Parent Support Guide - Setting Up Your Child's iPad – 2027

A step-by-step guide for parents and carers

Apple IDs

A separate Apple ID should be created for each student. Please use Family Sharing to create a Child Apple ID as this will allow control over app purchases and downloads. Even if this is the only Apple device in your home Family Sharing should still be used with the device left signed in with the Child Apple ID.

School Setup

To assist with the management of both school owned and BYO devices the department is using **Intune**, a Mobile Device Management Platform. Intune will automatically configure Wi-Fi, OneDrive, Outlook, OneNote and Email apps. This will save parents, teachers and students a great deal of time with the initial setup of the iPad. The Intune app will also have the school apps that need to be downloaded for each year level. The department has created this video showing the steps:

How to download Intune Company Portal

It however does not cover Family Sharing or purchasing apps with Ask to Buy.

Before you begin

Please complete these steps before your child brings their iPad to school.

1. Update the iPad

Go to Settings → General → Software Update and install the latest available iOS/iPadOS update.

2. Sign in with your child's Apple ID

Make sure the iPad is signed in using your child's Apple ID.

3. Set a passcode

Use a passcode of at least four digits. Screen Time restrictions must not prevent the passcode from being changed.

4. Have the EQ account ready

Your child will need the username and password provided by the Department of Education. Their EQ email address is username@eq.edu.au.

5. Rename the iPad

We recommend First name + surname initial – class, e.g. "Jane D – 3A". Go to Settings → General → About → Name.

6. Check the setup after Intune

Mail should show the @eq.edu.au account; OneDrive should show the @eq.edu.au account; Files should show OneDrive as a storage location.

Forgotten EQ password?
If a student has forgotten their password, a new password will be set during the first week of school.

After Intune setup check that:

Mail apps showing @eq.edu.au account.

OneDrive app showing @eq.edu.au account

Files app has OneDrive as a storage location

Recommended Settings

Default email account set to their EQ email

Default storage location is not set to iCloud storage. (iCloud is not accessible at school so any files saved to that location at home will not be available when at school)

Further Assistance

If you need further assistance in making sure that your child's device is ready for learning at school please don't hesitate to contact the School System Technician by email at system.technician@thegapss.eq.edu.au or by phone on **35113333**.

Setting Up Family Sharing

Apple continually updates these procedures so screenshots may be slightly different to what is shown below. Up to date information can be found on Apple's website https://support.apple.com/en-au/108380

Once you have finished adding members to your family, select **Sign Out** if you performed these steps on the student iPad.

There is no need to keep copies of your data on this iPad

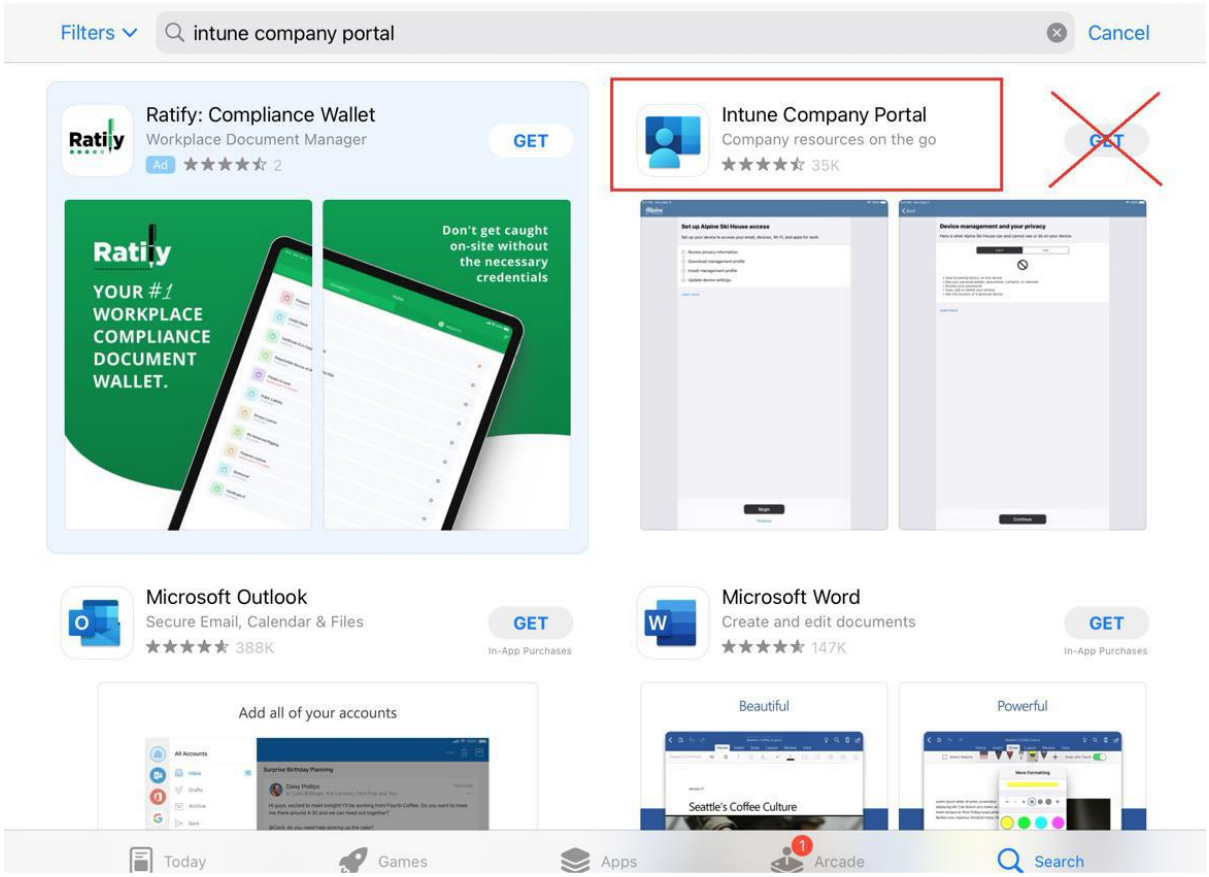
Sign into the iPad using the ***STUDENT's*** Apple ID

Purchasing Apps (With Ask to Buy turned on)

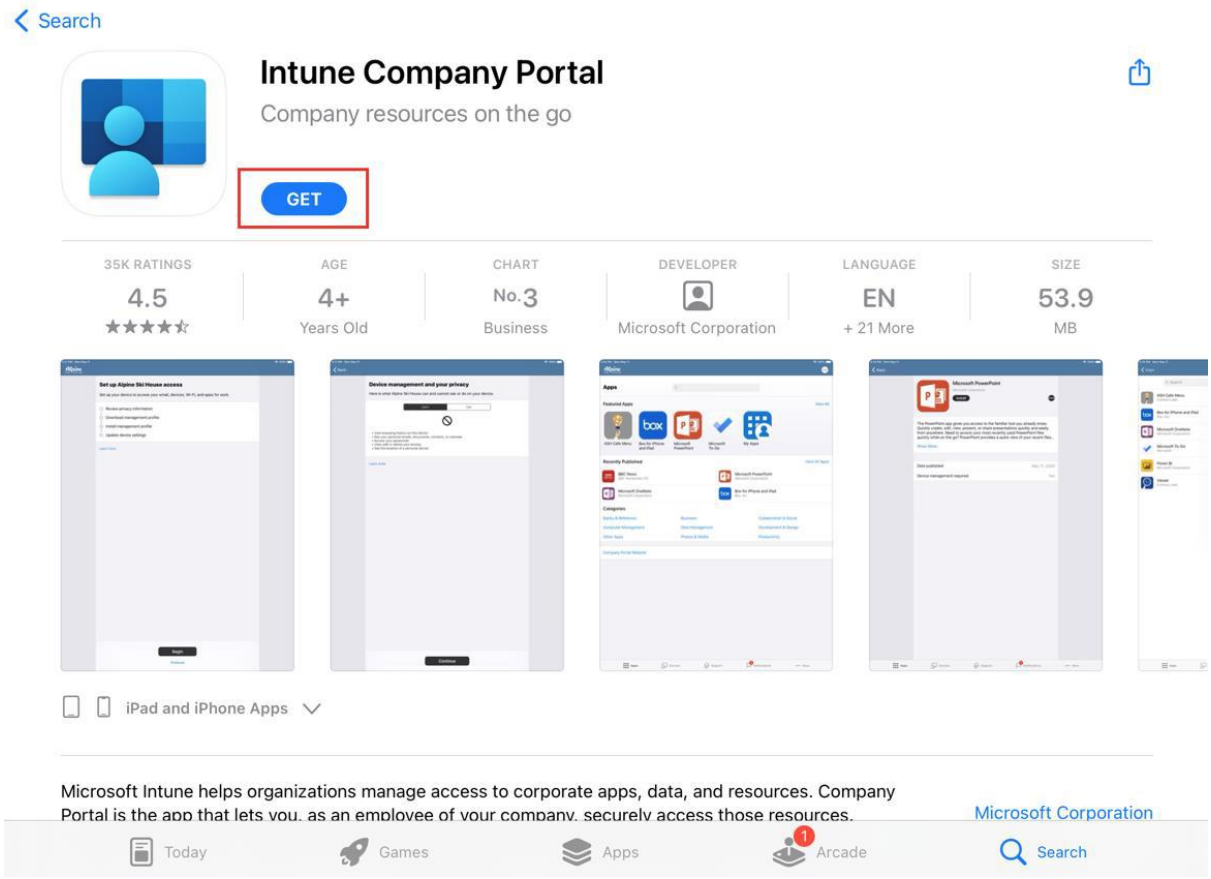
Open the App Store and search for the Intune Company Portal app.

