

Problem / Question

- How do I enrol a BYO MacOS device into Intune MDM?

Solution

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

This KBA 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 see your school contact to obtain these details.

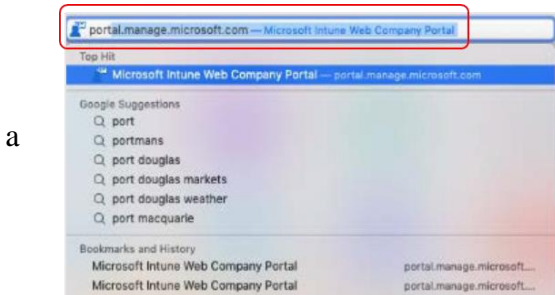
These instructions are for High Sierra or later versions of MacOS. You may find some of the screens look different to the ones provided here if you have an older version of MacOS or there are changes made to Intune.

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

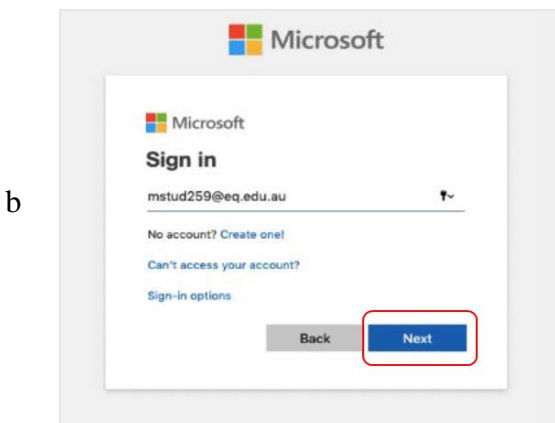
Please note: If you have any problems with installing Intune or using it afterwards, please see your school contact for assistance.

Step 1. Install Intune

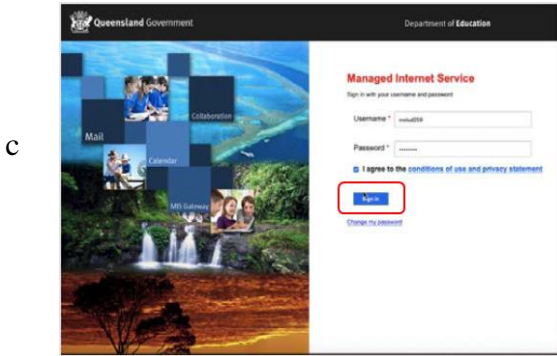
To start, connect to the internet, open Safari and type in `portal.manage.microsoft.com`



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



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**.

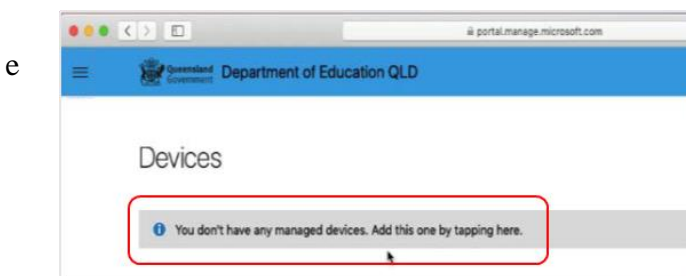


A prompt will pop up asking if you want to stay signed in, select **Yes**.



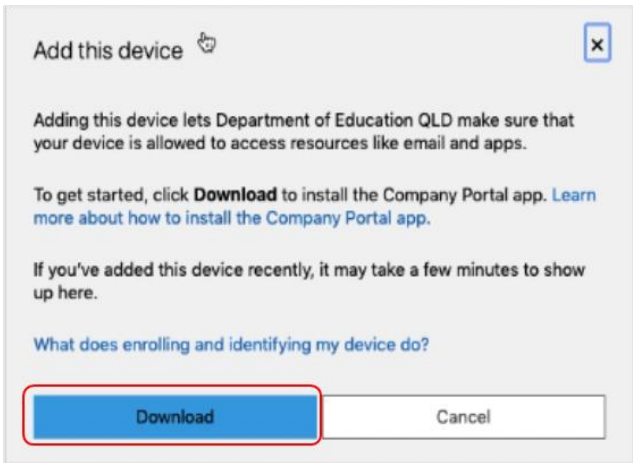
Two options will appear. Either option can be selected.

