

Craigslea BYOD Instructions – iPadOS

These instructions are for students with an Apple iPad.
Please attempt to follow these instructions while at home if possible.

Prerequisites

In order to get connected to the school Wi-Fi, the iPad **must not** have a Screen Time restriction on changing the passcode. 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 iPad 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 tapping 'Sign On'. Once connected, please continue with the below steps.

Step 1

Unlock your iPad and open the App Store. Tap 'Search' and look for an app called "Intune Company Portal". Once found, please download the app. You may need to enter your Apple ID password, or use Touch ID/Face ID to do this.

Step 2

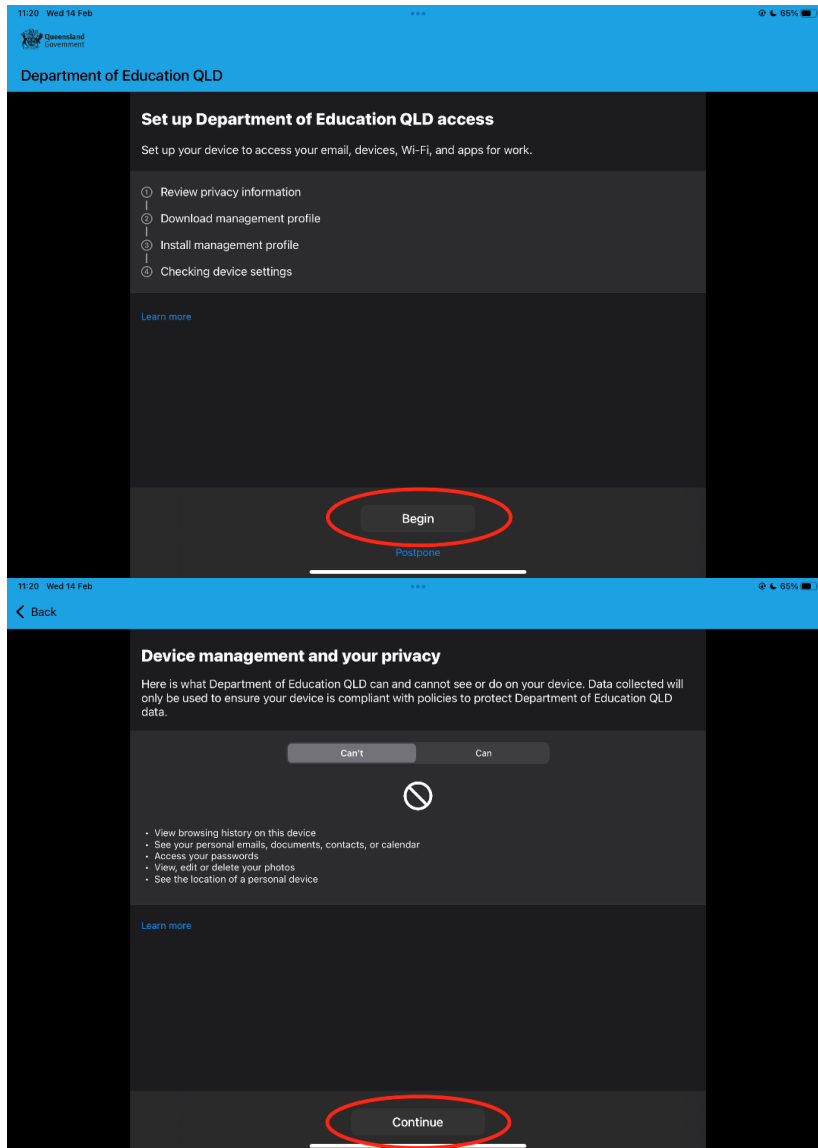
Once installed, please open Company Portal. Tap 'Sign In'.

Note: If Company Portal shows your school email address on an "Accounts Found" screen, please tap on it and tap 'Continue'. If an old/unused email address is shown instead, tap the '+' icon and you will be prompted to enter your school email address.

Continue with the prompts to sign in with your school username and password.

