



Intune Help Guide

Use this guide to connect your child's BYOD iPad to the school's system and troubleshoot school connectivity or learning app issues. Read it alongside the BYOD iPad Parent Guide.

Before you start

You need your child's school login details: their school email address, username and password.

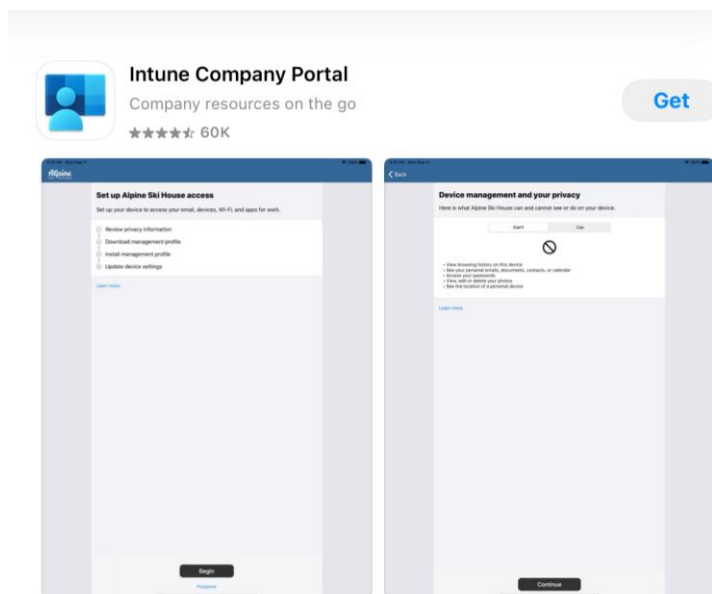
If you do not have these details, contact ICT@mansfieldss.eq.edu.au. Student login details will only be provided to email addresses registered with the school.

- Have the iPad charged and connected to reliable Wi-Fi. Allow 10–15 minutes for setup; apps may take longer to arrive.
- Have access to an Apple Account for App Store downloads. This is different from your child's school account.
- Ensure Safari is available and parental controls allow school sign-in, profile installation and learning apps.

Step 1 – Download Intune Company Portal

You will need an Apple Account to download the app.

1. On the iPad, open the App Store and search for Intune Company Portal.
2. Tap **Get**. If you have downloaded the app before, you may see a cloud with a downward arrow instead.



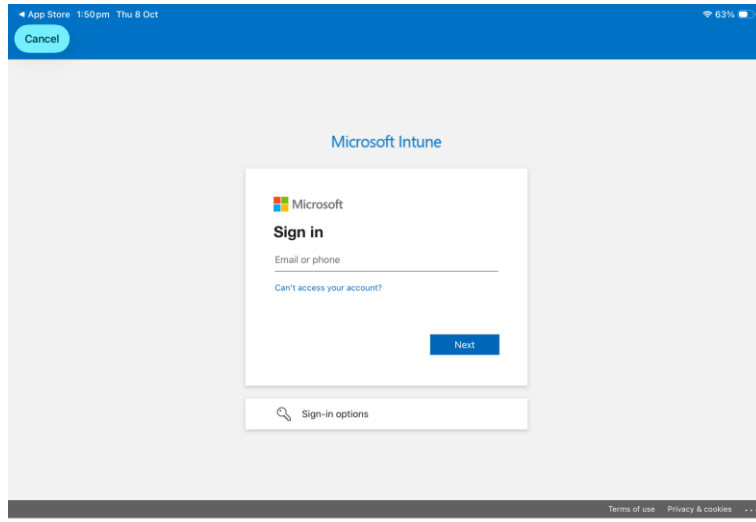
3. If asked, approve the download using your Apple Account password, Touch ID or Face ID. Follow any instructions on the screen.
4. Wait for the download to finish. When the button changes to **Open**, tap it.

Company Portal is now installed. The iPad is not connected to the school's system yet.

