

BYOD Onboarding for Apple MacOS

Enrolling your MacOS BYOD with Intune
Kenmore State High School 2025



Education for Life

What is Intune BYOD Enrolment?

Intune is a secure mobile device management system that allows you to access the school's network.

This guide will show you how to enrol a BYO Mac device into Intune, connect to EQNET and install an application. This process may take up to 15 minutes to complete.

Before you start, please have ready the EQ 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.

Incoming Year 7 Students will have this information provided in class during Week 1 of Term 1.

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

If you own a MacBook Air (from 2020 on) or MacBook Pro (from 2018 on), you can install the [latest MacOS Sequoia](#).

If the installation fails at any time, please re-open the Intune Company Portal app, Remove Device and try setup again.

Please note: If you have any problems with installing Intune or using it afterwards, please see the IT Helpdesk in the Library for assistance. There are also some basic troubleshooting steps users can attempt detailed at the end of this guide.

Mac BYOD Onboarding Prerequisites

- Device must be powered on and checked that you have already gone through the MacOS Out of Box Experience and initial device setup **before coming to school.**
- Have submitted the [Kenmore SHS BYOD Paperwork and Payment](#) to the Office.
- Know your student EQ Email Address (*username@eq.edu.au*) and Password.
- Know your local MacBook account password (*not just PIN or Fingerprint*).
- Onboard with the User account you plan to use, you should not be using a parents or siblings account and the device should not be already connected to Intune on another account.
- User account **must** have **Administrator** privileges.
- Make sure your device is fully up to date and has no pending updates.
- It is recommended that you have updated your MacBook to **Sequoia 15.1.1.**
- **A 5Ghz Wi-Fi** capable MacBook in **good working order.**
- Internet access via your Home Wi-Fi or the School EQGUEST network.
- **Correct Date and Time and Time Zone settings for Brisbane.**

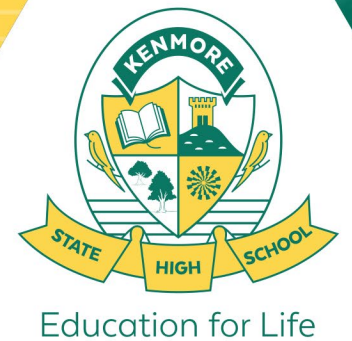
It is recommended that you follow and action these next steps at Home, while connected to your Home Wi-Fi.



[Intune – MacOS enrolment video](https://www.youtube.com/watch?v=AlbFfgz4DB8)
<https://www.youtube.com/watch?v=AlbFfgz4DB8>

If Onboarding at School, please sign into the EQQUEST Wi-Fi before proceeding.

For instructions on how to sign into EQQUEST please refer to Slide 30.



BYOD Onboarding

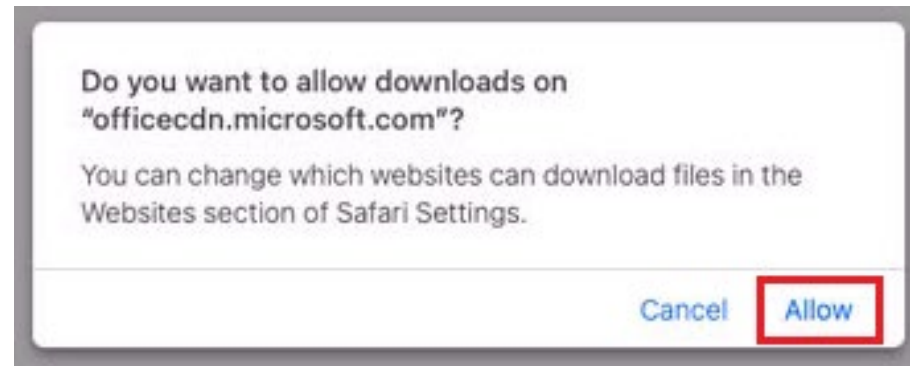
Step 1. Download Company Portal

1. To start, connect to the internet, then open your web browser and type this in the address bar.
2. <http://aka.ms/enrollmymac>
3. This will automatically download the CompanyPortal-Installer.pkg file to your MacBooks Downloads Folder.

BYOD Onboarding

Step 2. Download Company Portal

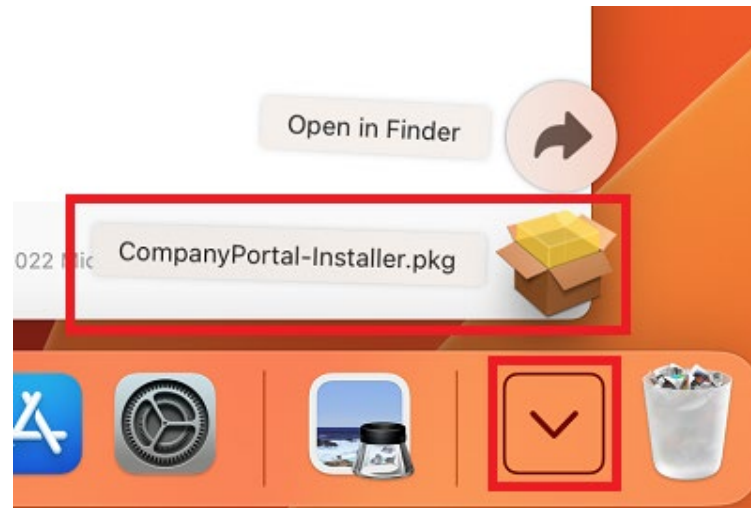
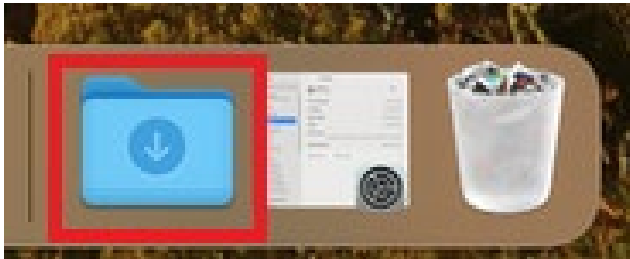
1. Select **Allow** to the “allow downloads” prompt, it may take a few seconds for the download to complete.



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Step 3. Open Company Portal Installer

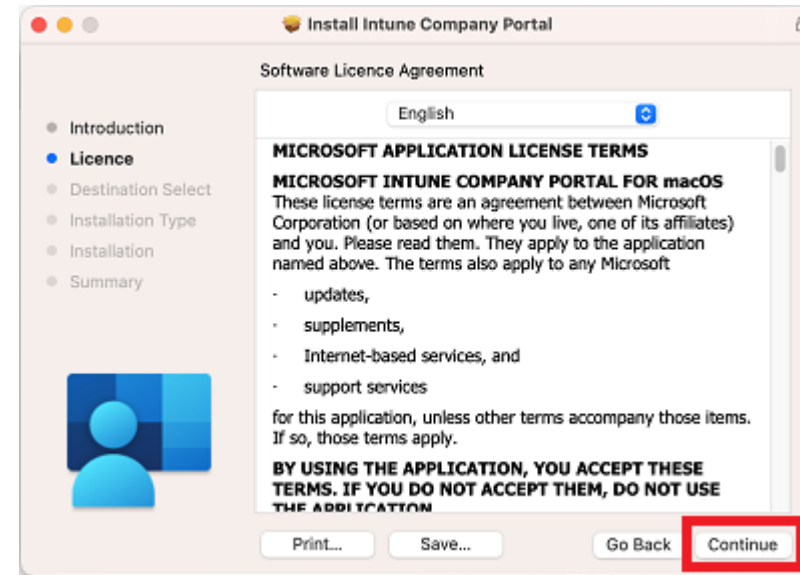
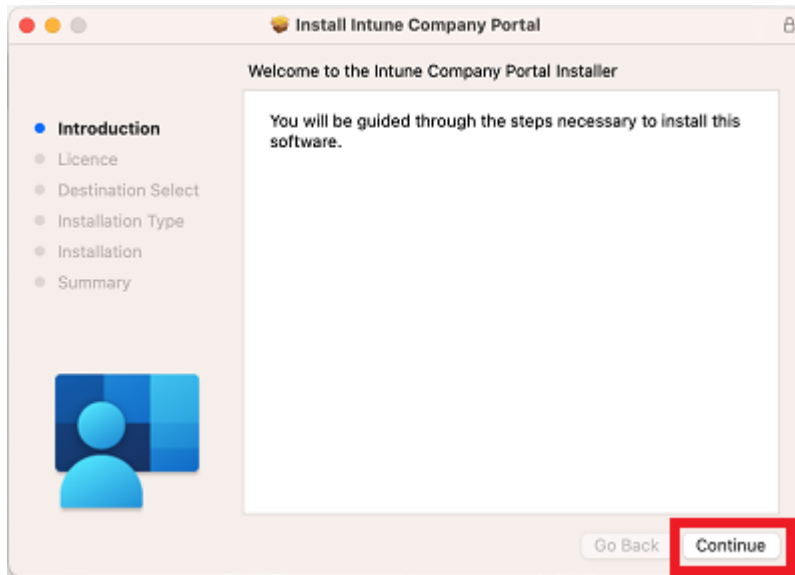
1. Select the **Download Folder** icon at the bottom of your screen.
2. Click on the **CompanyPortal-Installer.pkg** file. (Open Box icon)