- You don't have any managed devices or
- Tap now to tell us which device you are using or add a new device.



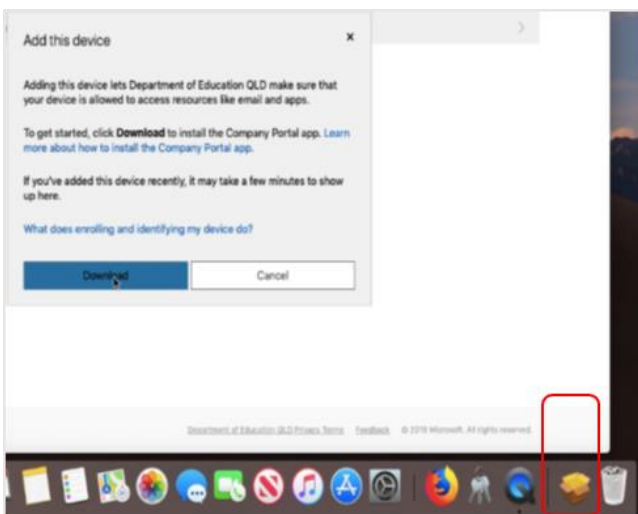
Please select **Download**. It may take a few seconds to complete.

f



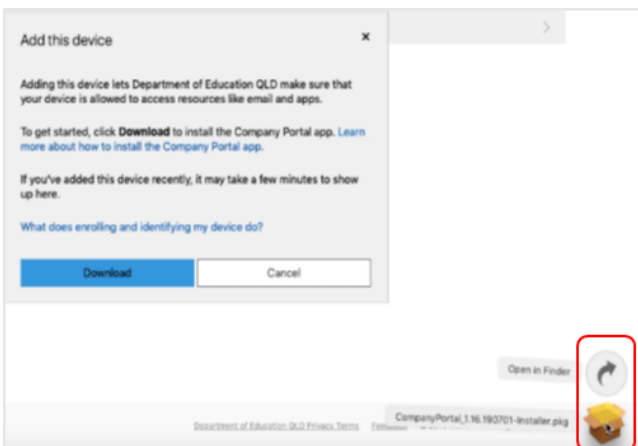
Select the **Open box icon** at the bottom of your screen.

g



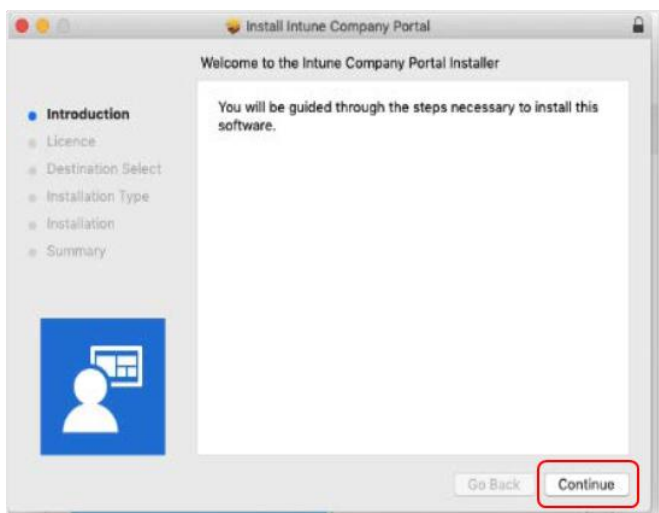
Then select the **Open box icon** next to the Company Portal Installer file.