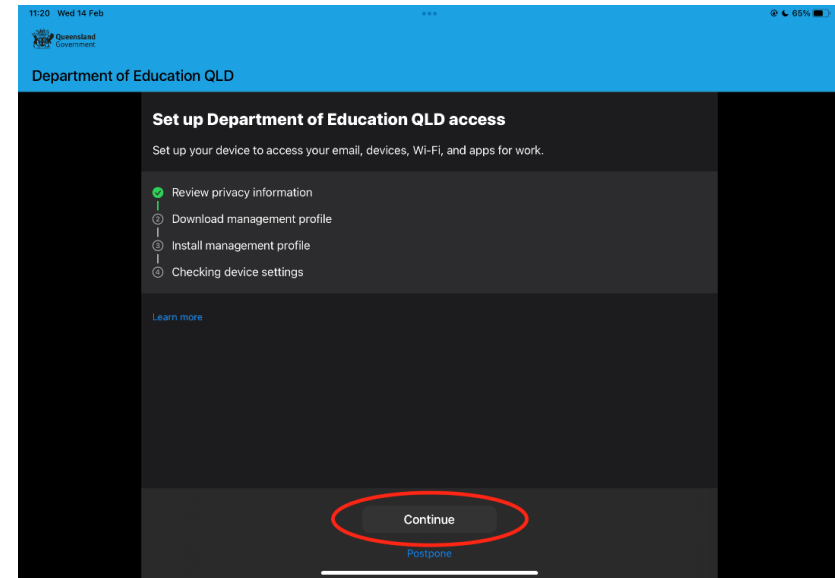
Step 3

If asked, allow notifications. You will then be brought to a screen that says “Set Up Department of Education QLD access”. Please tap on the ‘Begin’ button. You will then be brought to a screen that outlines what the Department of Education **can and can’t** see on your device when connected to the school network. Click ‘Continue’ once read.

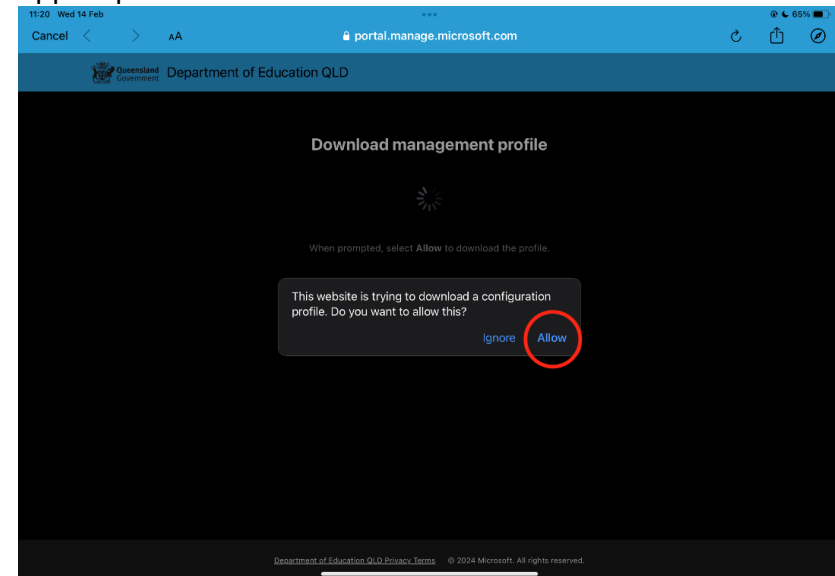


Step 4

Click ‘Continue’.



On the next screen, tap ‘Download Profile’. A new window will appear with a message asking you to ‘Ignore’ or ‘Allow’ the profile. Please tap ‘Allow’. The iPad will tell you that the profile has been downloaded, and is located in the Settings app. Tap ‘Close’.

