



20
25



ALBANY
CREEK
STATE
HIGH
SCHOOL

HOW TO GUIDE

WINDOWS 10 - SETTING UP
COMPANY PORTAL

Before you Start

- **Windows 10 will no longer be supported by Microsoft from October 2025, meaning we will not support these devices on our school network from that date forward due to security concerns.** Please ensure that you have Windows 11 installed on BYO devices before this date to ensure the student has access to all school resources.
- Company Portal is a secure mobile management system that allows you to use school Wi-Fi, emails, learning applications and websites on personal devices.
- These instructions will show you how to enrol a BYO Windows device into Company Portal and install school applications. This process may take up to 15 minutes to complete.
- Before you start, please have ready the email address and password that has been supplied to you by the school. If you do not have this information, you will not be able to successfully complete the installation. Please contact your school to obtain these details.
- These instructions are for Windows 10 version 22H2 and above. You may find some of the screens look different to the ones provided here if you have a different version of Windows or if there are changes made to Intune.
- If the installation fails at any time, please re-open the Company Portal app and try again.
- **Please note:** After the device has been onboarded and restarted, you may be asked to reset your device's password. You can attempt to reset it to the current password, however if this fails please try a different password.
- If you have any problems with installing Company Portal or using it afterwards, please contact your school for assistance.

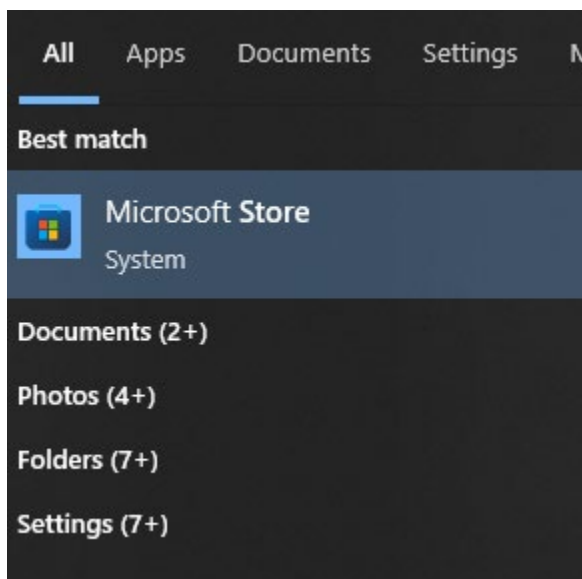
Step 1

Connect to the internet and select the Windows icon at the bottom of your screen



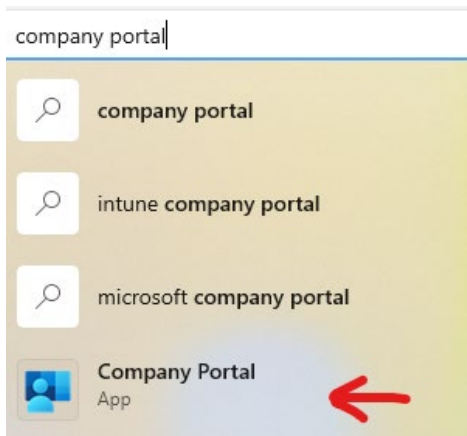
Step 2

Select the **Microsoft Store** icon, or search for it



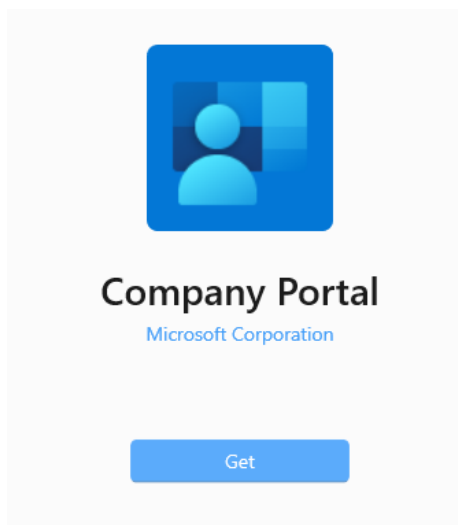
Step 3

Once the store has opened, search for **Company Portal** and select the following option:



Step 4

Select **Get** and wait for the program to download



Step 5

After it has finished downloading, select Open. You will be asked to sign into your school email using your @eq.edu.au email address. Click **Next**.



