Craigslea BYOD Instructions – Windows 11

These instructions are for students with a personal device running Windows 11.
Please attempt to follow these instructions while at home if possible.

Prerequisites

In order to get connected to the school Wi-Fi, the account in Windows **must** be administrator. Please see the attached FAQ for more information.

Please ensure that your school (MIS) username and password are known before following the below instructions. Your teachers should be able to give your username to you and set a password, however please see IT in H Block if this is not possible.

If following at home, please ensure your device is connected to your home Wi-Fi network or a Personal Hotspot before proceeding.

Note: If Following Instructions While at School

Connect to the Wi-Fi network "*EQGUEST*". When connecting, you will be brought to a screen that asks for your school **email address** (e.g. username@eq.edu.au) and password. **Please ensure** to check the '*I Agree*' checkbox at the bottom of the screen before clicking '*Sign On*'. Once connected, please continue with the below steps.
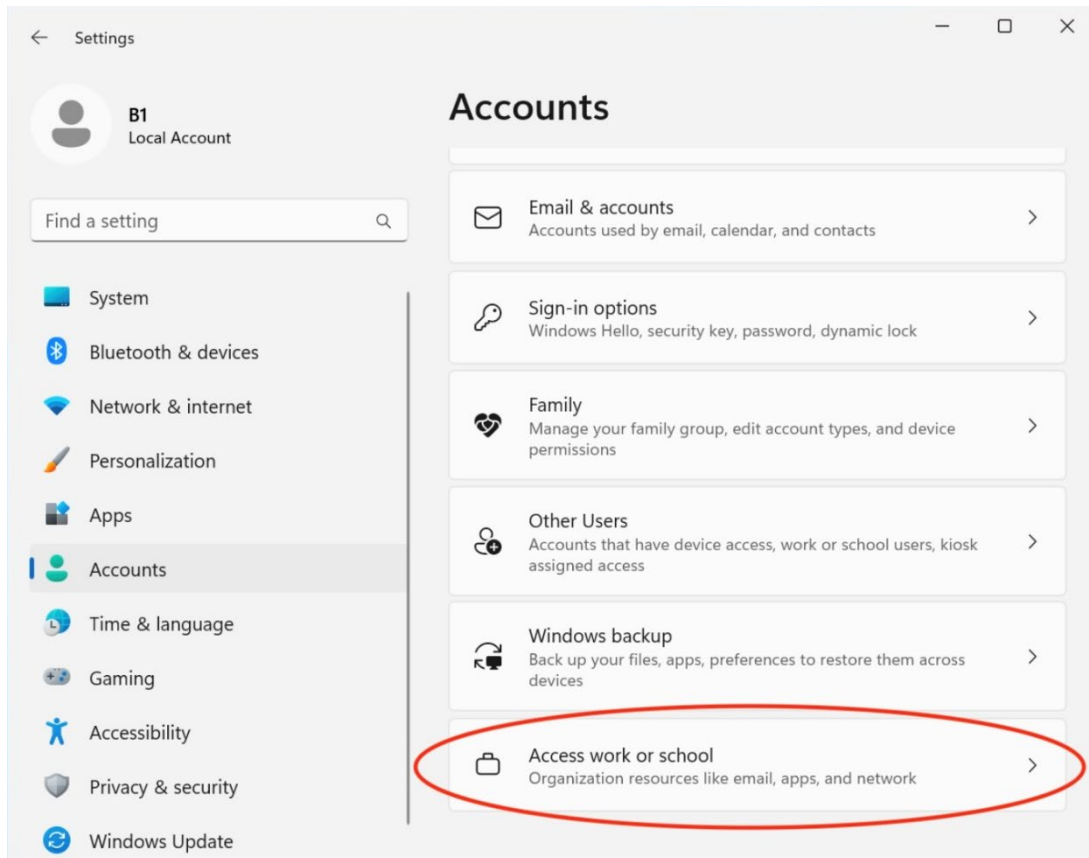
Step 1

