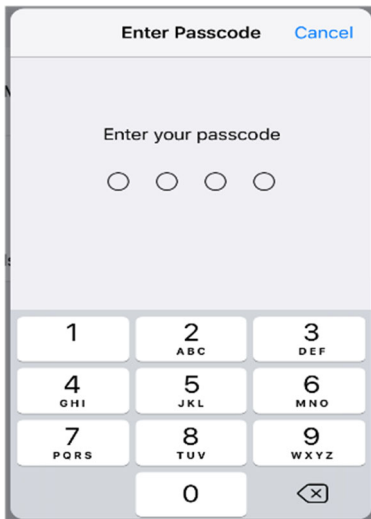
Step 13

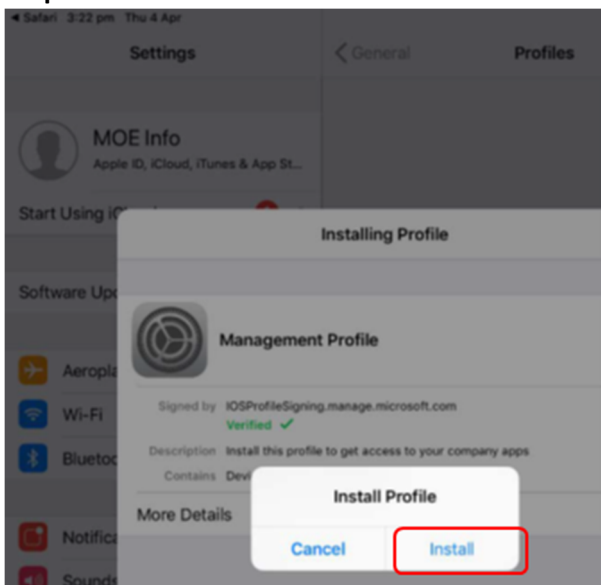On your Settings screen, please select **Profile Downloaded** button.

Step 14

Then, please tap Install on the install profile screen.

Step 15

If prompted, enter your iPad passcode.

Step 16

Please select Install on the **Install** Profile pop-up.

Step 17
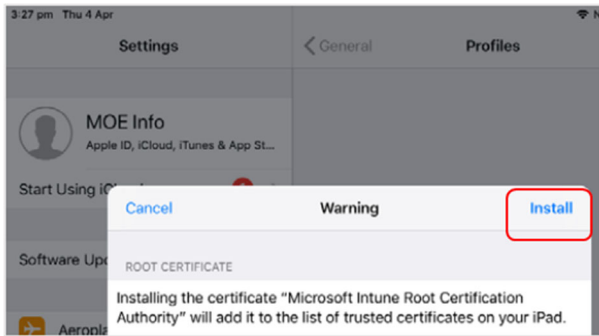
When you see a warning displayed, please select **Install** to continue with the installation.

Step 18
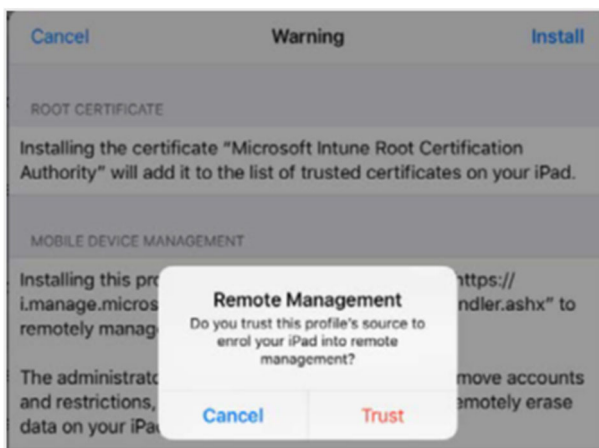
If you are prompted to enrol into remote management, please select **Trust**. This will start installing the profile.
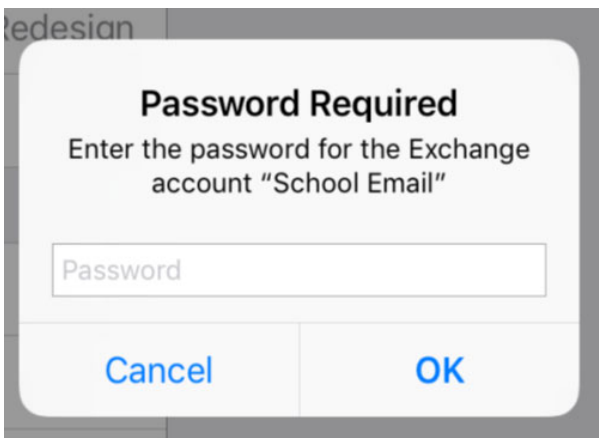
At any time after this point where you have enrolled, you may see this screen requesting you to enter your school password. Please enter this and select **OK**.