BYOD Onboarding

Step 4. Company Portal Installation

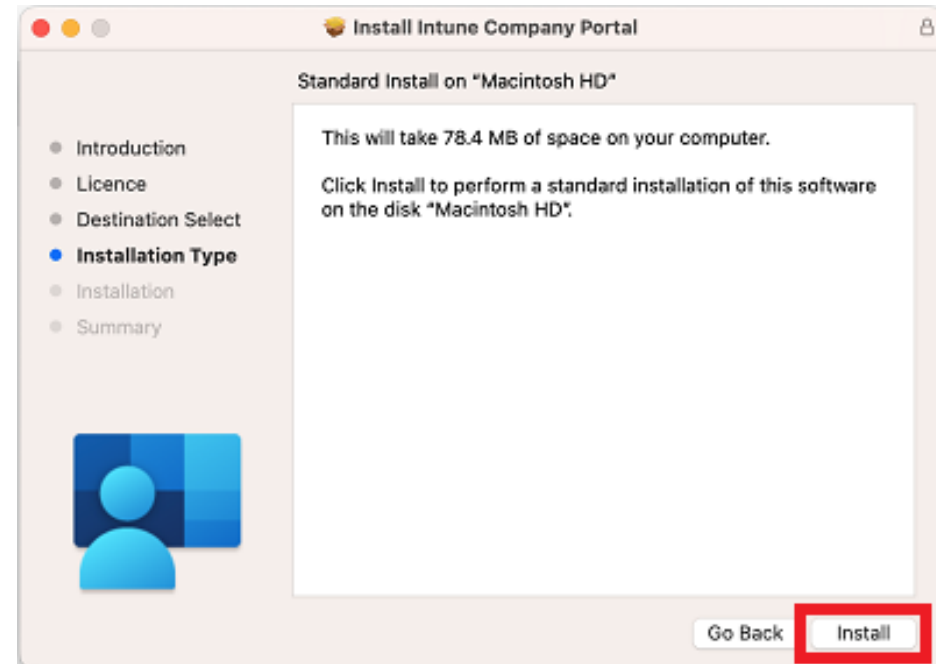
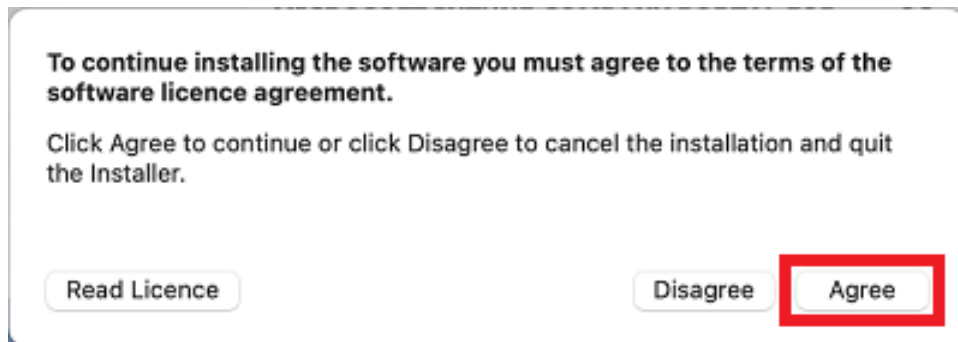
1. Please click **Continue** and work through the Company Portal installer's steps.
2. Please read the license terms and then select **Continue**.



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Step 5. Installation continued

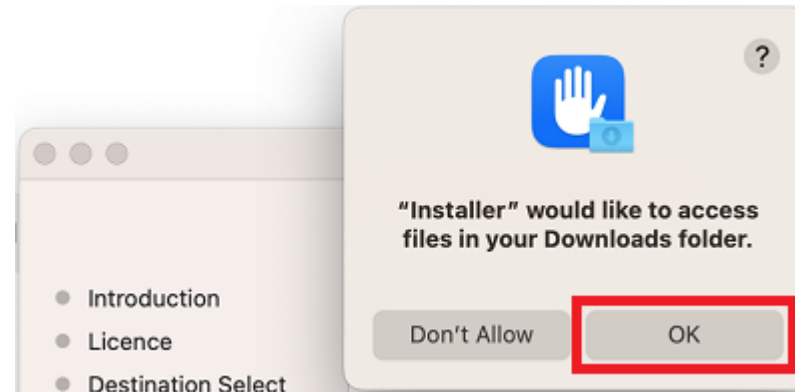
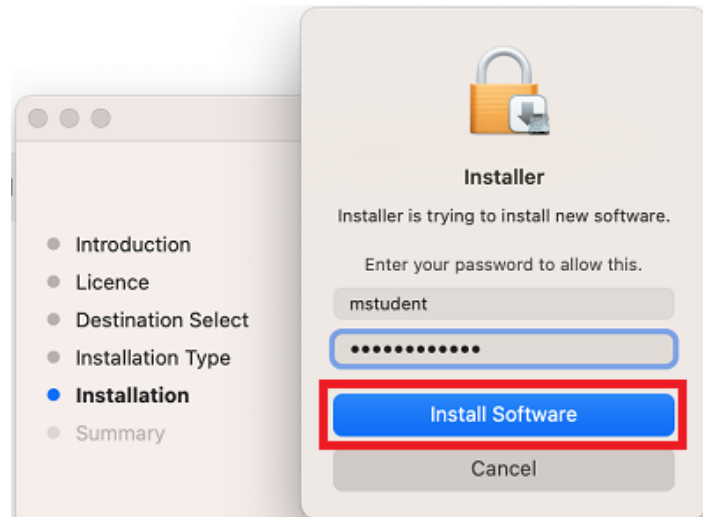
1. Select **Agree** to accept the license terms in the pop-up window.
2. Select **Install**.



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Step 6. Installation continued

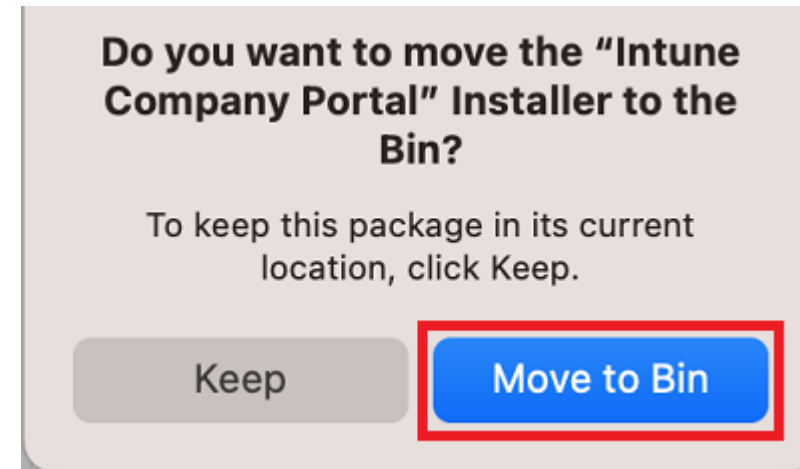
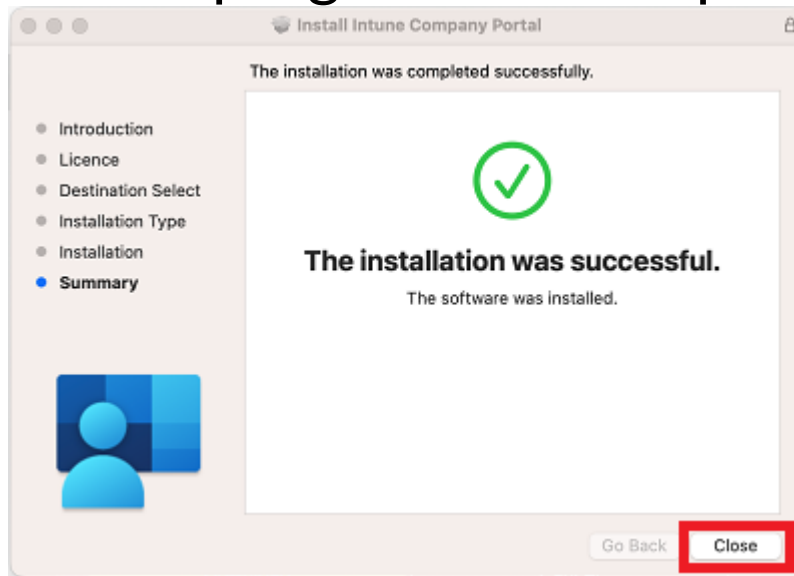
1. Enter the Administrator Username and Password of the device and select **Install Software**.
2. Select **OK** to allow the Installer access to your Downloads folder.



