

Problem / Question

- How do I install Intune?
- How do I access work or school?
- How do I set up a mail account?

Solution

General:

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

These instructions will show you how to enrol a BYO Windows 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 Windows 10.1607 and above. You may find some of the screens look different to the ones provided here if you have an older version of Windows 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

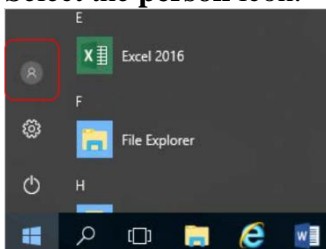
Connect to the internet and select the **Windows icon** at the bottom left hand corner of your screen.

1a

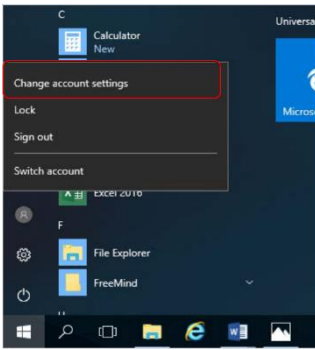


Select the **person** icon.

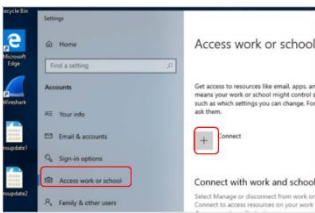
1b



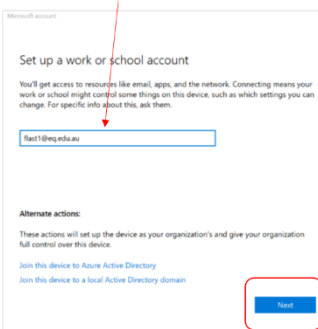
1c Select **Change account settings**.



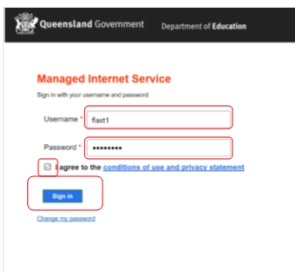
1d Select **Access work or school**. If your account is already listed, select it and then select **Disconnect**. Then select **Connect**.



1e Enter your school **@eq.edu.au** email address and select **Next**.

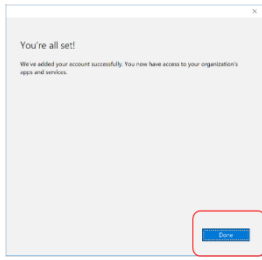


1f The username may appear in the Username field in the Managed Internet Service screen. If not, please enter your username, password, accept the terms and conditions, and **Sign in**.

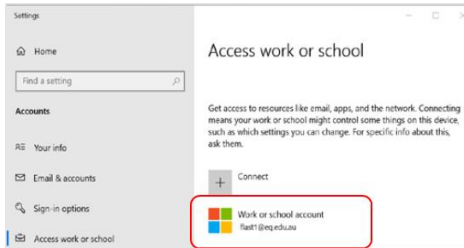


Note: Do not use a Microsoft account

1g Please select **Done**.

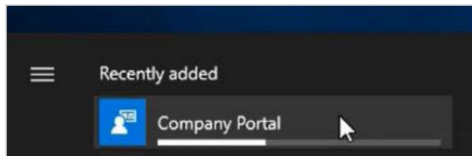


1h Check your account has been added. Your account details will be displayed.

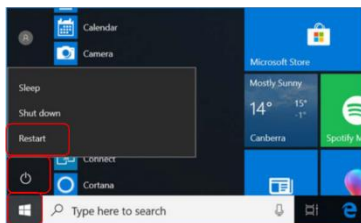


Select the **Windows icon** at the bottom left-hand corner. Wait for the Company Portal app to install.

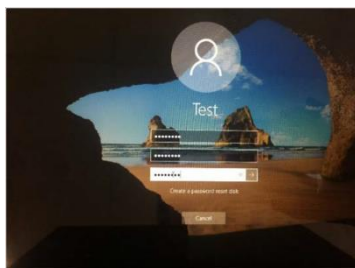
1i **Note:** If the Company Portal app gets stuck on the progress bar contact your OC Holder or RST.



1j Please restart your device. Select the Windows icon at the bottom left-hand corner, then the power symbol and then restart.



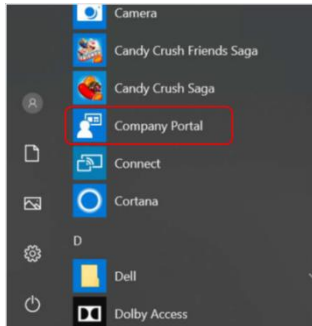
1k Settings will differ for everyone and you may be prompted to change your password. If you are, please do so.



