BYOD Onboarding for Apple MacOS

Enrolling your MacOS BYOD with Intune

Kenmore State High School 2024

How do I enrol a BYO MacOS device?

Intune is a secure mobile 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 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. **Incoming Year 7 Students will have this information provided in class during Week 1.**

These instructions are for Ventura 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 2018 on) or MacBook Pro (from 2018 on), you can install MacOS Sonoma.

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

BYOD Onboarding Prerequisites

- Know your EQ Email Address and Password

- Know your Computer account Password (not just PIN or Fingerprint)

- User account <u>must</u> have Administrator privileges

- Recommended that you have updated your Macbook to **Sonoma 14.1.1** or above

- **5Ghz Wi-Fi** capable device

- Internet access via your Home or the School EQGuest network

- Onboard with the User account you plan to use, you should not be using a parents account, and should not have any other users connected to Intune

- Correct Date and Time and Time Zone settings for Brisbane

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The following steps can be completed at Home or at School

Intune – MacOS enrolment video
https://www.youtube.com/watch?v=AIbFfgz4DB8

If Onboarding at School, please sign into EQGUEST before proceeding.

For instructions on how to sign into EQGUEST please refer to Slides 30 & 31.

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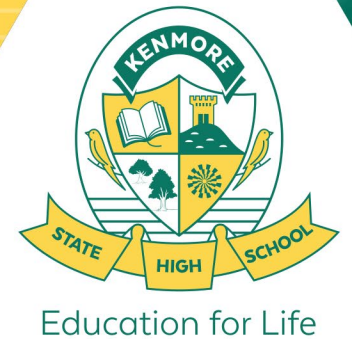
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Step 1. Install Intune

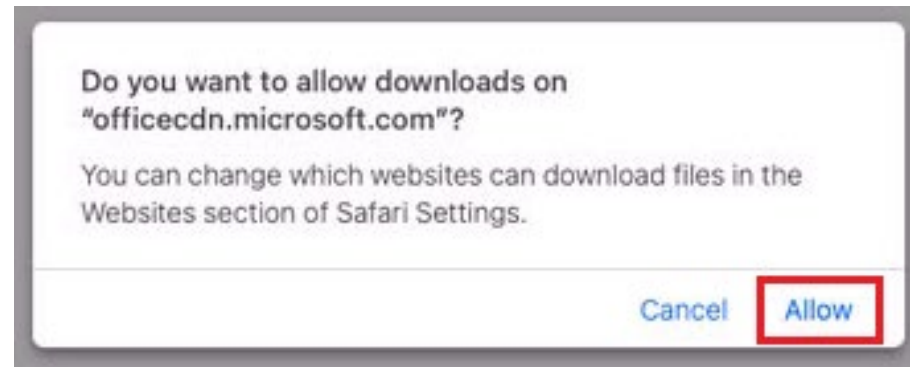1.1 To start, connect to the internet, then open your web browser and navigate to: https://aka.ms/enrollmymac by typing this in the address bar.

🌐 https://aka.ms.enrollmymac ↻

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Step 2. Download Intune Company Portal

2.1 Select **Allow** to the "allow downloads" prompt, it may take a few seconds to complete.

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Step 3. Open Company Portal Installer

3.1 Select the **Folder** icon at the bottom of your screen.

3.2 Click on the **CompanyPortal-Installer.pkg** file. (Open Box icon)
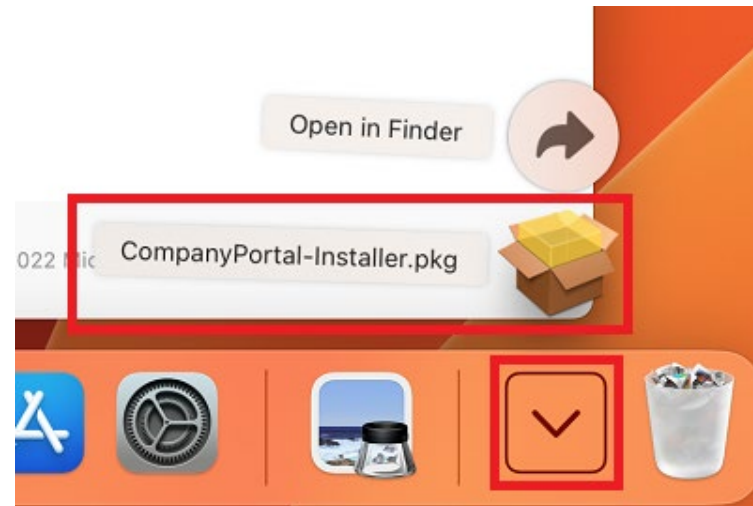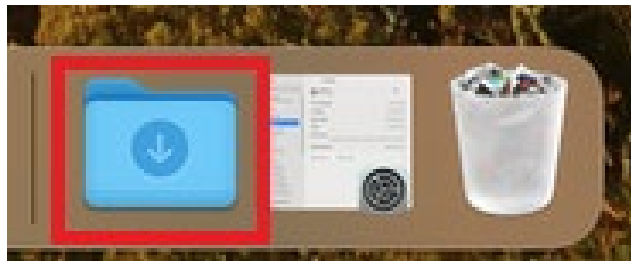
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Step 4. Installation

4.1 Please click **Continue** and work through the installation steps.

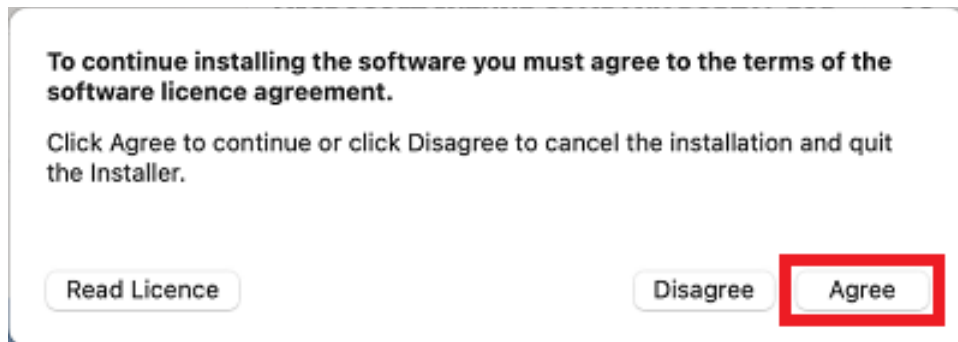4.2 Please read the license terms and then select **Continue**.