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Step 7. Installation successful

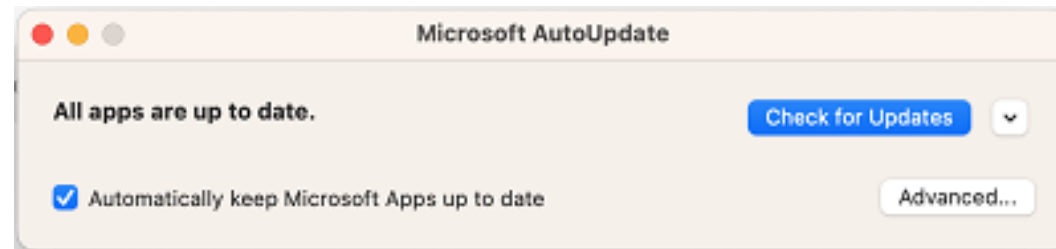
1. When the installation completes successfully, click **Close**.
2. Once the program has completed installing, please select **Move to Bin**.



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Step 8. Microsoft AutoUpdates

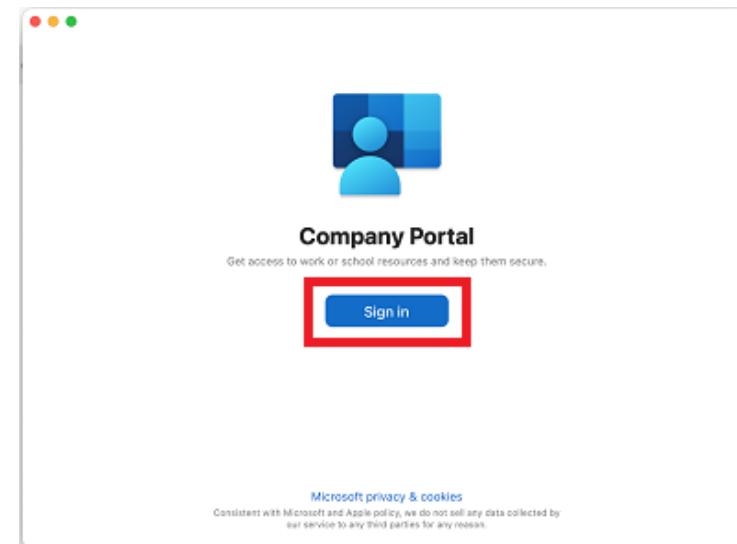
1. Microsoft AutoUpdate window will appear. Select **OK** and then **Check for Updates** to see if there are any pending updates to be installed.
2. Ensure all apps are up to date then continue to the next step.



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Step 9. Open Intune Company Portal

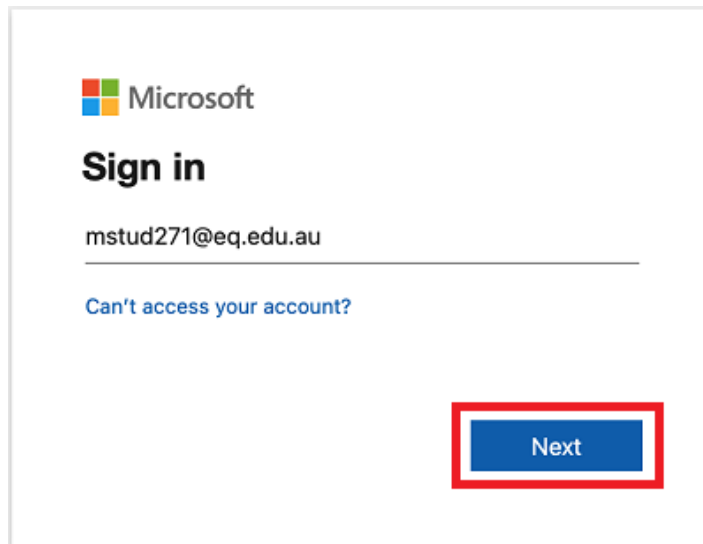
1. Select Launchpad from the tray and then open **Company Portal** app.
2. Click **Sign in**.



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Step 10. Sign into Company Portal

1. Enter your school **email address** and select **Next**.
2. Then in the next Managed Internet Service sign in window just enter your **username, password** and **tick to agree to conditions of use**.
3. Then click **Sign in**.



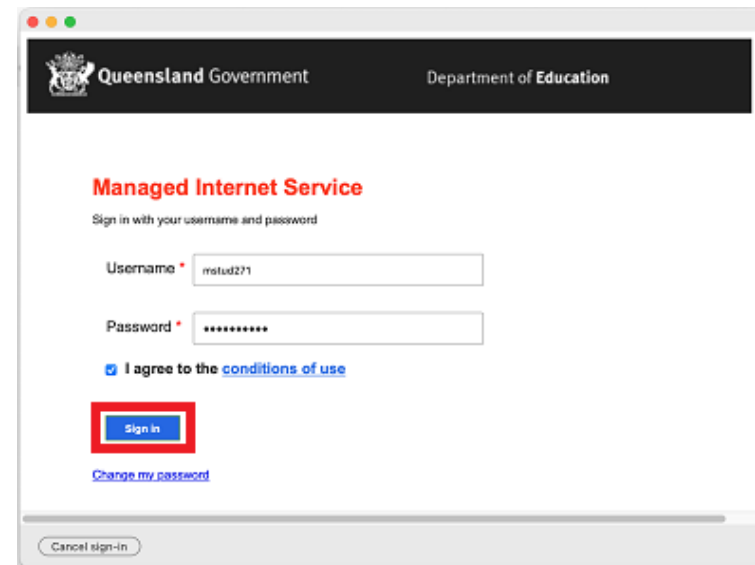
Microsoft

Sign in

mstud271@eq.edu.au

[Can't access your account?](#)

Next



Queensland Government Department of Education

Managed Internet Service

Sign in with your username and password

Username * mstud271

Password * *****

☒ I agree to the [conditions of use](#)

Sign in

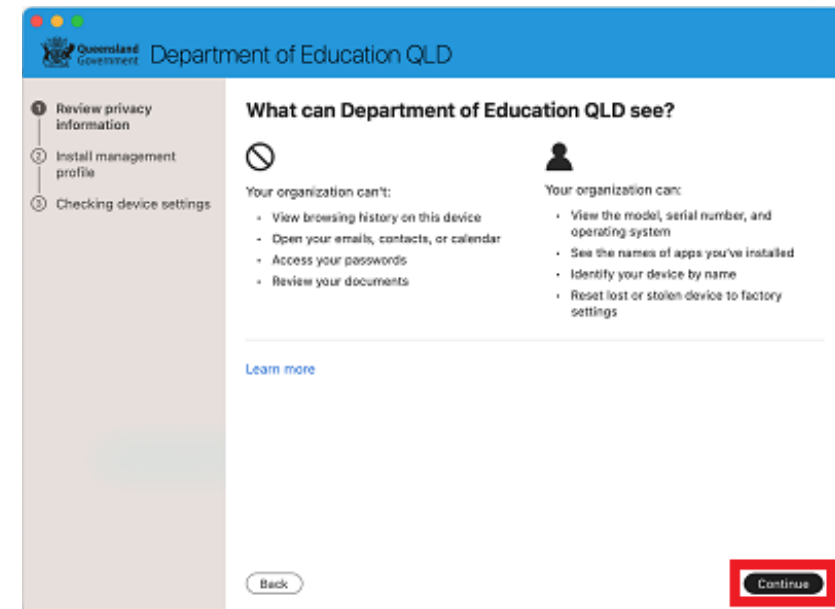
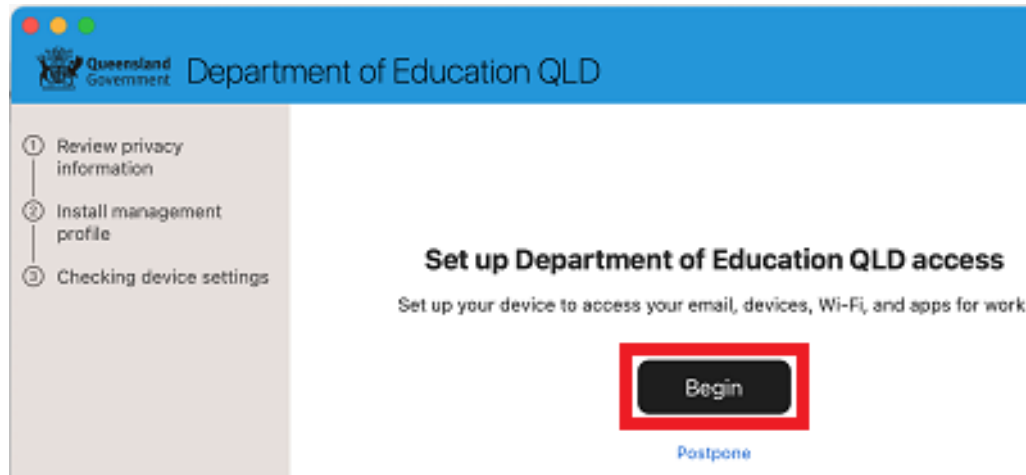
[Change my password](#)