DO NOT select GET at this point

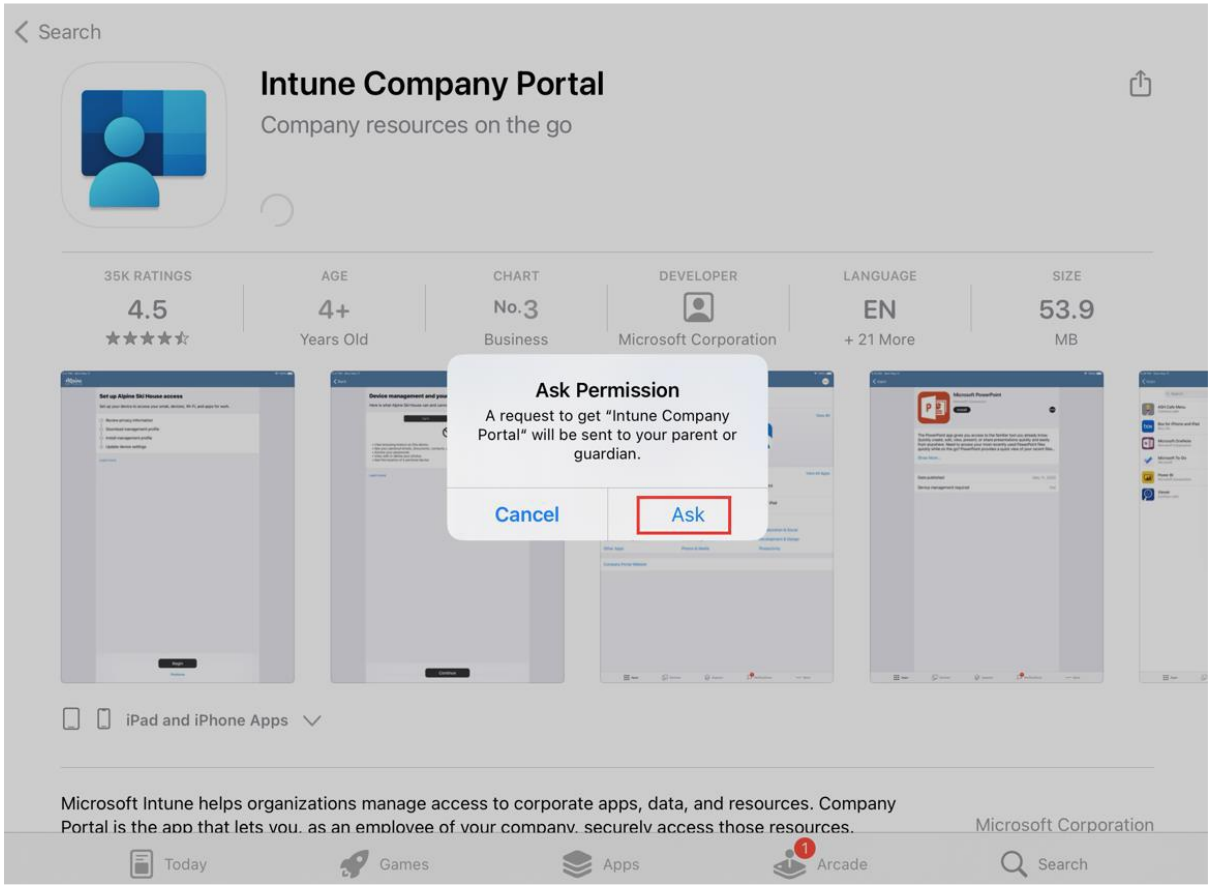
Select the Intune Company Portal from the search results



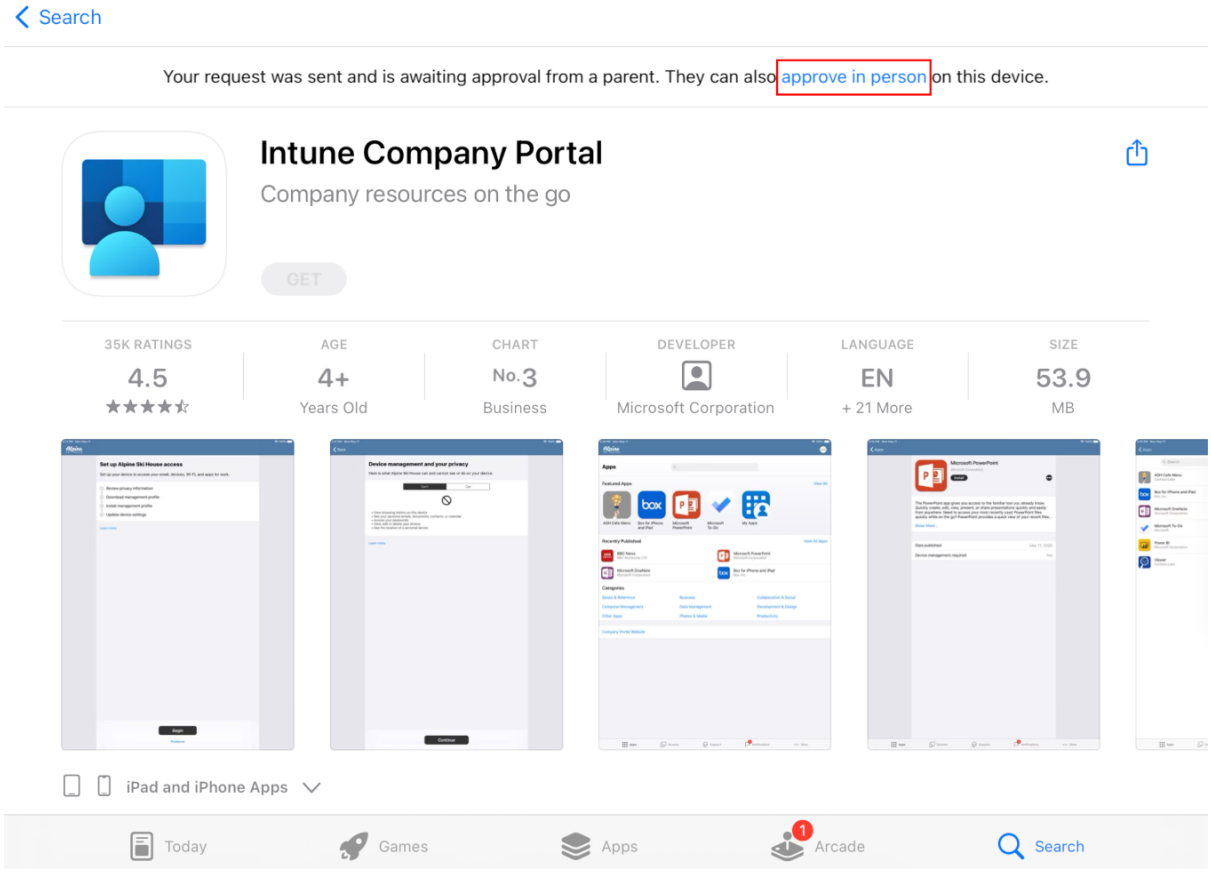
Select GET on the next screen



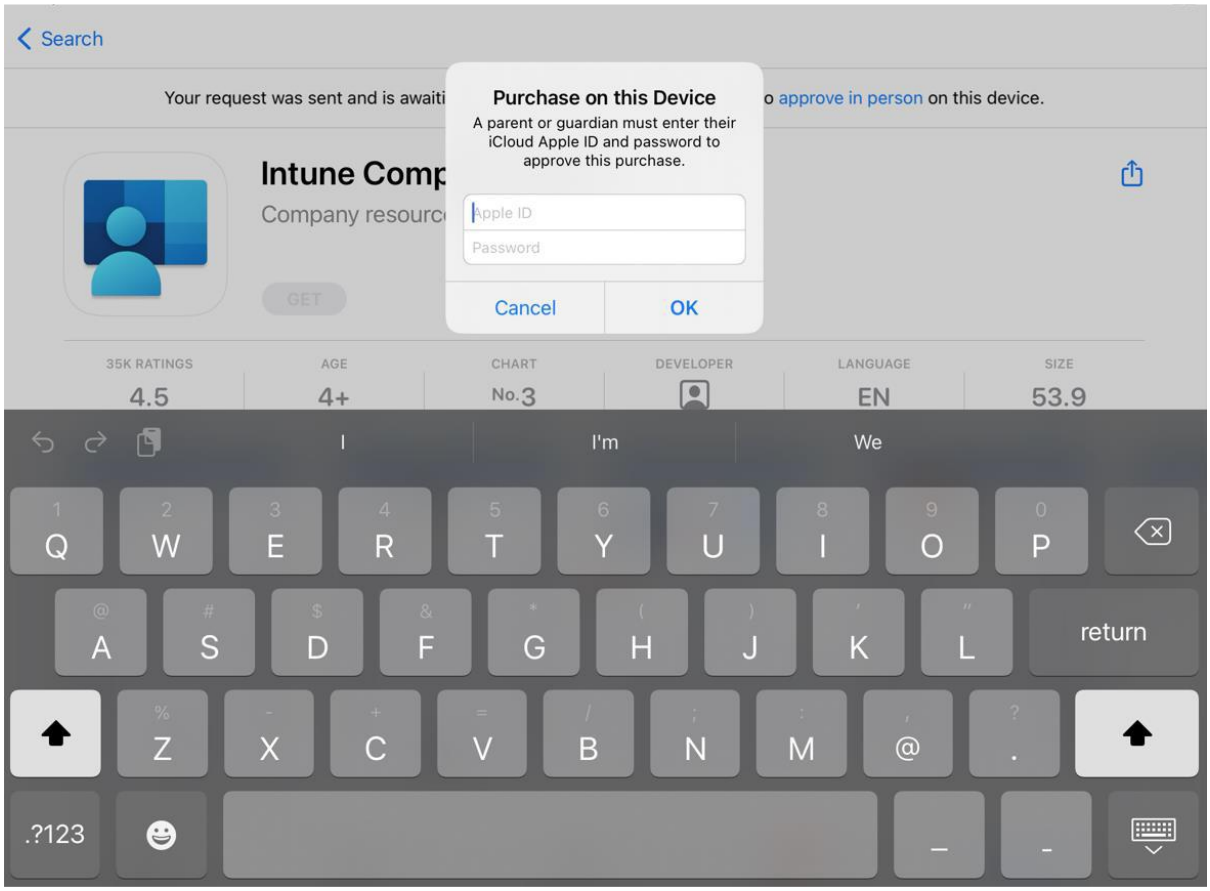
Select Ask Permission



If you are unable to receive the request on another Apple device, then select approve in person.



Enter **YOUR** apple ID and password.



Configuring Intune Company Portal App

Before starting:

Make sure you have signed into the iPad with the Apple ID of the ***student***.

A passcode of at least four digits has been set on the iPad. The screentime restriction of preventing changes to the passcode **must** also be turned **off**.

