



Getting your Mac BYO device ready for school: Intune

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

These instructions 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. Please contact your school to obtain these details.

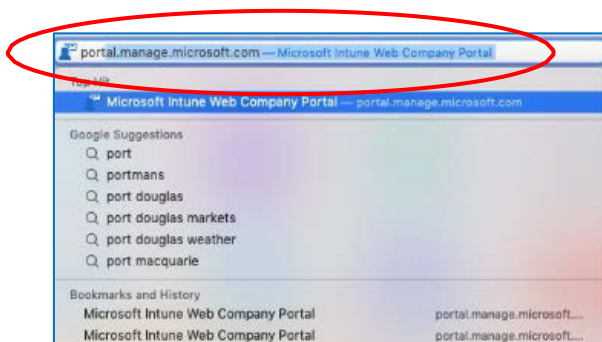
These instructions are for High Sierra or later versions of MacOS. You may find some of the screens look different to the ones provided here if you have an older version of MacOS or there are changes made to Intune.

If 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.

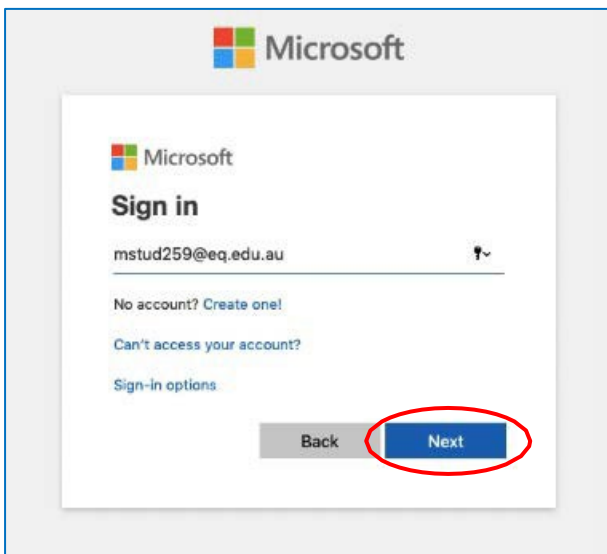
How to install Intune

Step 1



To start, connect to the internet, open **Safari** and type in **portal.manage.microsoft.com**



Step 2


Microsoft

Microsoft

Sign in

mstud259@eq.edu.au

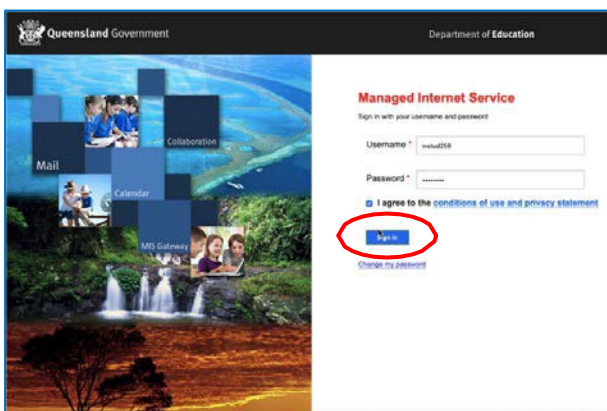
No account? [Create one!](#)

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

Sign-in options

Back Next

Enter the **@eq.edu.au** email address you were provided by your school and select **Next**.

Step 3


Queensland Government Department of Education

Managed Internet Service

Sign in with your username and password

Username * mstud259


Password *

I agree to the [conditions of use and privacy statement](#)

Sign in

[Change my password](#)

Your username may auto fill or you will need to enter the school username and password you were provided. Then accept the terms and conditions and select **Sign in**.