h



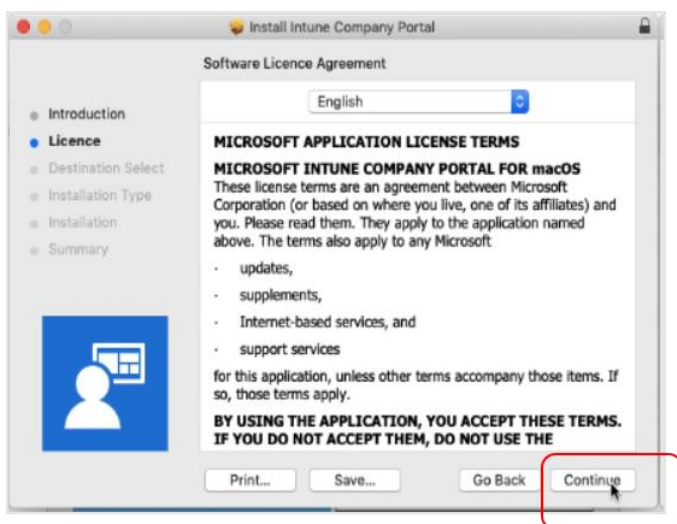
Please select **Continue**.

i



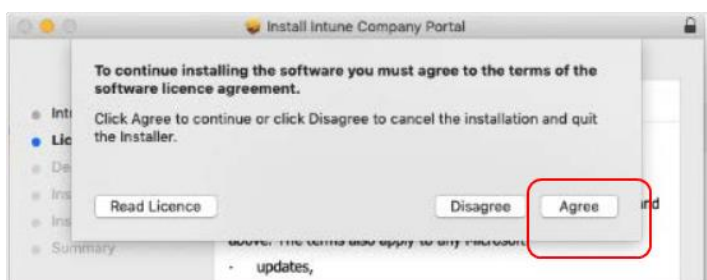
Please read the license terms and then select **Continue**.

j



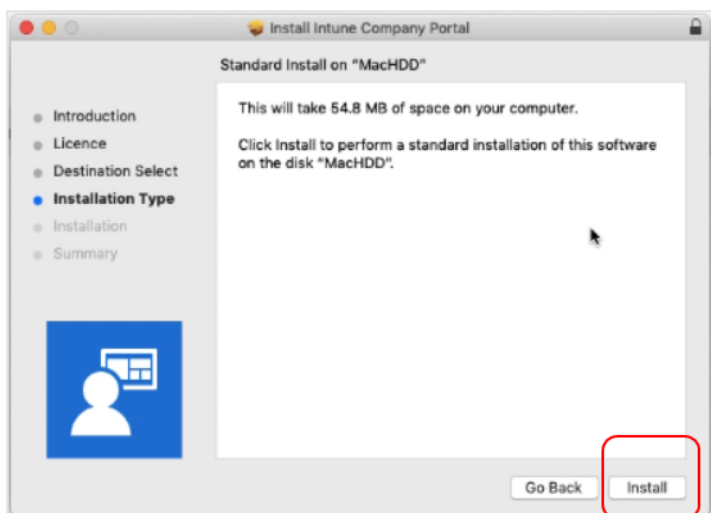
Select **Agree** to accept the license terms in the pop-up window.

k



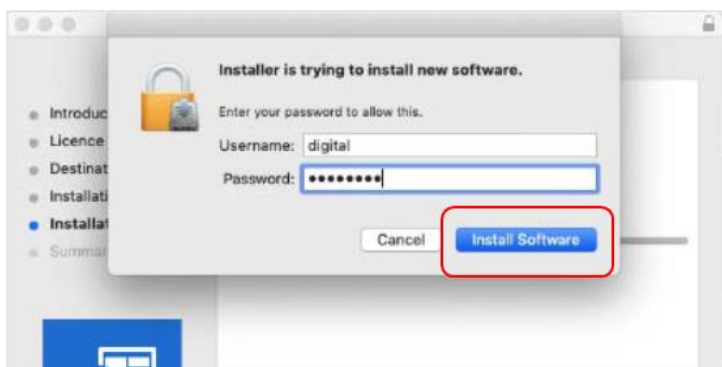
Next, select **Install**.