You can then continue the installation at whatever stage you were before the screen appeared.

Step 19

When the screen changes to show the profile has finished installing, select **Done**. An 'Enrolling device' message will then appear.

Step 20
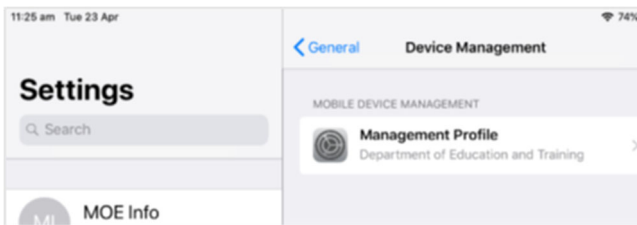
Your settings page will be displayed and you'll see the Department of Education management profile has been installed.

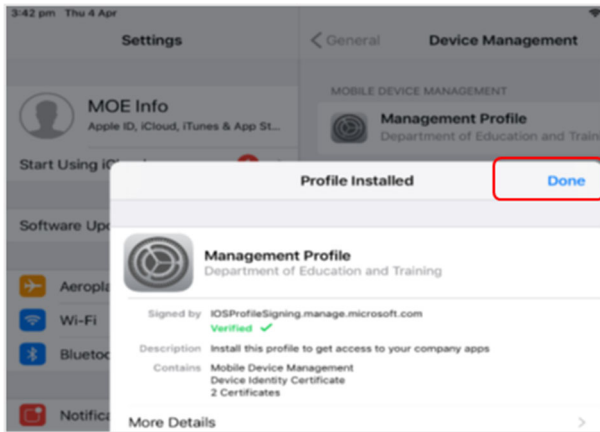Press the home button to minimise the settings window.

Step 21 – Installing you first app from Company Portal

Select the **Comp Portal** icon to re-open the company portal app.

Step 22
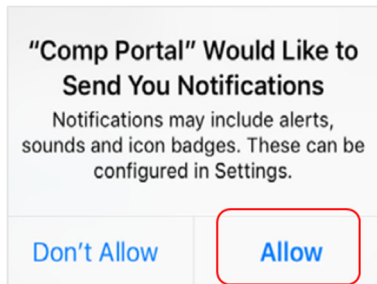
Select **Allow** to give the Company Portal permission to send notifications.

Step 23

Your device is now managed through the Company Portal. Select **Continue** to complete set-up.

A message explaining that the Company Portal is confirming device settings may display.

Step 24

Intune is finished when there is a tick next to all the items listed. On this screen please select **Done**.