Step 4


Microsoft

mstud259@eq.edu.au

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

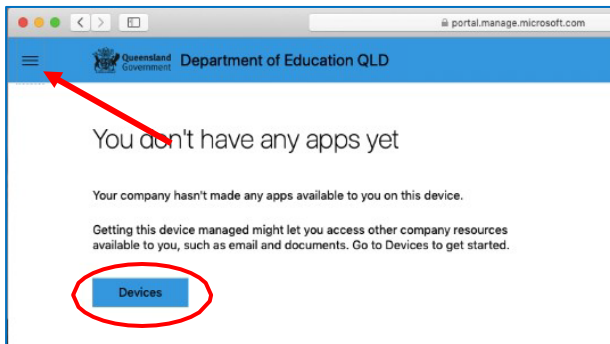
Don't show this again

No Yes

A prompt will pop up asking if you want to stay signed in, select **Yes**.

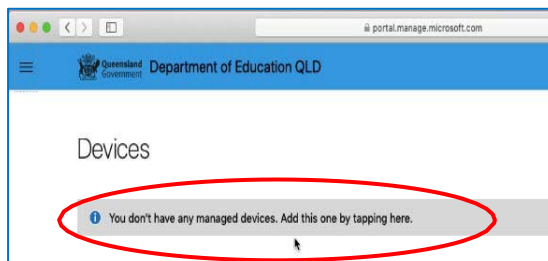


Step 5



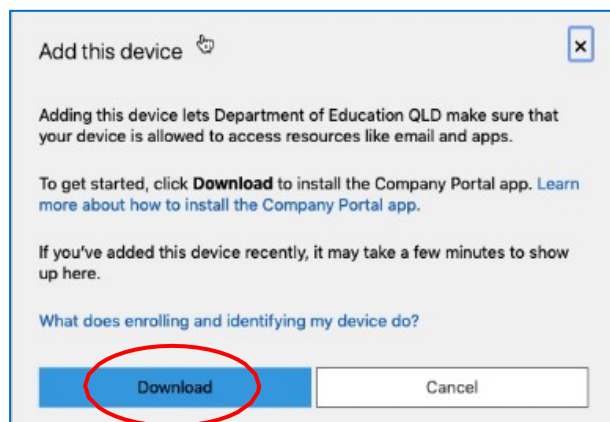
The Intune company portal will open. Select **Devices**. If it is not on the screen like this picture, select the horizontal lines at the top left and then select **Devices**.

Step 6



Then, select the option that appears. This will either be **You don't have any managed devices** or **Tap now to tell us which device you are using or add a new device**.

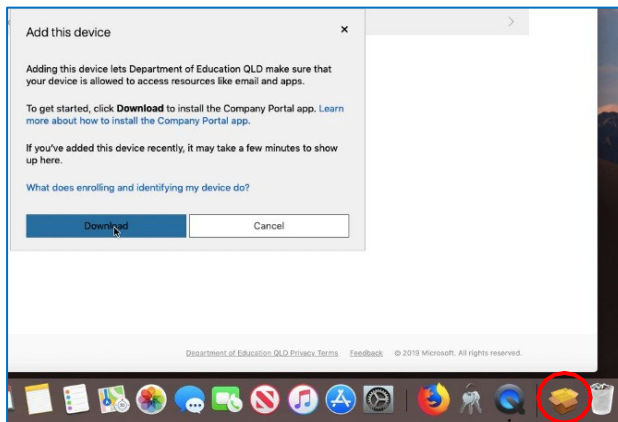
Step 7



Please select **Download**. It may take a few seconds to complete.