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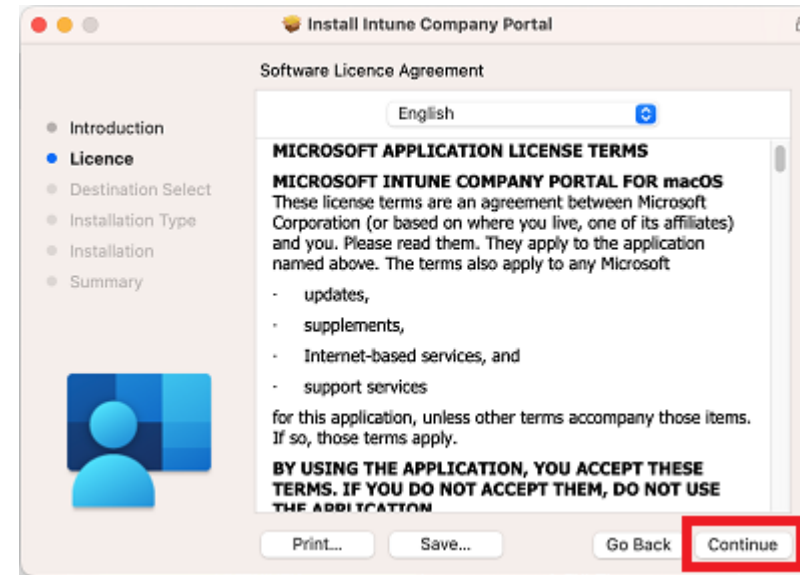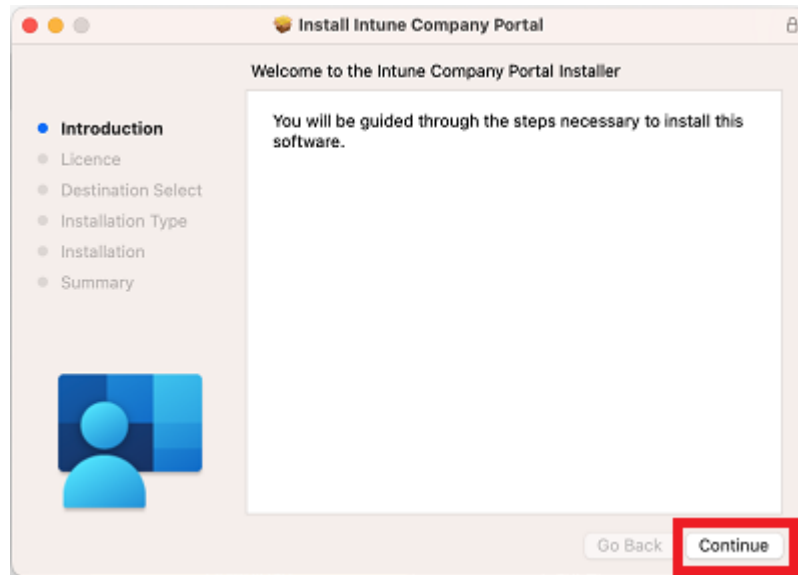
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Step 5. Installation cont.

5.1 Select **Agree** to accept the license terms in the pop-up window.

5.2 Select **Install**.
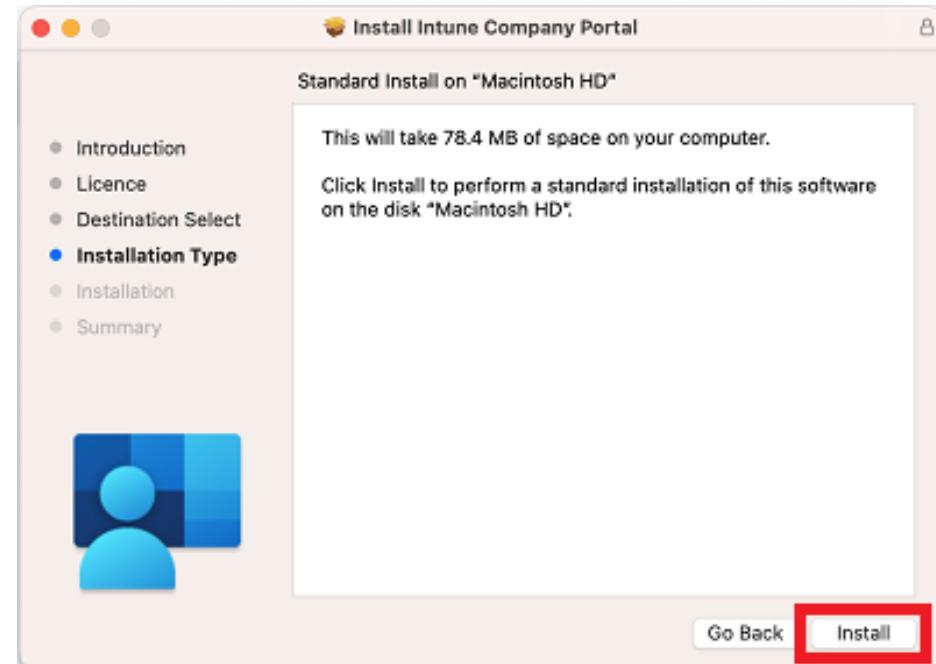
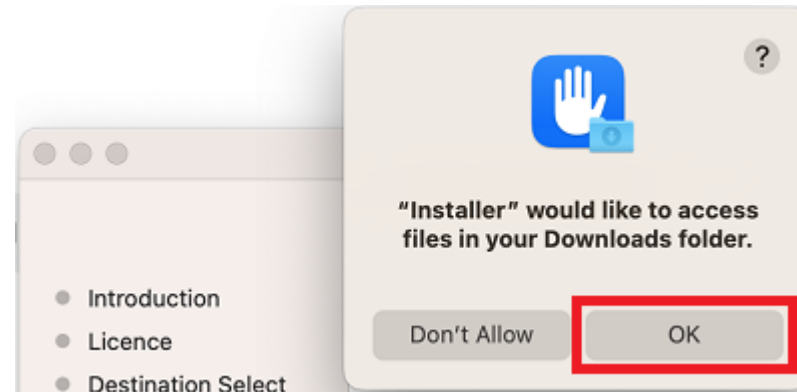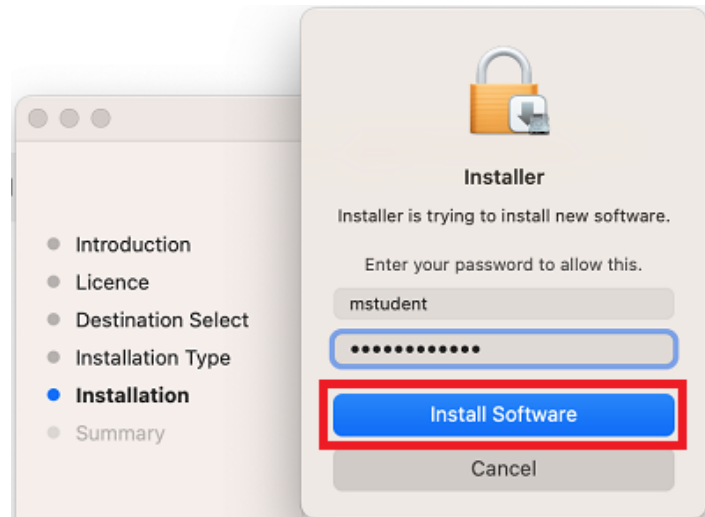# Step 6. Installation cont.