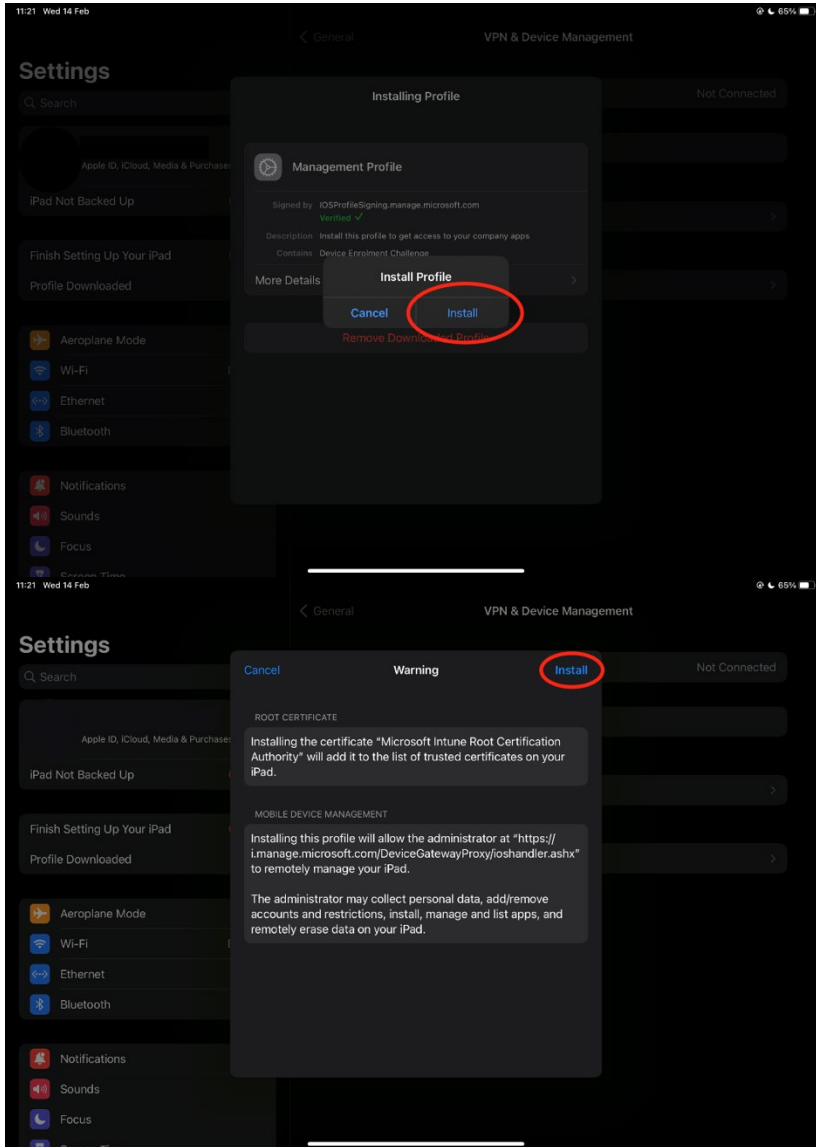


Step 5

Open the Settings app. On the left-hand side below your Apple ID name, there should be a button called 'Profile Downloaded'. Please tap on this.

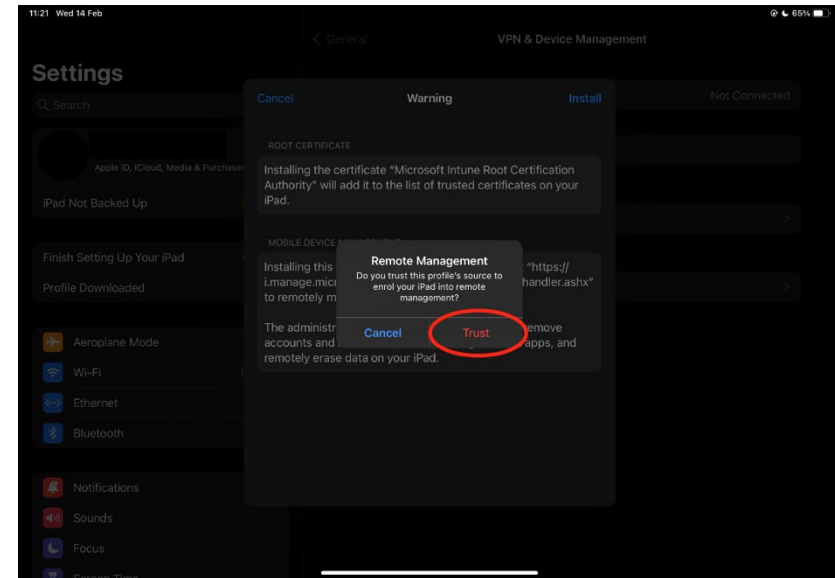
Note: Alternatively, please go to 'General' -> 'VPN and Device Management' -> 'Management Profile'.

A new window will pop-up. Keep tapping 'Install' when prompted.