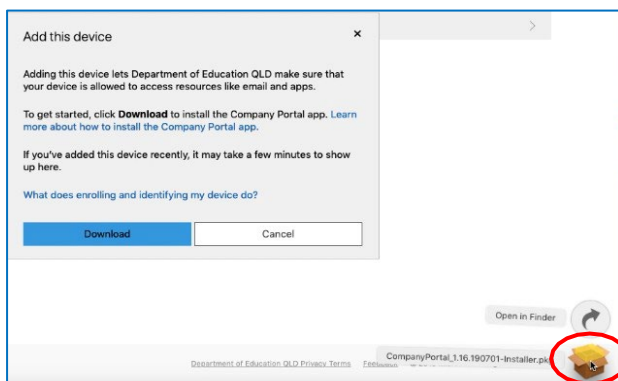


Step 8



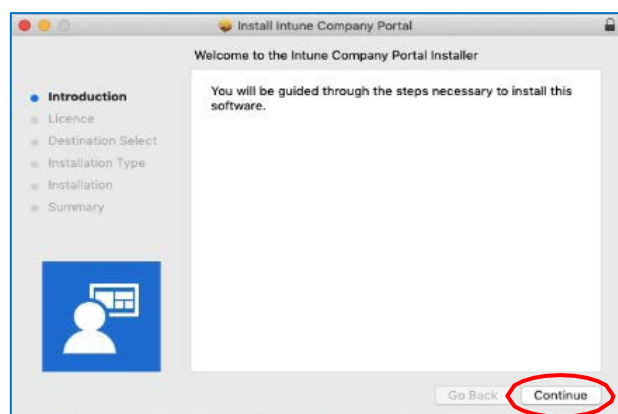
Select the **Open box icon** at the bottom of your screen.

Step 9



Then select the **Open box icon** next to the Company Portal Installer pkg file.

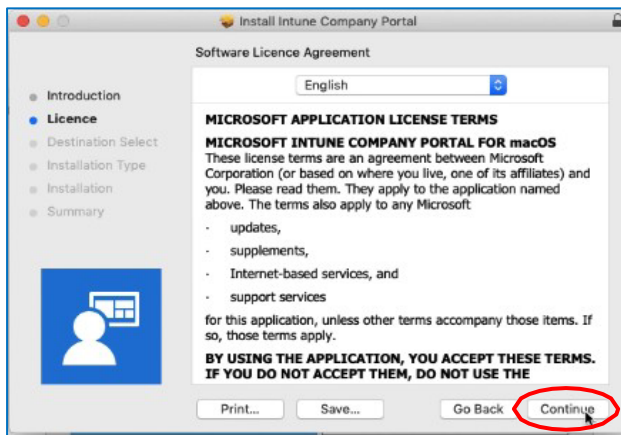
Step 10



Please select **Continue**.

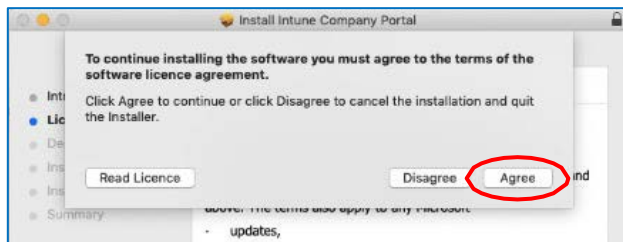


Step 11



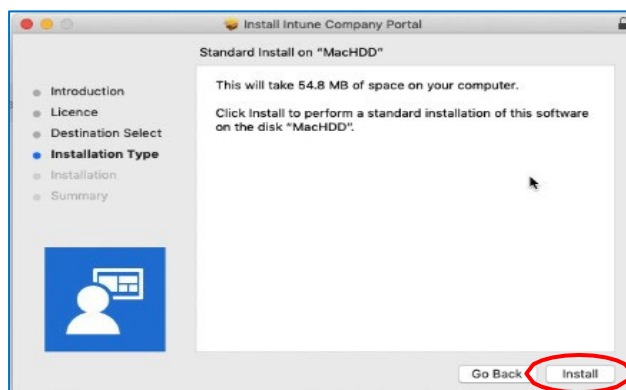
Please read the license terms and then select **Continue**.

Step 12



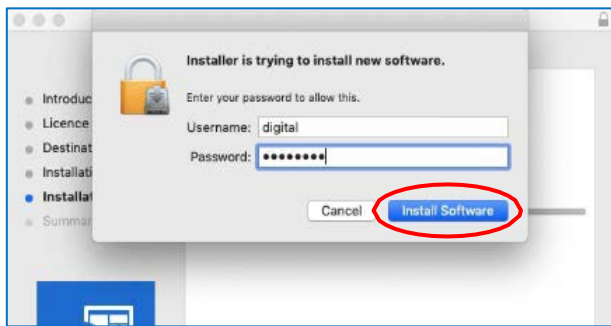
Select **Agree** to accept the license terms in the pop-up window.