6.1 Enter the Administrator Username and Password of the device and click **Install Software**.

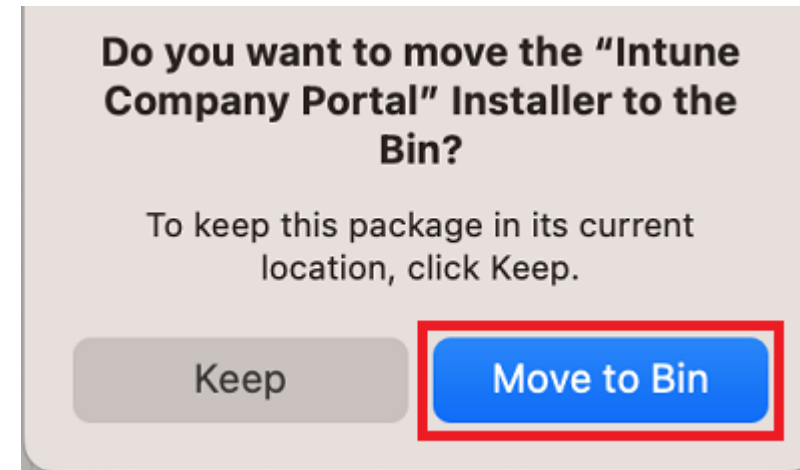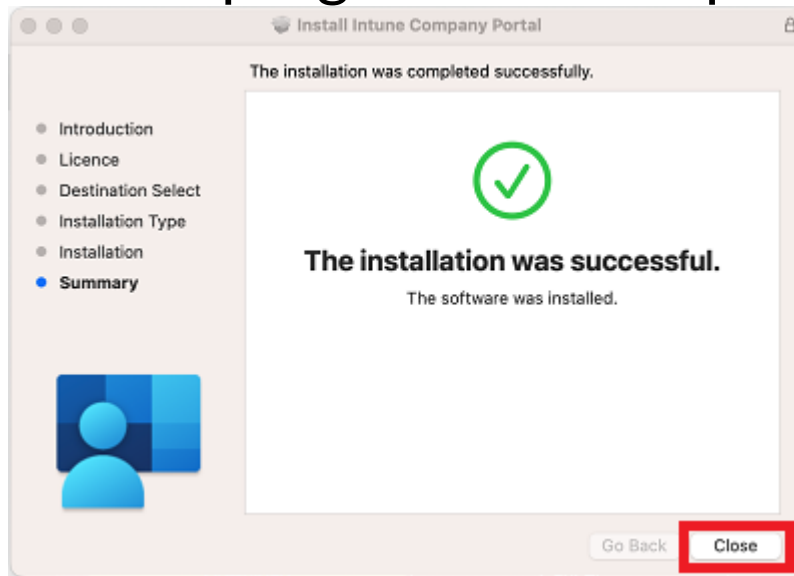6.2 Select **OK** to allow the Installer access to your Downloads folder.

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Step 7. Installation cont.

7.1 When the installation completes successfully, click **Close**.

7.2 Once the program has completed installing, please select **Move to Bin**.
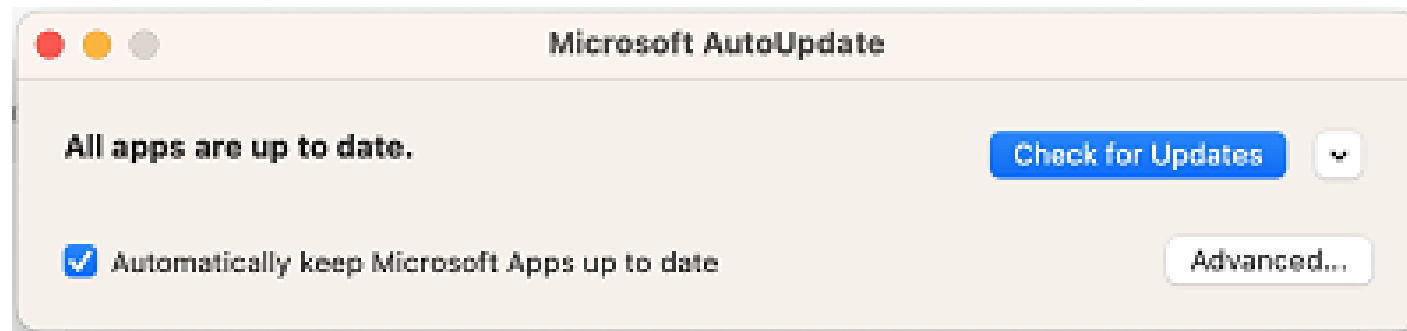

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Step 8. MS AutoUpdate

Microsoft AutoUpdate will appear. Select OK and then Update if there are updates waiting.