Cancel sign-in

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Step 11. Begin Device Enrolment

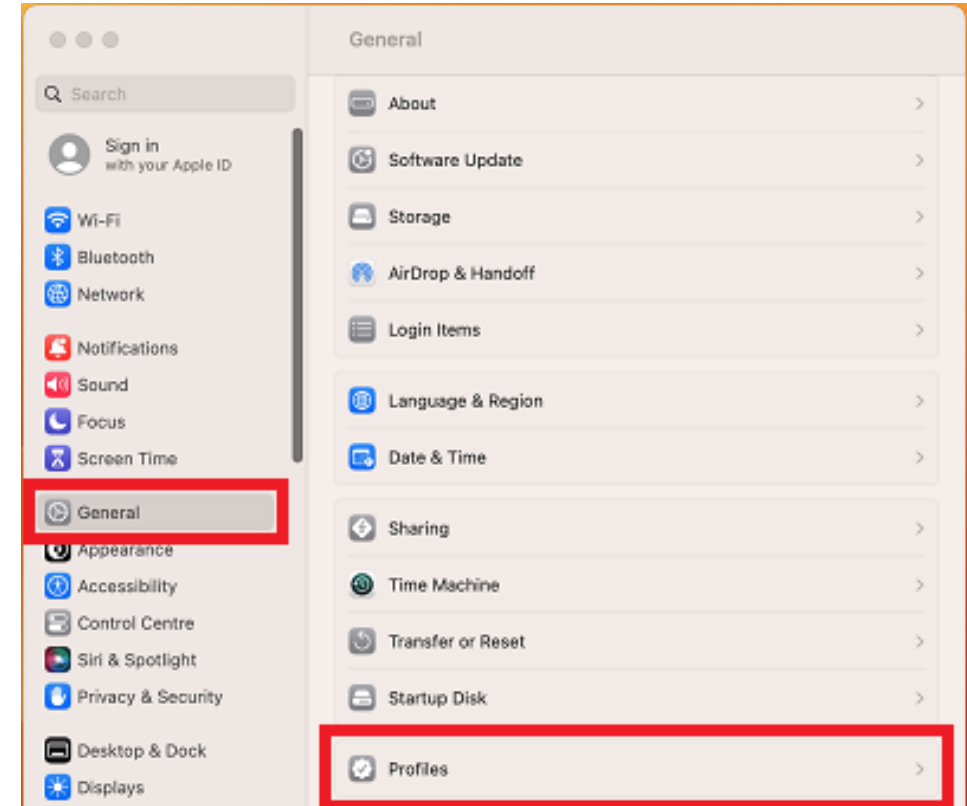
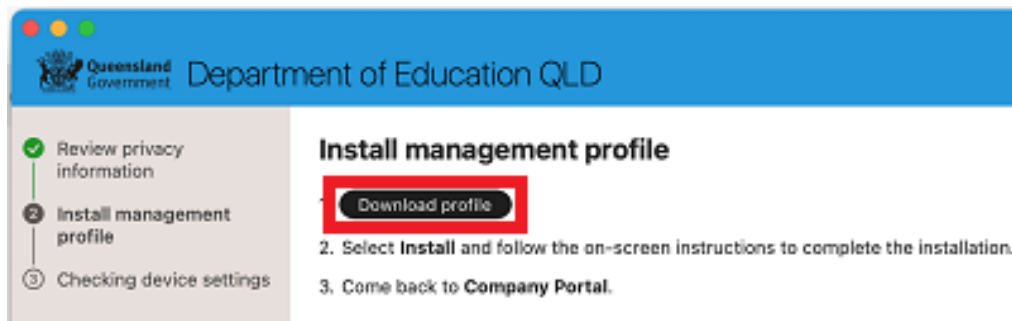
1. Select **Begin**.
2. This will explain what your School IT Administrator can and cannot see on your Mac device. Select **Continue**.



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Step 12. Install Management Profile

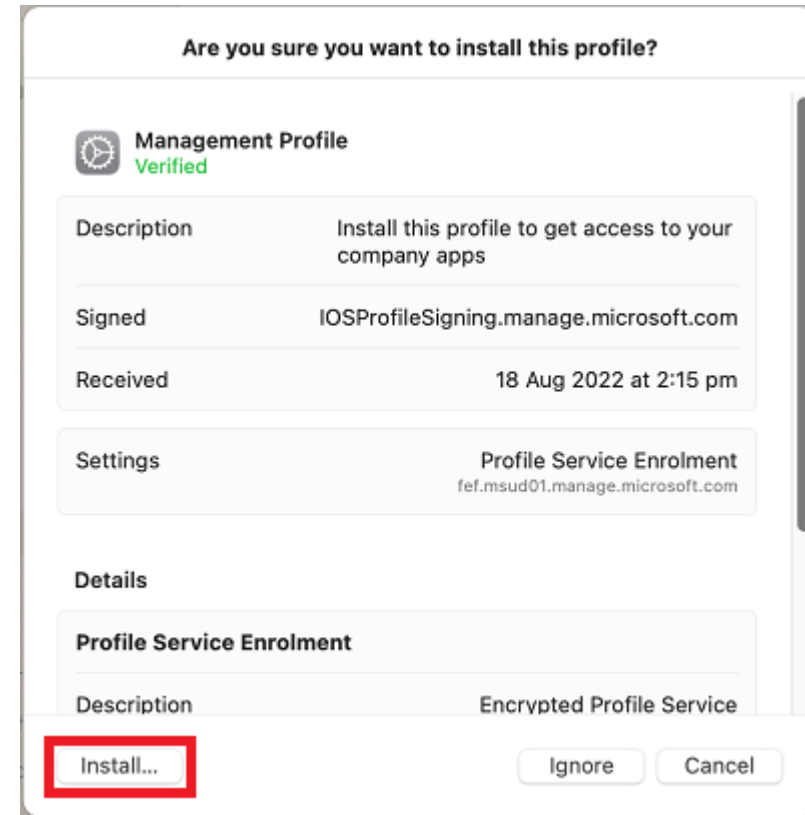
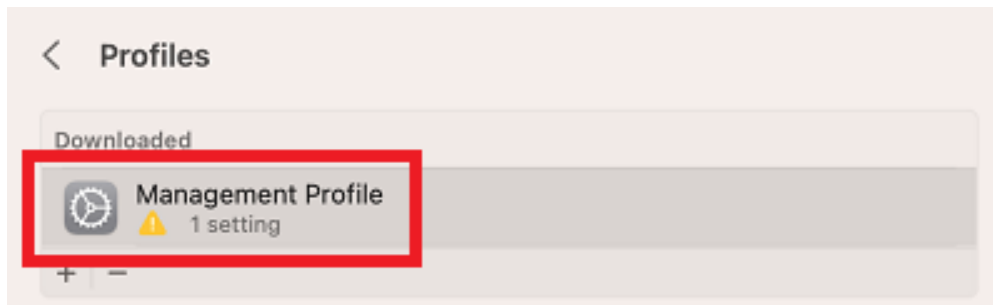
1. Select **Download profile**.
2. Open **System Preferences** then go to **General** and then **Profiles**



BYOD Onboarding

Step 13. Install Profile cont.

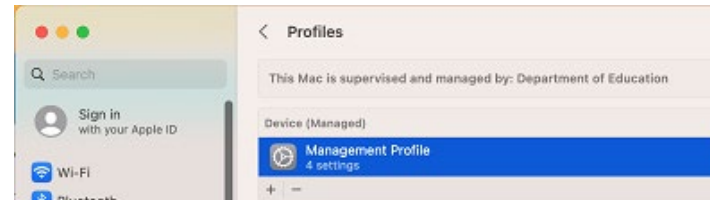
1. Double click the Management Profile
2. Select **Install...**



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Step 14. Install Profile cont.

1. Enter the MacBook admin username and **password** for your device and select **Enrol**. It may take a few minutes for the management profiles to be installed.
2. Once complete, it will show that it is now supervised and managed by the Department.