Step 13

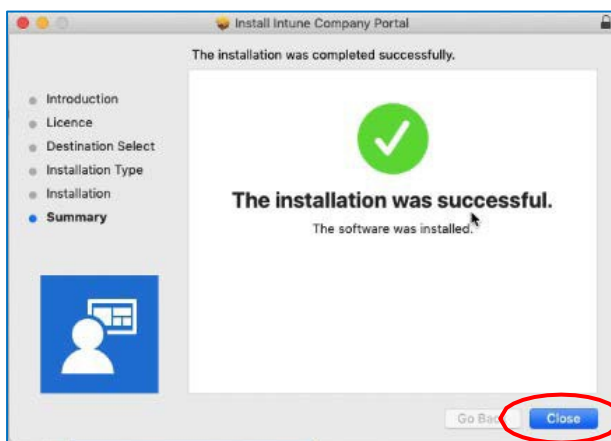


Next, select **Install**.

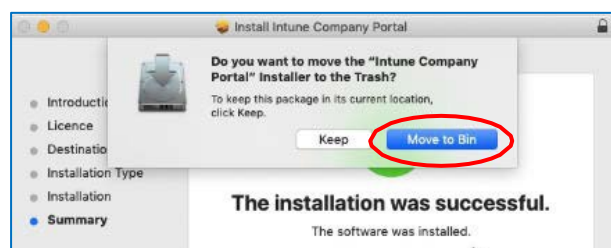


Step 14

Please enter your username, password of your device and select **Install Software**.

Step 15

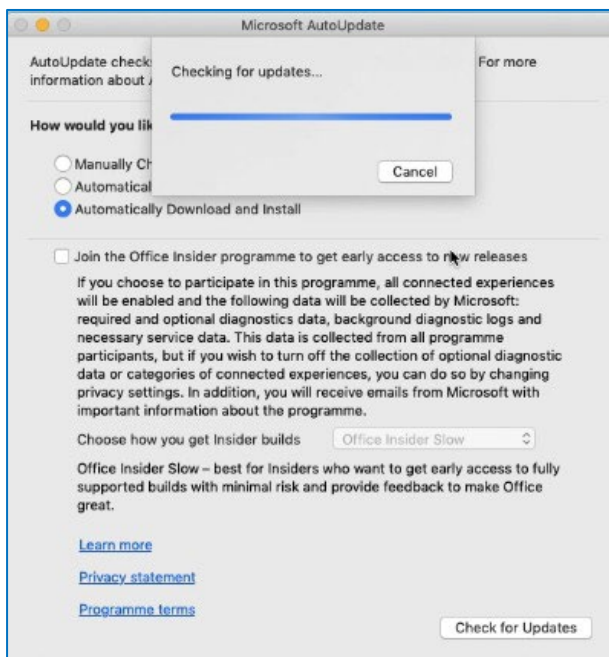
When the installation has finished, select **Close**.

Step 16

Once the program has completed installing, please select **Move to Trash** or **Bin** option.



Step 17

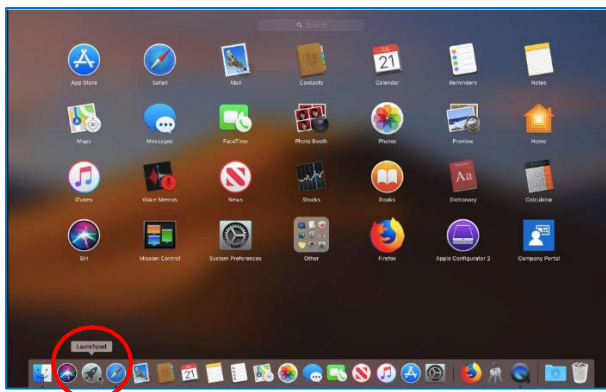


The Microsoft auto update will appear. Select **Install** if there are updates waiting. Otherwise, select **OK**.

You may need to repeat this step a few times.

Once there are no more updates, you can close the Microsoft Auto Update program.

