

Craigslea BYOD Instructions – macOS

These instructions are for students with a personal device running macOS (e.g. a MacBook). 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 macOS **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 Mac is connected to your home Wi-Fi network or a Personal Hotspot before proceeding.

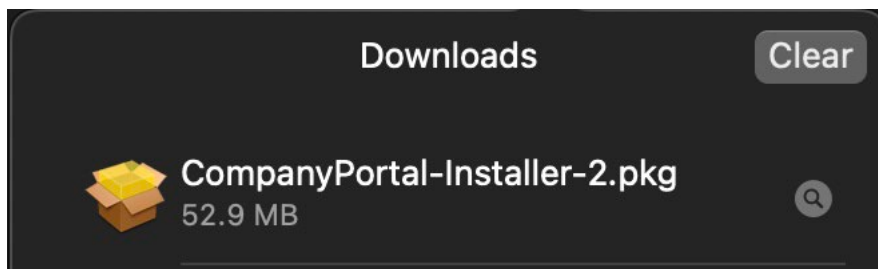
Note: If Following Instructions While at School

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 up your web browser (Safari is recommended) and enter the following link into the address bar at the top of the screen: <https://aka.ms/enrollmymac>

A download for 'CompanyPortal-Installer' will automatically begin.



Step 2

Once downloaded, open 'CompanyPortal-Installer' and follow the installation steps. You will be prompted to enter your Mac password or to use Touch ID to complete the installation process.

Step 3

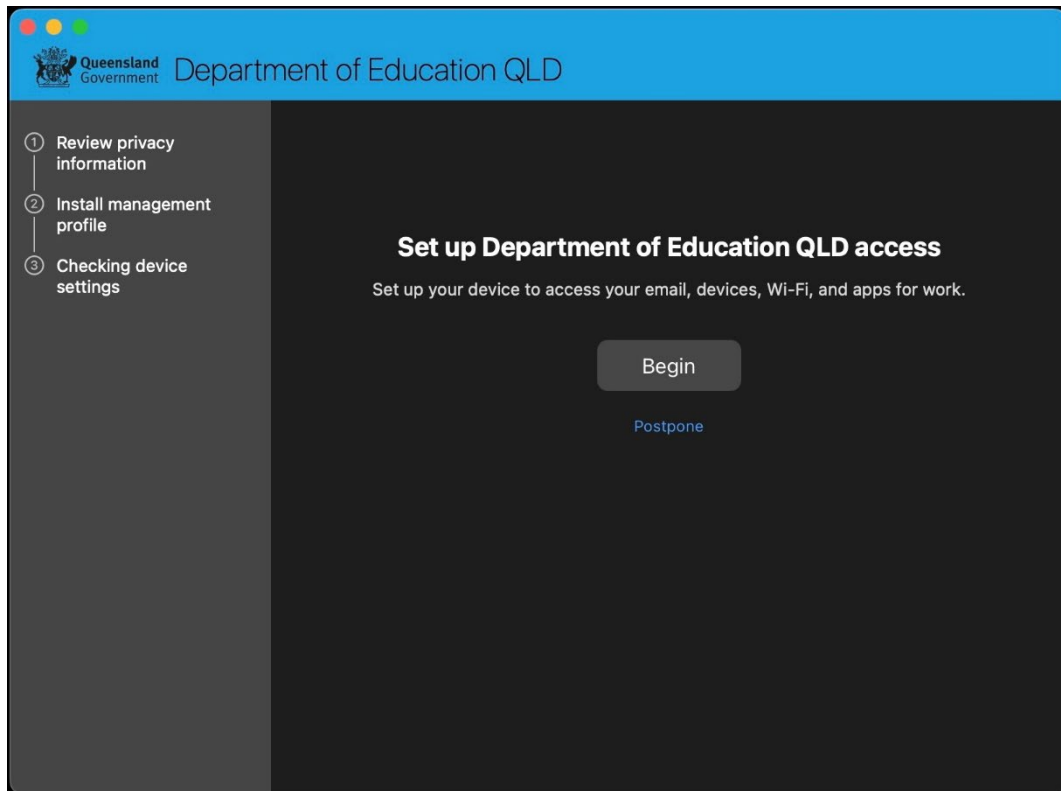
Once installed, please open Company Portal. Click 'Sign In'.