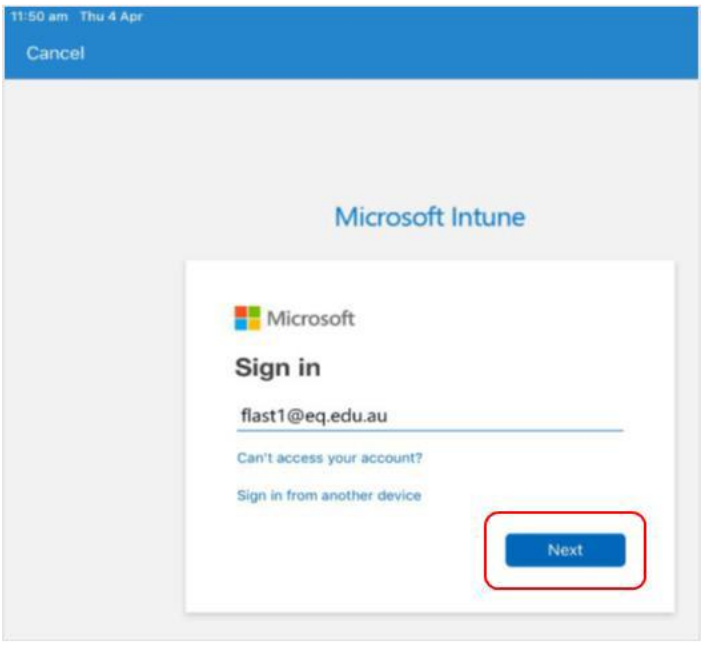
You will require the username and password of the student created by the Department of Education. If students have forgotten their password, a new password will be set during the first week of school.

Their EQ email address is ***username***@eq.edu.au

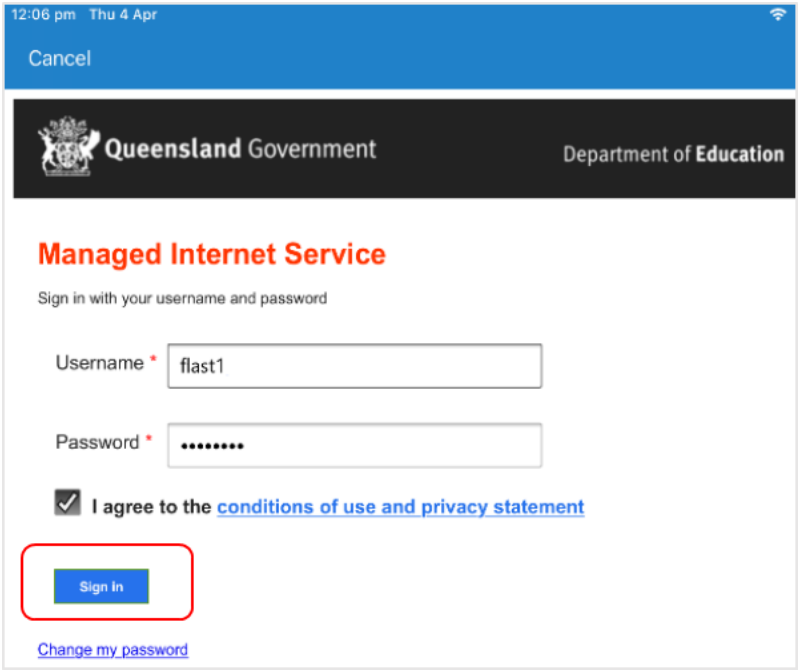
It is recommended that the name of the iPad be changed to only the first name followed by the initial of your surname – Class name. e.g. "Jane D – 3A". On the iPad go to **Settings** > **General** > **About** > **Name**

Open the Company Portal app

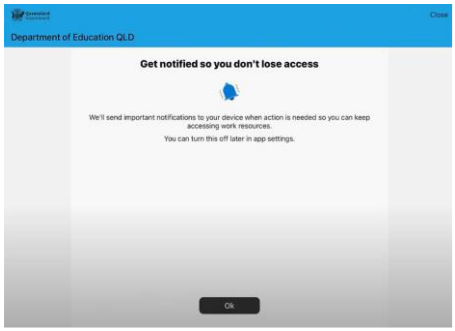
Sign in to Intune with the **@eq.edu.au** email address you were supplied by your school and select **Next** to continue.



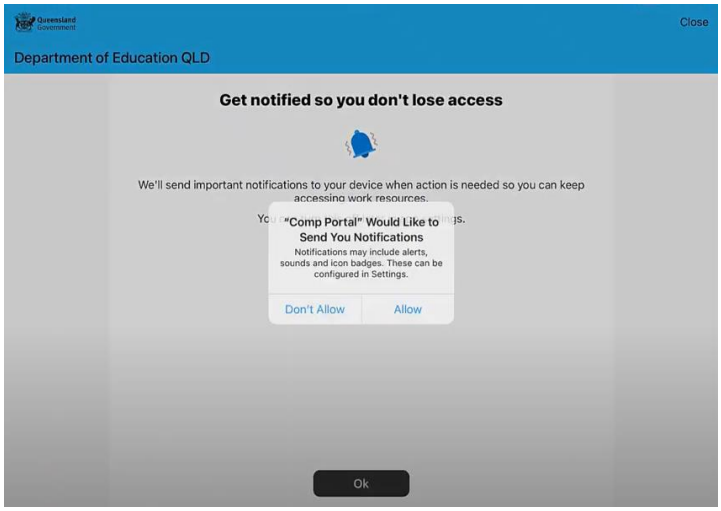
The username should appear in the Username field. Enter the school password you were supplied and accept the terms and conditions, then select **Sign in**



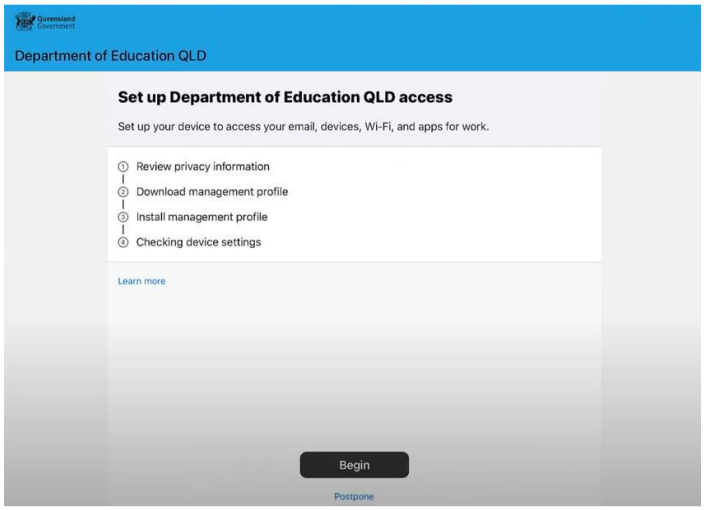
Select OK



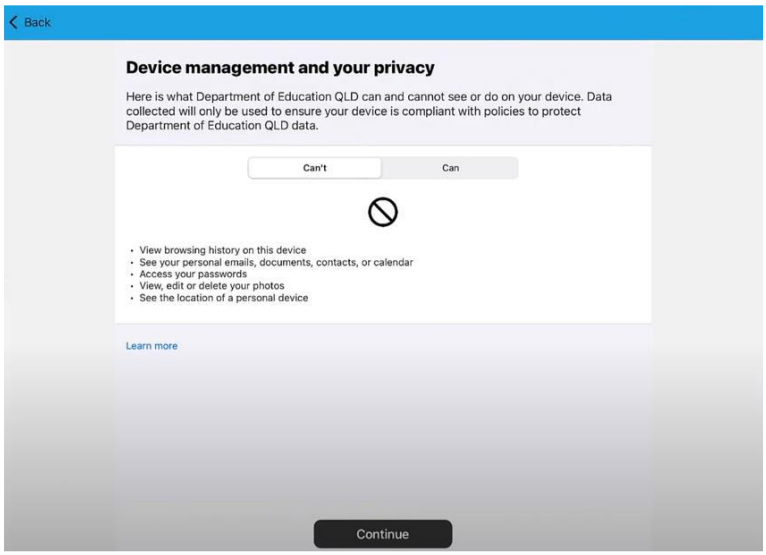
Select **Allow** to give Company Portal permission to send notifications.



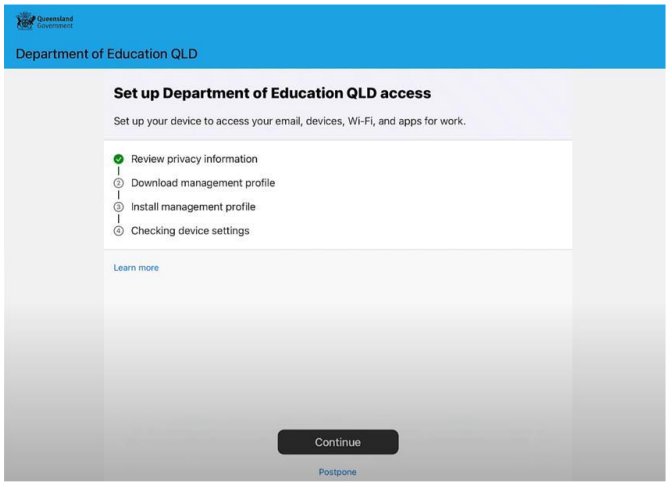
Select Begin



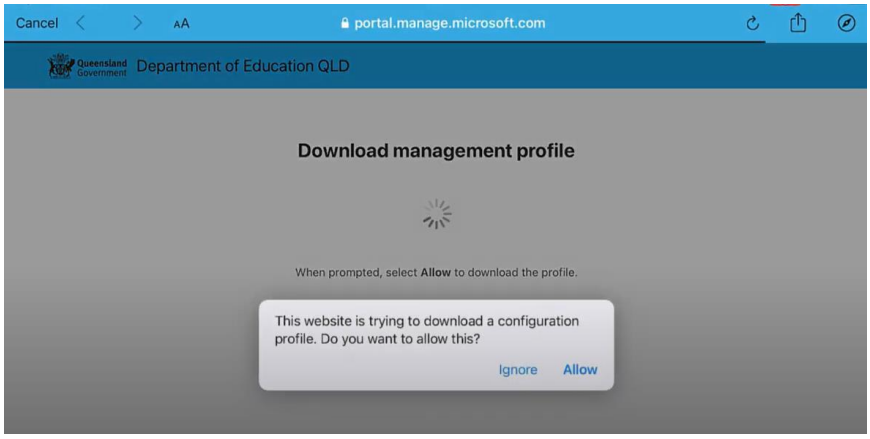
This explains what the school can and cannot see on your iPad. Select **Continue**