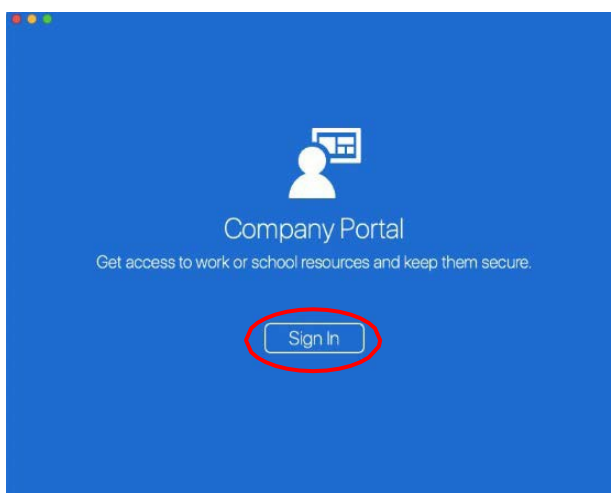
Step 18



Next, you need to enrol into Intune.

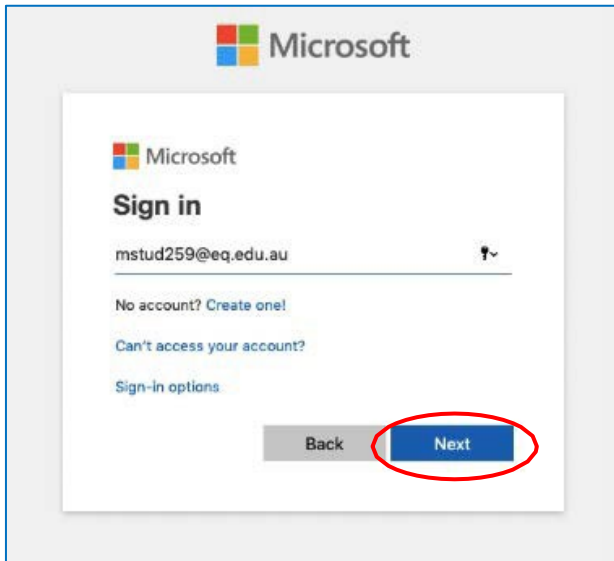
Select **Launchpad** and then select the **Company Portal** app.

Step 19

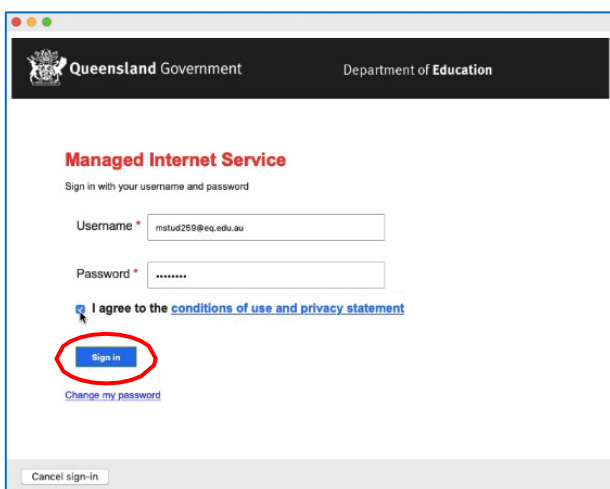


Then, select **Sign In**.



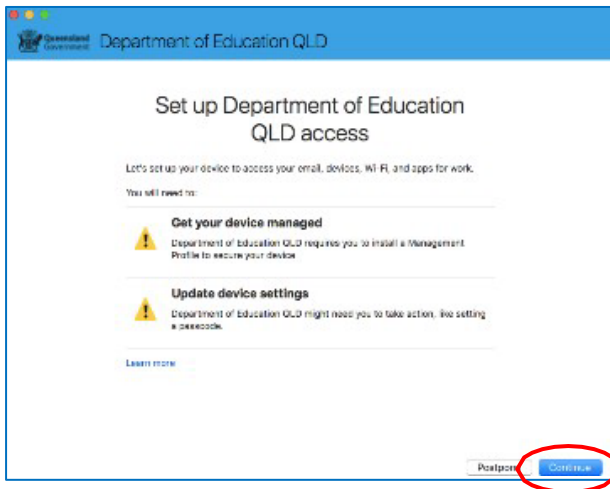
Step 20A screenshot of the Microsoft Sign in screen. The Microsoft logo is at the top. Below it, the text "Microsoft Sign in" is displayed. A text input field contains the email address "mstud259@eq.edu.au". Below the input field are links for "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom, there are two buttons: "Back" and "Next". The "Next" button is highlighted with a red circle.