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

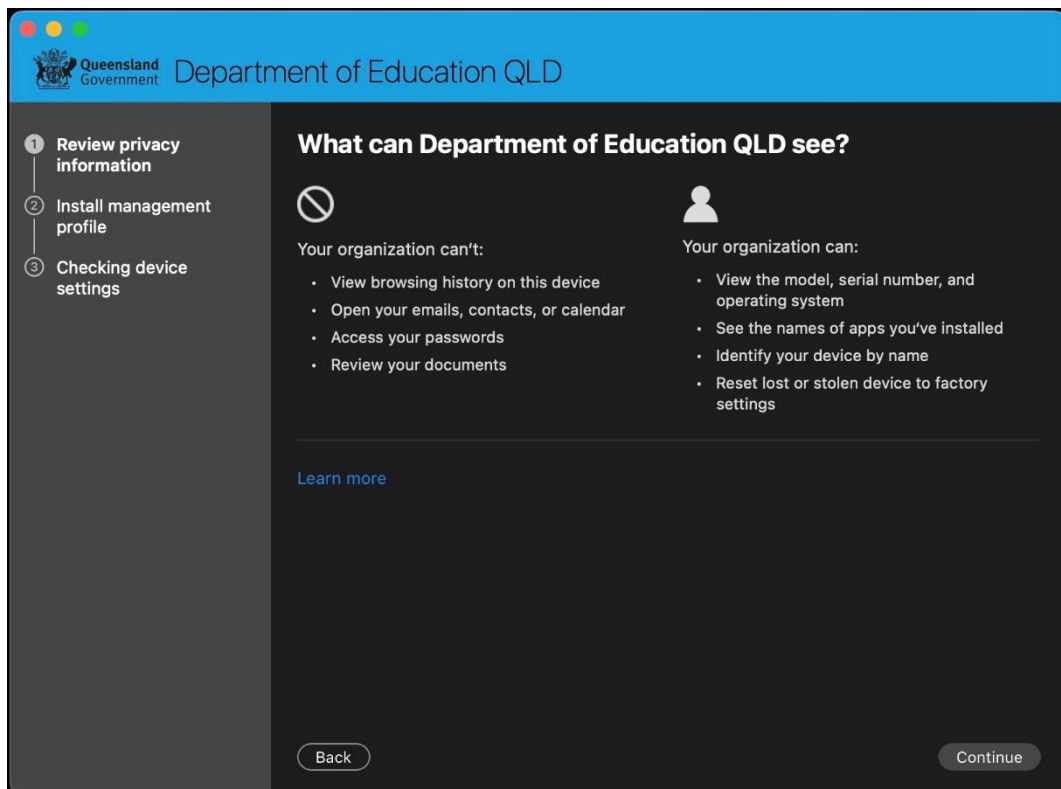
Continue with the prompts to sign in with your school username and password.

Step 4

Once you have signed into Company Portal, you will be brought to a screen that says “Set Up Department of Education QLD access”. Please click on the ‘Begin’ button.

