



Setting up a Windows 11 Laptop

Guide 3: Onboarding with Intune

Before you begin

You'll need your student's **school username and password** to complete this process.

If your student is **new to the school**, their login details will become available **2–3 days after their first day of attendance**. Once available, your student can visit the **IT Helpdesk** to collect their account details and set a password.

Important:

The student's account on the laptop **must be set as an Administrator**.

If you're unsure how to do this, please refer to **Guide 2: Create a Student Account** and complete **Steps 1, 2, 3, and 8**.

If the account is not an administrator, the device **will not download all required applications or connect to the school network correctly**.

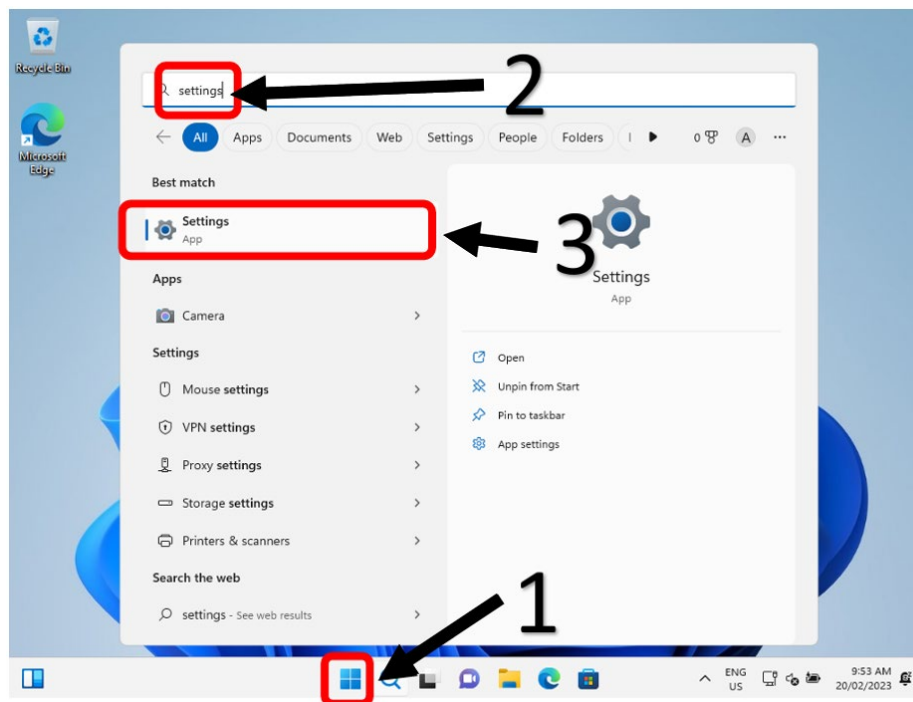


Let's Get Started!

Part 1: Connecting the Device to Education Queensland (EQ)

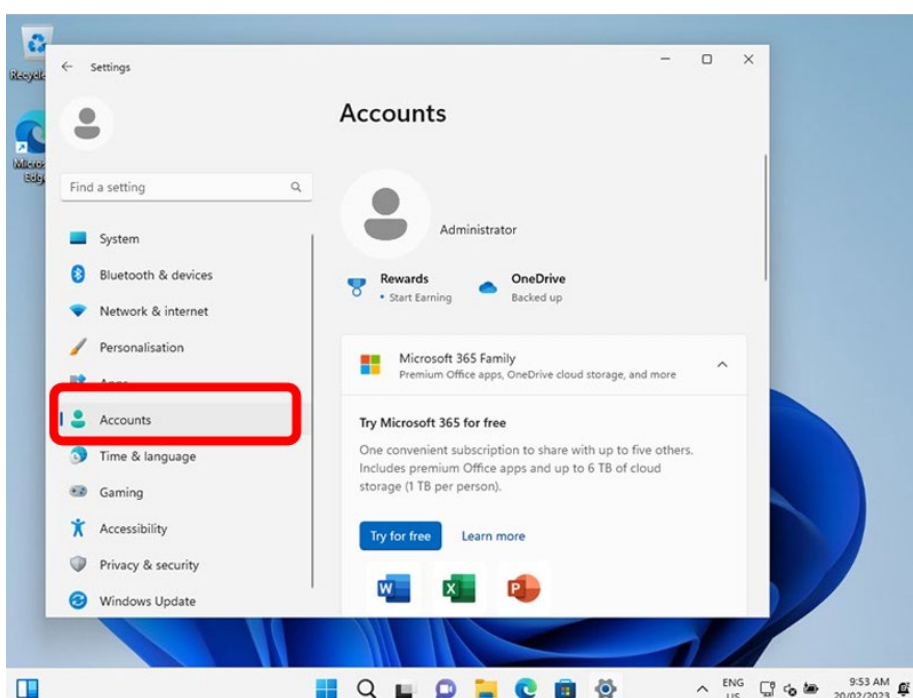
Step 1: Open Settings

1. Click the **Start** button.
2. Type **Settings** (no need to click anything first).
3. Select the **Settings** app when it appears.



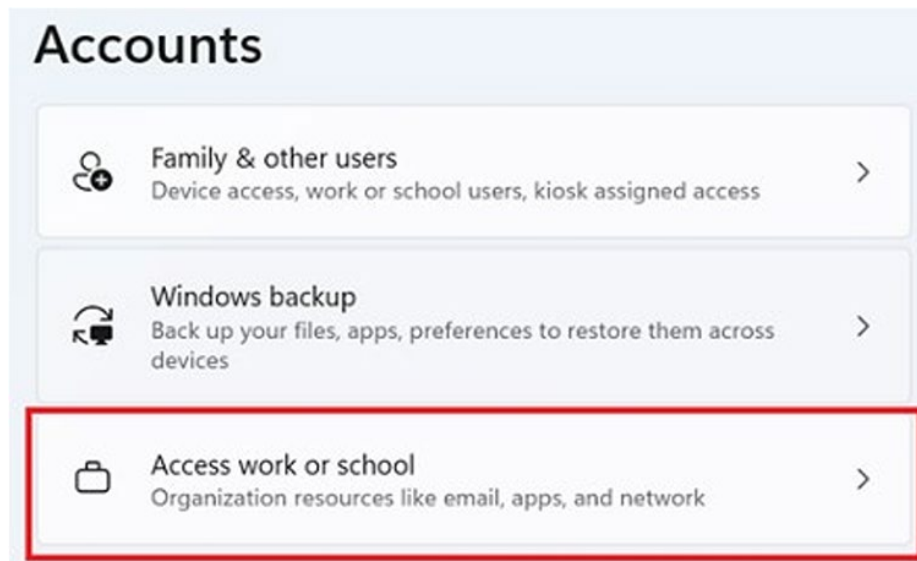
Step 2: Open the Accounts section

- In the Settings window, select **Accounts** from the menu on the left-hand side.