You do not need to wait for updates, you can immediately continue to the next step.
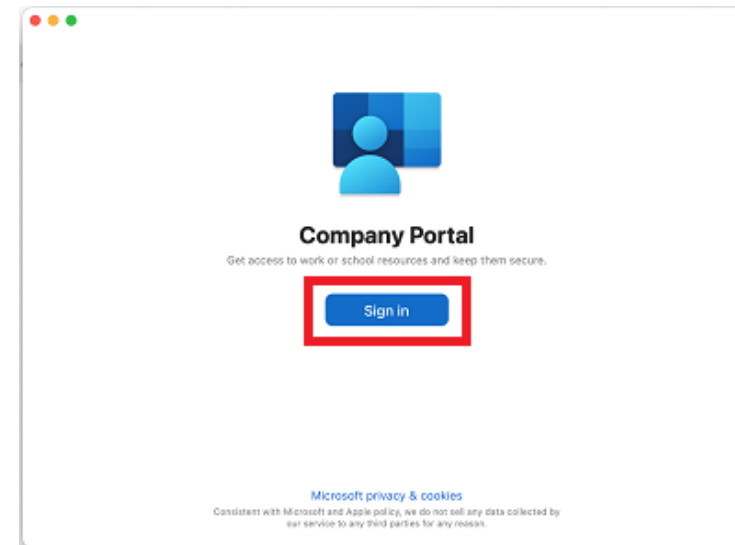
Step 9. Open Intune Company Portal

9.1 Select Launchpad and then select the **Company Portal** app.

9.2 Then, click on **Sign in**.

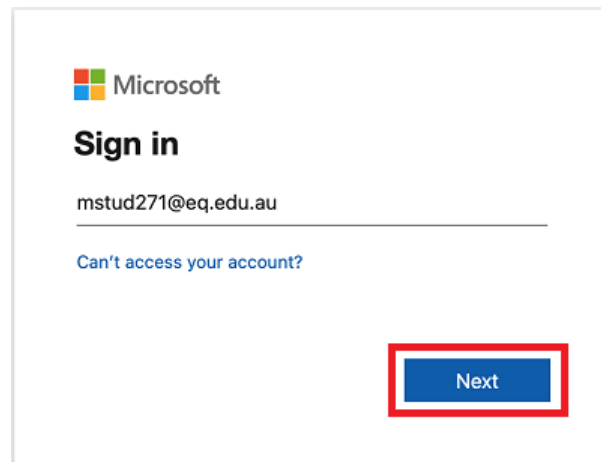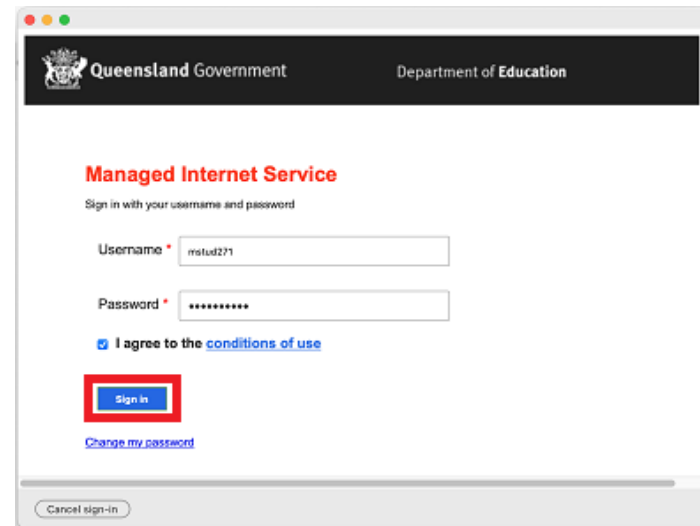# Step 10. Sign into Company Portal

10.1 Enter your full EQ email address and select Next.

10.2 Then in the next MIS sign in window just enter the username, password and accept the terms and conditions. Then click on **Sign in.**