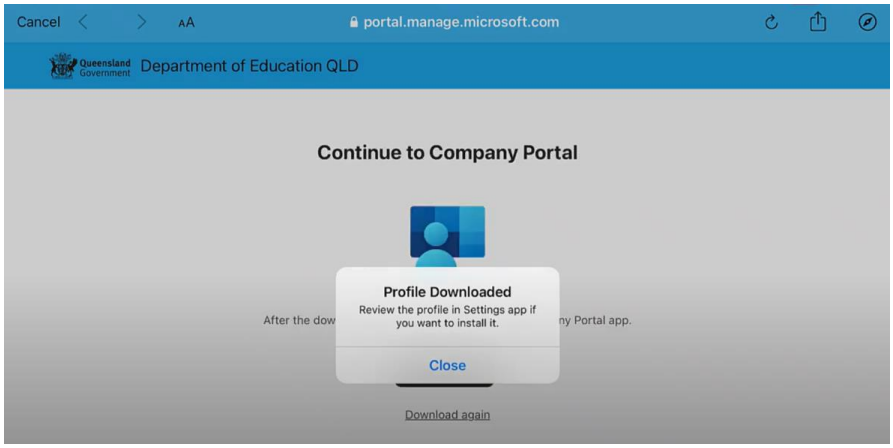
Select Continue



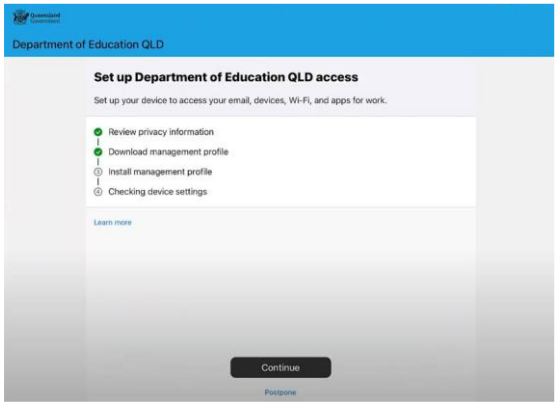
Select **Allow** to download the Intune profile



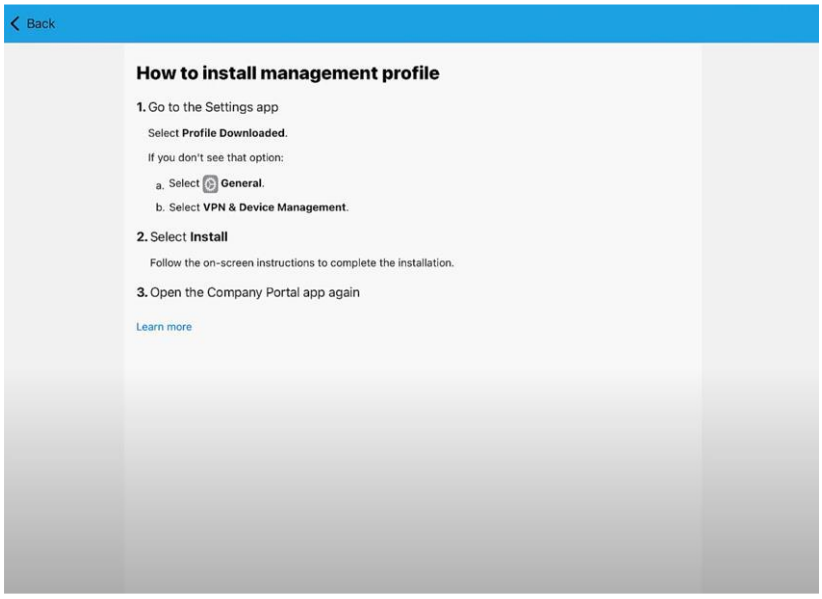
Once the profile has downloaded, select **Close** and **Continue**



Select Continue



Press the Home button or swipe up to minimize this window



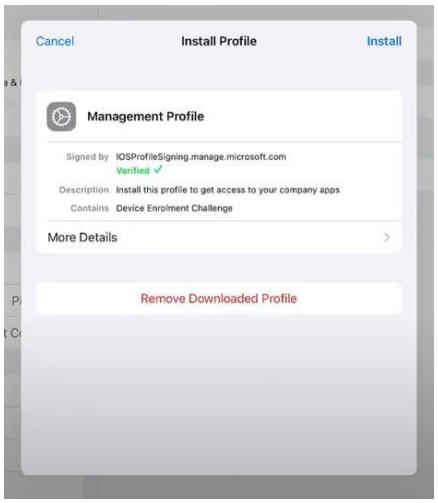
Open Settings



Select Profile Downloaded



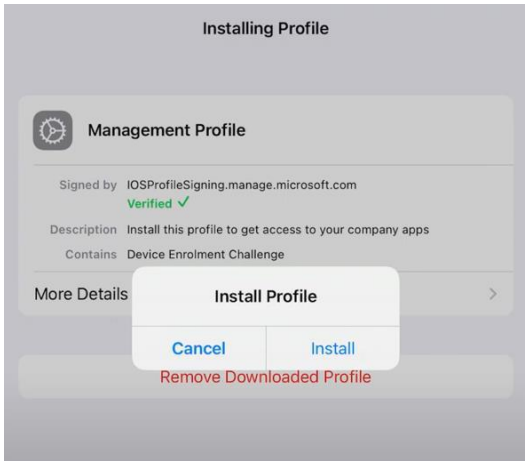
Select Install



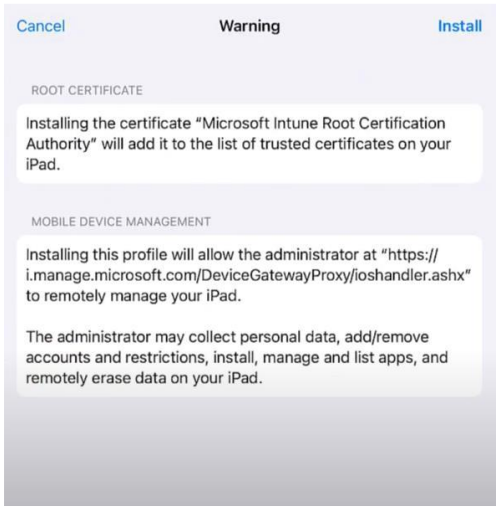
Enter the passcode of the iPad



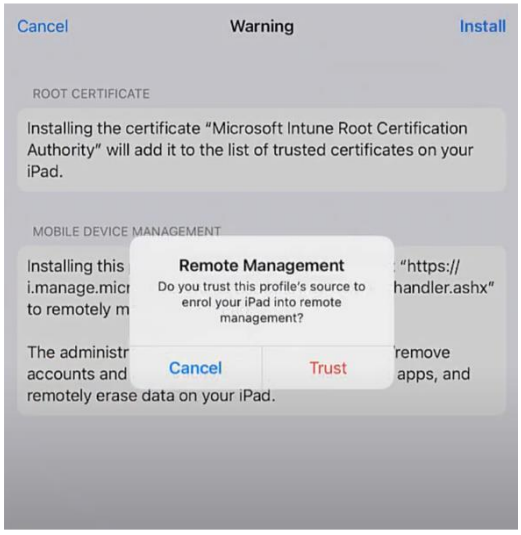
Select Install



Select Install



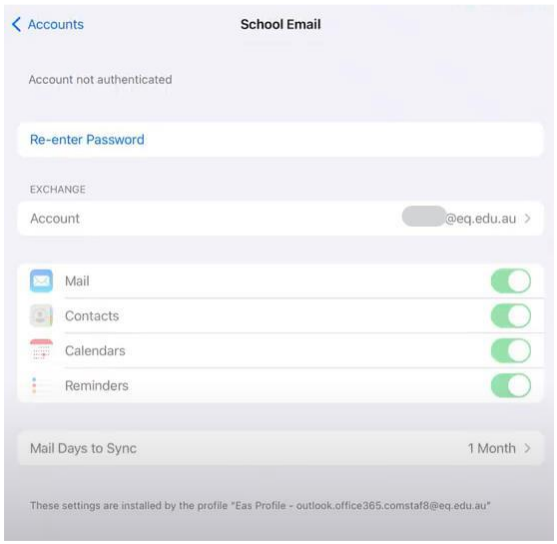
If prompted select **Trust**



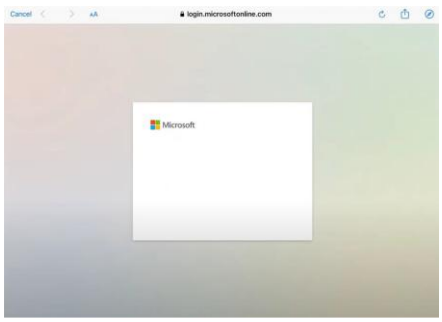
You may be prompted to enter the password for the email account. Select **Edit Settings**



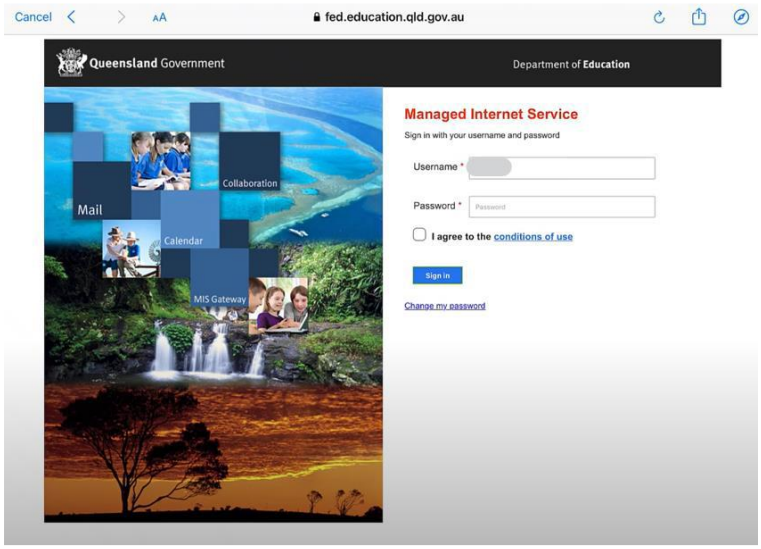
Select **Re-enter Password** (if not automatically selected)