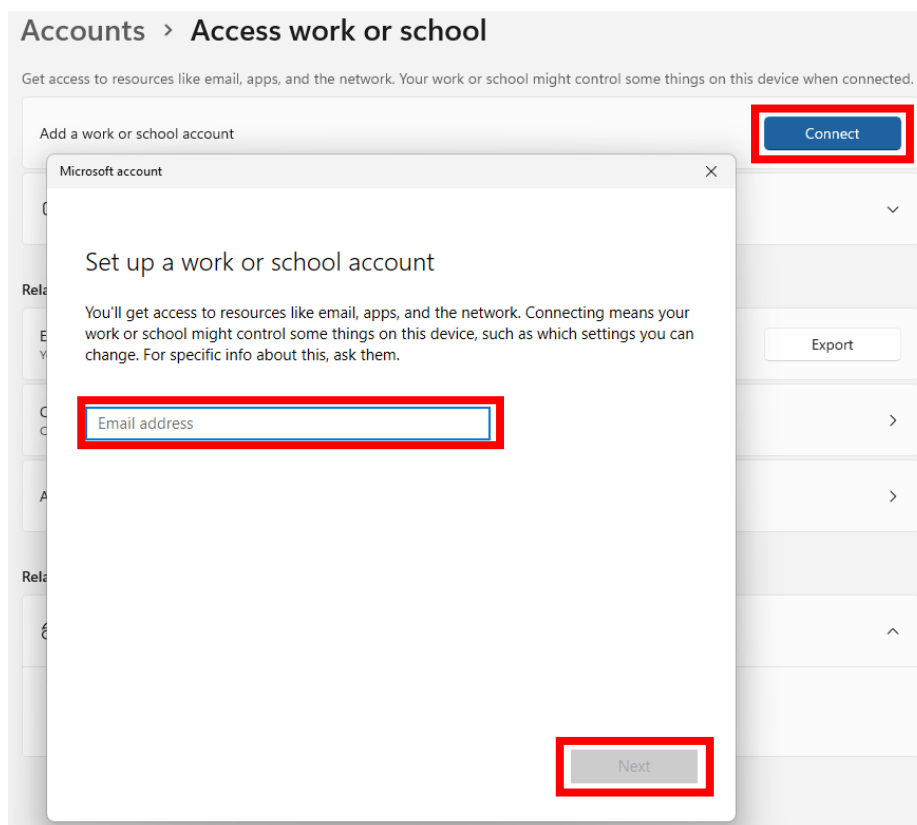
Step 3: Select “Access work or school”

- Click on **Access work or school** from the options.



Step 4: Add your child’s school account

- Select **Connect**.
- When prompted, enter your Student’s school email address:
username@eq.edu.au
- Click **Next**.



Step 5: Sign in

- Enter your student's school **username** and **password**.
- Accept any prompts or terms that appear, then select **Sign in**.

Managed Internet Service

Sign in with your username and password

Username *

jzmit179

Password *

.....



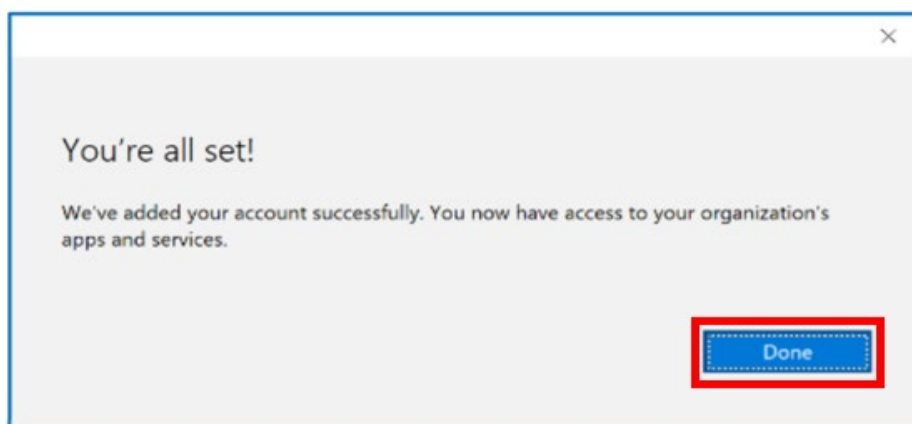
I agree to the [conditions of use](#)

Sign in

[Change my password](#)

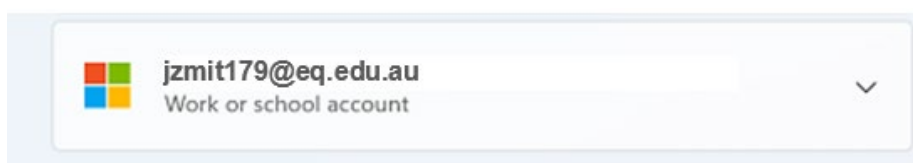
Step 6: Finish setup

- When the message “You’re all set!” appears, select **Done**.



Step 7: Confirm connection

- The school account should now appear under **Access work or school**. This confirms the laptop is connected to the **Education Queensland network**.



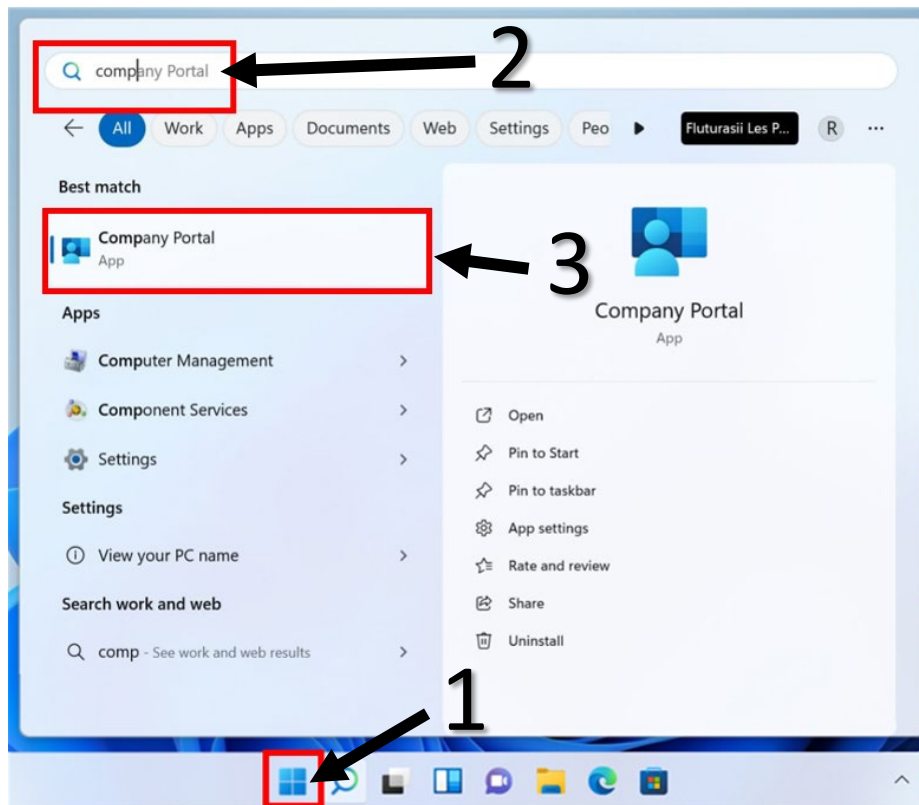
Your child's laptop is now successfully onboarded with the EQ system!
Some apps and settings will begin installing automatically in the background.
Please wait **5–10 minutes** before continuing to allow this to complete.



Part 2: Installing Required Apps

Step 1: Open the Company Portal

1. Click the **Start** button.
2. Type **Company Portal**.
3. Select the **Company Portal** app from the list.
4. If prompted, click **Open**.