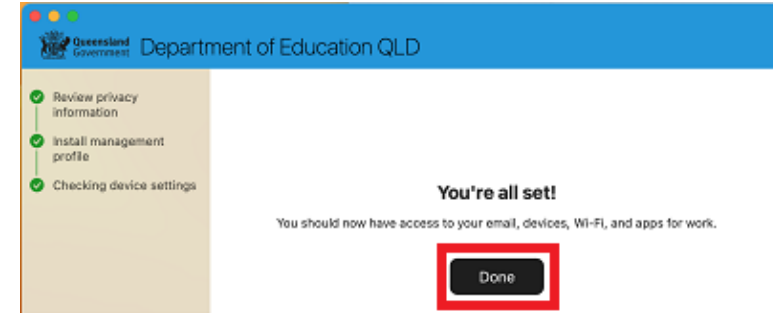


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Step 15. BYOD Profile installed

1. Go back to Company Portal and wait as it updates the device settings, then select **Done**.

It may take a few minutes to finish installing.



Close the Company Portal. You have now finished installing Intune. You are now ready to connect to **EQNET at School**.

Please wait 5 mins and then restart your device before proceeding.

- After restarting you may be prompted to change your local device password to meet security requirements.
- Set your new password to include a Capital, Number or Symbol and should contain at least 8 characters.

You must complete the following steps in this guide.

You are now ready to connect to EQNET at School

Follow these next final steps when

On-site at School + Connected to EQNET



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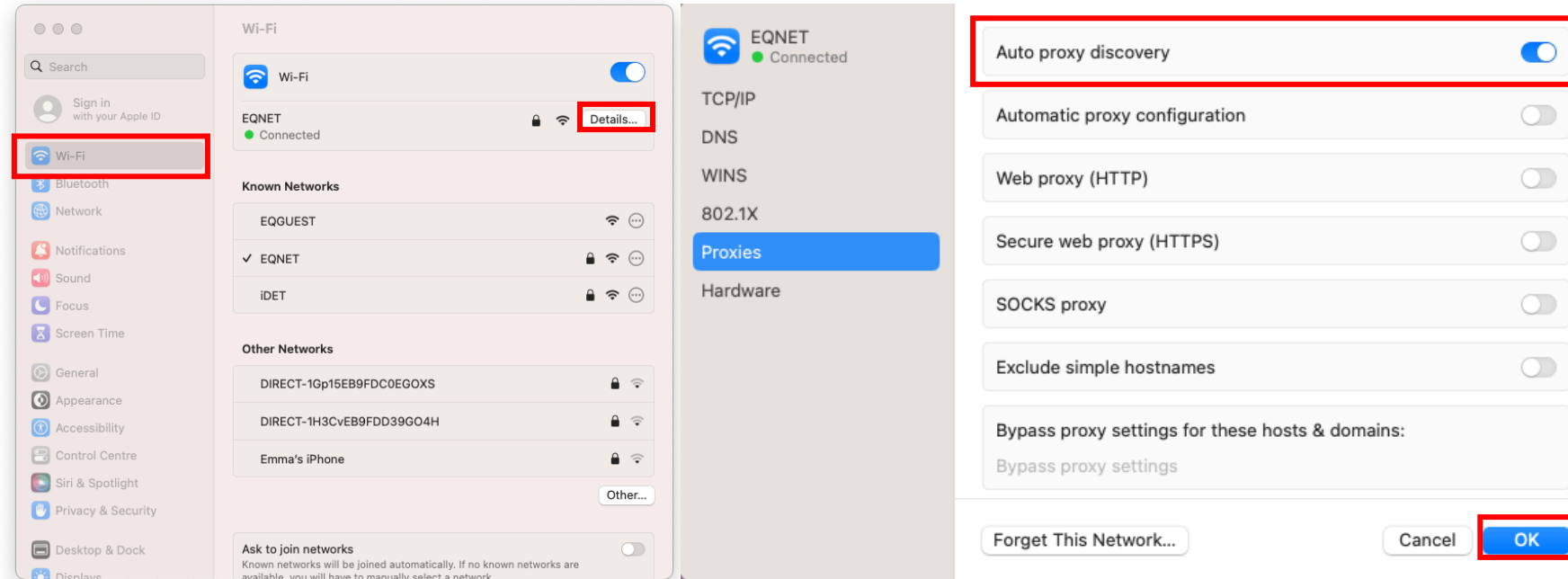
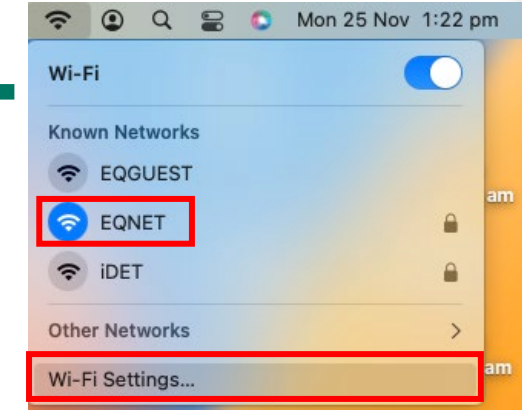


Queensland
Government

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Step 16. Connect to EQNET

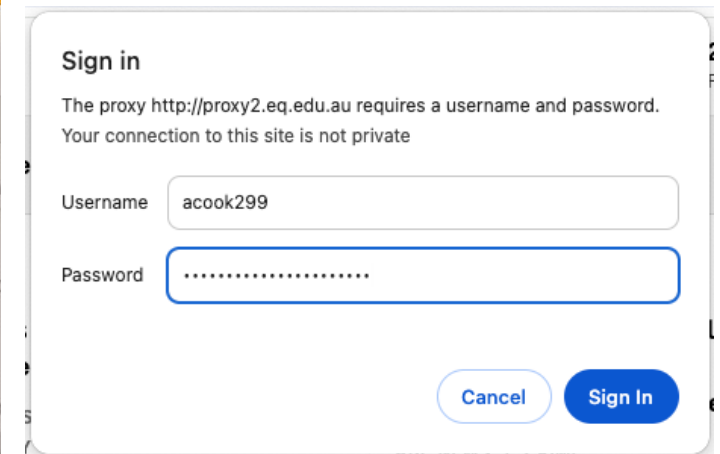
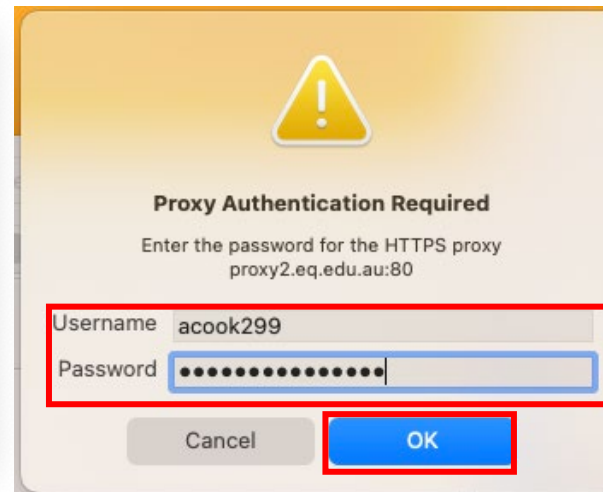
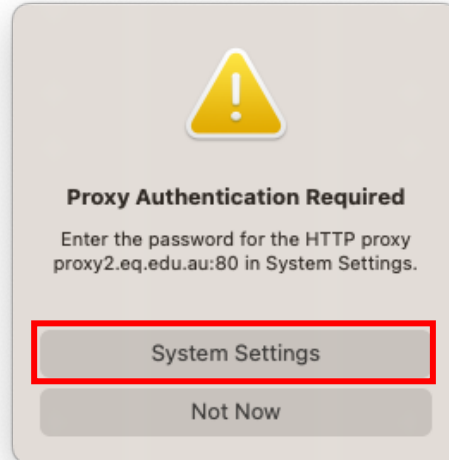
1. Open your Wi-Fi and connect to **EQNET**.
2. Click **Wi-Fi Settings**
3. Click **Details...**
4. Ensure your **Proxies Settings** is set to **Auto Proxy Discovery**
5. Click **OK**



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Step 17. Sign in to the Proxy2 window

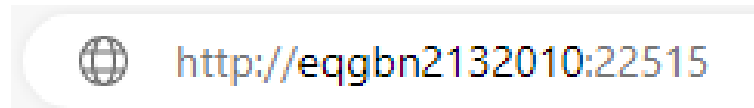
1. When you connect to EQNET for the first time, open a web browser or application, or if you have changed your password, you will be prompted to login to **Proxy2** with your username and password.
2. Click **System Settings** and enter your school **username** and **password** and click **OK**.



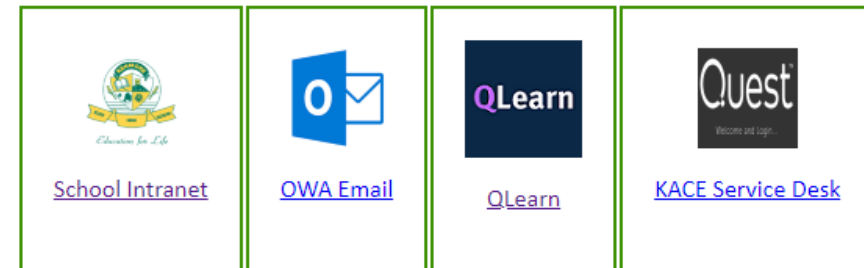
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Step 18. Favourite School Websites

1. In your browser, navigate to <http://eqgbn2132010:22515/> and set these important websites as Favourites in your web browser.