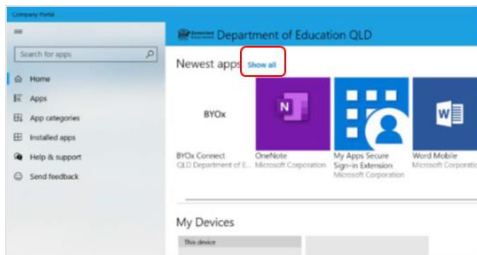
When your device has restarted, the Intune set up is completed. It may take up to 15 minutes to finish installing. You can use your device in the meantime but please keep it connected to the internet.

Step 2. Install apps

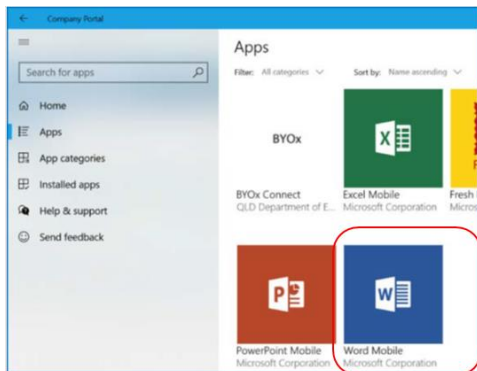
- 2a Select the **Windows icon** at the bottom left hand corner of the screen, and then open the Company Portal application. If requested, sign in with your school user name and password.



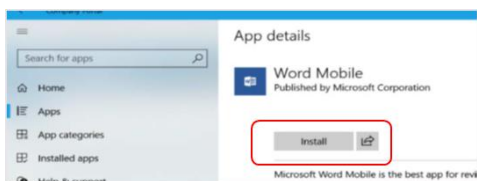
- 2b Select **Show all** to see the apps your school has indicated you require.



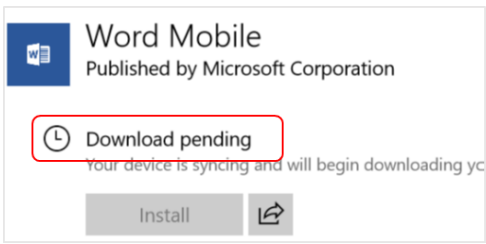
- 2c Select an app to install. In this example, we will use Word Mobile.



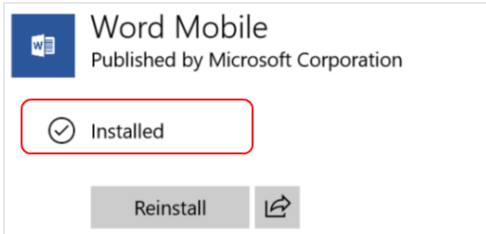
- 2d Select the **Install** button.



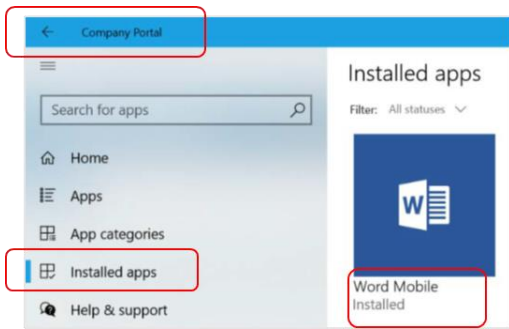
2e A downloading message will be displayed during installation.



2f The app has finished installing.

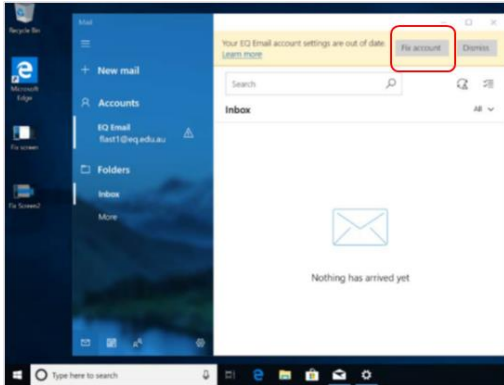


2g To check your app has installed, select **Installed apps** and see it in the list. Click the back arrow Company Portal to install additional apps, repeating steps b to g.

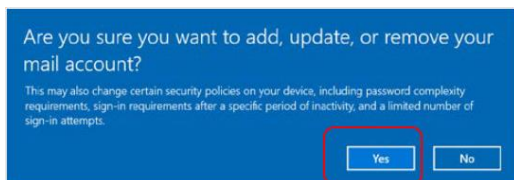


Step 3. Set up your mail account

- 3a Open your mail app by selecting the **mail icon** at the bottom of the screen. You will see your school EQ Email account listed. If you do not, please note it may take up to 20 minutes, depending on your device and internet connection. Please select **Fix Account**.



- 3b A message will then confirm if you want to make changes to your mail account, select **Yes**.



- 3c The All done! screen will be displayed. Select **Done**. Your mail account has been set up for use and you can now send and receive emails from your school mail account.