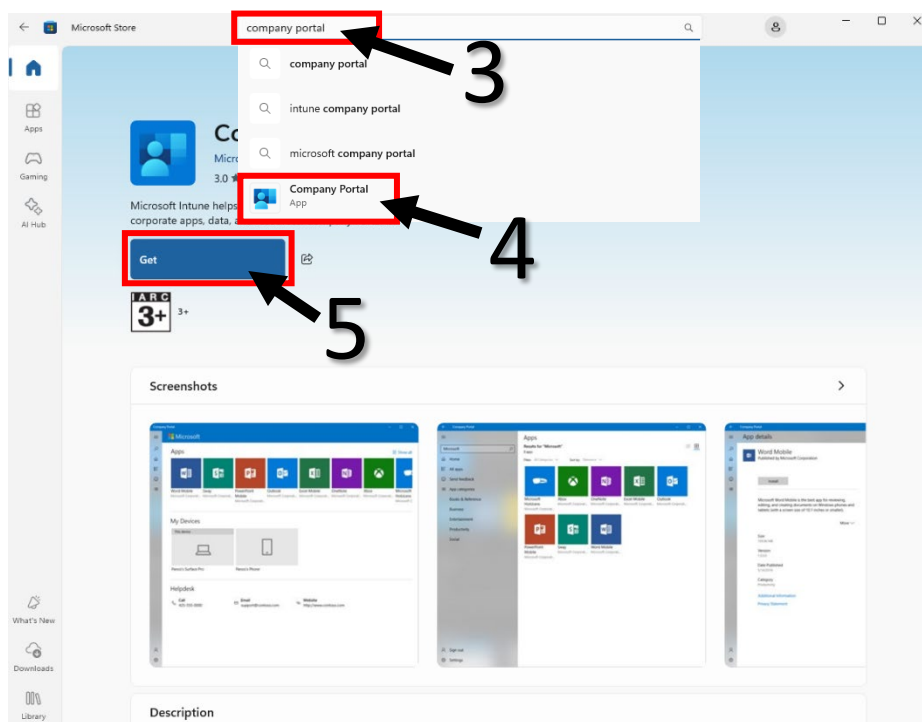
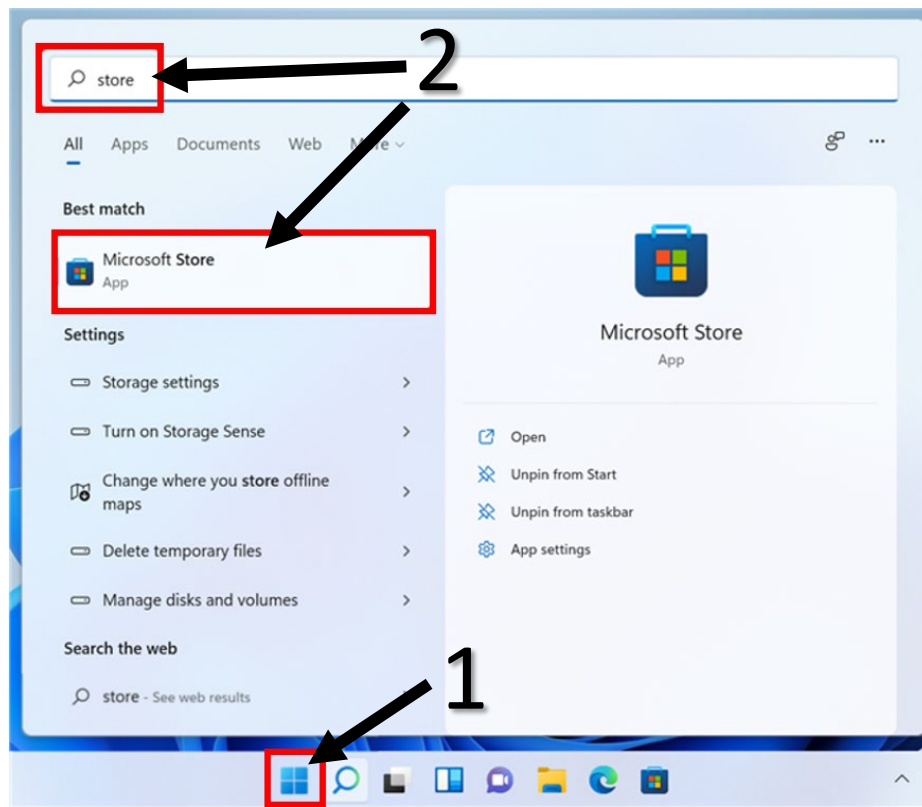
⚠ If Company Portal does not appear:

You may need to install it manually from the Microsoft Store.

1. Click the **Start** button.
2. Type **Store** and open the **Microsoft Store** app.
3. In the search bar, type **Company Portal**.
4. Select **Company Portal** from the list.
5. Click the blue **Get** button to install it.
6. Once installed, click **Open** or repeat the steps above to find it from Start.

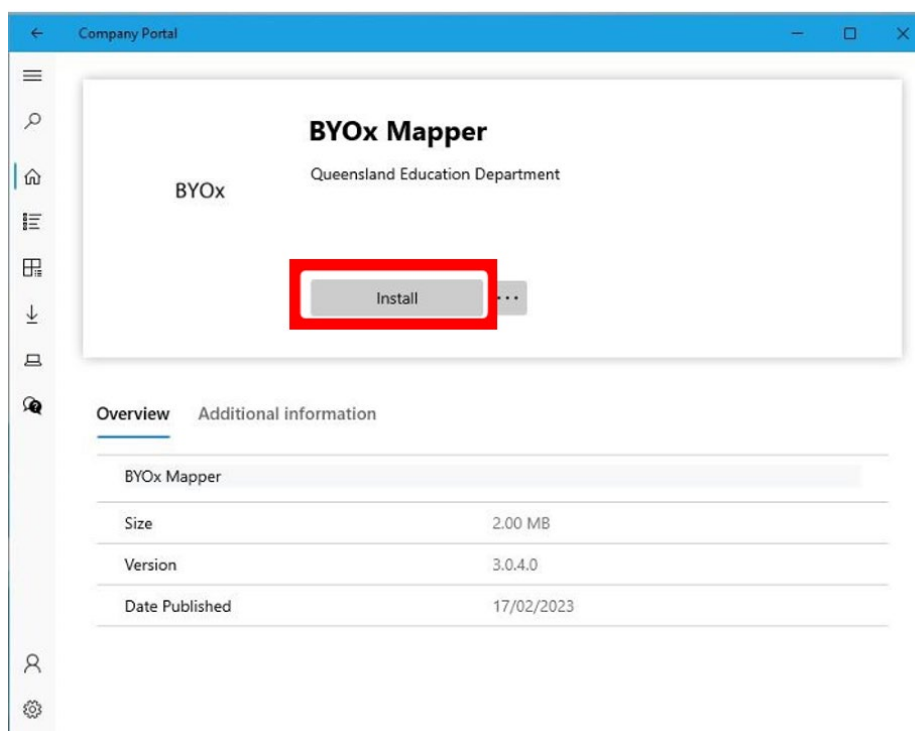
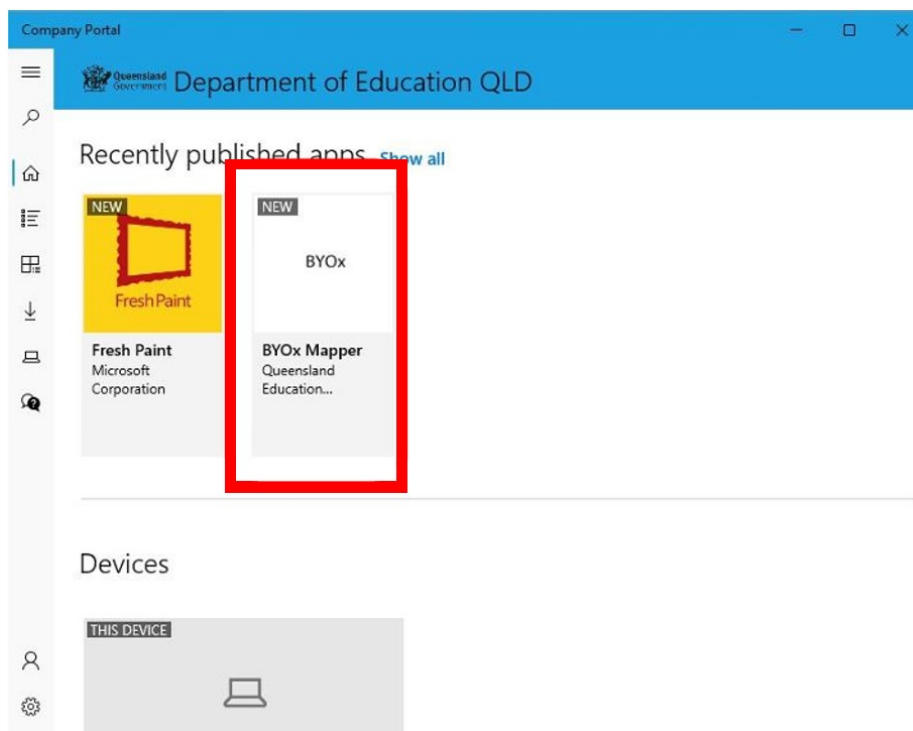
💡 You may be asked to sign in again — please use your student's school username and password.