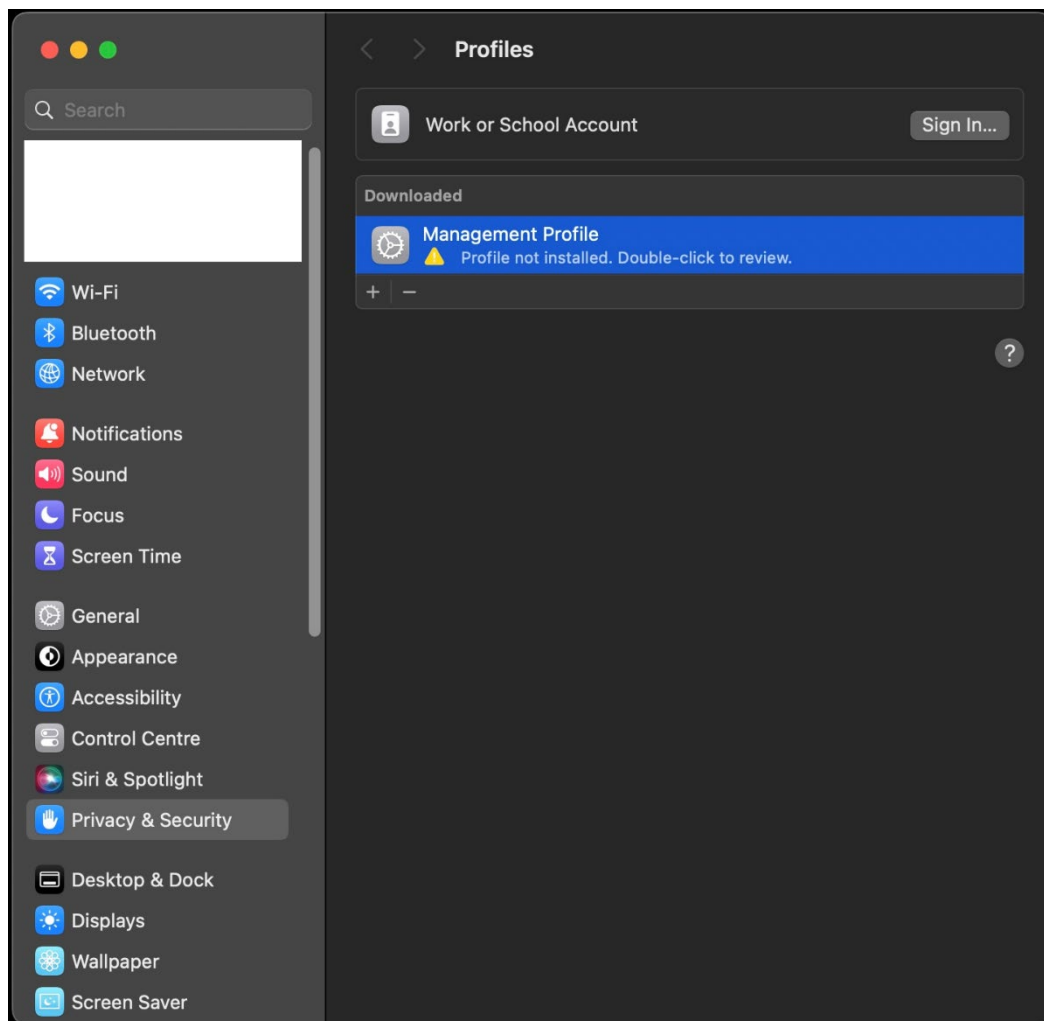


You will then be brought to a screen that outlines what the Department of Education **can and can't** see on your device when connected to the school network. Click ‘Continue’ once read.



Step 5

On the next screen, please click 'Download Profile'. Company Portal will now be downloading a Management Profile to the Mac, and System Settings will launch to the screen shown below:



Note: The screen shown here may look different depending on the version of macOS installed. If the Management Profile doesn't appear automatically, please go to System Settings -> General -> Device Management to find it.

Double-click on 'Management Profile' and follow the steps to install it. You will be prompted for your Mac's password as part of this process. Once the profile is installed, return to the Company Portal app. You may need to press 'Continue' in Company Portal to progress.

Step 6

Company Portal should now show a progress bar, indicating it is completing the final steps to get you connected to the school network. Please wait until Company Portal says "You're All Set" before exiting.

Due to an ongoing issue with macOS account lockouts, it is recommended to change your account password after onboarding. Please go to System Settings -> Users & Groups -> **your account name** and change your Mac password. You can make the new password the same as the old – macOS only checks for attempted changes.

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 EQQUEST was used during the setup process, it is recommended to *Forget* the network in the macOS Wi-Fi settings to prevent the Mac 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 secure, complex authentication system for 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. This does not allow for the school or the Department to monitor device activity outside of the school network, and remote control is not possible.

Why must the user account be Administrator?

Due to the nature of enrolling the device into the Intune MDM, macOS 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.

To make a macOS account Administrator, an existing Administrator must sign-in to the device and follow these steps: Open System Settings -> Users & Groups -> Click the 'i' symbol next to the account name -> Check "Allow this user to administer this computer".

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

If the Mac is asking for a certificate/username to connect to EQNET, it is possible that the enrolment process has not fully completed. On another network, open Company Portal, find your device in the device list, click the three-dot menu button on the right-hand side of the screen and click 'Check Status'. This will force the Mac to re-sync with the Intune 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 Mac connects to EQNET, typically a warning will appear saying *Proxy Authentication Required*. If *Not Now* instead of *System Settings* was pressed, your Mac may need to restart before an internet connection can be established. To ensure your Mac 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.

Why is macOS asking me to change my Mac password?

macOS requires that the password for the account is "changed" after onboarding. Luckily, it is possible to make the new password the same password that was used before, as macOS only checks that an attempt was made to change the password instead of the password itself. You can change this password from the Users and Groups section of System Settings, or alternatively, your Mac may prompt for this change the next time the device is restarted.