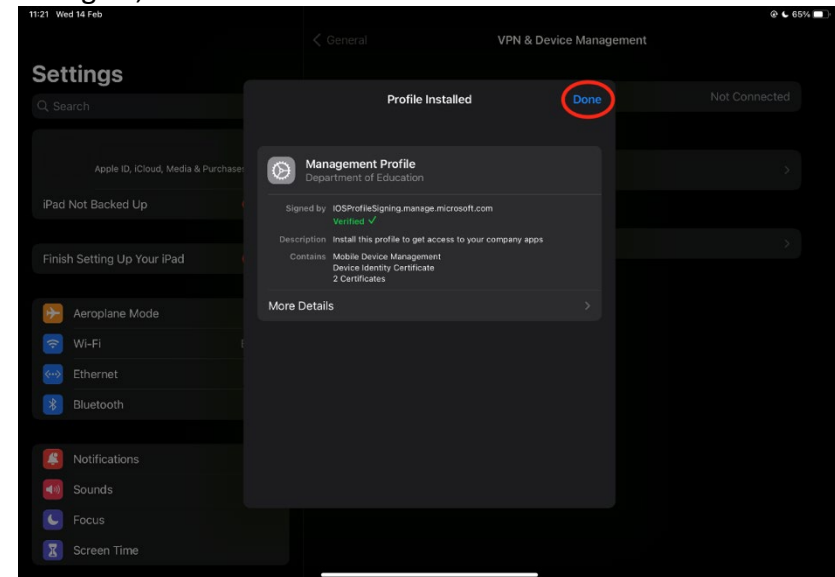


Step 5 Cont.

A message will appear asking if you would like to "Trust" the profile. Please tap 'Trust' to continue.

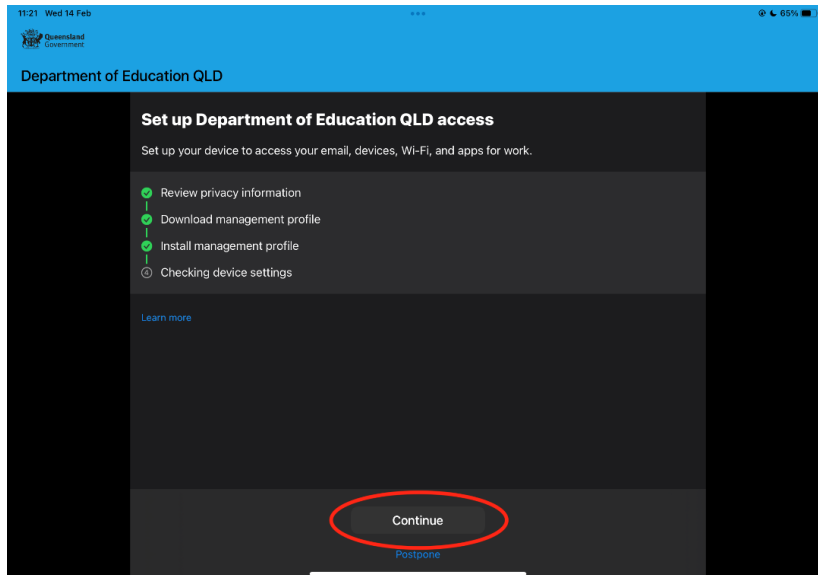
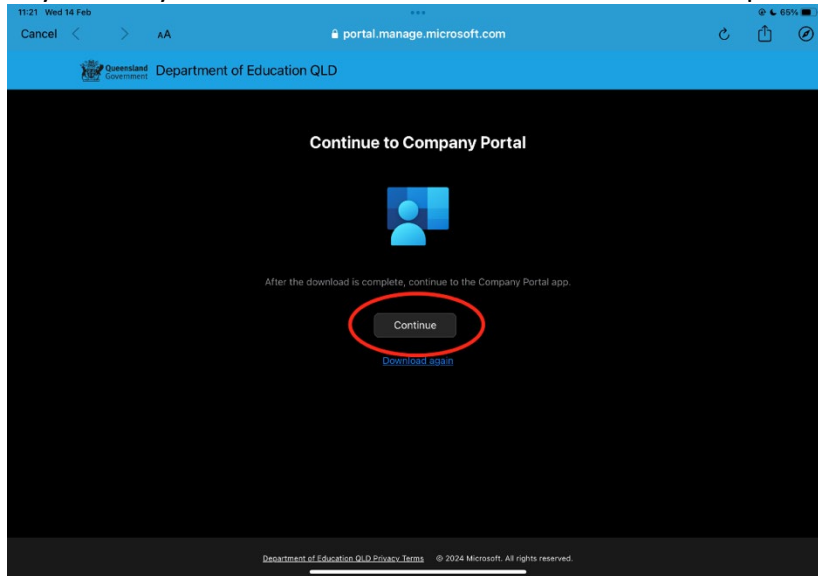


Tap 'Install' again, and 'Done' once installed.