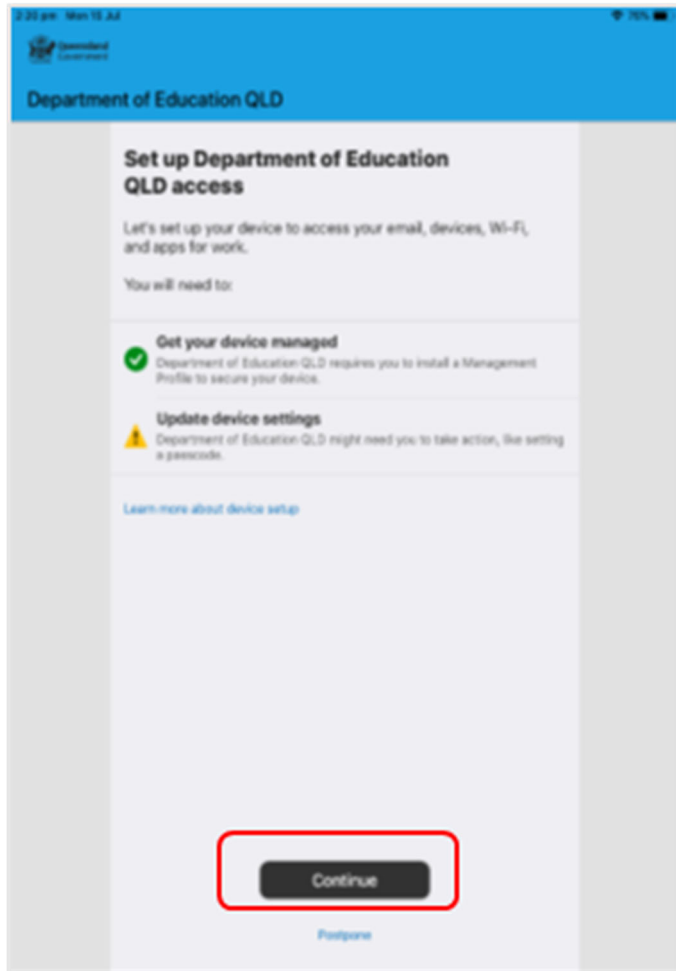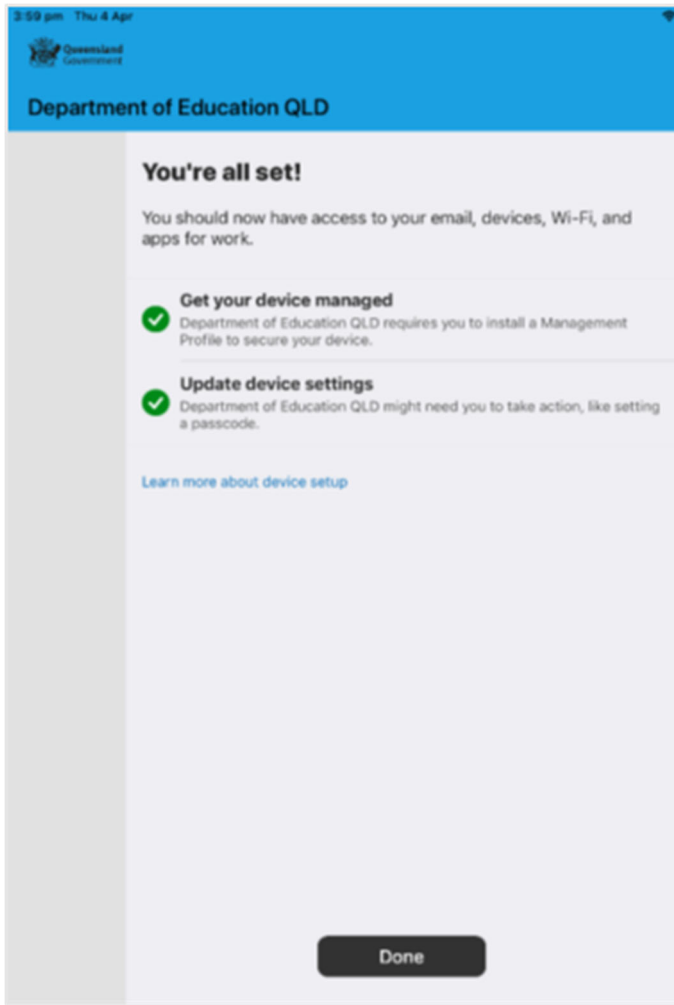It may take up to 15 minutes to finish installing. You can use the iPad in the meantime but please keep it connected to the internet. After this finishes installing, the iPad is ready for you to install the other apps needed for school.

How to install an app from Company Portal

This section will show you how to install the apps you have been advised you need for school.