Step 2: Install BYOx Mapper

- Inside the **Company Portal**, find **BYOx Mapper**.
- Click on it, then select **Install**.



! Note:

If BYOx Mapper does not appear, your laptop may be running **Windows 11 in S Mode**. You'll need to **switch out of S Mode** before continuing.

(Refer to "**Part 3: Removing S Mode (Windows 11)**" below for instructions on switching out of S Mode.)

Once **BYOx Mapper** has finished installing, this part of the setup is complete. The remaining setup must be completed at school. Your child will need to open the **BYOx Mapper** app while connected to the **EQNET** Wi-Fi network and sign in using their **school username and password**. This will ask the student to install the required printer drivers and connect them to any mapped network drives.



Part 3: Removing S Mode (Windows 11)

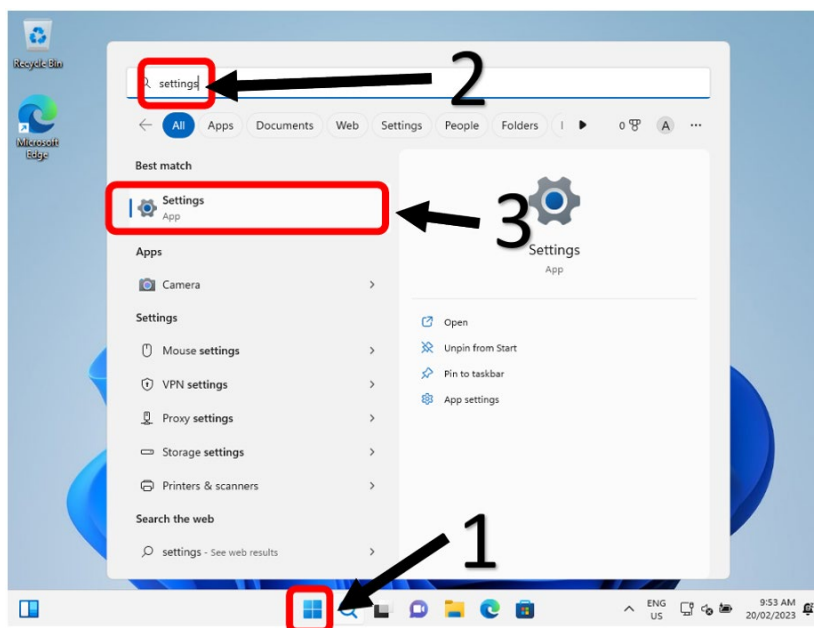
Some laptops ship with **Windows 11 in S Mode**, which limits app installations to the Microsoft Store only.

To use school software such as **BYOx Mapper**, you'll need to turn off S Mode. This is free, quick, and only needs to be done once.

⚠ *Once S Mode is turned off, it cannot be turned back on.*

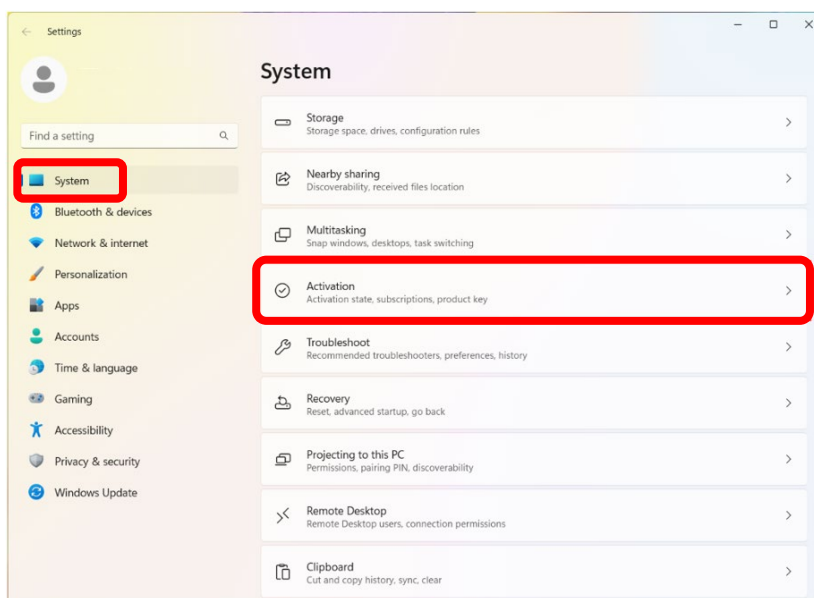
Step 1 – Open Settings

1. Click the **Start** button.
2. Type **Settings**.
3. Select the Settings app when it appears.



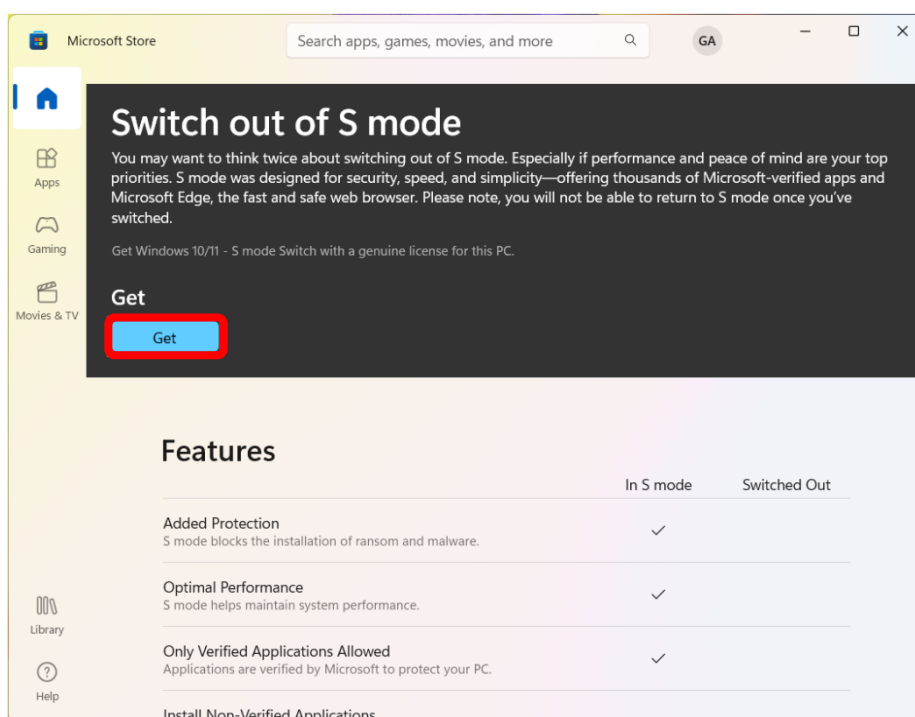
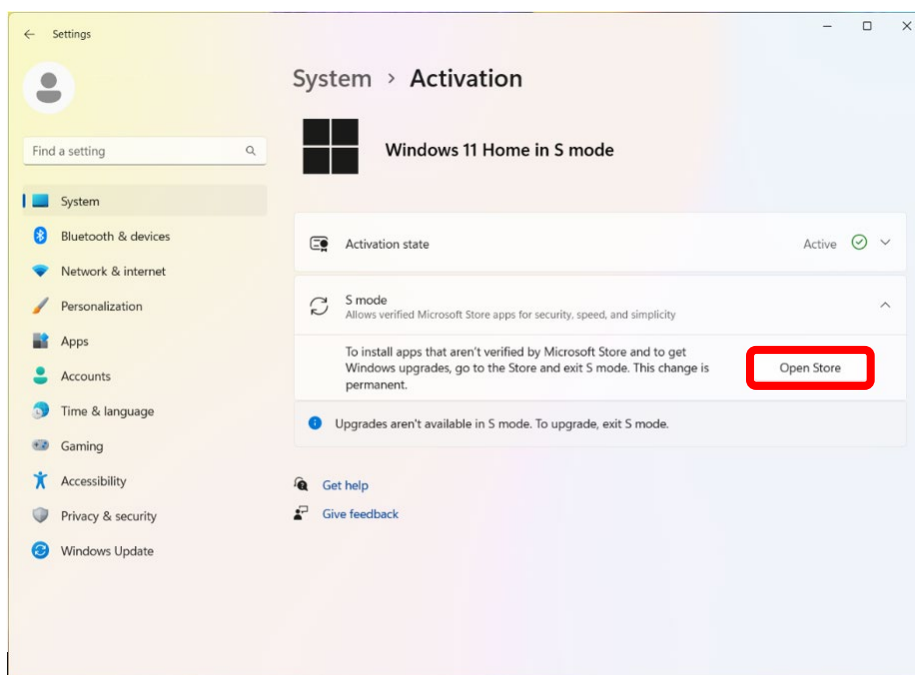
Step 2 – Go to System > Activation