Microsoft Sign in screen, enter your supplied EQ email address. Then, select **Next**.

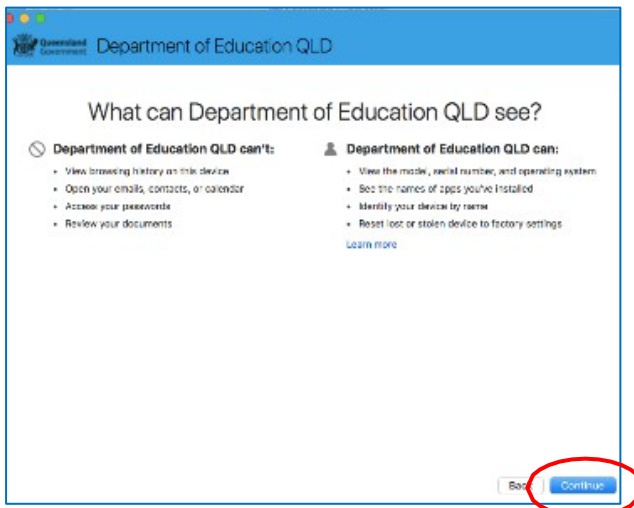
Step 21A screenshot of the Queensland Government Managed Internet Service sign-in screen. The header shows the Queensland Government logo and "Department of Education". The main heading is "Managed Internet Service". Below it, the instruction "Sign in with your username and password" is shown. There are two input fields: "Username" with "mstud259@eq.edu.au" and "Password" with masked characters. Below the password field is a checkbox labeled "I agree to the conditions of use and privacy statement" which is checked. A "Sign in" button is highlighted with a red circle. At the bottom, there is a "Cancel sign-in" button.

Enter the username, password and accept the terms and conditions. Then select **Sign In**.



Step 22

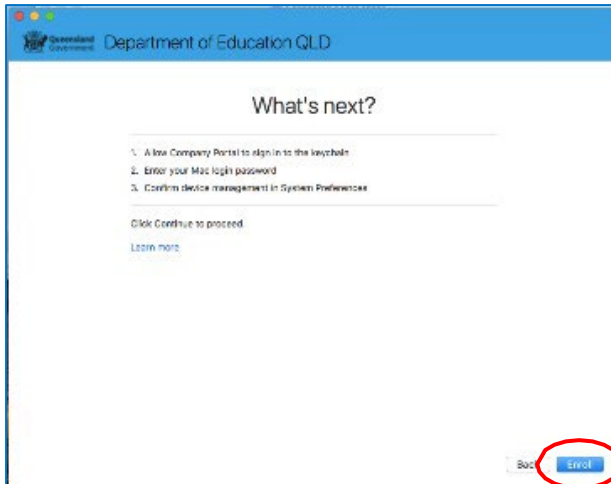
Then, select **Continue**.

Step 23

This explains what your school IT administrator can and cannot see on your Mac device.

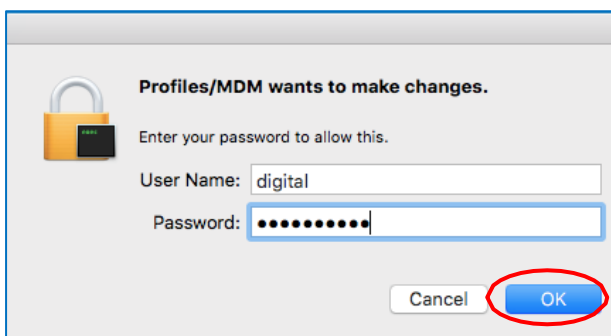
Select **Continue**.