Links when connected to EQNET school network



1. <http://eqgbn2132010:22515/> - BYOD links and downloads
2. <https://gedu.sharepoint.com/sites/kenmorehs/students> - Student Intranet Homepage
3. <https://owa.eq.edu.au/> - EQ Email
4. <https://qlearn.eq.edu.au/> - QLearn Course Dashboard
5. <http://kace2132.gbn.eq.edu.au/> - KSHS KACE Managed Software Installs and IT Support

BYOD Onboarding

Step 19. Download KACE

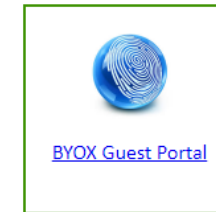
1. From the [BYOD Link webpage](#)
2. Click on the Install KACE link for the [MAC Version](#)
3. Download the KACE Agent .zip pkg

You MUST install the KACE Agent for KACE Managed Software Installs to work and to download our Schools Licensed Software.



Thank you for connecting your personal device to BYOX Connect.

Onboard your device via the guest portal



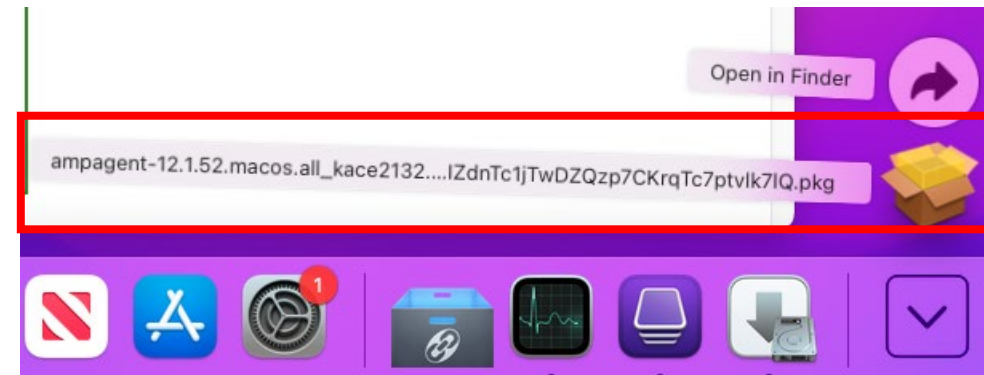
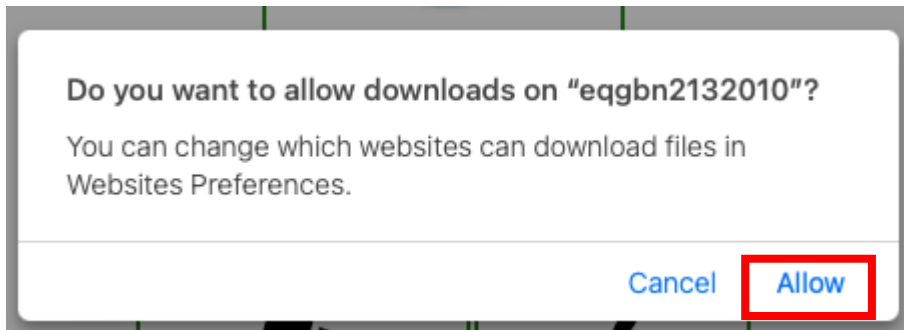
Install KACE



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Step 20. Download KACE

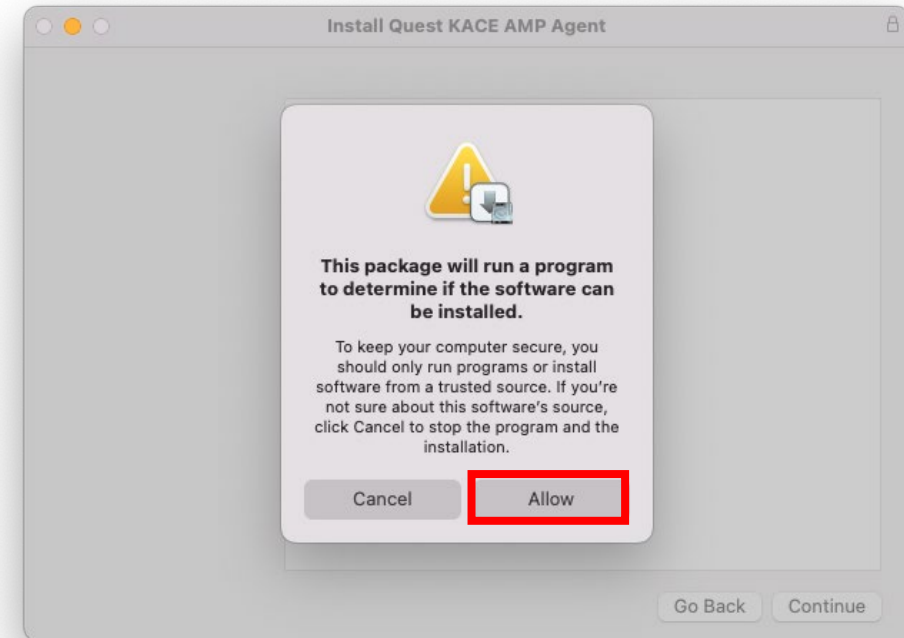
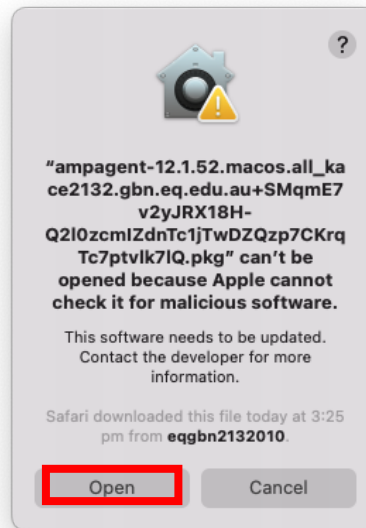
1. Once you have clicked on the [MAC Version link](#) to download the KACE ampagent for MacOS, select **Allow** to begin download.
2. Click on your Downloads and then **CTRL + Click** on the open box icon.



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Step 21. Install KACE

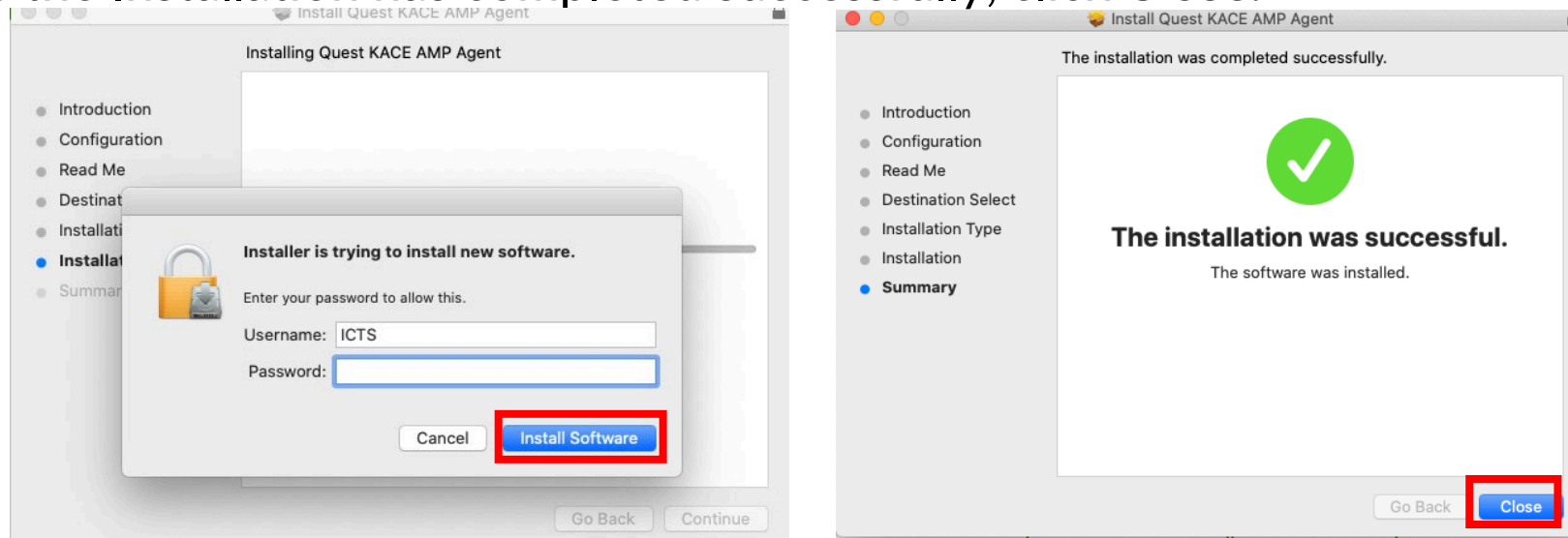
1. A pop up will be shown, select **Open** to run the Installer.
2. Then select **Allow**.