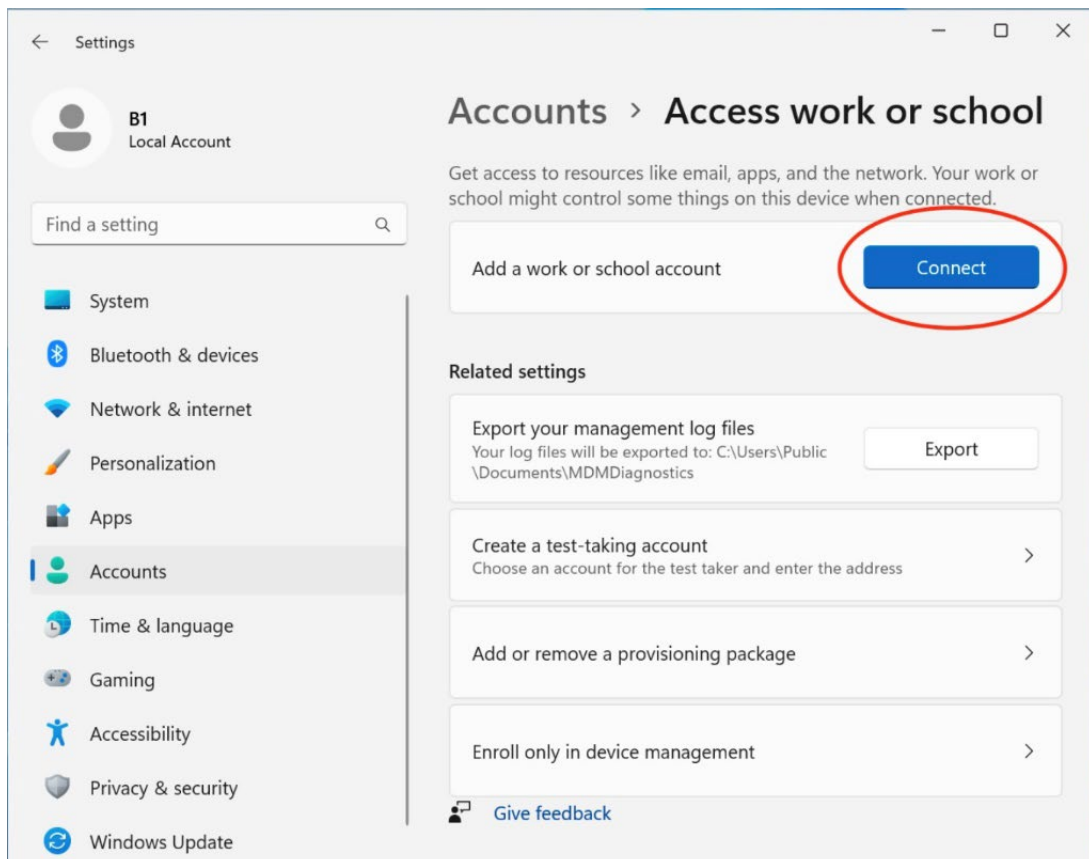Open the Settings application. Once open, click on '*Accounts*'.
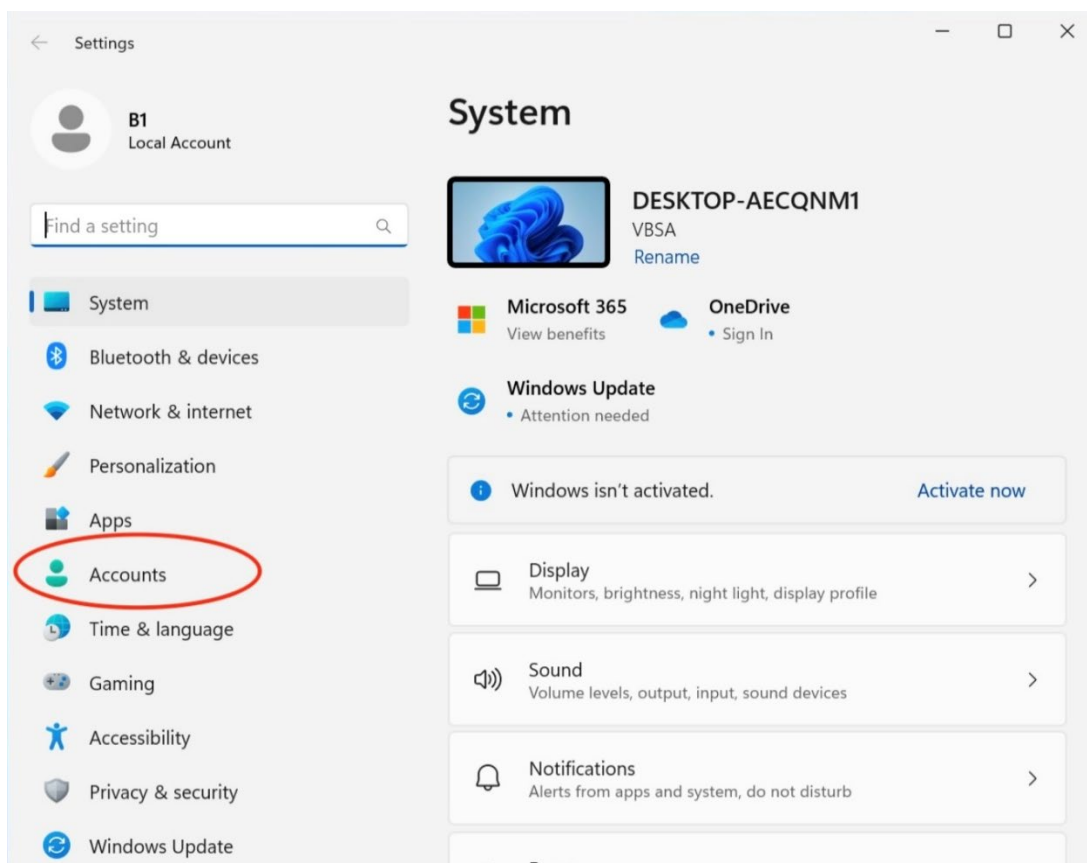
Step 2

