# Staff and Student Wireless Access and E-mail Access

For 1:1 Scheme Devices provided through the School, please see the separate instructions provided.

These instructions are best done at home. You can't use the schools WIFI until you have signed into the Company Portal App.

## Getting Going

On the following pages are instructions for IOS, Android and Windows devices. You'll be using the 'Company Portal App' in your devices' app store. It's free to install.

Note: You cannot follow these instructions by connecting or using the school WIFI first. You have to have the app installed before you can use the schools' WIFI. Installing the app will also install the Microsoft 365 Professional suite on many devices, so a 2Gb download is possible. Don't carry out these instructions on limited data plans. If you have no home or personal WIFI available (or with enough of a data plan) contact the school for additional help.

After you've installed the company portal app, you need to leave your device connected to your home/personal WIFI for about 20 minutes, before you can use the schools' WIFI. Applications are downloaded in the background.

Students are strongly recommended to use a Windows 10 device in school. It should have a good battery that holds a full days' charge, a fixed keyboard and a display of 10-15 inches in size that can easily be carried in a school bag.

**Chromebooks** cannot be used and won't work.

Go to your device's app store and search for the 'Company Portal App.'  It's free to install.

## All Devices

**WIFI**: If you ever change your school/Holmer 365 password, you'll need to enter your password into the WIFI settings again.

**Saving:** Always save your files to your school OneDrive. Other cloud services can't be used in school.

## Instructions:

WIFI is available via the **HGSS-Users** WIFI network. Guest access (e.g. for visitors to the school ~ not for use by staff/students) is via the HGSS-Guests network.

The Outlook or Office 365 app can also be used to get your school e-mail on your personal device.

**Staff: School WIFI access (and E-mail access on a personal device) requires the Company Portal App.**

**Students: School WIFI access requires the Company Portal App.**

Set up the Company Portal App *before* trying to use the HGSS-Users network in school. This is best done at home. The Company Portal App must remain on your device and operational.

## iPad/IOS/iPhone

IOS 11 or later is required. Install the Company Portal App from your App store and then open it. Follow the prompts on screen to set up your device. You will be asked for your school e-mail address and password.

During setup, the app will ask to install a management profile. This can be found by going to Settings, then General -> Device Management -> Management Profile and then tap to install the profile. You might be asked if you trust the profile. Tap Yes, or Trust.

The settings app will then ask you if you trust the 'Microsoft Intune Root Certification Authority.' tap Install and then Trust. After a few moments, tap Done when it has finished. Go back to the Company Portal app to finish setup.

The apps Company Portal, Office, Outlook, OneDrive, Teams and shortcut to HomeBase will be put onto your device automatically. Wait a few minutes for download. You may receive several prompts asking you to approve or trust an 'App Management Change' – click Manage to accept.

The installed Outlook app should be used to access school e-mail. When asked, select 'Office 365' as the account type.

**WIFI:** When in school, after the Company Portal App has been installed successfully, go to Settings -> WIFI.

Find the HGSS-Users network in settings. After a minute or to, the iThing will realise it needs to ask you for a username and password and should prompt for it. If it doesn't, wait for connecting to timeout and then tap on the symbols next to HGSS-Users in WIFI settings, and then click 'Join Network.' Enter your school username and password.
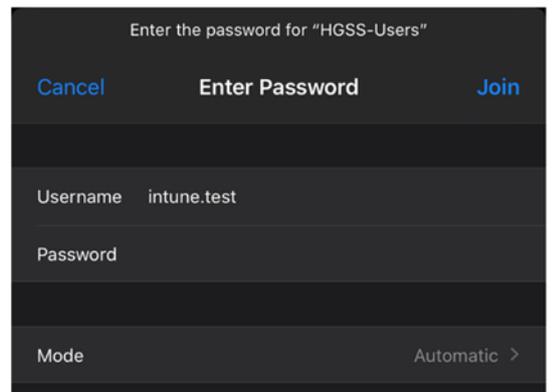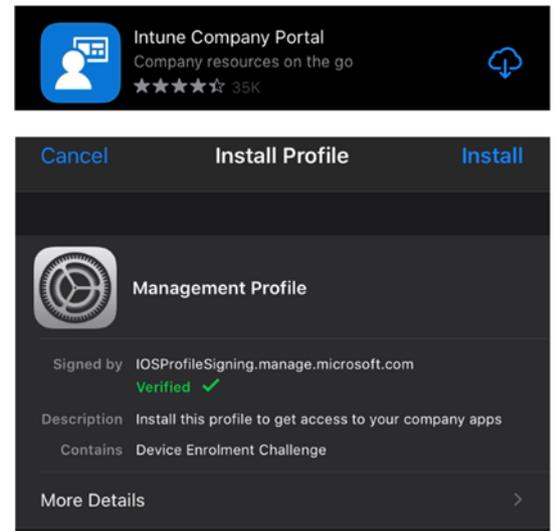
## MacOS

MacOS can be connected to the school systems, but presently MacOS is untested and unsupported.