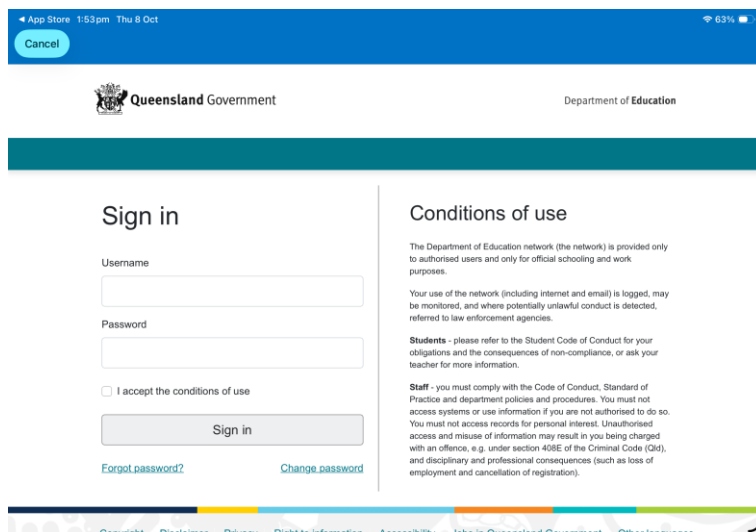


Step 2 – Sign in with your child’s school account

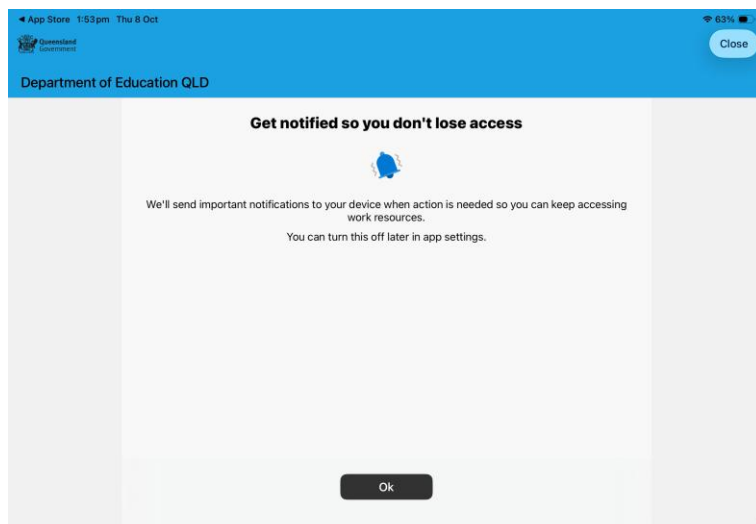
1. Open Company Portal and sign in with your child’s school login details. You will be prompted to enter their email address on the first screen.