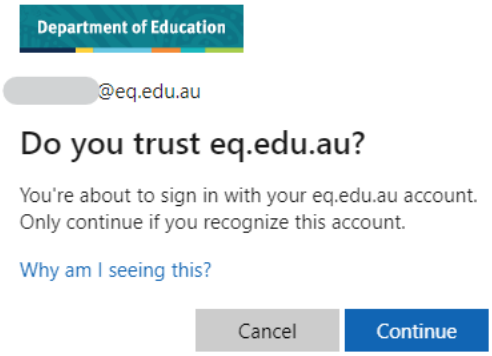
The Microsoft login page will then open



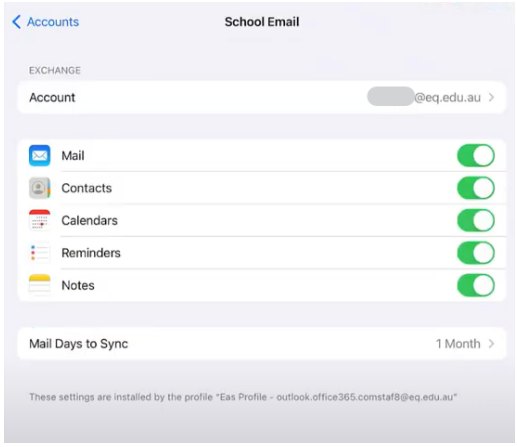
Enter the school password and agree to the conditions of use and select **Sign in**



You may also get a prompt Do you trust eq.edu.au? Select **Continue**



If the password has been successfully entered, the Re-enter Password option disappears.

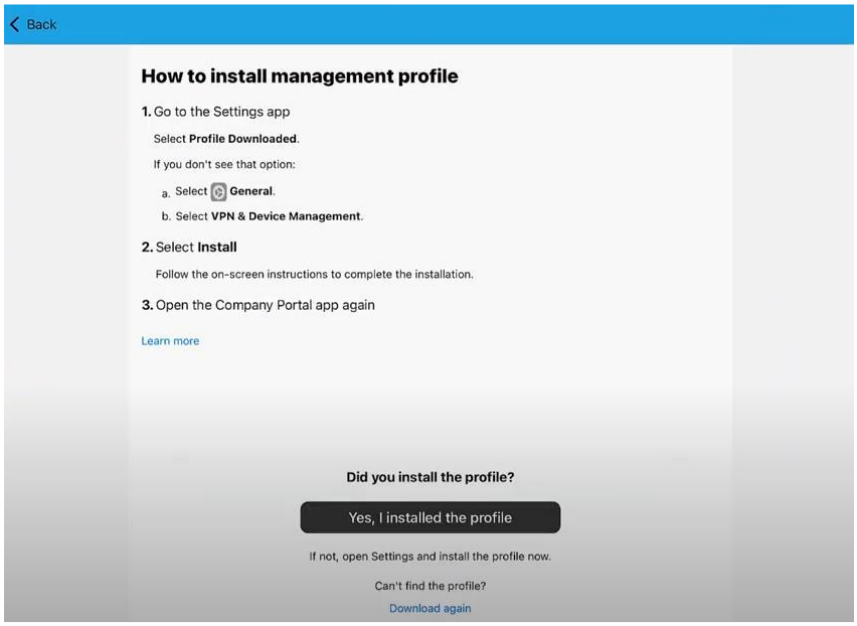


Press the Home button or swipe up to minimize this window

Open the Company Portal app once again.



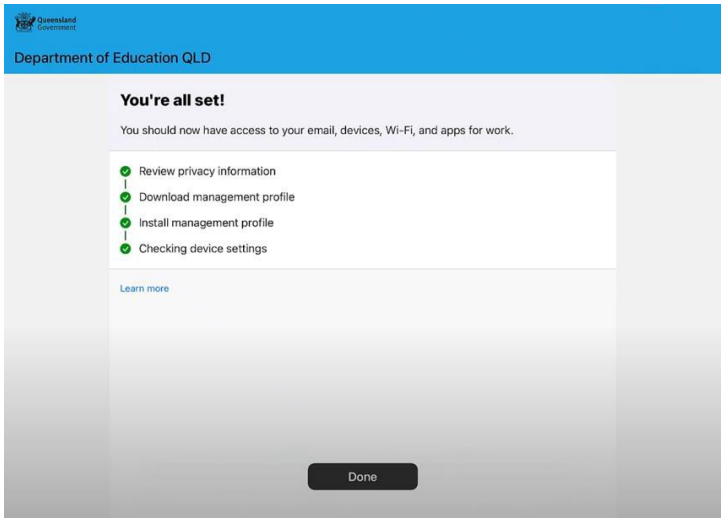
Select **Yes, I installed the profile** (If it doesn't close automatically)



A message saying checking device settings may display

Intune is finished when there is a tick beside all the items listed.

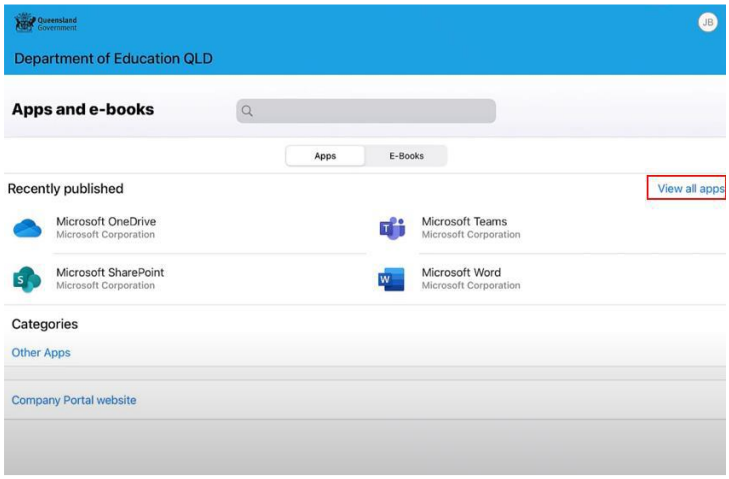
On this screen select **Done**



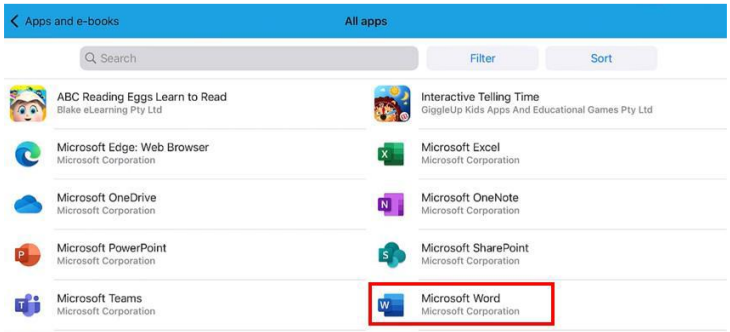
Installing apps from Intune Company Portal

Open the Intune Company Port App

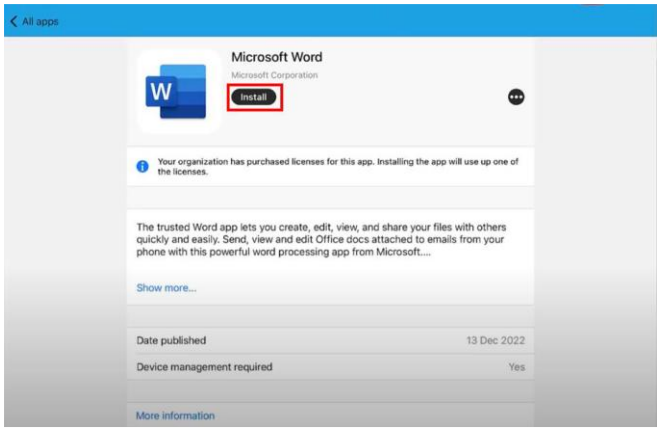
To display the full list of published apps, select **View all apps**



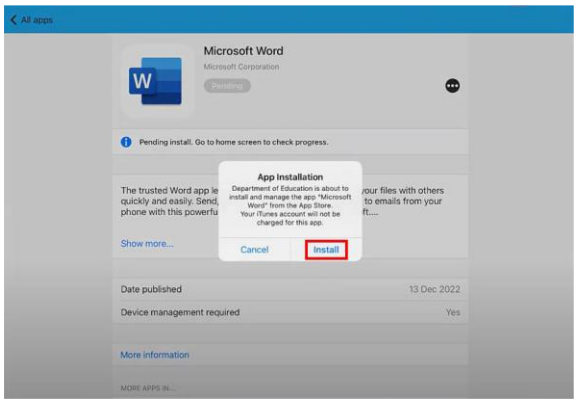
Select an app to Install



Select Install

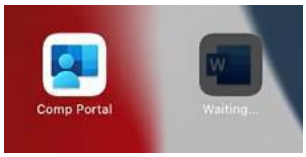


A confirmation screen will be displayed after a minute or two, select **Install** again.

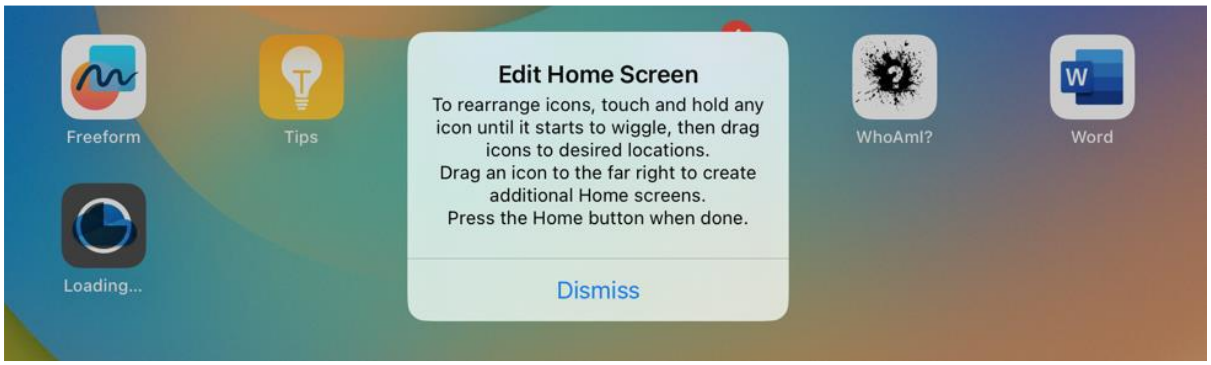


You can use the iPad in the meantime, but keep it connected to the internet.