Step 24

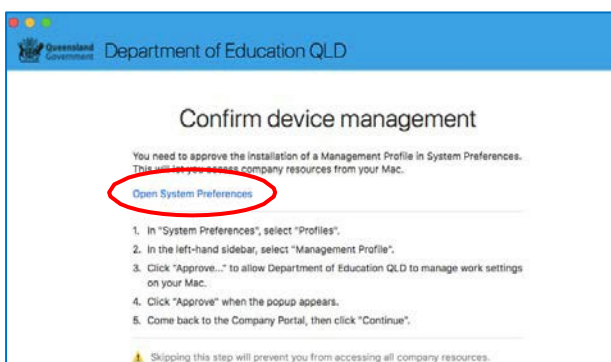
This screen outlines the next steps. When **What's next?** appears, select **Enroll** to finish the installation.

This may take a few minutes to complete.

Step 25

Please enter the username and password for your device and select **OK**.

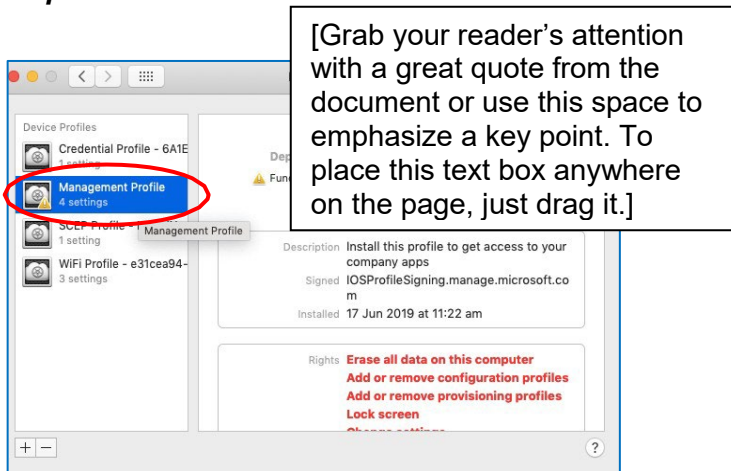
It may take a few minutes for the management profile to be installed.

Step 26

Then, select **Open System Preferences**.

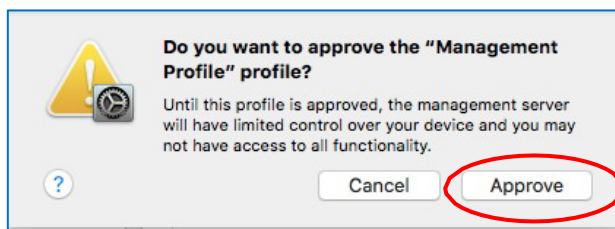


Step 27



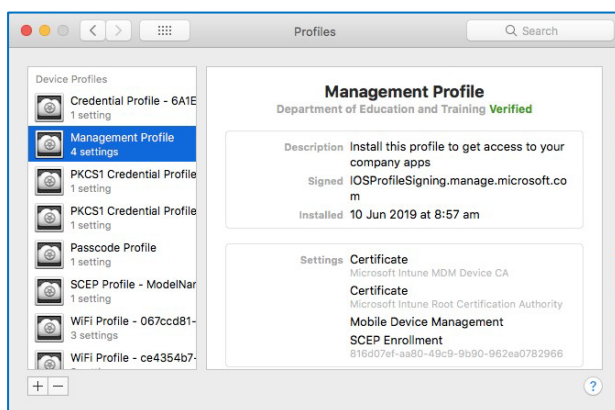
Select Management Profile and then **Approve**.