Install the 'Company Portal App' by visiting https://portal.manage.microsoft.com or a direct download at https://go.microsoft.com/fwlink/?linkid=853070

Install 'Company Portal App' and add the management profile similar to IOS. Office and HomeBase link should install.

## Android

Android 8.0 or later is needed. Install the Company Portal App and the follow the prompts to sign in and sign up using your school e-mail address/password.

Chrome, Company Portal, Office, Outlook, OneDrive, Teams will be put onto your device automatically into a 'Work' folder on your home screen. Wait a few minutes for them to finish downloading. A widget may be created providing a shortcut to HomeBase on some devices.

If you want other work apps on your device to be able to use school WIFI, go into the settings of the company portal app and select 'Enable Browser Access'. We suggest you do this. You may be asked to install a certificate. Leave it with its default name and tap OK.
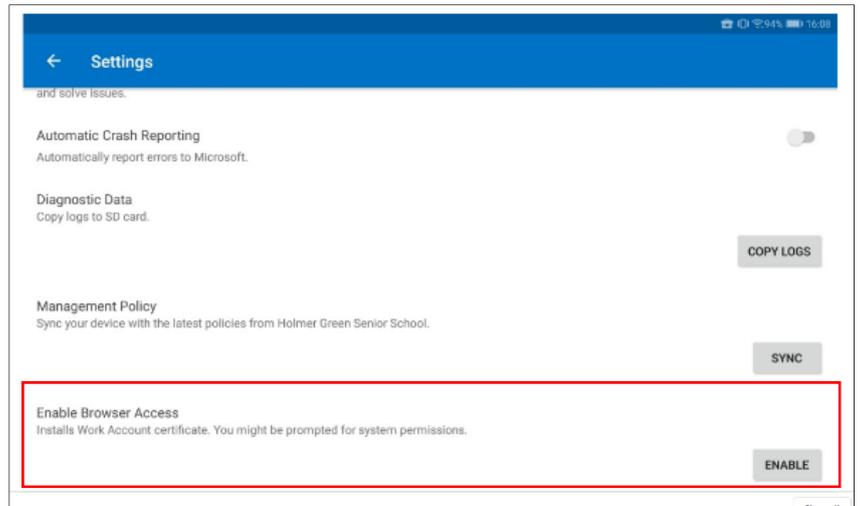
Note: For web browsing in school, you'll need to use the 'Chrome' icon located in the Work folder. Use the 'work' badged Outlook app for school e-mail access. When asked, select 'Office 365' as the account type.

**WIFI:** After the company portal app has been setup, you'll need to set up the WIFI. Do this when in school. Go to settings, or tap on your WIFI symbol. Hold your finger on the 'HGSS-Users' network shown and then tap 'Modify Network' Type in your school username and password. Your username goes into the 'Identity' field, and your password goes into the box with the eye symbol, or labelled password. Watch out for Android adding a space character after the username.

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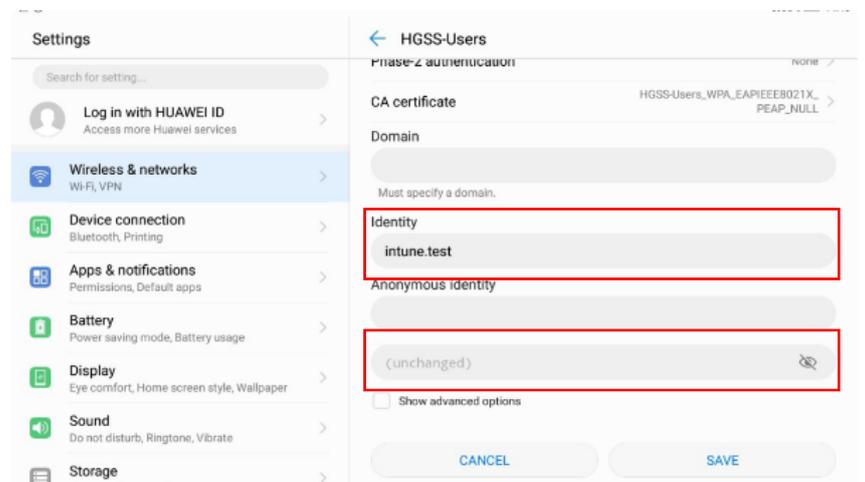
## Windows

**For new devices obtained via the school 1:1 scheme:** Follow the full separate instructions provided for our 1:1 scheme closely. Note: Ensure you set up Windows selecting 'For personal use' and create an offline account first. Then, install the Company Portal App. Sign in to the App using your school username and password.

**For Windows devices that you have already used or for other new devices:**

It's best to set up your device at home

First: Identify the edition of Windows 10 you are using (See box)

**For all editions of Windows:**

1. Connect to home WIFI.
2. Install the Company Portal App from the Windows Store.
3. Launch the Company Portal App.
4. Sign in to 'Intune' using your Holmer 365 e-mail address and password.
5. When asked to confirm 'Use this account everywhere on your device' select 'Yes' to confirm that you would like your organization to manage your device.