Sign in

flast1@eq.edu.au ×

No account? [Create one!](#)

[Can't access your account?](#)

Next

Step 6

Enter your school username and password, select the box that says "I Agree" and select **Sign In**



Queensland Government

Department of Education

Managed Internet Service

Sign in with your username and password

Username *

Password *

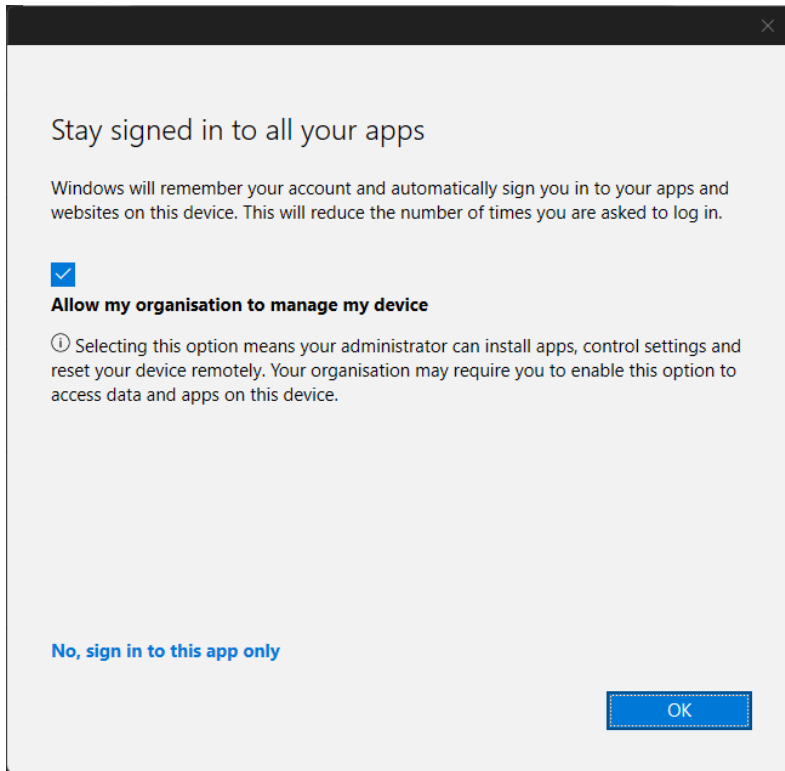
I agree to the [conditions of use](#)

Sign in

[Change my password](#)