Step 11. Begin Device Enrollment

11.1 Select **Begin.**

11.2 This explains what your school IT administrator can and cannot see on your Mac device. Select **Continue.**
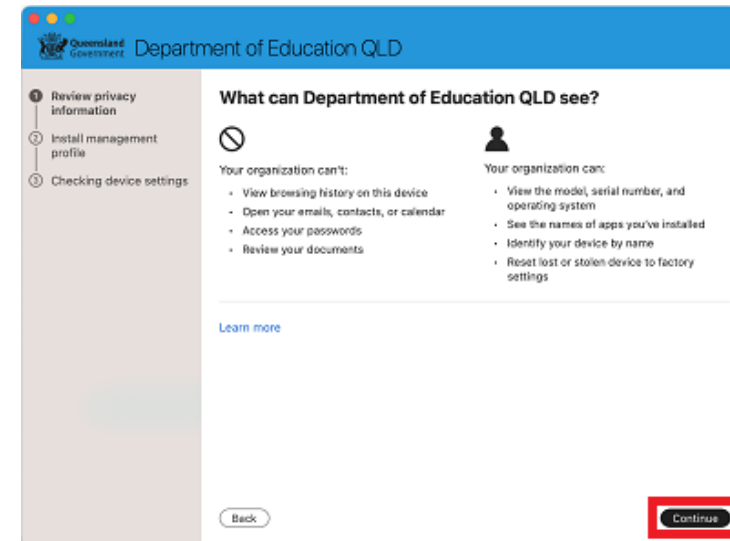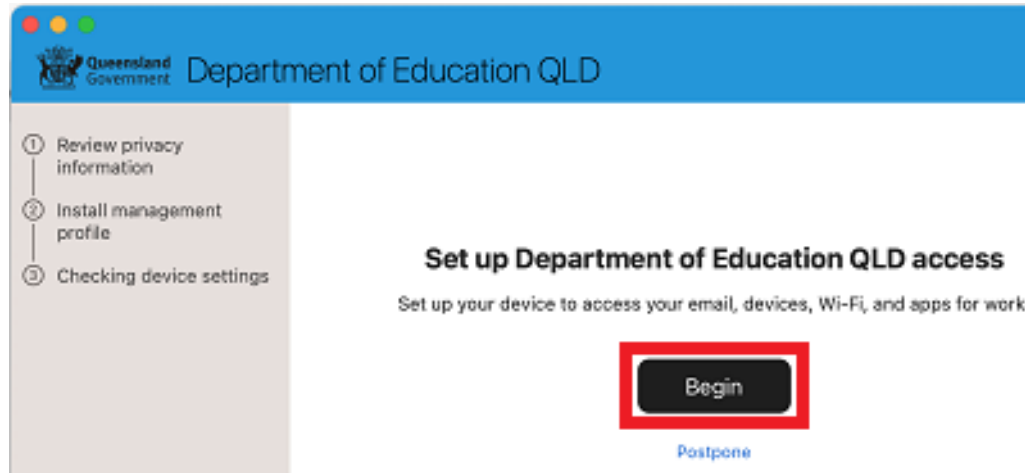
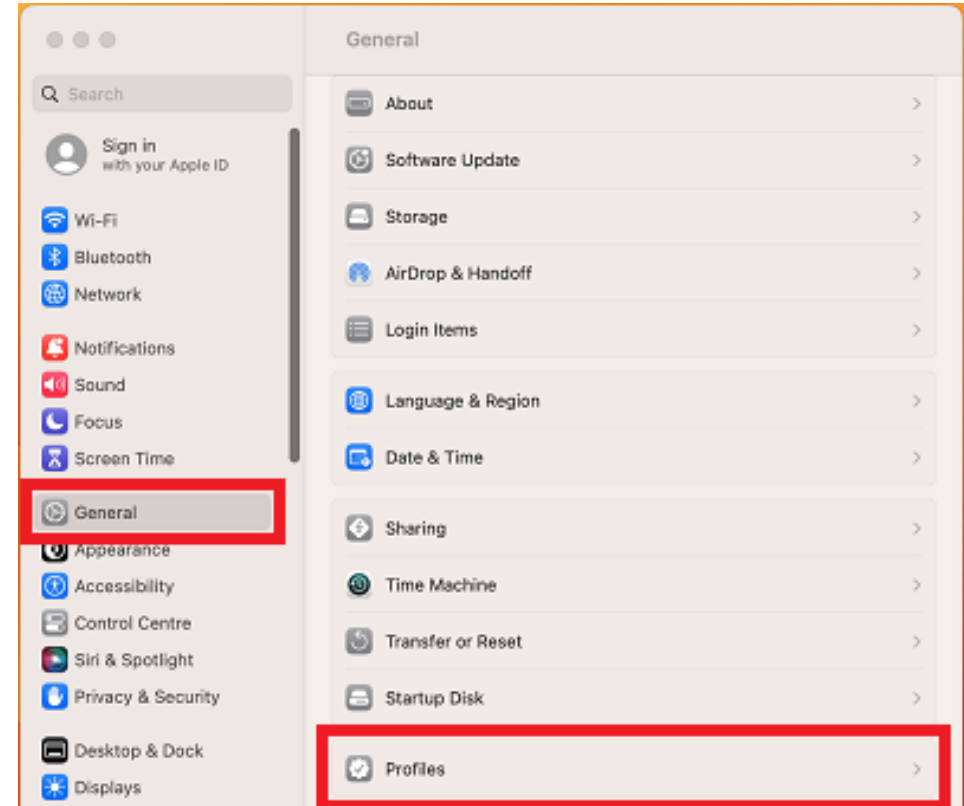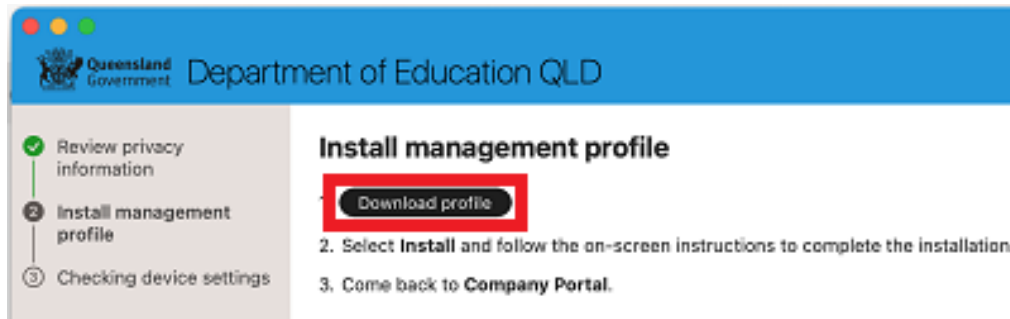# Step 12. Install Management Profile

12.1 Select **Download profile**.

12.2 Open **System Preferences** then go to **General** and then **Profiles**

Step 13. Install Profile cont.

13.1 Double click the Management Profile

13.2 Select **Install...**
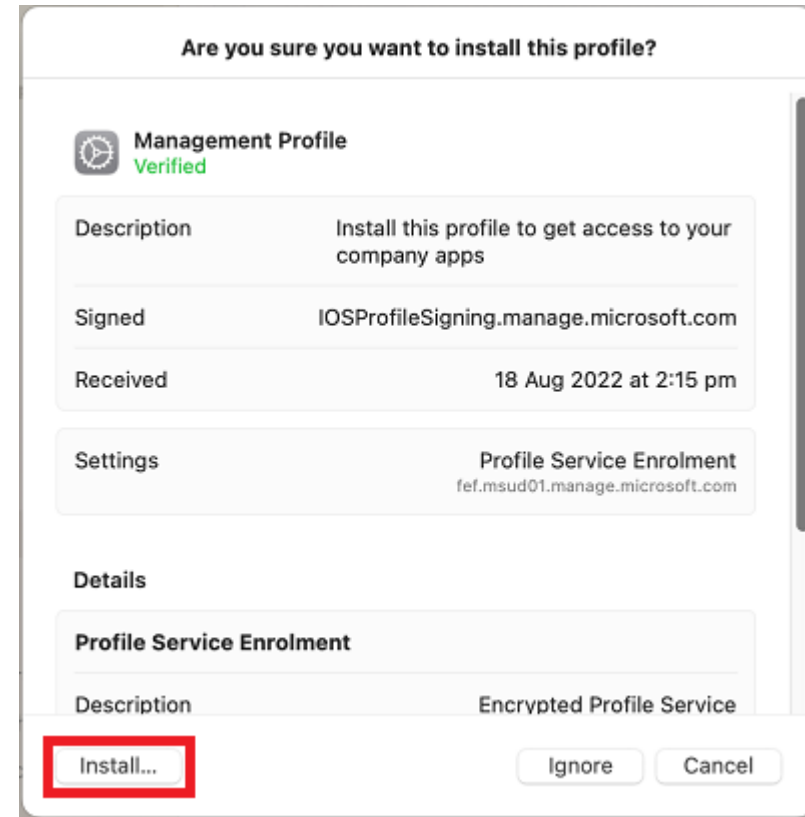
Step 14. Install Profile cont.

14.1 Enter the username and password for your device and select **Enrol**. It may take a few minutes for the management profiles to be installed.