It may take some time to install. You can check the progress of the installation on the home screen of the iPad.



You may be prompted to Edit the Home Screen, select **Dismiss**.



Repeat these steps for any other required app.

Year Level App Lists

Year 4 Apps list 2027

Year 5 Apps List 2027

Year 6 Apps List 2027

All apps can be downloaded for free from the Intune Portal App, however the apps and associated data will be removed when the Management Profile expires (student leaves The Gap SS). If you want to keep an app forever and its locally stored data then download it through the App Store instead. Open the App List on the iPad and select the links for each app.

We recommend the NAPLAN app should be always downloaded and managed by Intune as Intune will ensure the NAPLAN is updated automatically.

At this point in time, you do not need to download every single app listed. Teachers will get students to download an app as required throughout the year.

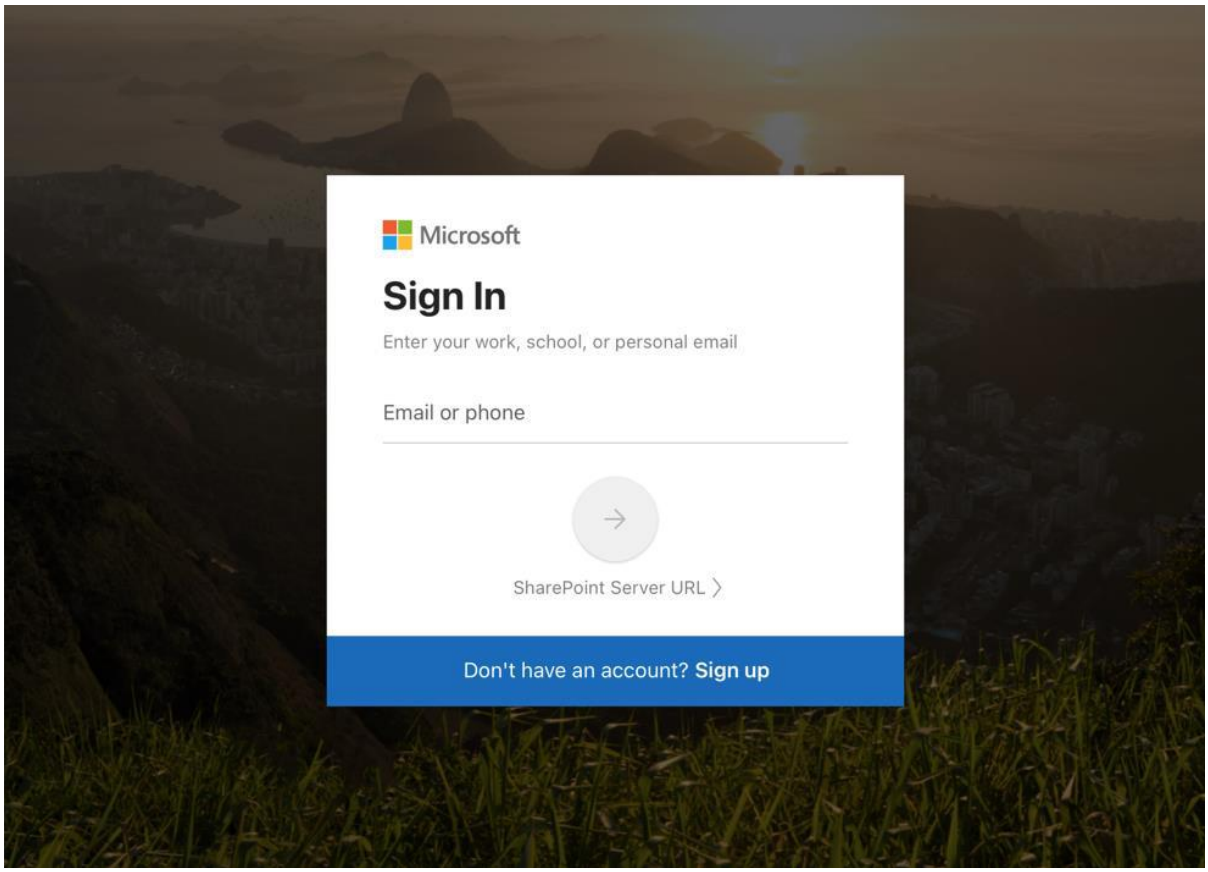
OneDrive App

These steps assume you have already ***signed in*** to the Intune Company Portal App.

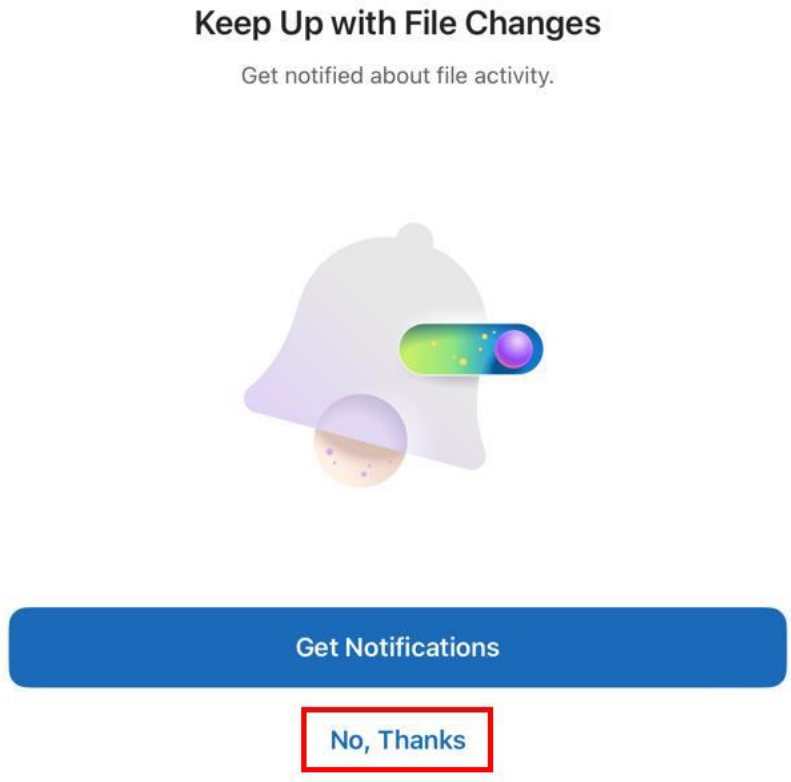
Open the OneDrive App



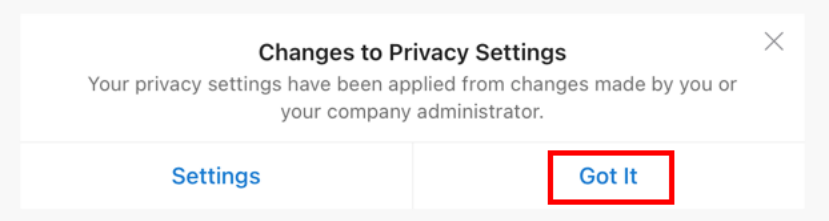
Wait about 10 seconds and the following screen will open and then close. There will be no need to **Sign In**. There may be a message saying your administrator is automatically configuring OneDrive.



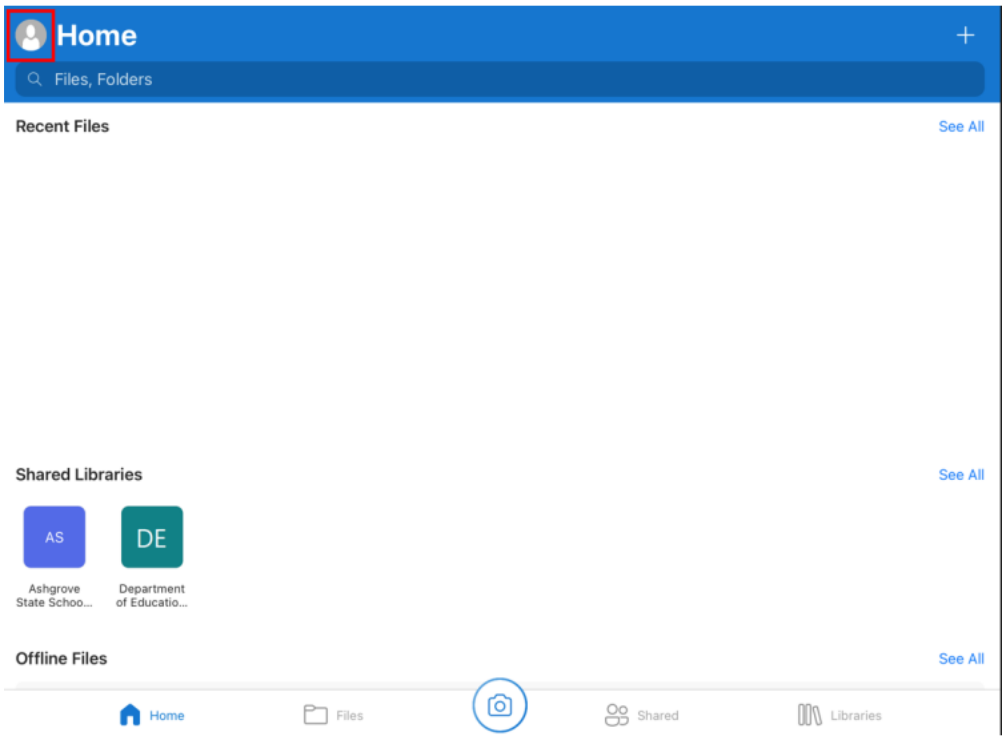
Unless you want notifications, select **No, Thanks** for notifications



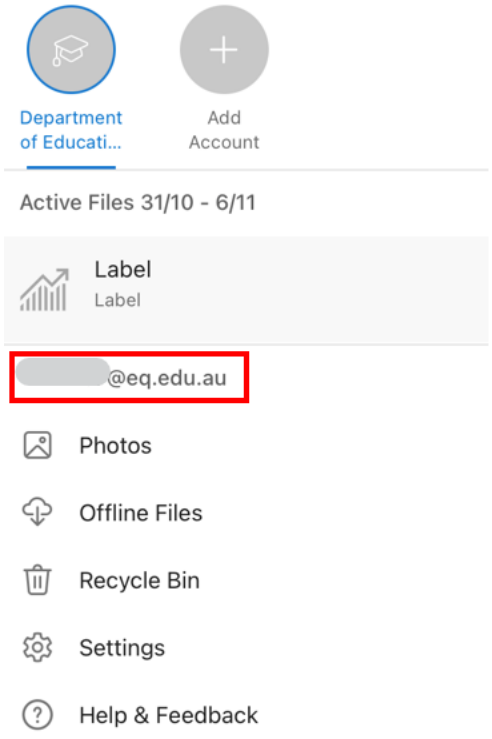
Select **Got It** for Privacy Settings



Select the user portrait



Verify the Department of Education account is signed in.