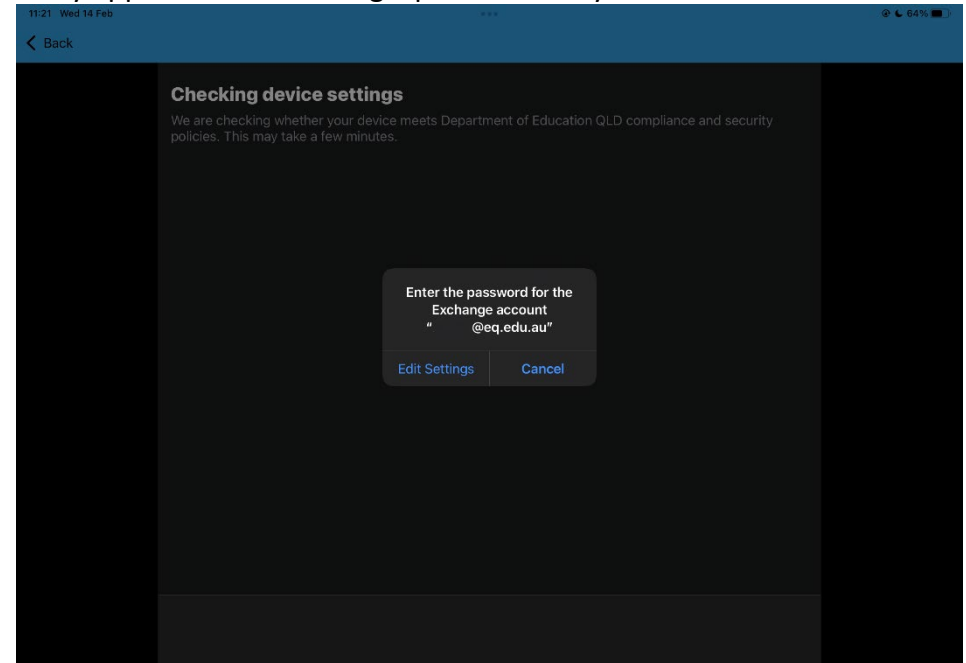


Step 6

Return to the Company Portal app. Please tap on any 'Continue' buttons presented until you are brought to a screen that shows a progress bar. This may take anywhere from 30 seconds to 3 minutes to complete.



Note: Please do not tap on any warnings/messages that appear on the screen *until* the top of Company Portal says "You're all set". This includes a message that may appear about entering a password for your school email.



Once Company Portal says "You're all set", the iPad should now be ready to use on the school network. If you would like to set-up your school emails through the iPad Mail app, please continue with Step 7 – Optional Mail Setup.

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

Step 7 – Optional Mail Setup

Once Company Portal says “You’re all set”, press ‘*Edit Settings*’ if prompted by your iPad, followed by ‘*Continue*’ which will then bring you to a login screen for your school username and password, and a successful sign-in should give you access to school emails directly from the iPad Mail app.

Alternative Method: If no warnings or messages popped up after Company Portal finished, or were dismissed, you can set-up email access through the Settings app. Please open Settings, then scroll down on the left-hand sidebar until you see ‘*Mail*’. Tap it, and then tap ‘*Accounts*’. You should see an email account labelled either “EQ” or “School Email”. Tap on the corresponding account, then tap ‘*Re-enter Password*’, then ‘*Continue*’. This will bring you to the log-in screen for your school username and password, and a successful sign-in should give you access to school emails directly from the iPad Mail app.

Step 8 – Once at School

Once at school, a warning may appear on the iPad with the message “Proxy Authentication Required”. Please ensure that the ‘Settings’ option is tapped, as you will then be able to enter your school username and password, giving you access to the internet. If ‘Not Now’ was tapped, you will need to restart your iPad for this option to re-appear.

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.

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 secure, complex 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 passcode changes be allowed on the iPad?

As part of the onboarding process, Company Portal will check to see if you have a sufficiently complex passcode to protect school data on the iPad. Unless the passcode is not secure enough, there is no need to change the iPad passcode after connecting to the school network. Due to the way passcode security is implemented on iPadOS, Company Portal cannot check for passcode complexity if changes are restricted. Please ensure that this restriction is not enabled to have the smoothest onboarding experience.

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

If the iPad is asking for a certificate/username to connect to EQNET, it is possible that the enrolment process has not fully completed. Connect to EQQUEST, then open Company Portal, find your device in the device list, tap the three-dot menu button on the right-hand side of the screen and tap 'Check Status'. This will force the iPad to re-sync with the Department's Intune servers to resolve any issues when first onboarding. If this does not fix the issue, please see IT in H Block.

I'm connected to EQNET, however I cannot access any websites in a web browser

When your iPad first connects to EQNET, typically a warning will appear saying "Proxy Authentication Required". If "Not Now" instead of "System Settings" was pressed, your iPad may need to restart before an internet connection can be established. To ensure your iPad can connect to the internet, please click "System Settings" when prompted and type in your school username and password. If this warning does not appear and you do not have internet access, please see IT in H Block.