Step 1
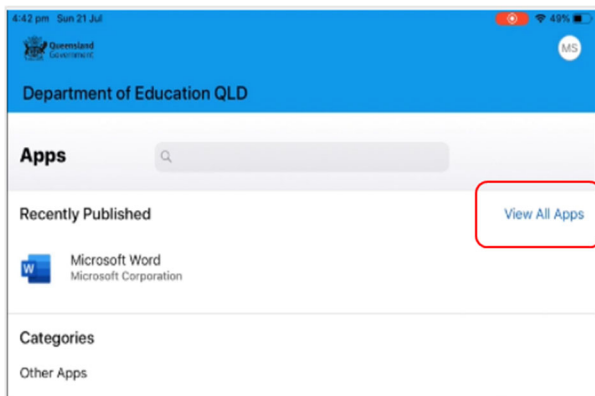
You now will be able to view the apps your school has recently published.

Select **View All Apps** to display a full list of apps your school has indicated you will need.

Step 2
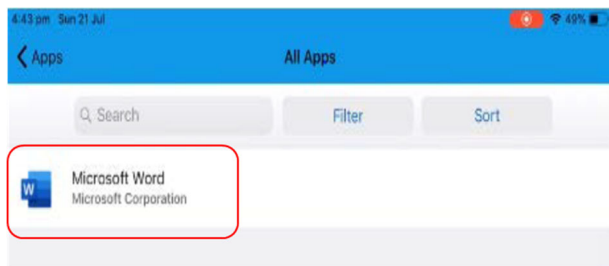
In this example, we will be downloading Microsoft Word.

Select the app you want to install.

Step 3

Information about the app will be displayed. Select **Install**.

Step 4

A confirmation screen will be displayed after a minute or two. Select **Install** again.

It may take some time to install the app. You can use the iPad in the meantime but please keep it connected to the internet.

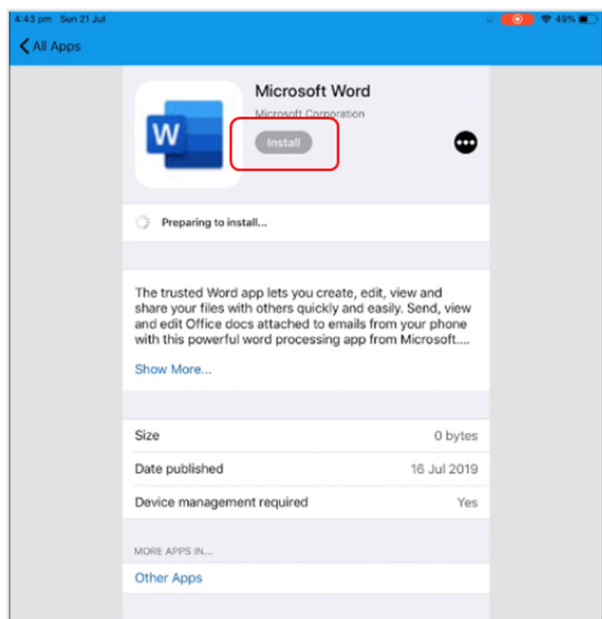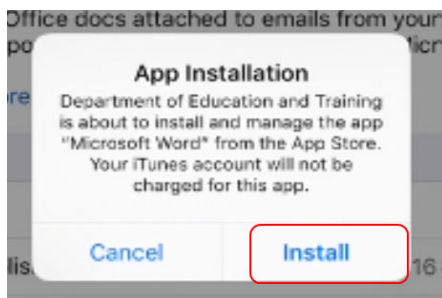**Step 5**

Press home to minimise the company portal window and see if your app is available.

Repeat this process if you need to install additional apps.

Open the Company Portal app to install any additional apps recommended by the school. These will normally be shown on the app list for the student year level.

Please note that paid apps (apps that cost money) are not available in the Company Portal app and will need to be purchased and installed using the normal Apple app installation process using the App store app. It is strongly recommended for families to utilise family sharing to minimise the purchasing of apps more than once.

The iPad is now ready for school.

If you need help with installing Intune or an app, please see your school for assistance.

Enrolment Video Guide: Intune – iOS enrolment video

Please note that when operating systems get updated sometimes images and process will be slightly updated from what is contained in this document. For this reason the original source document with the latest updates can be viewed at any time using this link BYOx Link - How to guide - Enrol your BYO iOS device / iPad device into Intune (KBA0030842). Please note that an EQ department user account (staff or student) will be required to view this original document.