l



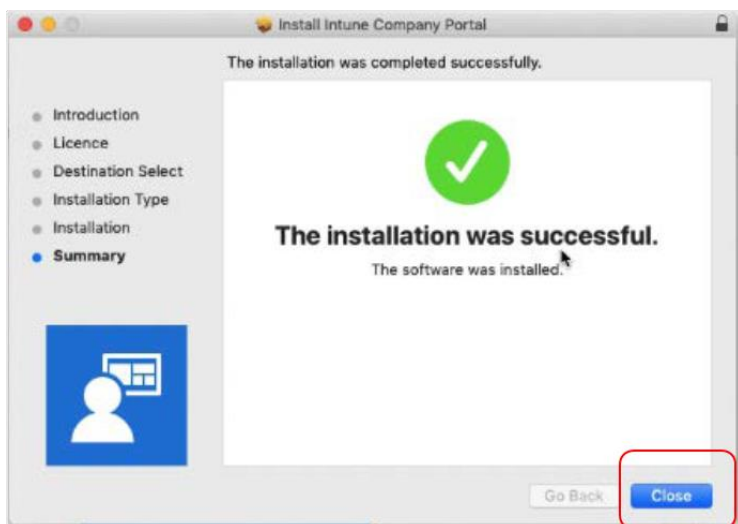
Please enter your username, password of your device and select **Install Software**.

m



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

n



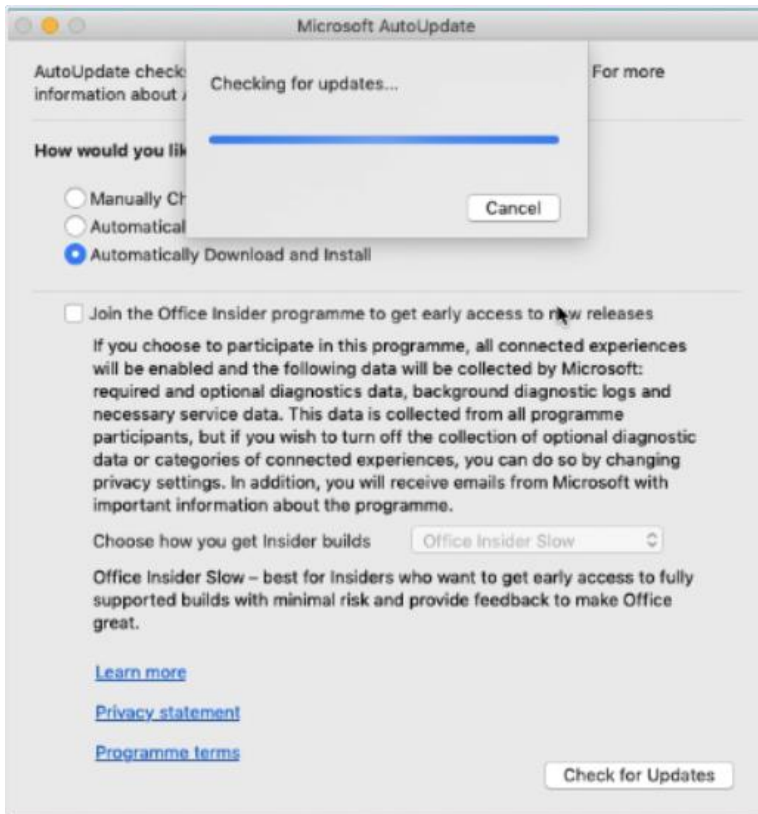
Once the program has completed installing, please select **Move to Trash or Bin** option.

O



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.