14.2 Once complete, it will show that it is now supervised and managed by the Department.
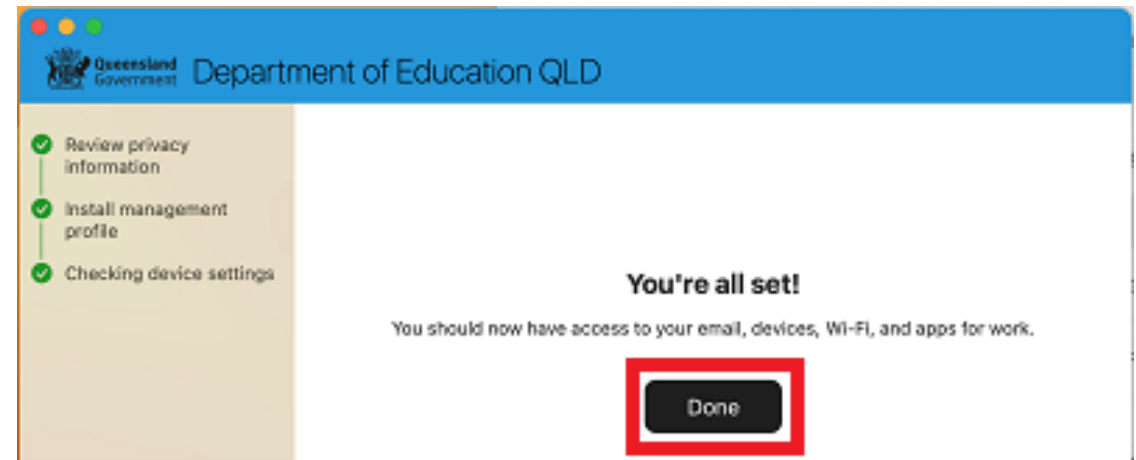
Step 15. Complete installation

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

It may take up to 15 minutes to finish installing. You can use the device in the meantime but please keep it connected to the internet.

15.2 Close the Company Portal.You have now finished installing Intune.

You are now ready to connect to **EQNET**.

Please wait 5 mins and then restart your device before proceeding. You may be prompted to change your Password.

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✓ Review privacy information
✓ Install management profile
✓ Checking device settings

You're all set!

You should now have access to your email, devices, Wi-Fi, and apps for work.

Done

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The following steps can only be completed at School

On Site + Connected to EQNET

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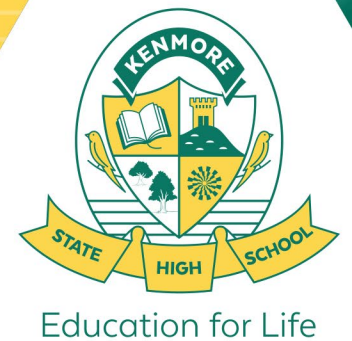
Step 16. Connect to EQNET

16.1 Open your Wi-Fi settings and connect to **EQNET**, if you have onboarded at home or in previous years this may have already connected automatically when you arrived at School.

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Step 17. Sign in to CyberHound

17.1 Open a web browser and navigate to;
https://auth.localnetwork.zone
(Type into the address bar of your web browser)

17.2 Sign in with your EQ Login credentials and click **Login**.

Step 18. BYOx Connect Webpage

18.1 Navigate in your web browser to;
http://eqgbn2132010:22515/

18.2 Save this to your Favourites

In order to have access to the wide variety of school Software from KACE, **You MUST install the KACE Agent for KACE Managed Software Installations to work.**

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Thank you for connecting your personal device to BYOx Connect.

Onboard your device via the guest portal

BYOX Guest Portal

Install KACE

Windows Version   MAC Version

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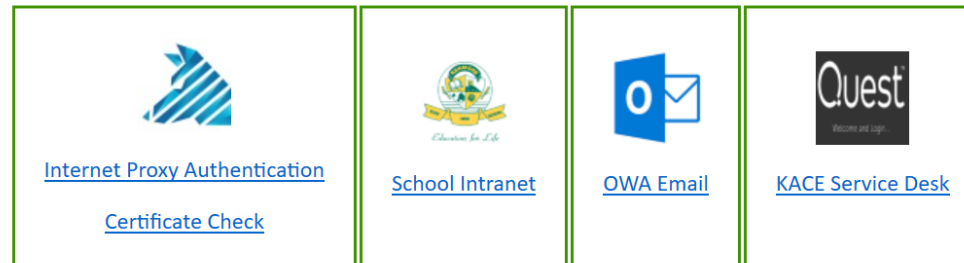Education for Life
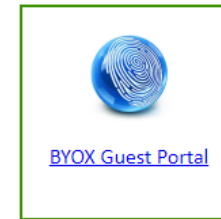
Step 19. Favourite School Websites

19.1 Set these websites as Favourites in your web browser now

Links when connected to DETE-BYOX network

| Internet Proxy Authentication Certificate Check | School Intranet | OWA Email | KACE Service Desk |

http://eqgbn2132010:22515/ - BYOD links and downloads
https://qedu.sharepoint.com/sites/kenmoreshs/students - Student Intranet Homepage
https://owa.eq.edu.au/ - EQ Email
http://kace2132.gbn.eq.edu.au/ - For school Kace Managed software installs and IT support
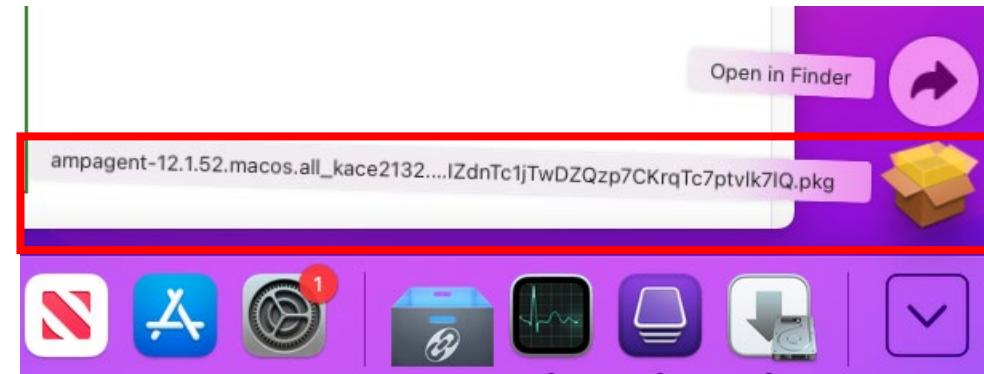
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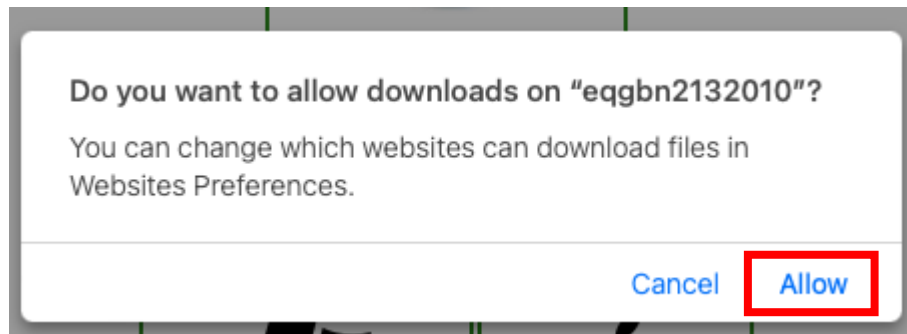
Step 20. Download KACE