2. Enter your child’s school username and password on the second screen and then tap **Sign in**.

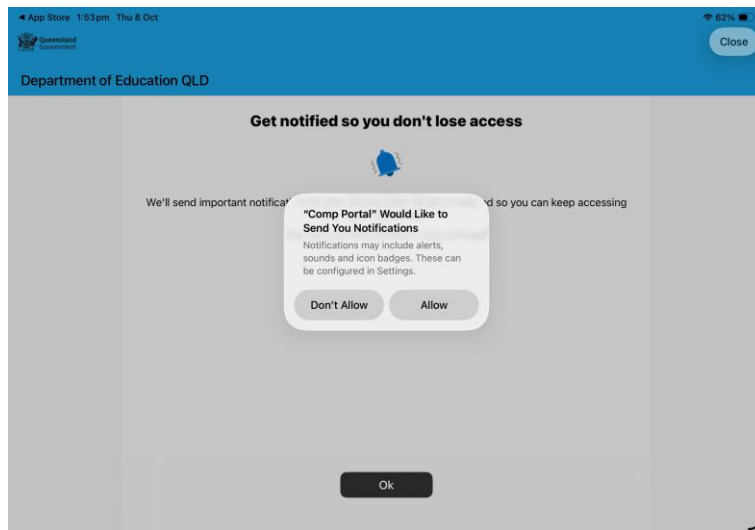


3. Tap **Ok** to receive important notifications from the Company Portal app.





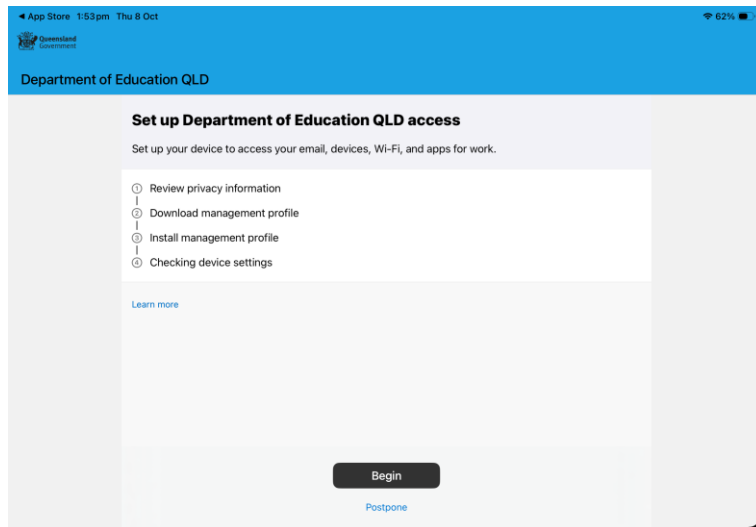
4. When prompted, tap either **Don't Allow** or **Allow** to receive notifications from the app.



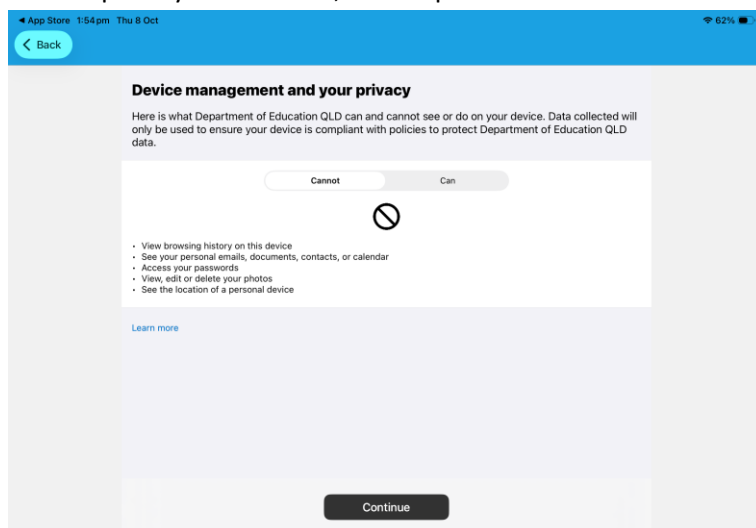


Step 3 – Download the management profile

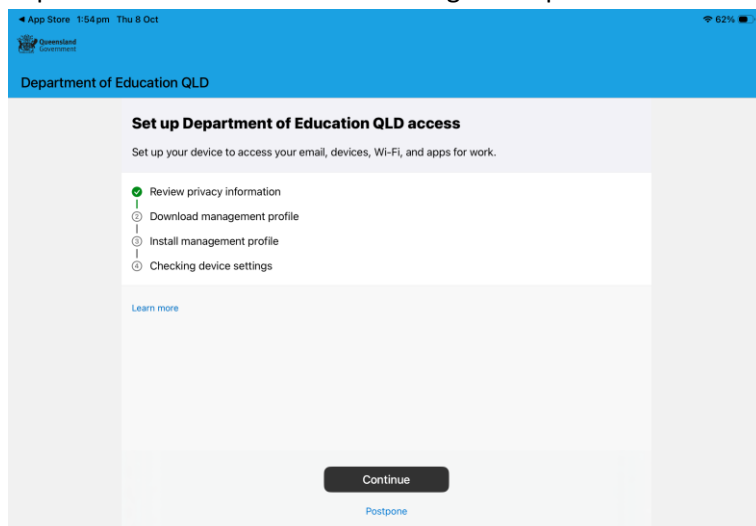
1. In Company Portal, tap **begin**.