Step 28



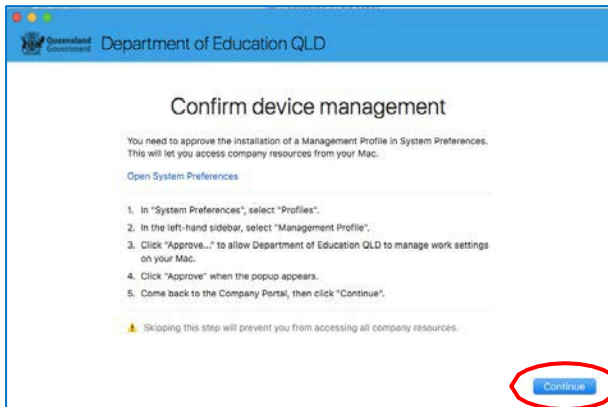
Confirm you want to approve the Management Profile and select **Approve**.

Step 29

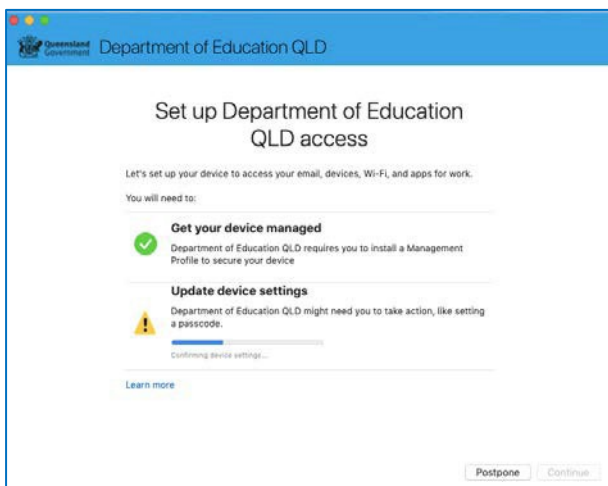


The system preference screen will be displayed and you can close this window.

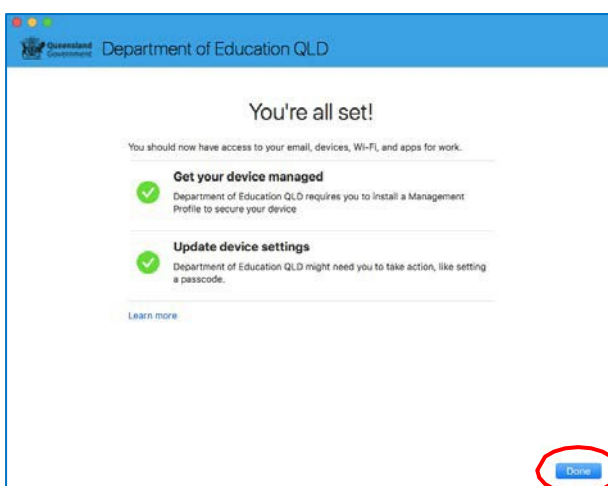


Step 30

The Intune company portal app window will still be open. Select **Continue**.

Step 31

Wait as the Company Portal updates the device settings.

Step 32

When the tick appears against Update device settings, your device has finished enrolling into Intune. 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.

Close the Company Portal...

You have now finished installing Intune.



Setting up printing using Papercut Mobility print

(this is for printing at school)

This will need to be tested at school on the school network to ensure school printers work.

1. Go to word or another program and open or create a document to test the printer.
2. The printer options will appear with room descriptions within their code.

If you're prompted, type your school username and password. This is usually different from the one that automatically appears in the popup.



Tips

- If you type the wrong username or password, your Mac won't show any warning message; your job just won't print.
- If you're not sure how to print, take a look at [Print from your Mac](#).
- If your job doesn't print, check the Print Queue dialog. If your print job's there and has the message 'Held for authentication':
 - Click the retry icon (the icon with the rounded arrow in it).
 - Re-type your username and password (the ones provided by your organization).

Set Up if the above does not work

1. Go to **System Preferences > Printers and Scanners**.
2. Click the + icon and select a printer. Make sure it's a Bonjour kind of printer.
3. Check that the **Use** box is set to **Secure Airprint**. If it's not, close the dialog, disconnect and reconnect to the network, then go back to step 2.
4. Click **Add** and you're ready to print!