1. Select **System** from the left-hand menu.
2. Click **Activation** on the right.



Step 3 – Switch Out of S Mode

1. Under **S mode**, click **Open Store**.
2. In the Microsoft Store window that opens, select **Get** or **Switch Out of S Mode**.
3. Confirm your choice when prompted.



Your computer will immediately switch out of S Mode.

You can now install apps like **BYOx Mapper** and other required school software including the school printers.

Go back to **Part 2: Installing Required Apps** to install the BYOx Mapper.

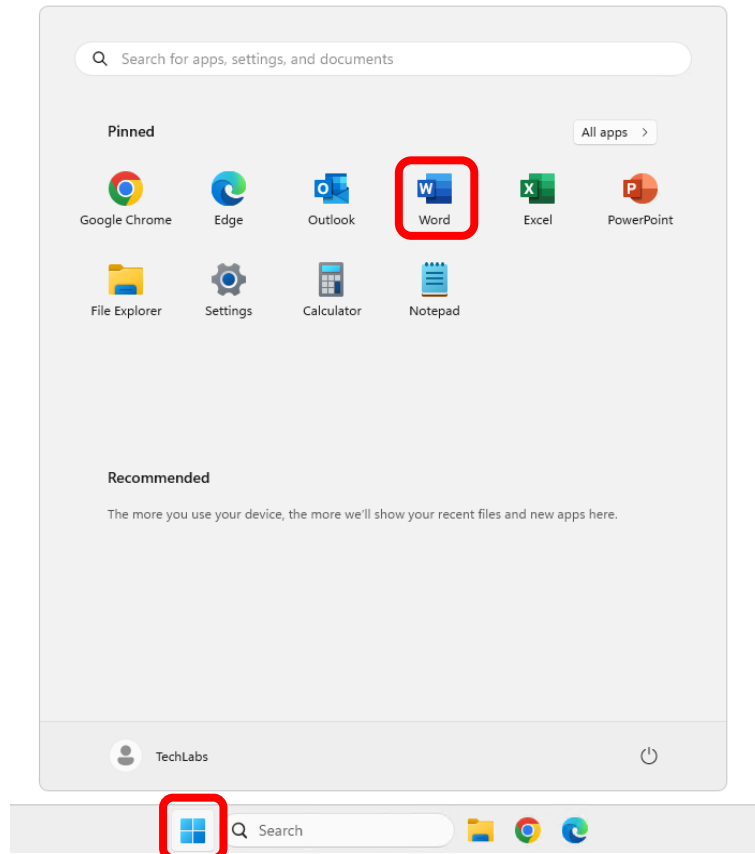


Part 4: Activating Microsoft Office

Microsoft Office comes pre-installed on most Windows devices. To use Word, Excel, PowerPoint, Outlook, and other office apps, you will need to sign in with your student's **school account**.

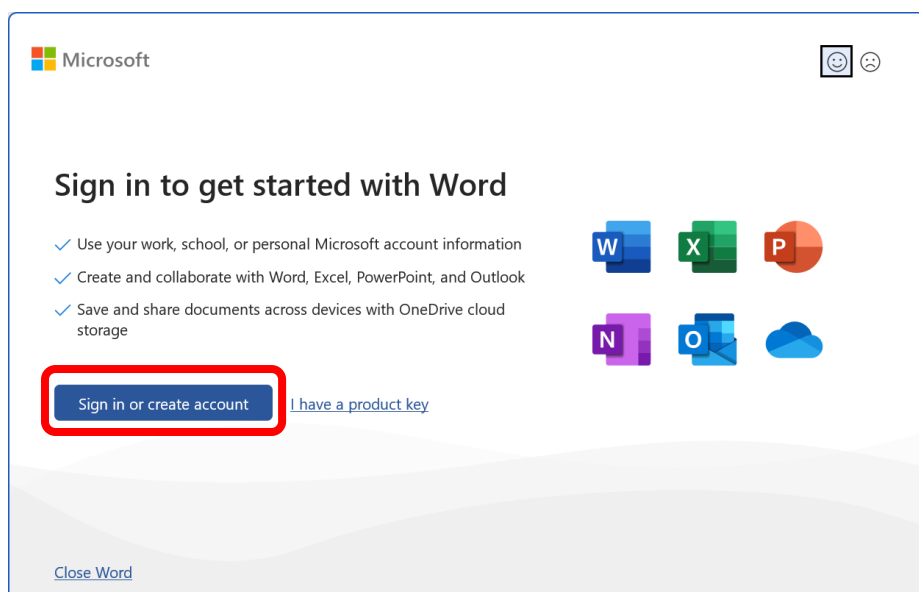
Step 1: Open Word

1. Click the **Start** button then click on **Word**.



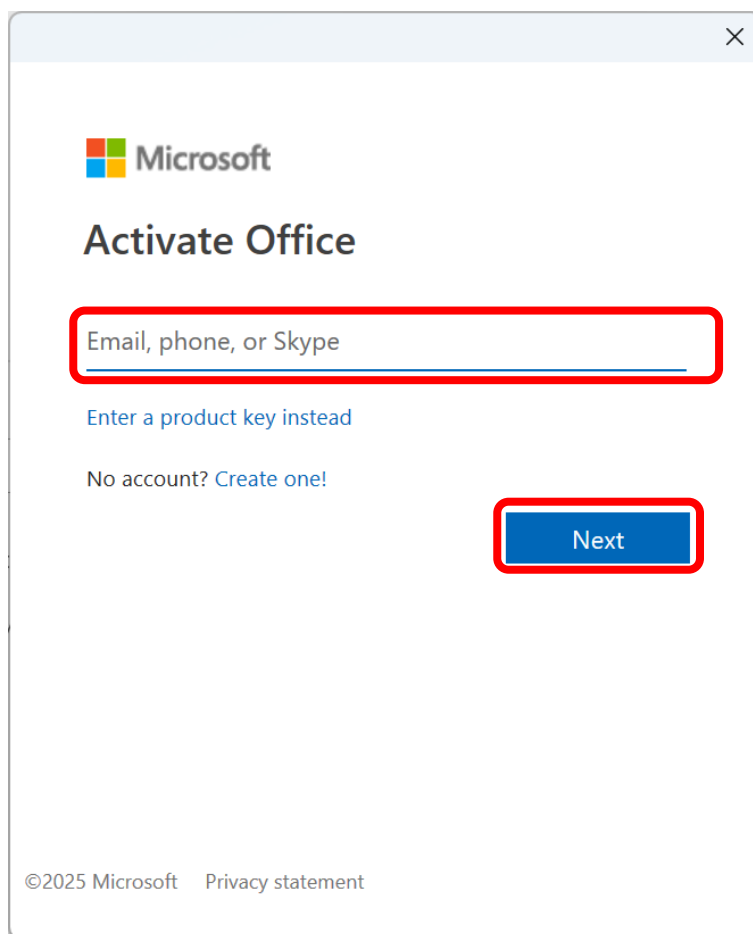
Step 2: Sign in to Office

1. When Word opens you will be prompted to sign in.
Click **Sign in or create account**.



Step 3: Enter your student's school email

1. Type your Student's school email address:
username@eq.edu.au
Then click **Next**.

A screenshot of the Microsoft Office activation window. The window has a light blue header with a close button (X) in the top right corner. Below the header is the Microsoft logo. The main heading is "Activate Office". There is a text input field with the placeholder text "Email, phone, or Skype". Below this field is a link that says "Enter a product key instead". Further down is a link that says "No account? Create one!". To the right of these links is a blue button with the text "Next". At the bottom left of the window, there is small text that says "©2025 Microsoft" and a link for "Privacy statement". The input field and the "Next" button are highlighted with red rectangular boxes.