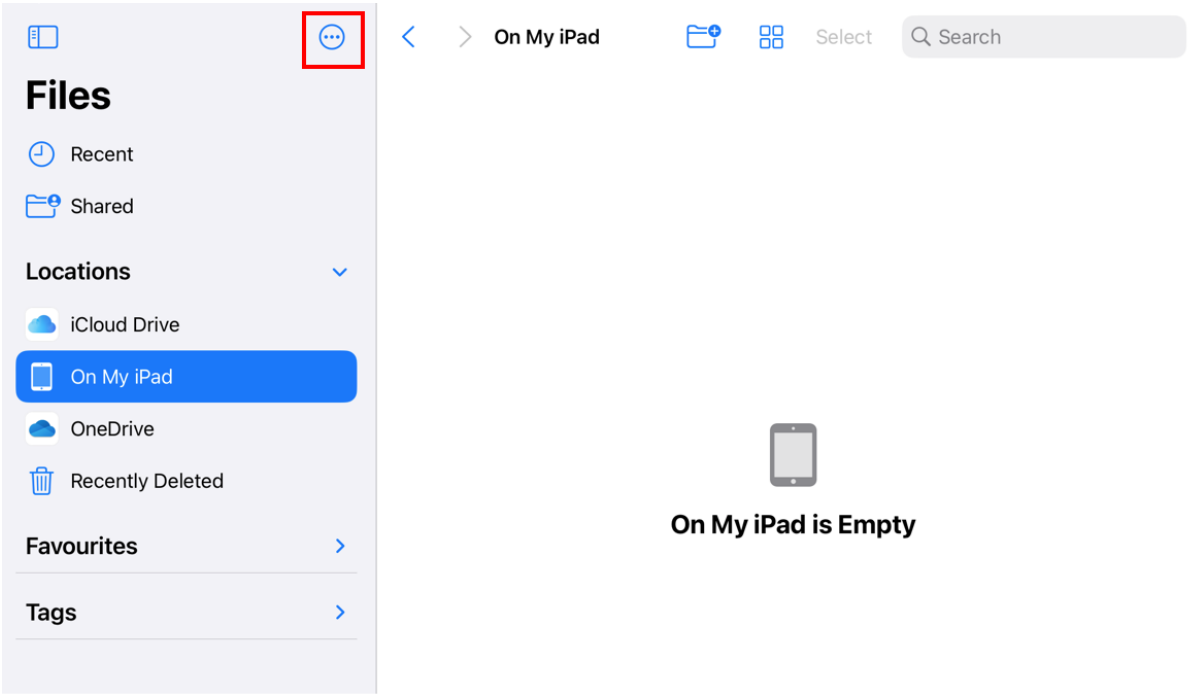


Files App

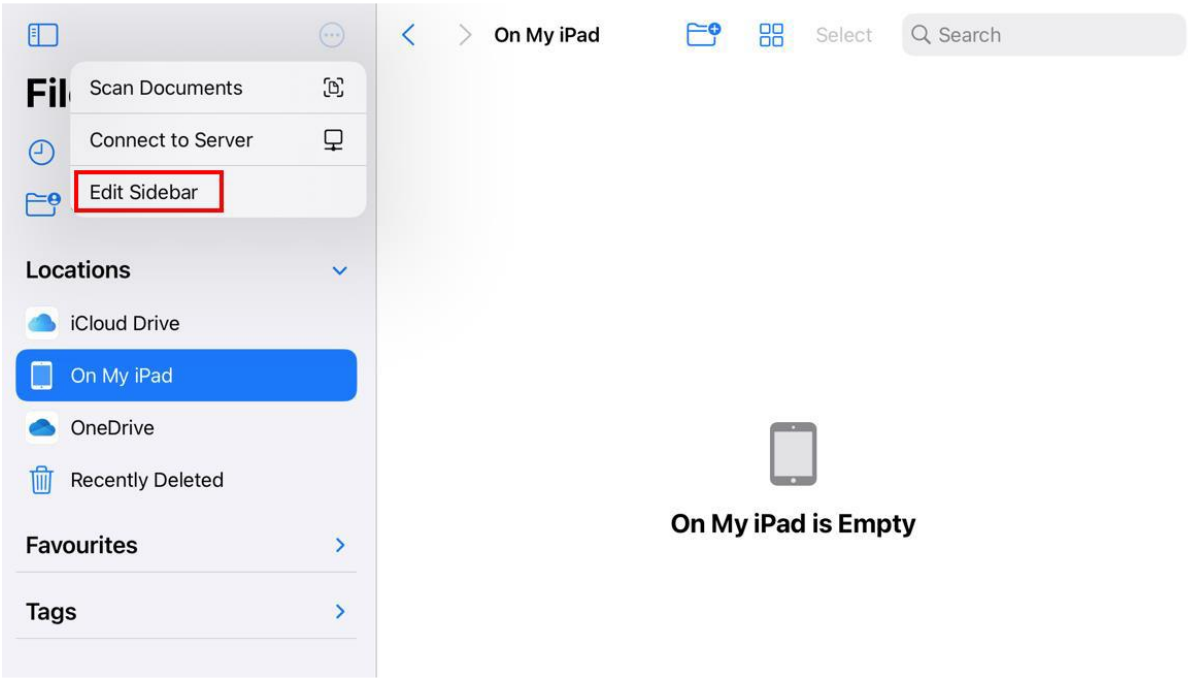
Open the Files app



Select the ellipses to open the menu

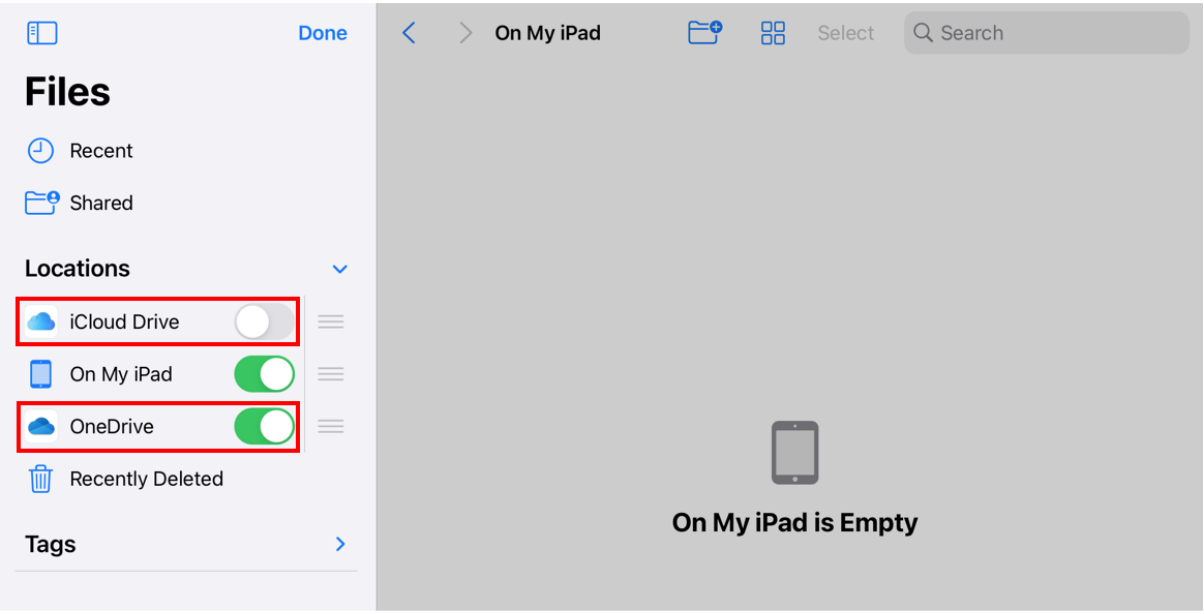


Select Edit Sidebar

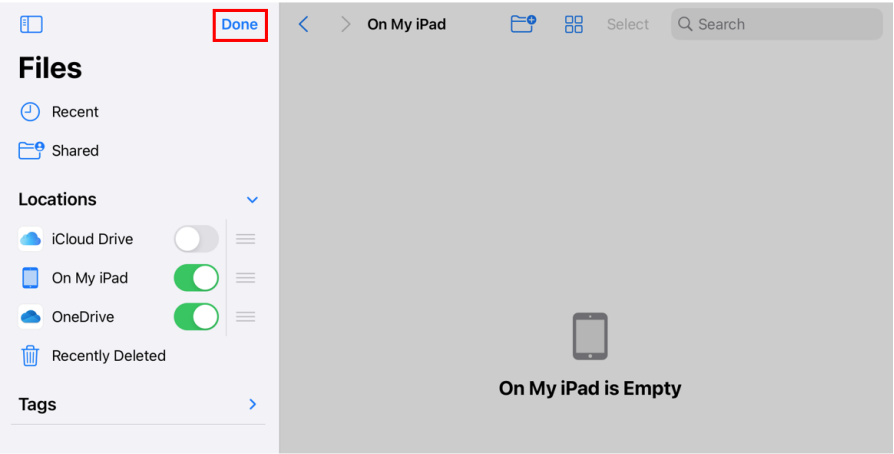


Make sure OneDrive is turned on

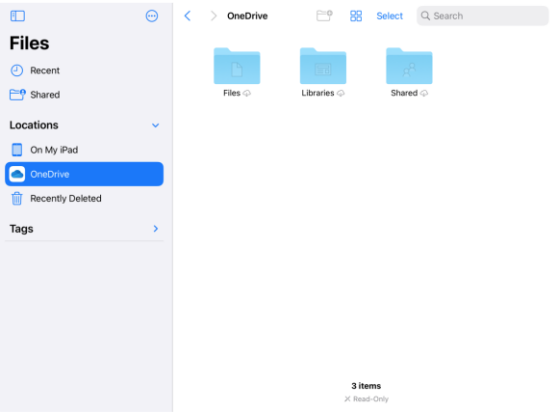
(Optionally) Turn off iCloud. iCloud is not currently accessible at school