P



Step 2. Enrol your device into Intune

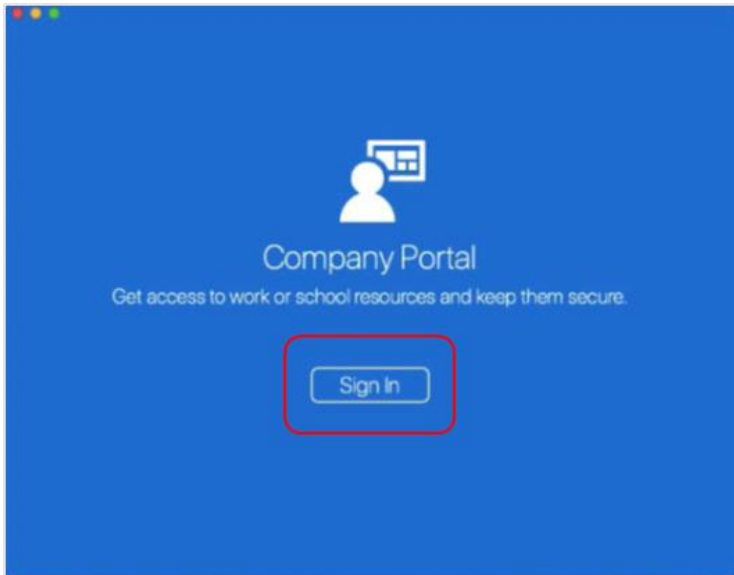
Select **Launchpad** and then select the **Company Portal** app.

a



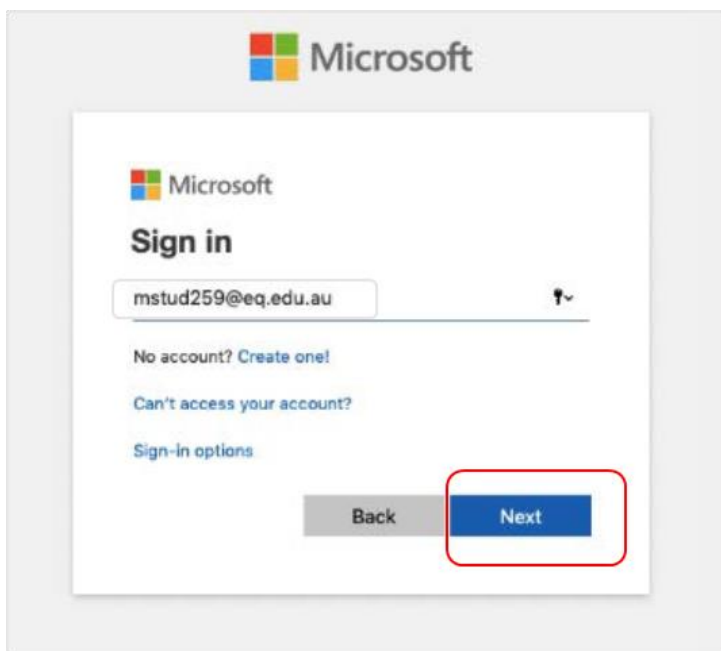
Then, select **Sign In**.

b



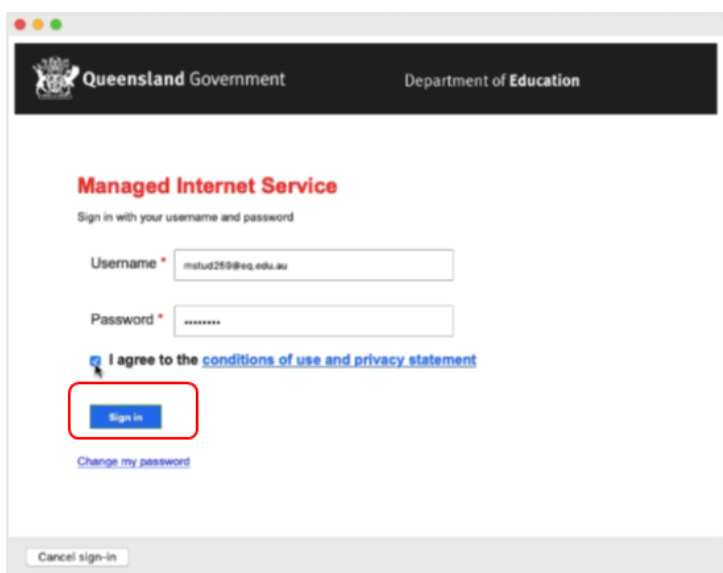
If presented with the Microsoft Sign in screen, enter your supplied EQ email address. Then, select **Next**.