2. Review privacy information, then tap **Continue**.

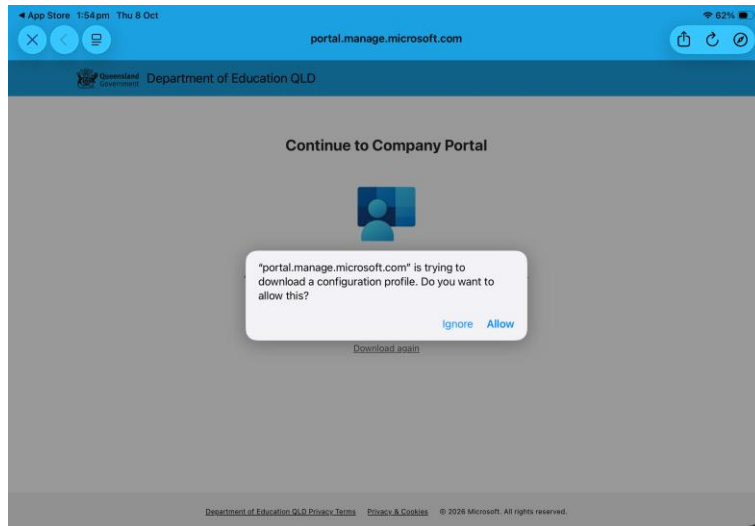


3. Tap **Continue** to download the management profile.

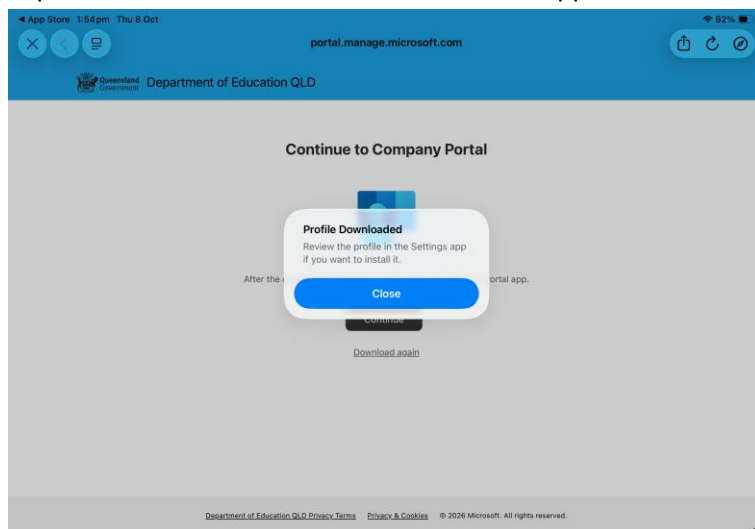




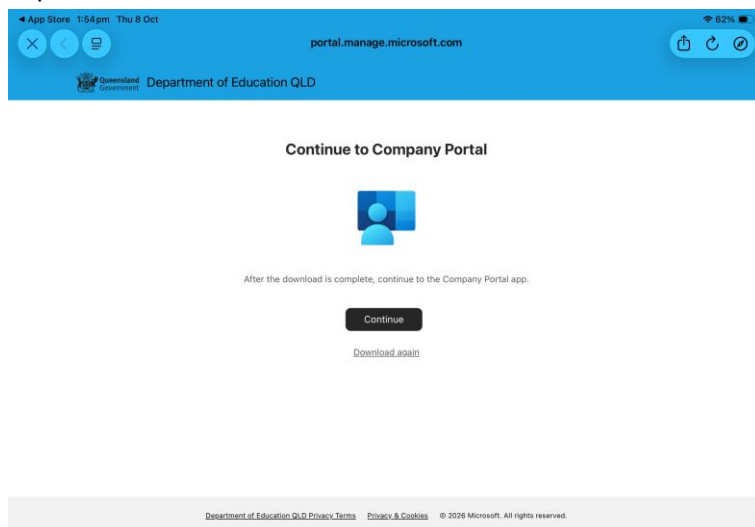
4. Tap **Allow** when prompted.