Once in the '*Accounts*' screen, scroll down and click '*Access work or school*'.

Step 3

Once in 'Access work or school', click the blue '*Connect*' button.

Note: If any email addresses appear below the '*Connect*' button, refer to the attached FAQ for more information.

Step 4

Enter your **school email address** (e.g. bjone0@eq.edu.au), and click '*Next*'. You will then be brought to a screen asking for your school username and password. Please enter these, tick '*I Agree*' and click '*Sign in*'.

Step 5

Your device will start to load the configurations and policies required to connect to the school's network. After about 15-20 seconds, click the '*Done*' button at the bottom-right of the window.

> Important: Please stay connected to a working network for at least 5 minutes after following this process, as your device needs to sync with Education Queensland services to complete setup.

You should now be able to connect to the school's Wi-Fi network EQNET. If you have any issues, please consult the FAQ below or see IT in H Block.

Tip: If EQGUEST was used during the setup process, it is recommended to "Forget" the network in the Windows Wi-Fi settings to prevent the device from accidentally connecting to it throughout the school day.

Common Issues/FAQ

If there are any issues encountered while following this process, or your device is not able to connect to the Wi-Fi network EQNET once at school, please see the IT Room in H Block. Below are answers to some of the most common questions and help for common issues encountered when attempting to connect.

Why is this process required just to connect to the school Wi-Fi?

The Department of Education has implemented a complex, secure authentication system for Staff and Student personal devices to connect to the EQNET Wi-Fi network. This means that the device needs to be enrolled in the Department's Intune MDM (Mobile Device Management) service in order to connect while at school.

Why must the user account be Administrator?

Due to the nature of enrolling the device into the Intune MDM, Windows requires that the user account initiating this is Administrator. In our testing, Administrator permissions must be kept even after Intune enrolment, as the device may become marked non-compliant and unable to connect to the EQNET Wi-Fi network if Administrator is removed after the setup process.

To make a Windows account Administrator, an existing Administrator must sign-in to the device and follow these steps: Open Settings -> Accounts -> Other Users (may be called Family & Other Users) -> *Name of Account* -> Change account type -> Select 'Administrator'.

Why are other email addresses appearing on the screen in Step 3?

Sometimes, if the device has previously been used by someone else, there may be some accounts still associated with the device. To remove these, click the downward-facing arrow to the right of the email address, and click disconnect.

Being signed into multiple 'Work or School' accounts at once may cause issues over time with online access to school resources.

I've followed the steps, however my laptop won't connect to EQNET

If the device is asking for a certificate/username to connect to EQNET, it is possible that the enrolment process has not fully completed. Connect to another network, then open 'Settings', go to 'Accounts', then 'Access Work or School' and click on the downward-facing arrow to the right of your school email address. Click 'Info', then scroll down and click 'Sync'. This will force the laptop to re-sync with the Department's Intune servers to resolve any issues when first onboarding.

If the 'Info' button is not displayed, please click 'Disconnect' and try the on-boarding process again. Alternatively, a restart of the laptop may work. If this does not fix the issue, please see IT in H Block.