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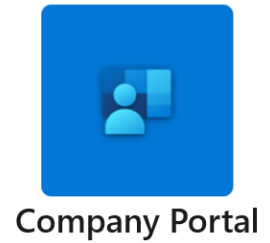
Step 22. Complete KACE Install

1. Click **Continue** and follow the Install Prompts, enter your Administrator credentials when prompted by the Installer then select **Install Software**.
2. Once the Installation has completed successfully, click **Close**.



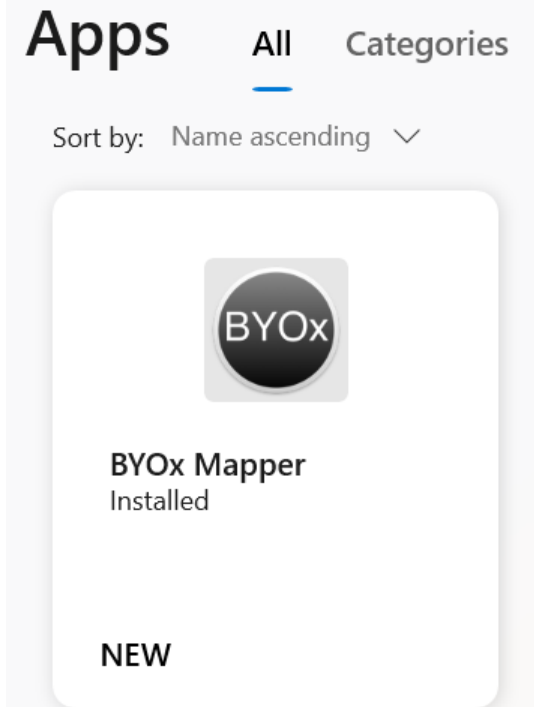
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BYOD Printing at Kenmore



***Requires BYOx Mapper Application and connection to EQNET**

1. Open the Company Portal app from Launchpad menu. **Sign in.**
2. Install BYOx Mapper from the list of available apps in Company Portal.
3. Login to BYOx Mapper with your school **username** and **password**.
4. BYOx Mapper will then connect Printers and Network Drives.
5. You can now print to the school printer: **P2132-Follow_You**



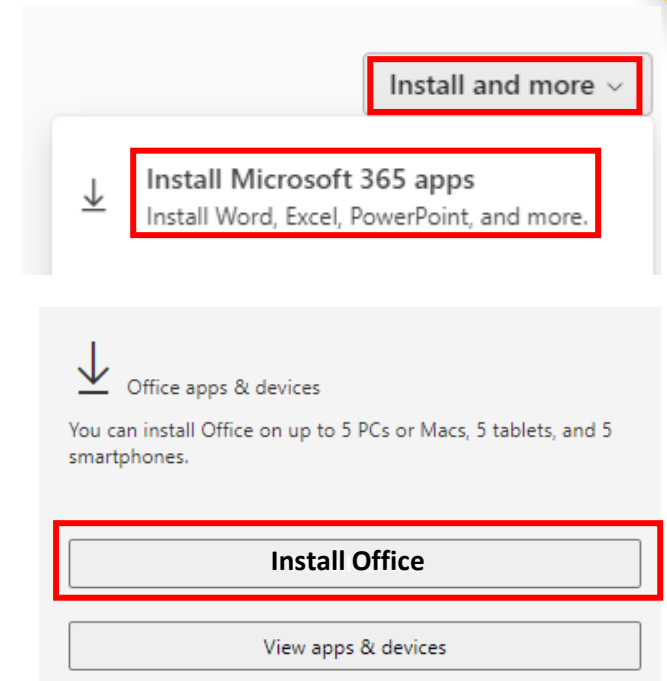
BYOD Onboarding

Install Microsoft Office 365 Apps

***If you don't already have them installed**

If you don't already have Office apps like Word, Powerpoint or OneNote installed you can download them from www.office.com and sign in with your school email account. *(Note: All QLD DoE Students have licensed, student access to Microsoft Office)*

1. Click on the **Install and more** and select **Install Microsoft 365 apps**
2. Click **Install Office** to download and then run the Office 365 Installer pkg



BYOD Onboarding Completed, Ready for School!

**If you are having any trouble getting connected
please visit the IT Helpdesk for Technical Support**

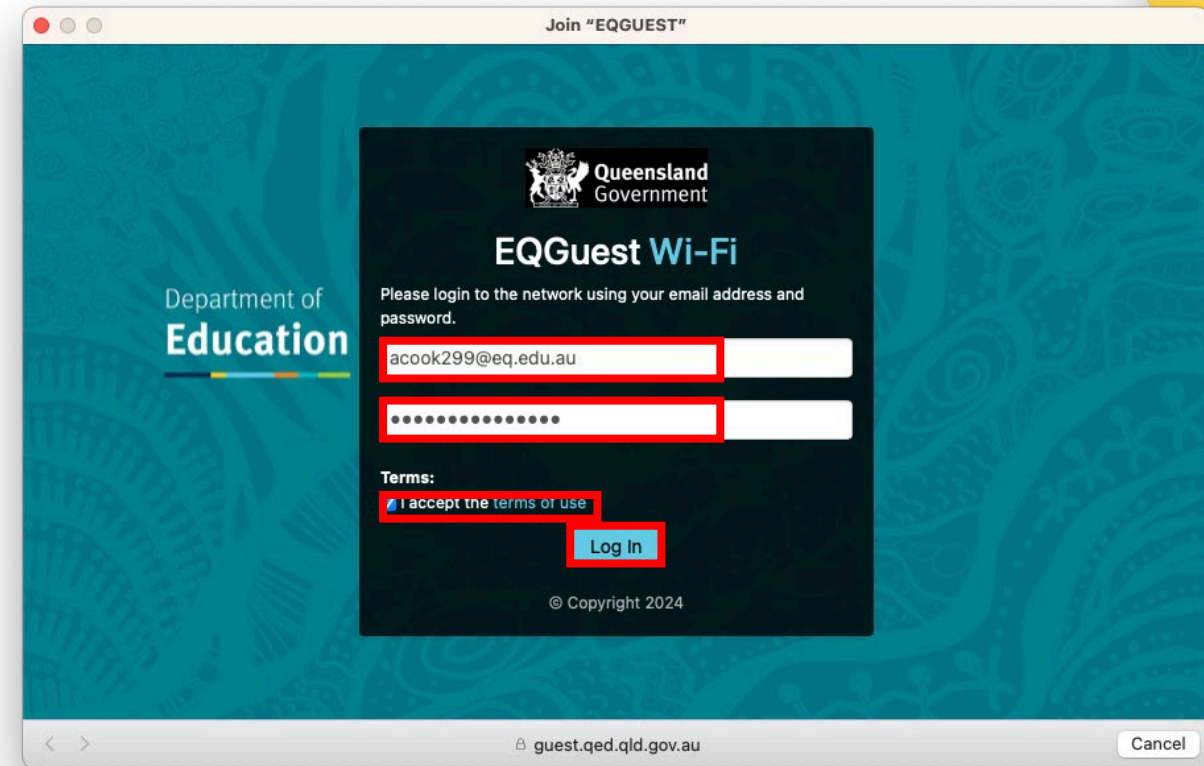
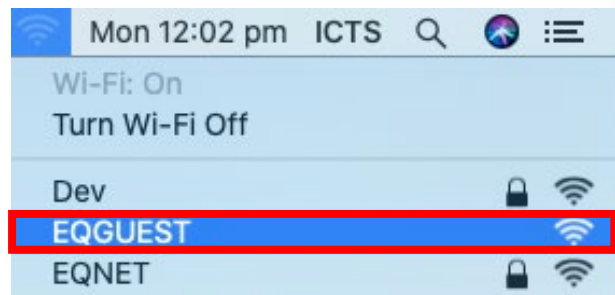