5. Tap **Close** when the Profile Downloaded box appears.



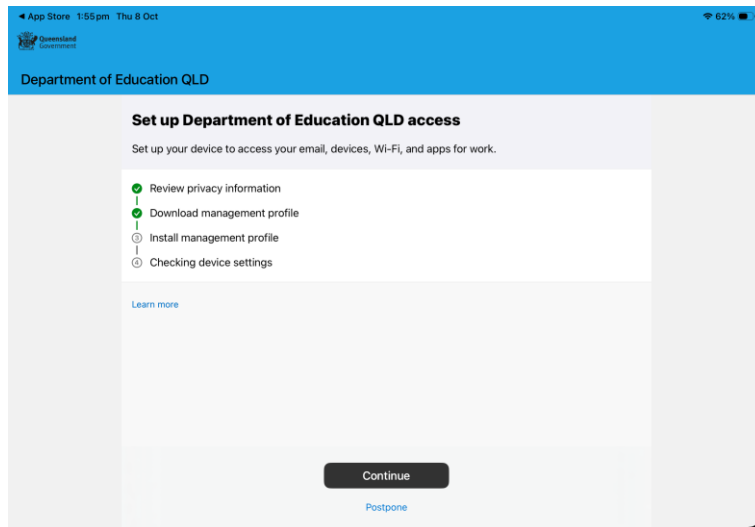
6. Tap **Continue**.



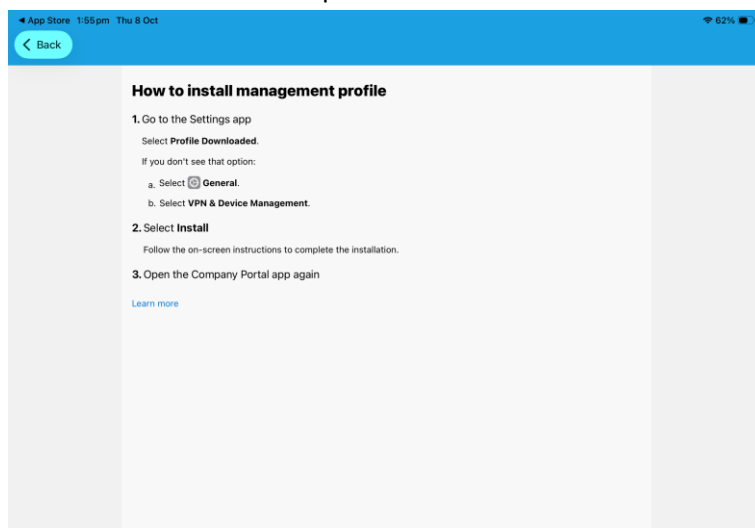


Step 4 – Install the management profile

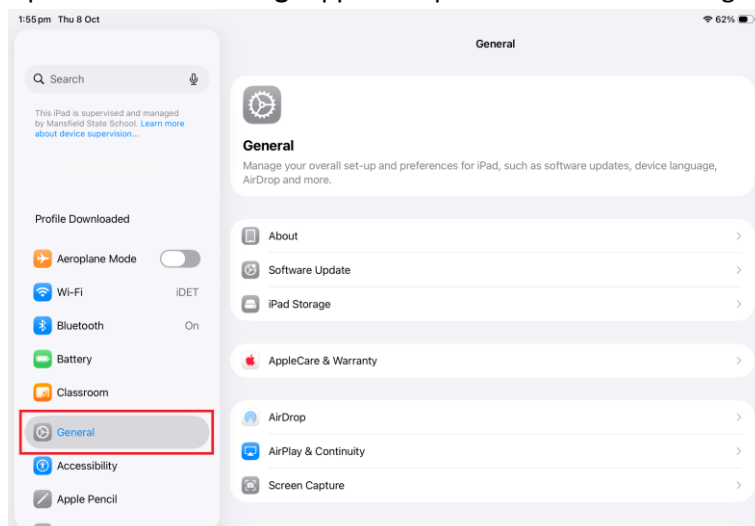
1. In Company Portal, tap **Continue** to begin the installation process.