Select Done



The top level of OneDrive should show Files, Libraries and Shared



Outlook App

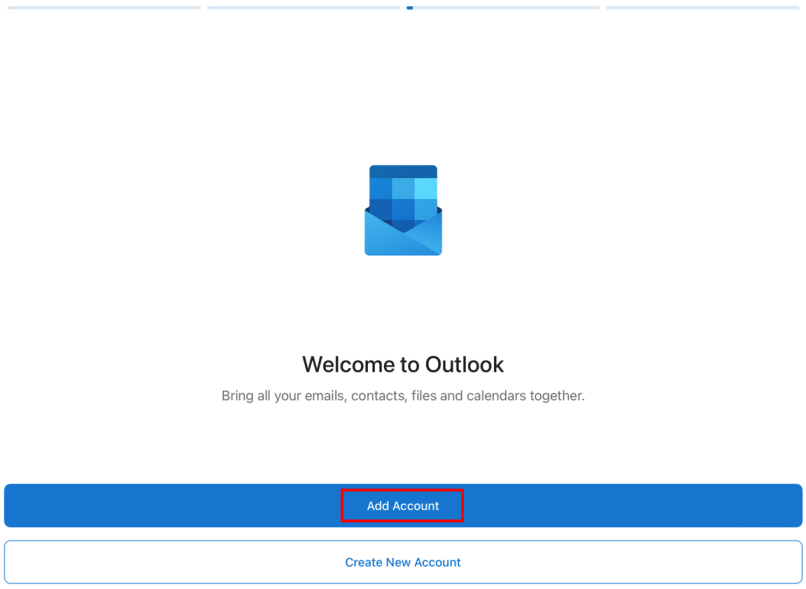
These steps assume you have already ***signed in*** to the Intune Company Portal App.

In order to keep school and personal emails separate, it is suggested that Outlook is configured only for school emails.

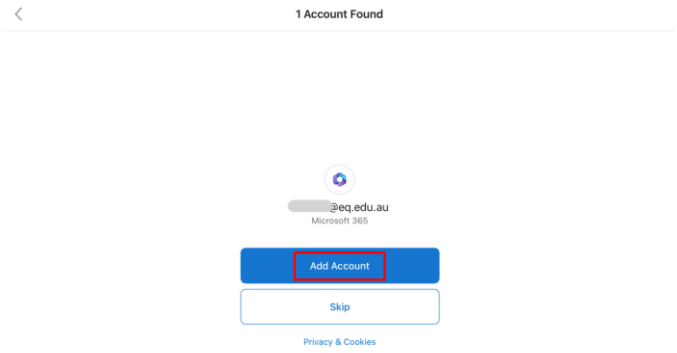
Open the Outlook app



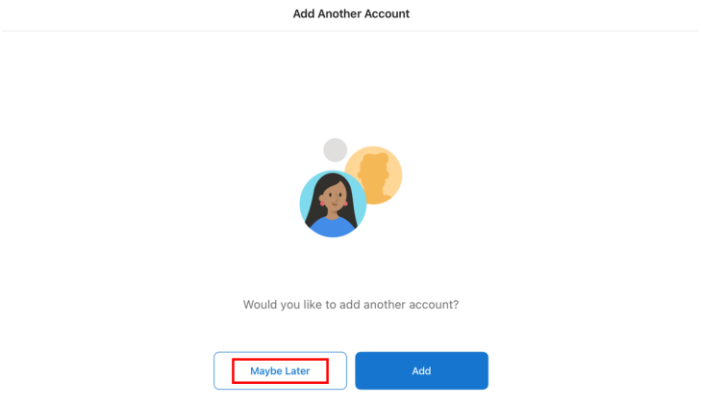
Select Add Account



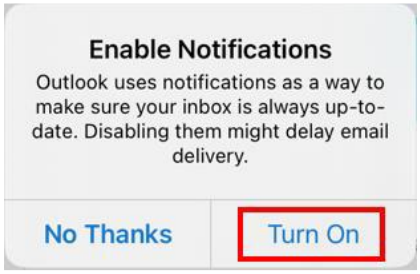
Select **Add Account** again



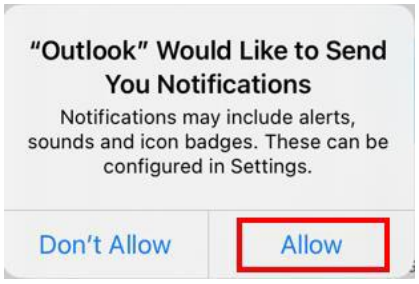
Select Maybe Later



Select **Turn On** to enable notifications

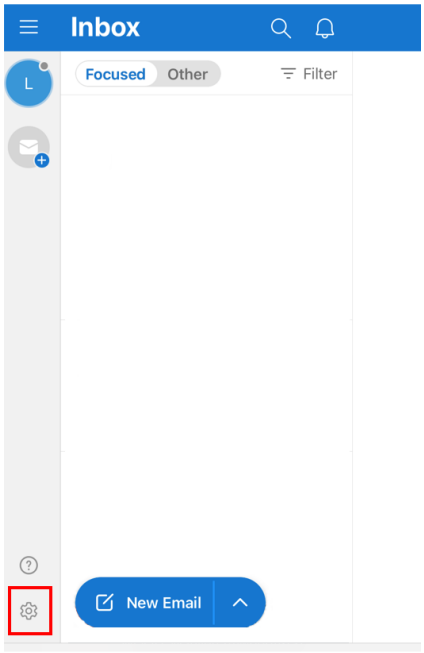


Select **Allow** for notifications

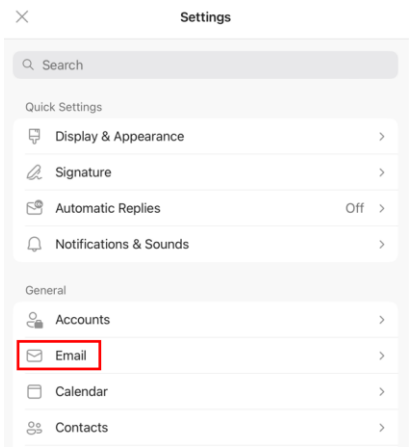


Turn off the **Focused Filter** (optional)

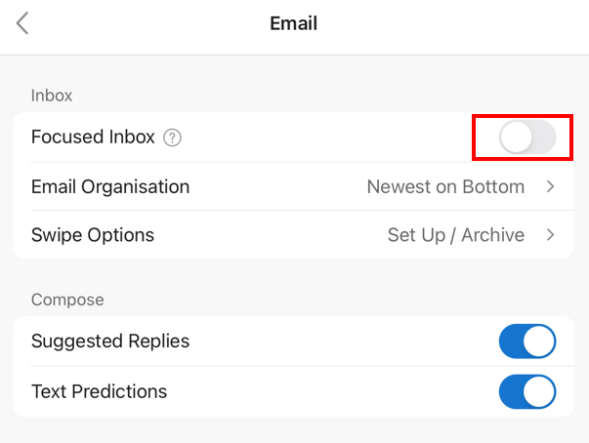
Select the Settings cog



Select Email

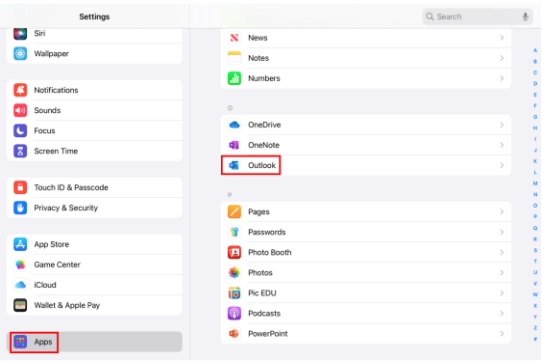


Turn off **Focused inbox**

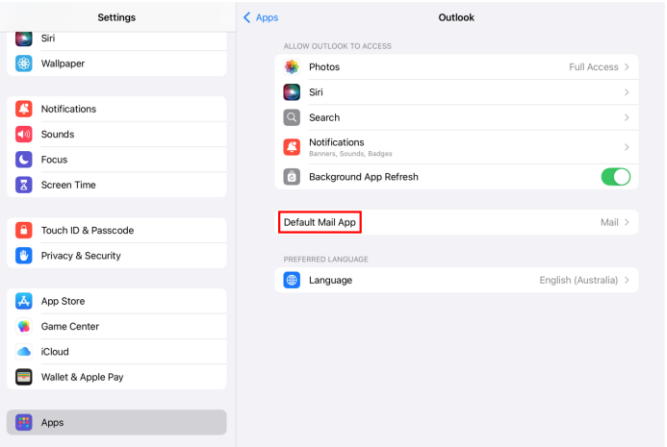


Set Outlook as Default email app (optional)

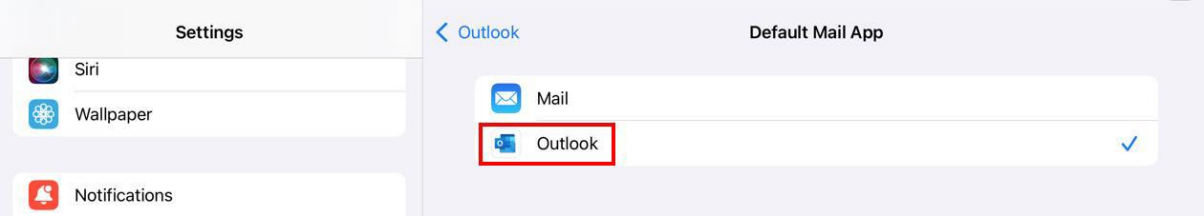
Open **Settings** and select **Outlook**



Select Default Mail App



Select Outlook



Further Assistance

Please don't hesitate to contact the School System Technician by email at system.technician@thegapss.eq.edu.au or by phone on **35113333**.