c



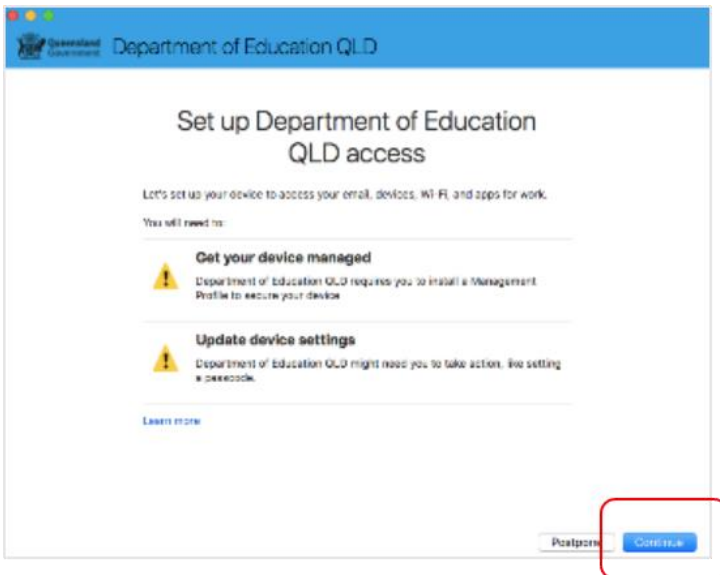
Enter the username, password and accept the terms and conditions. Then select **Sign In**.

d



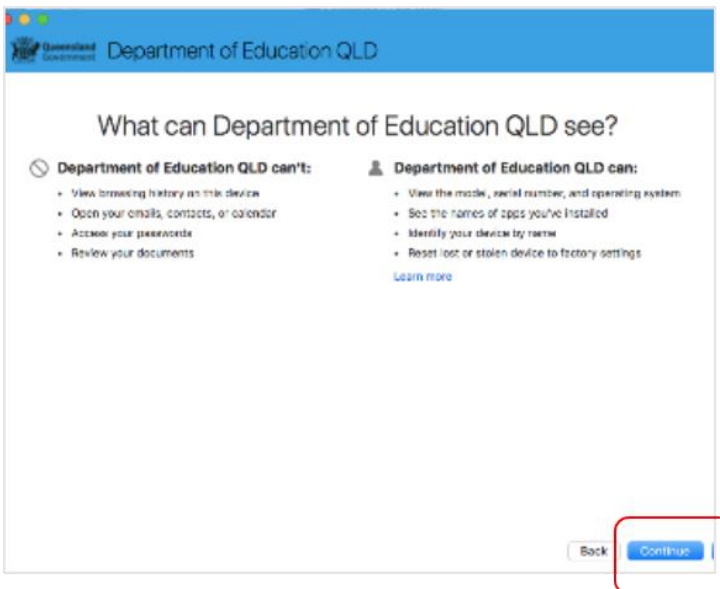
Then, select **Continue**.

e



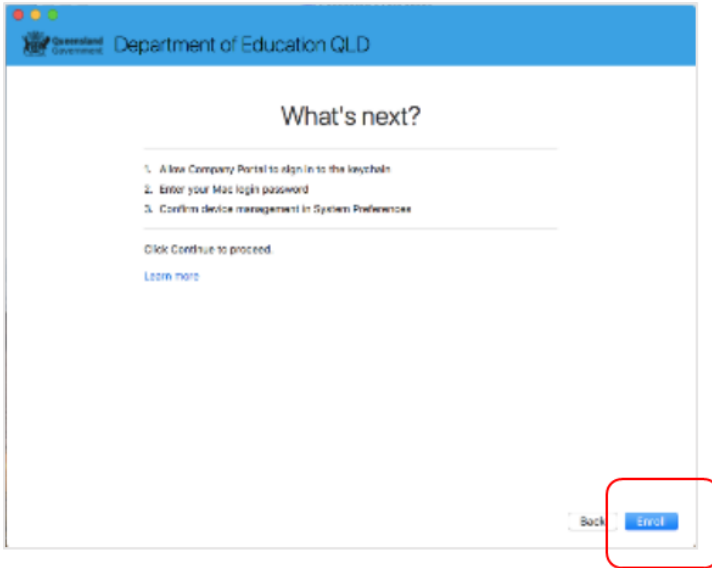
This explains what your school IT administrator can and cannot see on your Mac device. Select **Continue**.