2. Review the installation steps.

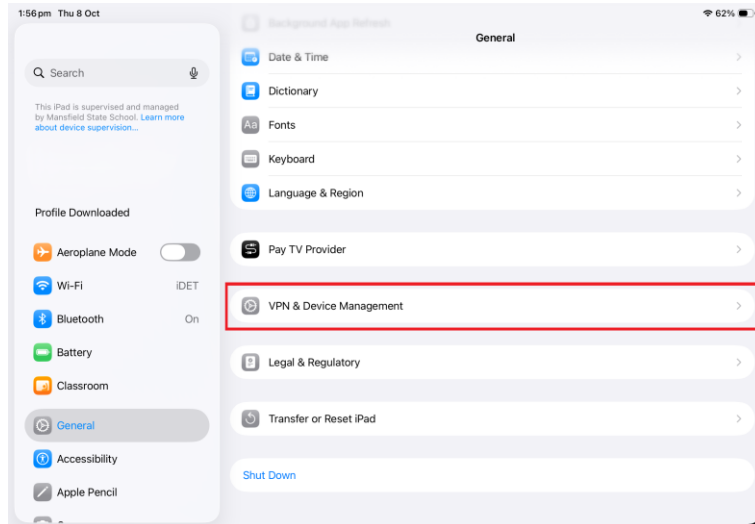


3. Open the iPad's **Settings** app and tap on **General** in the navigation menu.

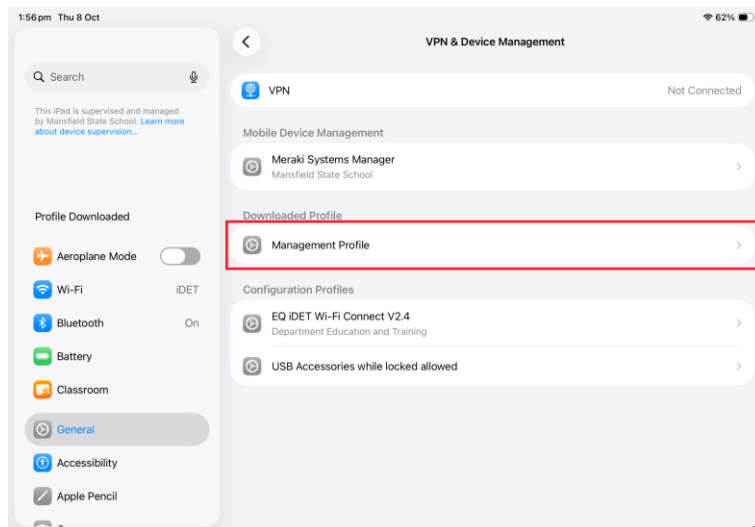




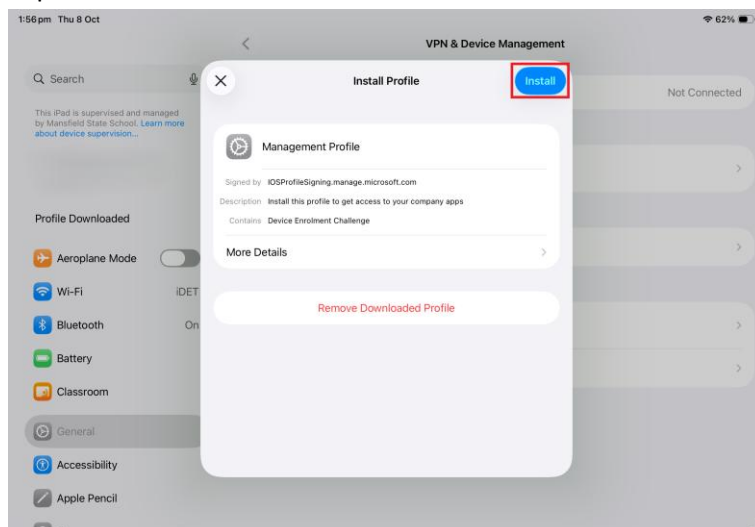
4. Scroll down in the General settings menu and tap on **VPN & Device Management**.