Step 4: Enter your student's school credentials

1. Enter your student's school **username** and **password**.
2. Accept any prompts or terms that appear, then select **Sign in**.

Managed Internet Service

Sign in with your username and password

Username *

jzmit179

Password *

.....



I agree to the [conditions of use](#)

Sign in

[Change my password](#)



Step 5: Office is now activated

Once signed in, Microsoft Office is fully activated.

Your student can now:

- Access their **school emails** using the **Outlook** app
- Create documents using **Word**
- Create spreadsheets using **Excel**
- Create presentations using **PowerPoint**

Once Microsoft Office is activated, your student will be able to save their schoolwork into their Department of Education OneDrive. This allows their work to back up safely to their school cloud storage and enables Office features like AutoSave. **Please note:** files must be saved into the School OneDrive folder for syncing and backup to work correctly. Set this up in Part 5.

Microsoft 365



Word

Documents



Excel

Spreadsheets



PowerPoint

Presentations



Outlook

Email & Calendar



OneNote

Notes



Teams

Collaboration & Chat



OneDrive

Cloud Storage



Access

Database



Part 5: Setting up OneDrive Cloud Storage

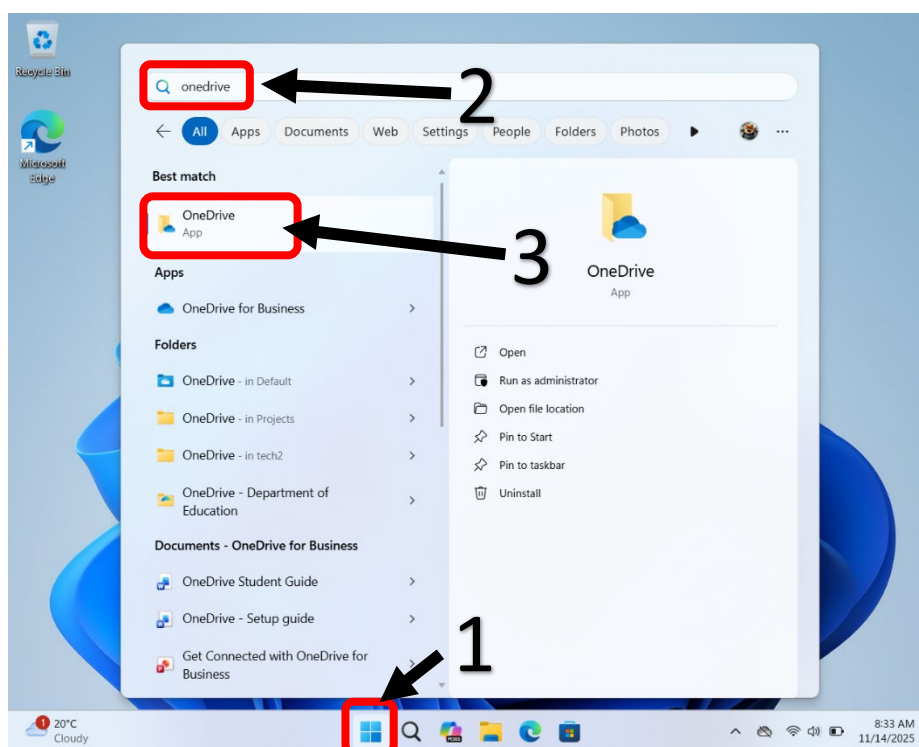
OneDrive is Microsoft's cloud-based storage service that allows students to save, access, and back up their schoolwork from any device. It works just like the "Documents" folder on the computer, but stores everything safely online — protecting important files even if the laptop is lost, damaged, or replaced.

Every student has access to a **Department of Education (DoE) OneDrive** account linked to their school username. This is the recommended place to save all school-related work.

Important: Personal OneDrive accounts (linked to private Microsoft/Outlook emails) are **blocked at school**. Using the DoE OneDrive ensures files can sync properly both at home and on the school network.

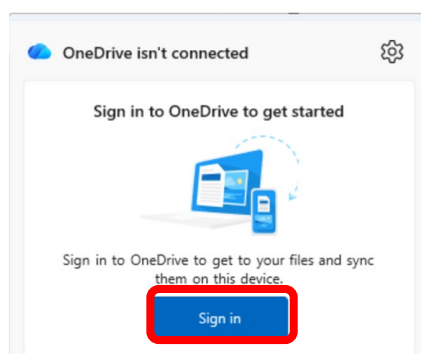
Step 1: Open OneDrive

1. Click the **Start** button.
2. Type **OneDrive** (no need to click anything first).
3. Select the **OneDrive app** when it appears.