f



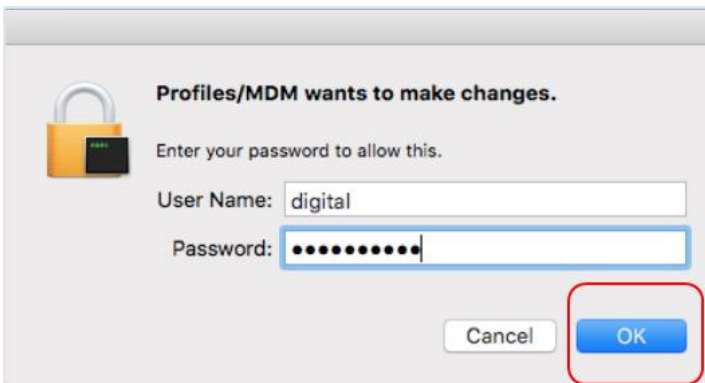
This screen outlines the next steps. When 'What's next?' appears, select **Enrol** to finish the installation. This may take a few minutes to complete.

g



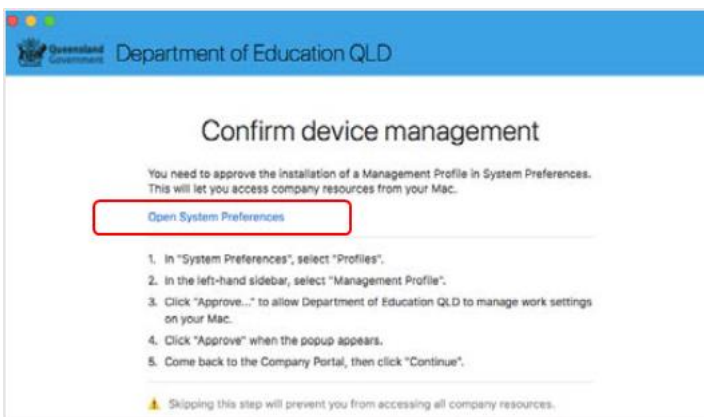
Enter the username and password for your device and select **OK**. It may take a few minutes for the management profile to be installed.

h



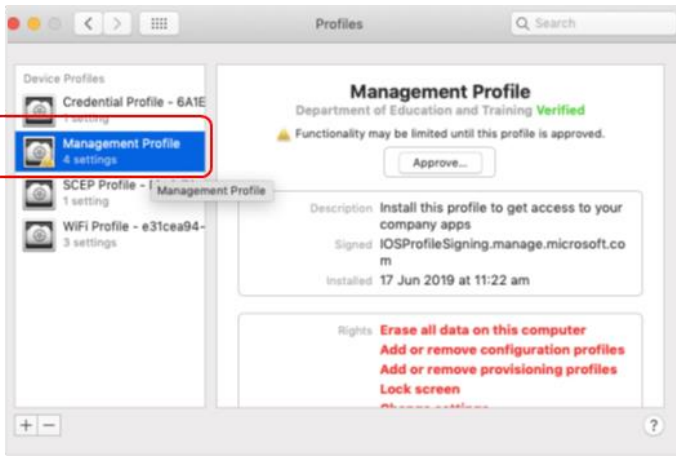
Then, select **Open System Preferences**.

