

ONBOARDING YOUR BYO DEVICE

Dear Parent/Guardian,

Below are the steps that your student will be required to follow on their device to ensure that there is less chance of errors occurring during the onboarding process. Please ensure these steps are carried out before attempting the onboarding process.

1. There has been a significant amount of errors occurring due to there being preinstalled software or antivirus. Before attempting onboarding, the device needs to be in an out-of-box state. This requires that the device be factory reset. Please ensure that if you require any documents off the device that you back them up before carrying out this procedure.

How to factory reset a Windows Device:

https://support.microsoft.com/en-us/windows/recovery-options-in-windows-10-31ce2444-7de3-818c-d626-e3b5a3024da5#bkmk_section2

How to factory reset an Apple Macintosh device:

<https://support.apple.com/en-au/HT201065>

Ensure you choose the option that will **remove everything**. This is to guarantee that there are no residual files that will interfere with the onboarding process.

2. When recreating an account, ensure that you create a local account. **Do not associate a Microsoft account or Apple ID with the device at this time**. This should assist in preventing account errors during the onboarding process. If this occurs, please create a local account and remove the Microsoft Account/Apple ID. Ensure that the local account is an administrator.

3. Do not install any antivirus or other programs at this time. As mentioned in step one, some programs interfere with the onboarding process.

4. Follow the steps in the applicable video:

How to enroll a Windows personal owned device into Intune:

<https://mediasite.eq.edu.au/mediasite/Play/715e41cecd3404488298ecca633f6ad1d>

How to enroll a macOS personal owned device into Intune:

<https://mediasite.eq.edu.au/mediasite/Play/a7d74c4e9d394f31b73f727a0c1e90fb1d>

This should ensure that the device is correctly onboarded with the network.

NB: If you have not returned your student's BYO Agreement, this process will not work.

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5. After completing the process, you can install any programs that your student requires for school. Please be aware that programs such as VPNs that circumvent the school's network security are prohibited and the device will be prevented from connecting if these are found.

If there are any issues, please email ictsupport@malenyshs.eq.edu.au.

Regards,
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