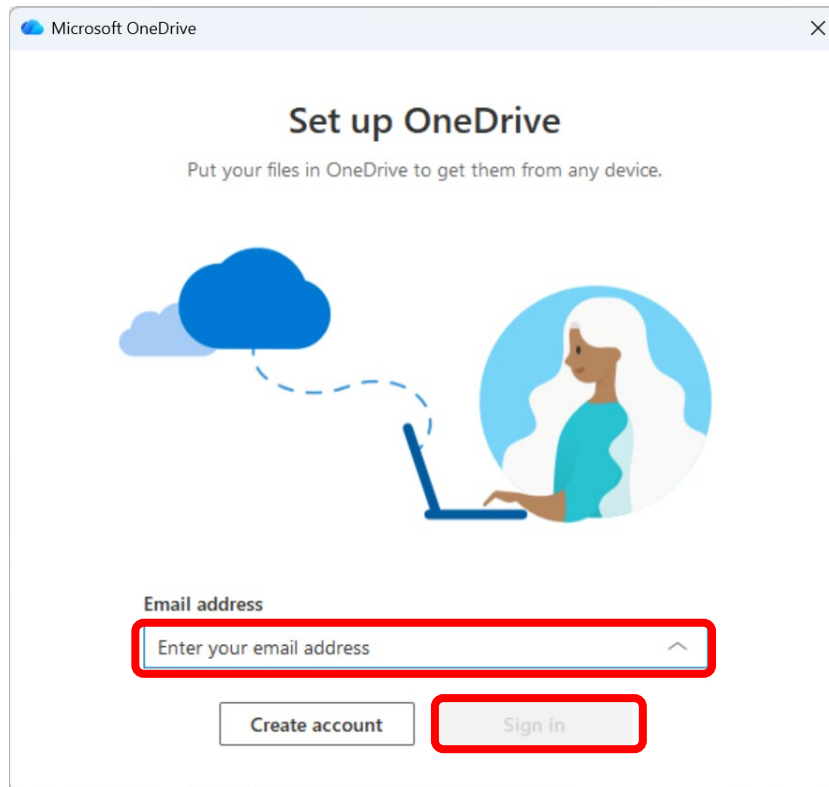
Step 2: Sign in

1. Click **Sign in** to begin.



Step 3: Enter the school email

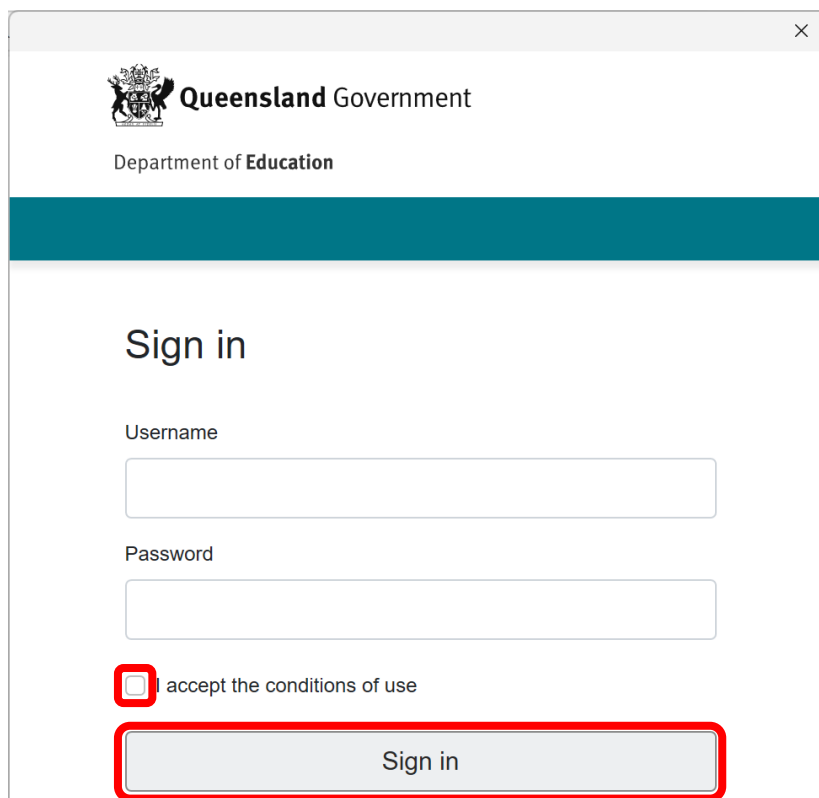
- When prompted, enter your student's school email address:
username@eq.edu.au
Then select **Sign in**.



The image shows a Microsoft OneDrive window titled "Set up OneDrive". The subtitle reads "Put your files in OneDrive to get them from any device." Below this is an illustration of a person with long white hair sitting at a laptop, with a blue cloud icon above them. The "Email address" section has a text input field with the placeholder "Enter your email address". Below the input field are two buttons: "Create account" and "Sign in". The "Sign in" button is highlighted with a red rectangle.

Step 4: Sign in with school credentials

- Enter your student's **school username and password**.
Accept any prompts or terms that appear, then select **Sign in**.



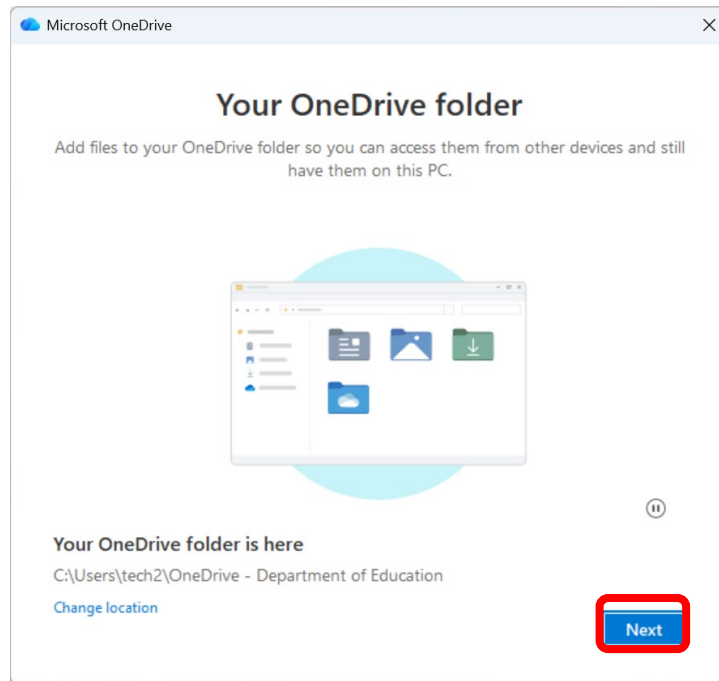
The image shows a web page for the Queensland Government Department of Education. The header includes the Queensland Government crest and the text "Queensland Government" and "Department of Education". The main heading is "Sign in". Below this are two text input fields: "Username" and "Password". Below the "Password" field is a checkbox with the text "I accept the conditions of use". The checkbox is highlighted with a red square. Below the checkbox is a large "Sign in" button, which is also highlighted with a red rectangle.



Step 5: Choose the OneDrive folder location

4. You'll be shown where the OneDrive folder will be stored on the laptop.
 - It is recommended to keep the **default location**.
 - If you prefer to change it, select **Change location** and choose a different folder.

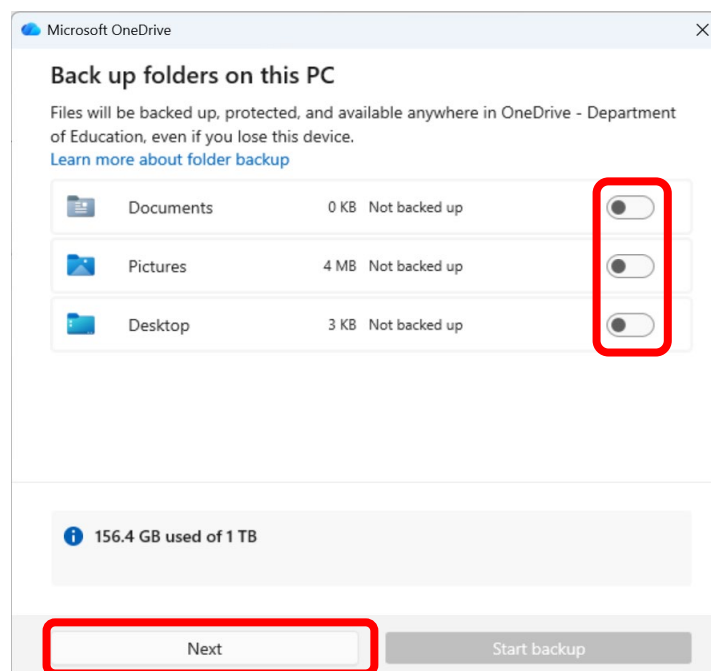
Once ready, click **Next**.