i



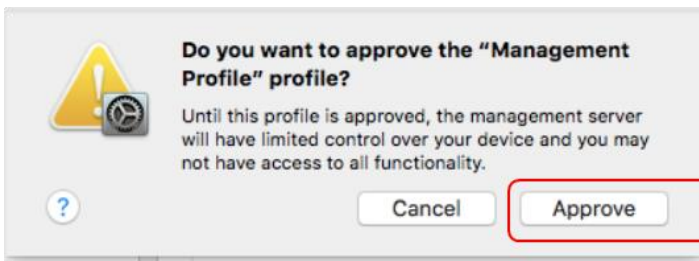
Select **Management Profile** and then **Approve**.

j



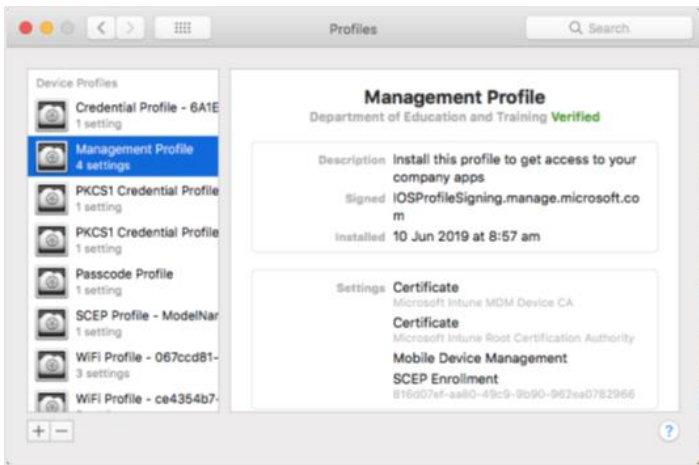
Confirm you want to approve the Management Profile and select **Approve**.

k



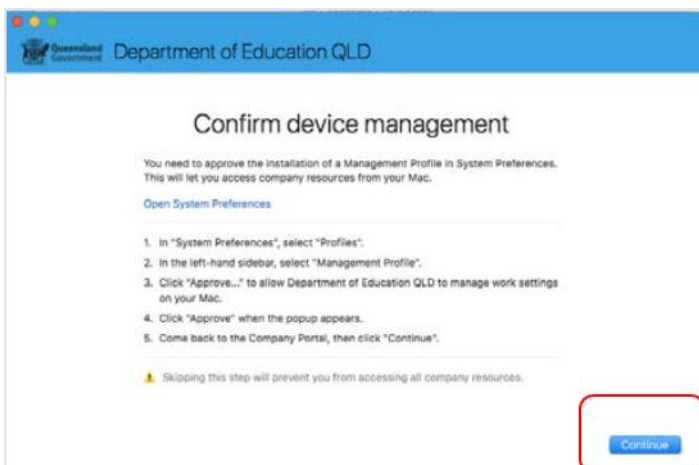
The system preference screen will be displayed and you can close this window.

l



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

m



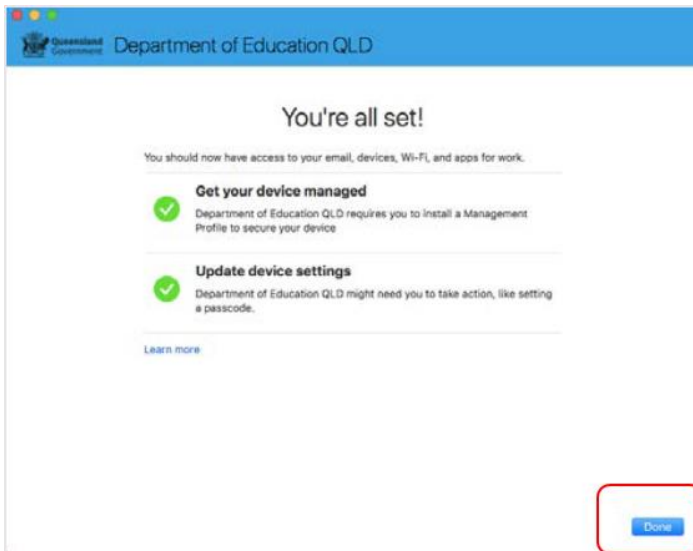
Wait as the Company Portal updates the device settings.

n



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.

o



Close the Company Portal.

p

You have now finished installing Intune.