20.1 Click on the MAC Version link to download the KACE ampagent for MacOS, select **Allow** to begin download.

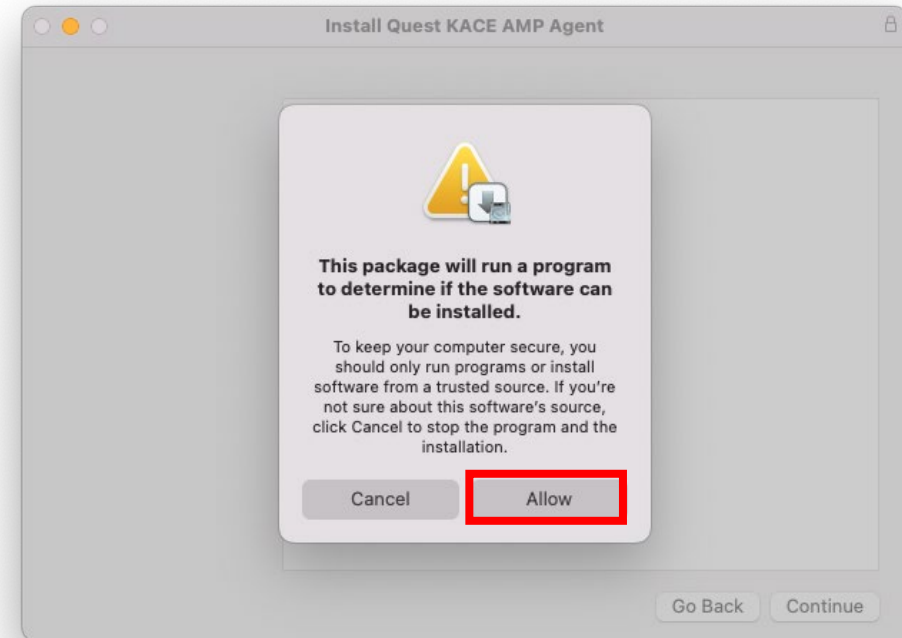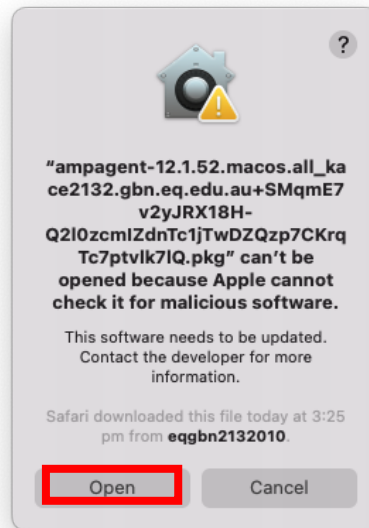20.2 Click on your Downloads and then **CTRL + Click** on the open box.

Step 21. Install KACE

21.1 This warning will be shown, click on **Open** to run the Installer.
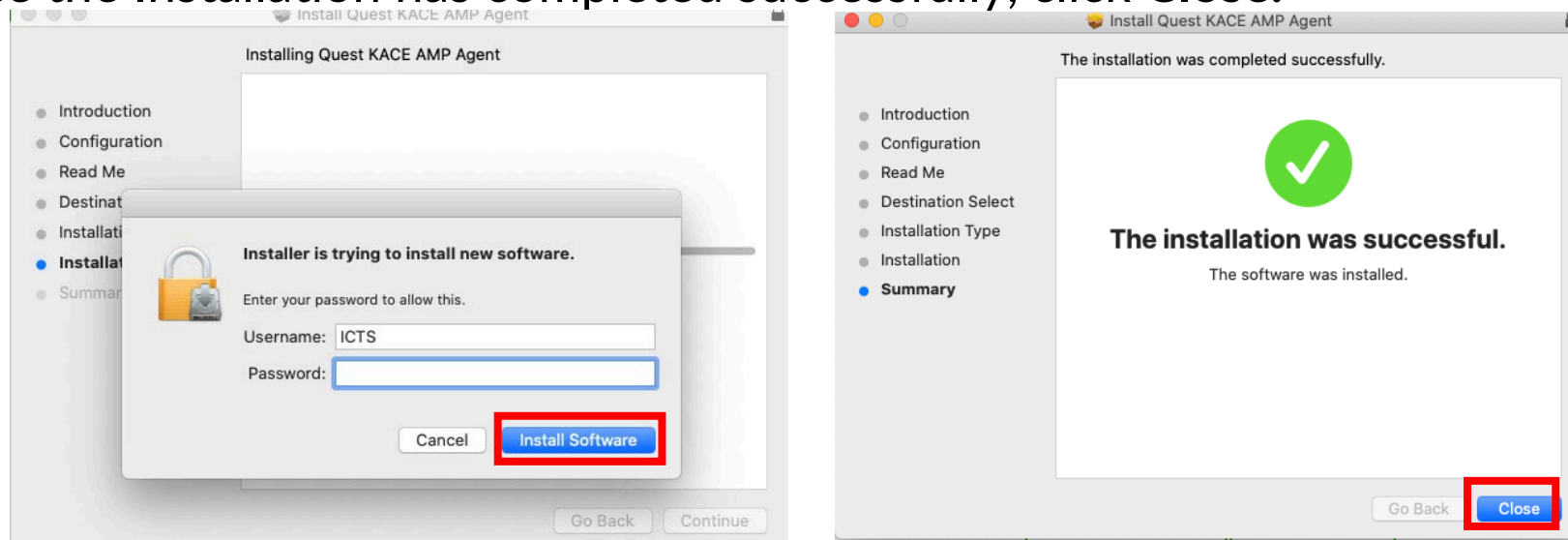
21.2 Then select **Allow.**

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Step 22. Complete KACE Install

22.1 Click **Continue** and follow the Install Prompts, enter your Administrator credentials when prompted by the Installer then select **Install Software.**

22.2 Once the Installation has completed successfully, click **Close.**

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Step 23. Install BYOx Mapper*

*Required to be able to print onsite at the School in the Library, S Block.