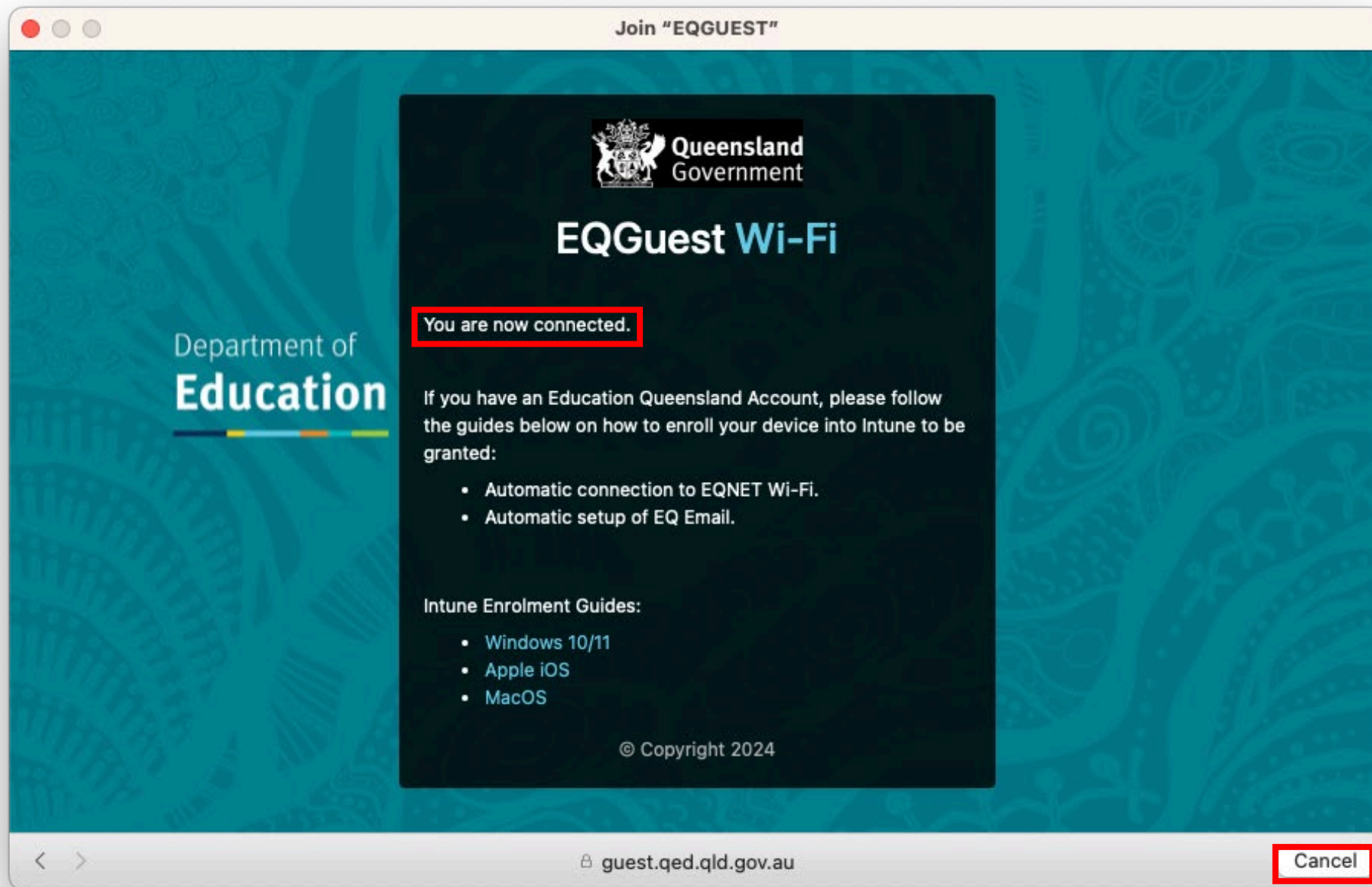
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EQGUEST Sign In Process

How to Sign into EQGUEST

1. Connect to **EQGUEST** Wi-Fi Network
2. Sign into the [Guest Portal](#) with your school email address and password.
3. See Slide 32 for the **Proxy** Settings
4. Then navigate to an [external website](#)
5. Login to the **Proxy2** window prompt with your school username and password.

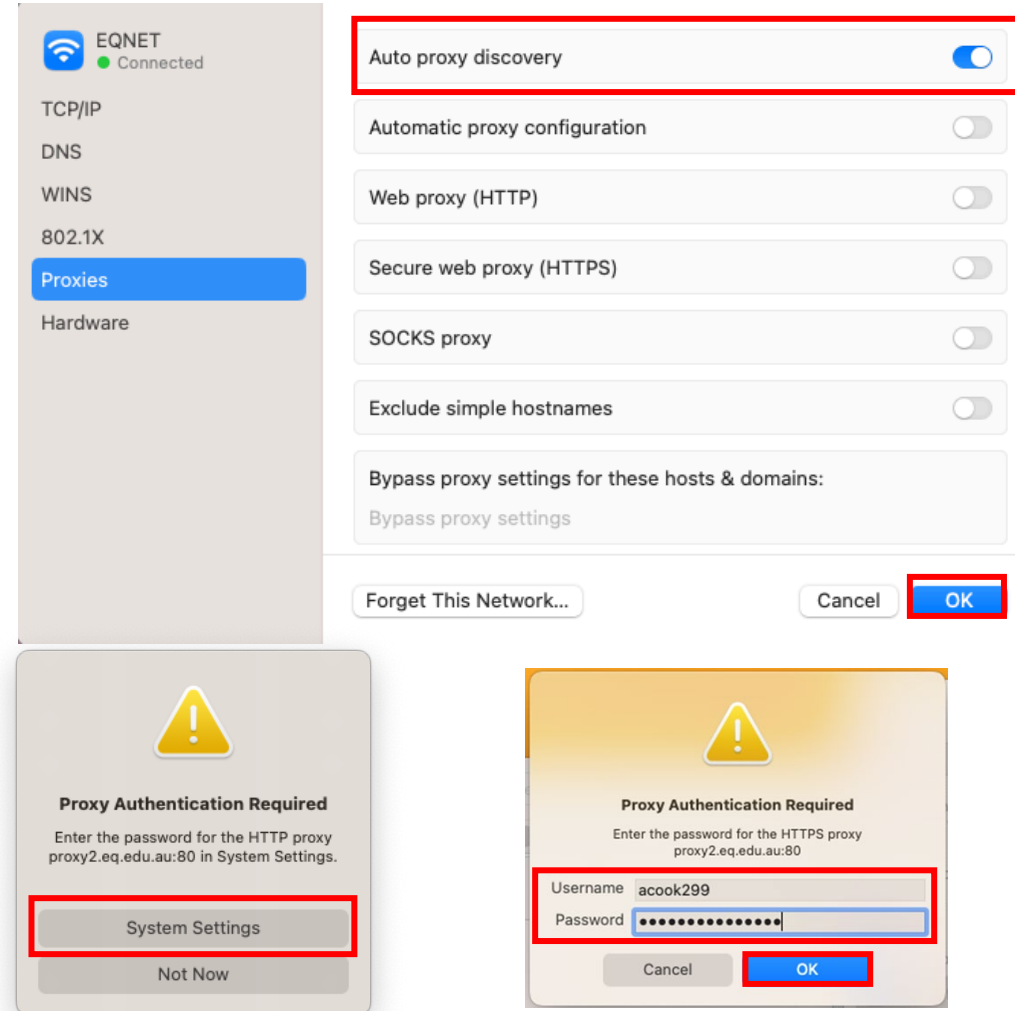




EQGUEST Sign In Process

Proxy Settings

1. Open your Wi-Fi and connect to **EQGUEST**.
2. Click **Wi-Fi Settings**
3. Click **Details...**
4. Ensure your **Proxies** Settings is set to **Auto Proxy Discovery ON**
5. Click **OK**
6. Login to the Proxy2 prompt with your **username** and **password**



School Support

ICT Services

IT Helpdesk – Library

Student Support Hours:

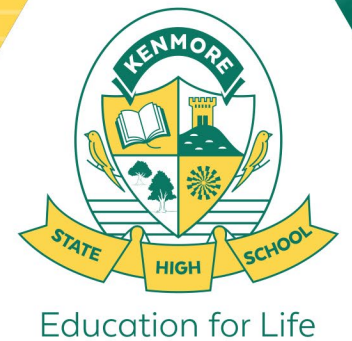
8:00am – 9:00am

First and Second Breaks

3:00pm – 3:30pm

Email: HelpdeskSupport@kenmoreshs.eq.edu.au

If you have any BYOD connection issues, visit the IT Helpdesk.



Troubleshooting

Troubleshooting BYOD Onboarding

Account

- The user is an Administrator.
- The User's school account must be active.
- Password being entered must be correct.
- User account must be a member of our school's **UsrBYOStudent** group.
- If unsure about any of the above, check with the IT Helpdesk.

Date and Time

- The date and time of the device must be correct, this includes the region information.
- Must be set to **Brisbane, Australia, GMT +10:00**

Device

- The device has **not already been onboarded with a different Intune or User.**
- The device is up to date with all OS patches and apps, if you have pending updates, **install updates before attempting onboarding.**
- Open **Network Settings**, then **Details. . .**, from the **Proxies** tab ensure that only **Auto Proxy Discovery** is ticked and click the OK button.

In Company Portal, Remove Device and attempt onboarding process again from Step 1.