5. Under Downloaded Profile, tap on **Management Profile**.

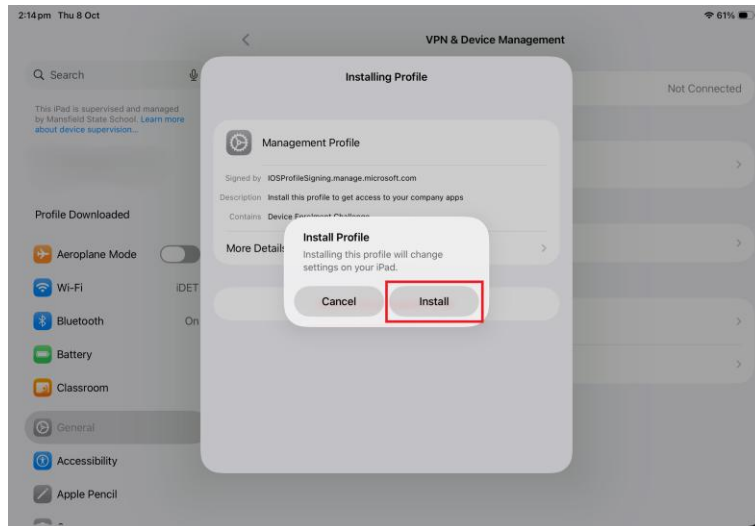


6. Tap the blue **Install** button in the Install Profile window.





7. Tap **Install**.



8. The management profile will now be installed on your iPad. When installation is complete, return to the **Company Portal** app.



Step 5 – Complete setup in Company Portal

1. After installing the management profile, you must return to Company Portal to finish setting up your child's iPad.
2. Return to the iPad's Home Screen and open the **Company Portal** app.
3. Look at the setup checklist. You should now see a **green tick** beside **Install management profile**.
4. If you see a button asking whether you have installed the profile, tap **Yes, I installed the profile** or **Continue**.
5. Company Portal will now check the iPad's settings. You may see the message **Checking device settings**. This can take a few minutes.
6. Wait for the check to finish. If Company Portal asks you to change any settings, follow the instructions on the screen. Return to Company Portal and tap **Check Settings** or **Retry**, if asked.
7. When setup is complete, you should see **You're all set!** with green ticks beside all the setup steps. Tap **Done**.

Your child's iPad is now connected to the school's management system.

Step 6 – Allow school learning apps to install

1. The management profile will now automatically install the learning apps needed for your child's year level.
2. Keep the iPad connected to Wi-Fi. Make sure it has enough battery power or connect it to a charger.
3. Wait while the learning apps download. You may see messages asking for permission to install an app. Tap **Install** when asked. If you are asked to allow the school to manage an existing learning app, tap **Manage**.
4. Look for the learning apps appearing on the iPad's Home Screen. You can also find them in the App Library. Some apps may take longer to appear than others.
5. Check that the required learning apps have appeared. If any apps are missing, keep the iPad connected to Wi-Fi and allow more time for them to install.

Important: Company Portal must remain installed, and your child must stay signed in with their school account. Do not remove the school management profile. These are needed for the school to manage and update learning apps.

If something goes wrong

If you do not see the green ticks, or Company Portal asks you to complete more steps, follow the instructions on the screen.

If the setup will not finish, or required learning apps do not appear after allowing time for installation, contact the school's ICT team at ICT@mansfieldss.eq.edu.au.

Do not delete Company Portal or remove the management profile unless school ICT staff ask you to do so.



Troubleshooting

Start with the checks below. If the issue continues, contact ICT.

Remove a management profile, unenrol the device or delete a learning app only when ICT staff advise you to do so.