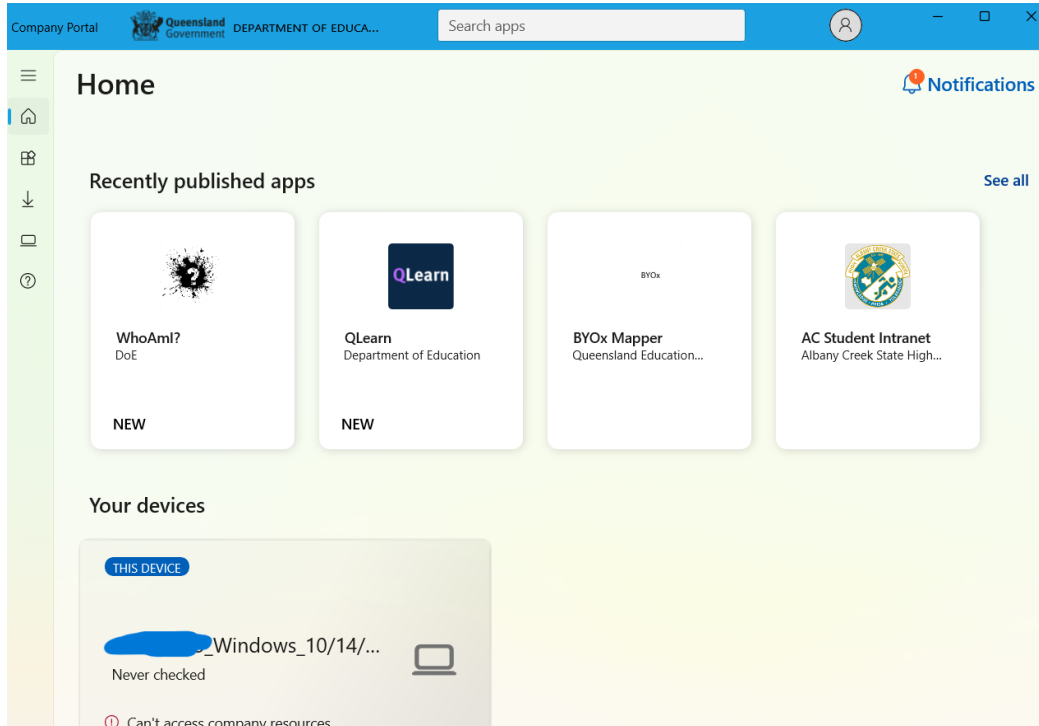
Step 7

You will see a box pop up with a message saying “Stay signed in to all your apps”, **make sure the box stays checked and select OK**

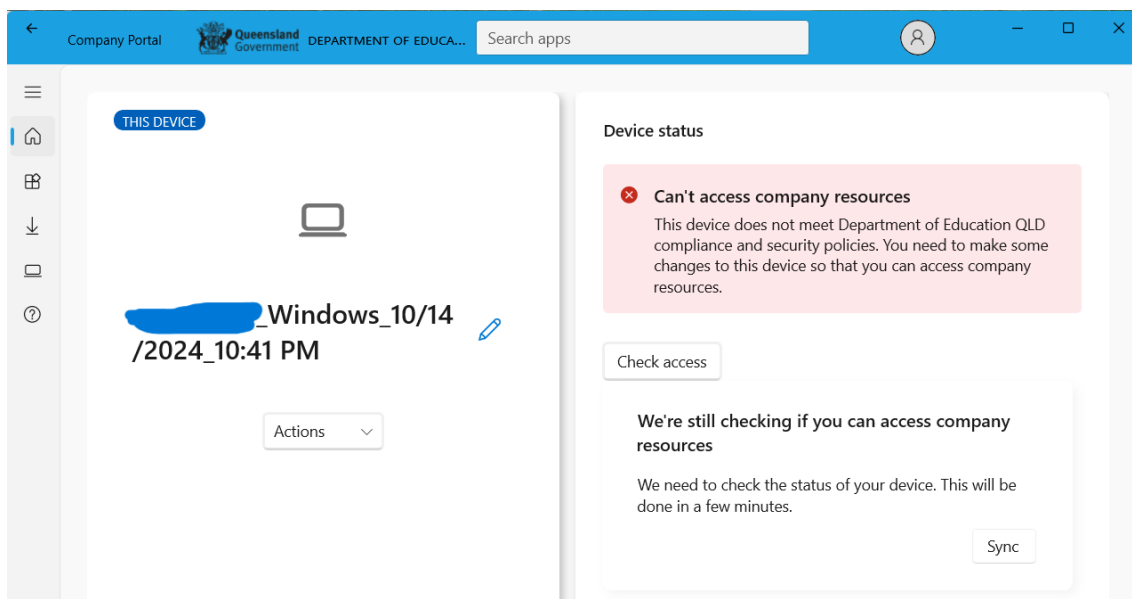


Step 8

Once you have completed the previous step, your laptop should be able to connect to the school's wifi - EQNET. From within the Company Portal app, you will now need to download BYOx Mapper and the AC Student Intranet apps.



Note: You may see the tile with your device's name say "Can't access company resources". This should change to "Can access company resources" in a minute or two, however if it does not, clicking on the tile will show you what needs addressing before it goes through.



Feedback

We invite feedback if something was confusing, or if you feel we left anything out, you can contact us at: technicians@albanycreekshs.eq.edu.au

Version 2 – Written by Josh Gregory

October 2024