23.1 Open the Company Portal app from Launchpad menu. **Sign in.**

23.2 Install BYOx Mapper from the list of available apps in Company Portal.
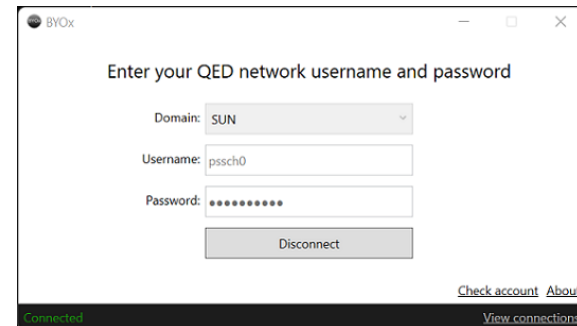
23.3 Login to BYOx Mapper with your school login and password.

23.4 BYOx Mapper will then connect Printers and Network Drives.

23.5 You can now print to the school printer: **P2132_Follow_You**

Company Portal

BYOx

BYOx

Enter your QED network username and password

Domain: SUN

Username: pssch0

Password: •••••••••

Disconnect

Check account About

Connected View connections

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MacOS BYOD Onboarding Complete

If you are having any trouble getting connected please visit the IT Helpdesk for Technical Support
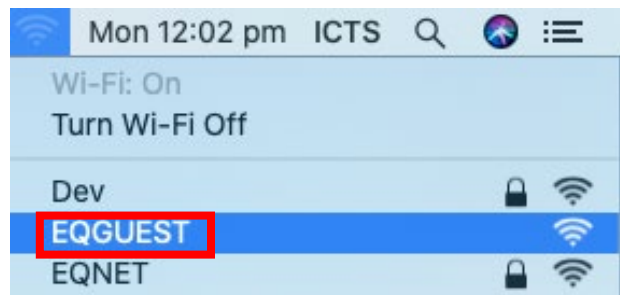
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How to Sign into EQGUEST

1. Connect to EQGUEST Wi-Fi Network
2. Sign into the Guest Portal with your EQ email address and password.
3. If a login window doesn't automatically appear, open a web browser and navigate to a website like www.news.com

How to Sign into EQGUEST

4. Navigate to http://auth.localnetwork.zone in your browser and login with your EQ credentials.
5. Then navigate to http://cert.localnetwork.zone
6. Click Install Certificate to download the BYODClient installer, click Run or Open to install the certificate. It will close when it has completed.

Now proceed to Step 1 of the Onboarding Guide.
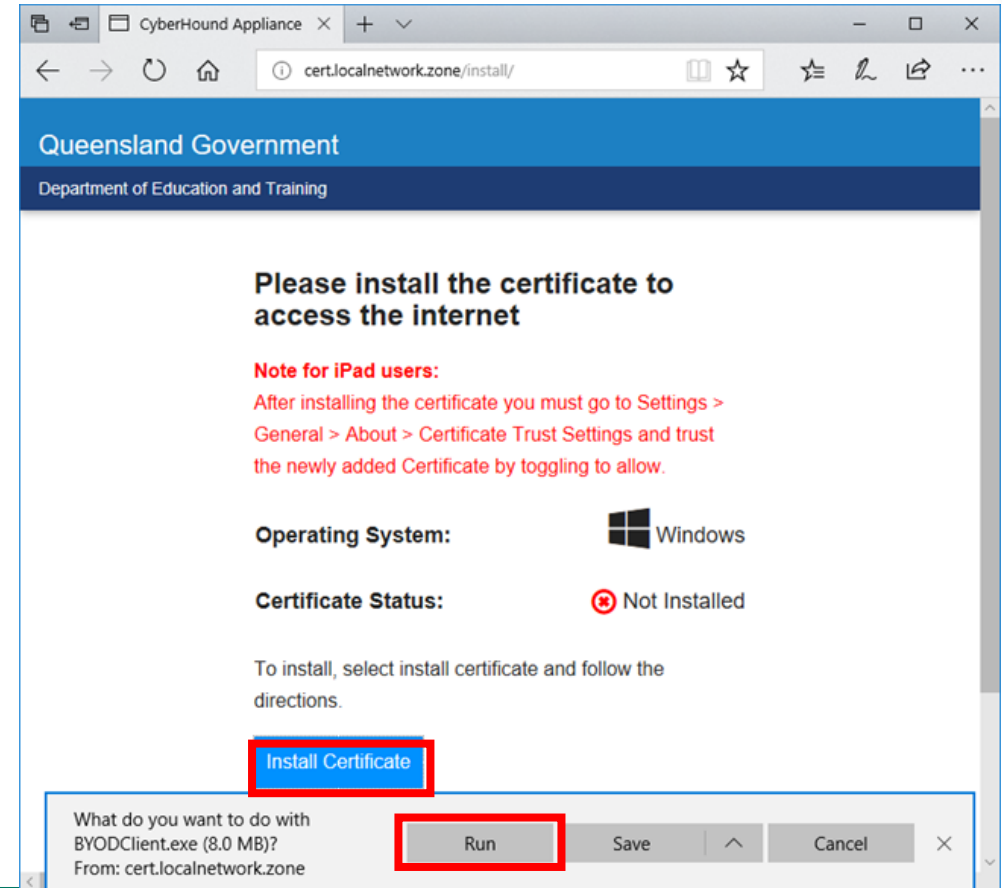
Troubleshooting BYOD Onboarding

User
- The user account must be active
- Password being entered must be correct.
- User account must be a member of our school's **UsrBYOStudent** group.
- The device must have a user certificate delivered through Intune.
- 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
- Ensure the device is supported and running a compatible operating system. Ensure there are no pending updates.
- Refer to https://docs.microsoft.com/en-us/mem/intune/fundamentals/supported-devices-browsers
- The user is an administrator on their device with either a local or Microsoft account.
- 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**.

In addition to the prerequisites listed above, there can be other issues that can cause a device to not retrieve the certificate when enrolled.

Have you waited long enough? - Once the device enrols, it can take up to 15 minutes for it to retrieve the certificate from the department.
Ensure that you stay connected to the internet and press sync if you need to trigger a policy refresh. **Restart your PC.**
MacOS: Open Company Portal, click the Devices tab, select the device then go to ... > **Check status**

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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 issues please visit the IT Helpdesk.

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