A No apps available or learning apps have not appeared

An empty app list in Company Portal does not, by itself, mean enrolment has failed. School-required apps may be installed automatically rather than offered in that list.

1. Check the Home Screen and App Library for the learning apps on your child's year-level list.
2. Check that Company Portal is signed in with your child's school account and that enrolment is complete. Review any unfinished setup steps or requirements shown in the app.
3. Keep Wi-Fi connected and accept any app installation prompts. Check that the iPad has available storage and that Screen Time allows app installation.
4. Allow 5–10 minutes, then close and reopen Company Portal. Restart the iPad if needed. Installation may take longer depending on the connection and number of apps.

If required apps are still missing, send ICT the names of those apps and any message shown. ICT may need to check the student's year-level app assignment.

B Sign-in failed or password not accepted

1. Check that you are using the child's school account. Use the school email address first, then the MIS username and password if prompted.
2. Retype the password carefully. Check capital letters and accidental spaces.
3. If possible, try the school login in a school service such as QLearn. Check that Safari and website restrictions are not blocking the sign-in page.
4. If sign-in still fails, contact ICT. The password may have changed or may need resetting. Login details will only be provided to an email address registered with the school.

C Company Portal loops or enrolment will not finish

1. Restart the iPad. Check Wi-Fi by opening a website in Safari.
2. Check for iPadOS updates in Settings > General > Software Update and Company Portal updates in the App Store.
3. Check that Safari, school sign-in and profile installation are allowed by parental controls.
4. Check whether the management profile was downloaded but not installed. Complete Step 3 on page 1, then return to Company Portal.

If it still loops, contact ICT with the exact message or a screenshot. ICT will advise whether removal and re-enrolment is needed.

D This device is already managed or enrolled elsewhere

An iPad can be enrolled in only one device management system at a time. Check Settings > General > VPN & Device Management for an existing management profile.

Contact ICT before removing it. If it belongs to another school or organisation, that organisation may need to release the device. Do not erase the iPad as a troubleshooting step unless ICT has discussed the process with you.



E School Wi-Fi does not work after enrolment

- Check that Wi-Fi is enabled, enrolment is complete and the school management profile remains installed.
- Check for unfinished requirements in Company Portal and restart the iPad.

School Wi-Fi can only be tested at school. If home internet works but school Wi-Fi does not, ask your child to tell their teacher or contact ICT. Staff can check the connection on site; families do not need to guess school network settings.

F An app will not open or update

1. Restart the iPad and check that it has available storage and a working internet connection.
2. Check whether Screen Time, app limits or Downtime are blocking the app. Also check any separate login supplied by the classroom teacher.
3. For a paid app installed by your family, check for updates in the App Store. For a school-managed app, allow time for the school's system to update it and accept any prompts.

If it still fails, contact ICT with the app name and error message. Do not delete it as a routine fix: deleting an app can remove work saved inside it. ICT can advise on backup and reinstallation if needed.

G A privacy or management warning appears

Read the warning when installing the management profile. Intune lets the school apply network settings and manage school apps. It also provides administrators with device information such as model, serial number and operating system version.

Intune does not itself give staff a live view of your child's screen. Apple Classroom is a separate tool used for screen supervision during connected classroom learning. Use of the school network is also subject to departmental filtering and monitoring. See the Parent Guide for these arrangements.

If you are unsure about a warning, contact ICT before continuing.

Before contacting ICT

Check: correct school account; profile installed; enrolment complete; Wi-Fi working; iPad restarted; free storage available; and parental controls allowing school sign-in and learning apps.

Email ICT@mansfieldss.eq.edu.au with your full name, your child's full name, class if known, a description of the problem and any error message or screenshot. Do not include passwords or passcodes.

The ICT inbox is monitored during school hours, excluding weekends, public holidays and school holidays. The ICT team endeavours to respond within 48 hours, subject to these monitoring hours. Staff support school connectivity, enrolment and school-managed apps; families manage hardware repairs, personal Apple Accounts and purchases.