Fact Sheet for Parents and Carers

Getting your child's device ready for school

The Department of Education is implementing a new Bring Your Own (BYO) device solution called "BYOxLink" that enables students to use their privately owned devices to access school email, learning applications and shared network drives at the school.

As part of the BYOxLink project rollout, schools wireless systems will be updated to handle access from private devices and Microsoft Intune; a mobile device management platform, will also be introduced.

What does "enrolling your child's device into Intune", mean for my child?

Enrolling your child's device into Intune, will mean your child will be able to:

- access the school Wi-Fi network and have school email automatically set up and configured
- access the school's learning applications and websites
- self-manage their personal device

What if I am having trouble with the enrolment?

If you are having trouble or have further questions, email your school IT support staff: itsupport@pimlicoshs.eq.edu.au.

Please note, your child will need to stay logged in for up to 15 minutes after enrolment is done, to make sure all Intune set-up is complete. Enrolment of a device may take 10-15 minutes.

Where is it best to enrol my child's device into Intune?

We recommend that your child enrols their device into Intune at home using the home Wi-Fi internet connection. If needed, your child may also enrol at school, using the school guest Wi-Fi service, EQGUEST.

How much home internet data allowance does Intune use?

A small amount of data is required to both enrol your child's device into Intune and subsequently to use Intune at home to access school email and learning applications. Home data allowance will be required if your child is accessing websites and school applications; the amount depends on the applications.

What can school administration staff see or not see on my child's device?

What the school administration (Intune) can see on the device	What the school administration (Intune) cannot see on the device
Your school can only see information that is relevant to the school: a. Device owner. b. Device name. c. Device model. d. Device manufacturer. e. Operating system and version eg: iOS 13 or Windows 10. f. App inventory and App names, like Microsoft Office 365. g. On student and staff's personal devices the school can only see school managed Apps. h. Device serial number and IMEI.	Your school does not monitor student's use of the device a. Cannot see your child's personal information. b. Cannot see what your child is doing on their device. c. Does not track student's locations / device location. d. Does not provide information on personally installed applications. e. Does not allow uninstalling of any applications including your child's own applications. f. Home Network cannot be seen. g. Calling and web browsing history. h. Email and text messages. i. Contacts. j. Calendars. k. Passwords. l. Pictures, including what's in the photos app or camera roll. m. Files.

Can I have multiple mobile device management tools on my child's device?

Microsoft Intune does not work if other mobile device management (MDM) tools are installed on the device.

Can I use parental controls if my child's device has Intune installed?

Parental controls can be used in conjunction with Intune. Windows has Microsoft Family to manage screen time and block and manage apps and features on your child's device. For iOS, refer to parental controls on your child's iPhone, iPad and iPod touch to explore a range of iOS parental control features.

Is there any cost associated with using Intune?

There is no cost for your child to use Intune and Microsoft Office 365.

What are the requirements for my child's device?

Your child's device needs to be supported by the manufacturer.   See links below for the manufacturer lists of obsolete and discontinued products.

- For windows devices, refer to Microsoft's category of discontinued products.

- For Apple and Mac devices, refer to statement of vintage and obsolete products. Note for Apple, that only iPads, iPhones and Mac devices are supported by the BYOxLink service offering.

Update the operating system on your child's device to latest available operating system. Windows 10.1607+, iOS 11+, MacOS 10.12+ operating systems are compatible with the BYOxLink service offering.