Step 6: Disable personal folder backup

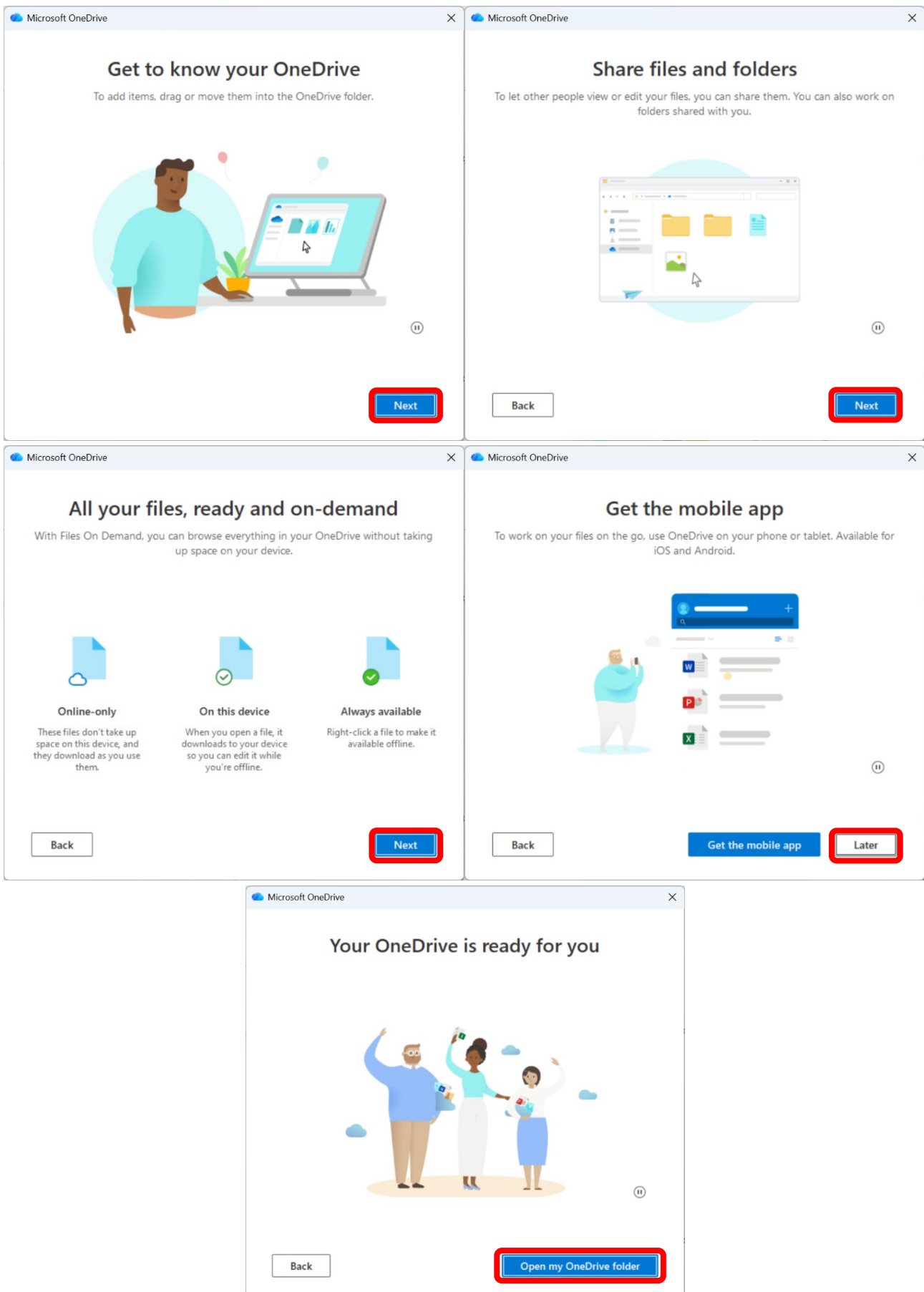
5. OneDrive may offer to automatically back up folders such as **Desktop**, **Documents**, and **Pictures**.
We **do not recommend** enabling these backups, as personal files should not be synced to the school OneDrive.

Slide the toggle switches **to the left** to turn these backups **off**, then click **Next**.



Step 7: Finish OneDrive setup

6. Continue through the remaining screens by selecting:
Next → Next → Next → Later → Open my OneDrive folder

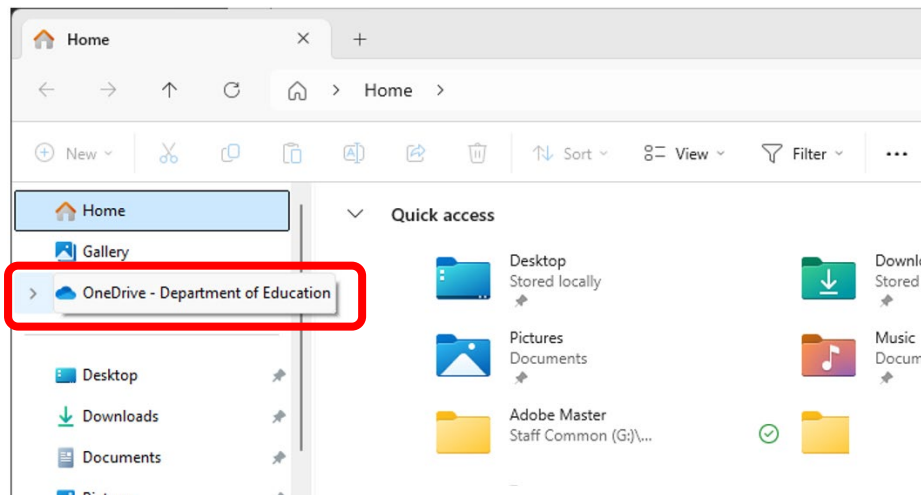


Your student's OneDrive is now set up, signed in with their school account, and ready for use both at home and at school.

Accessing the OneDrive Folder

You can find your student's OneDrive folder by opening **File Explorer** on their laptop. On the left-hand side, look for the **blue cloud icon** labelled:

OneDrive – Department of Education

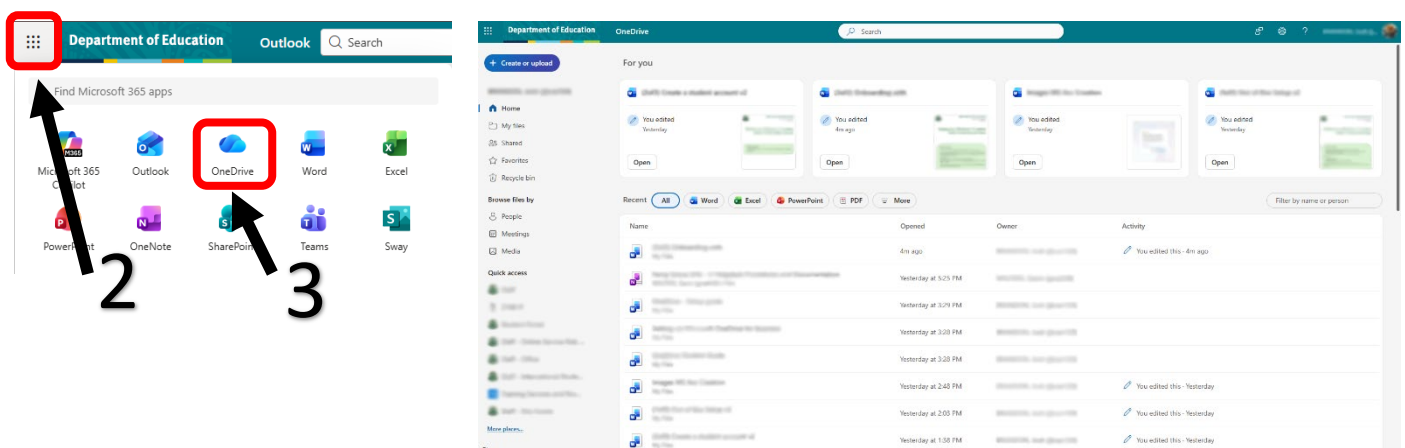


In some cases, it may display your student's name instead (for example: **James – Department of Education**).

This folder is the recommended location for saving all schoolwork so it can sync safely to the cloud.

You can also access OneDrive through a web browser:

1. Go to **owa.eq.edu.au** and sign in using your student's school username and password.
2. In the top-left corner, click the **App Launcher** (the 9-square tiles icon).
3. Select **OneDrive**. If this is your first time opening OneDrive online, follow the on-screen prompts.



💡 For more information on using OneDrive effectively — including best practices for saving and backing up schoolwork — please refer to our [OneDrive: Cloud Storage and Backing Up](#) guide available on the [Student SharePoint Homepage](#) (login required).

✅ You're all done!

Your child's device is now ready to connect to the school Wi-Fi, access EQ resources, and use Microsoft 365 with their school account.

? Need Help?

If you experience any issues or have questions:

✉ **Email:** ithelp@fernygroveshs.eq.edu.au

🏠 **Visit:** IT Helpdesk (located in **E Block**)

🕒 **Hours:** 8:00 AM – 4:00 PM, Monday to Friday