For Windows editions other than 'Home' - Microsoft Office, Edge, Teams, and shortcuts to HomeBase, Holmer 365 and MyStuff will be automatically added.

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**How to find out your Windows Edition**

Windows 'Home' edition does not have software installed to it automatically. To find out if your device is Home edition,

Click **Start** button, then
> **Settings** > **System** > **About**

Under Windows specifications, the edition of your copy of Windows will be shown.

It will usually be either Home, Professional, Education or Enterprise.

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Wait 20 minutes for software to finish installing after signing in to the Company Portal App for the first time, before shutting down.

**For Windows Home Edition:**

1. Follow steps 1-5 above first

Install the New Microsoft Edge

2. Identify the version of Microsoft Edge that you are using (See box)
   a. If you need to update to the New Edge, bring up a web browser (any) and go to https://www.microsoft.com/en-us/edge
   b. Click to download or try the new Edge. This may open another window where again you have to click 'Download'
   c. Click 'Allow and Download'
   d. You may see a box asking what you would like to do with the setup file. Click 'Run'

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**How to find out your version of Edge**

Find the icon for Microsoft Edge on your device.

If you have the blue/white icon, you have the old Edge – which will need to be updated.

If you have the blue/green icon, you have new Edge already.

| OLD | NEW |
|-----|-----|

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What do you want to do with MicrosoftEdgeSetup.exe (1.7 MB)?
From: c2rsetup.officeapps.live.com    Run    Save    ^    Cancel    ×

   e. After a few minutes, the new blue/green Edge icon will appear.

Create an shortcut for HomeBase

3. Right-click on the Windows desktop and select 'New' and then 'Shortcut'
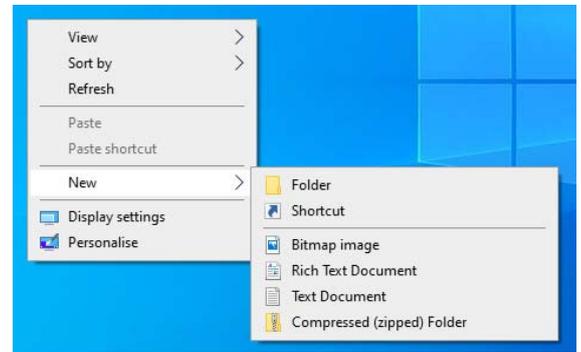
4. Type in the location of the shortcut to be created. It is

http://www.holmer.org.uk/homebase
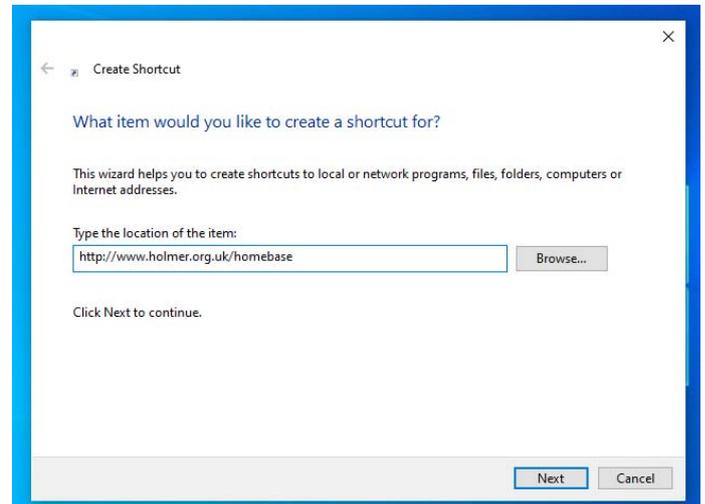
5. You'll be asked for a name for the shortcut. Type in 'HGSS HomeBase'

6. Test that your new icon loads by double-clicking on it.

   If it does not load, check the spelling in step 4.

Install Office Software  (staff/students only)
You only need to do this if you do not have Microsoft Office installed on your PC already.

7. Open HomeBase, and then open 'Holmer 365'
8. Sign in to Holmer 365 using your school e-mail address and password.
9. There should be a button on the Holmer 365 home screen to install Office (if there is not button, ensure you have loaded the New Edge software as per page 4. Or, try using Chrome browser).
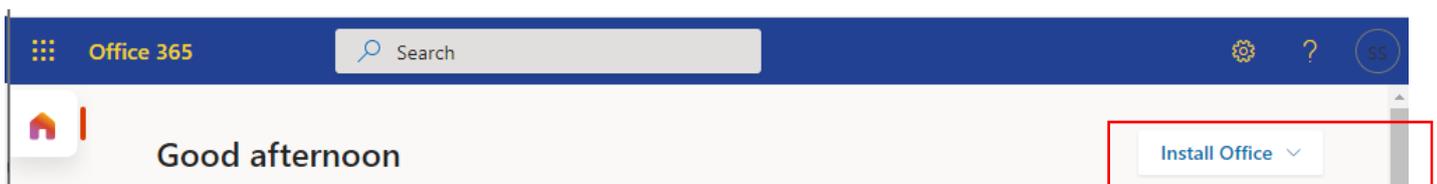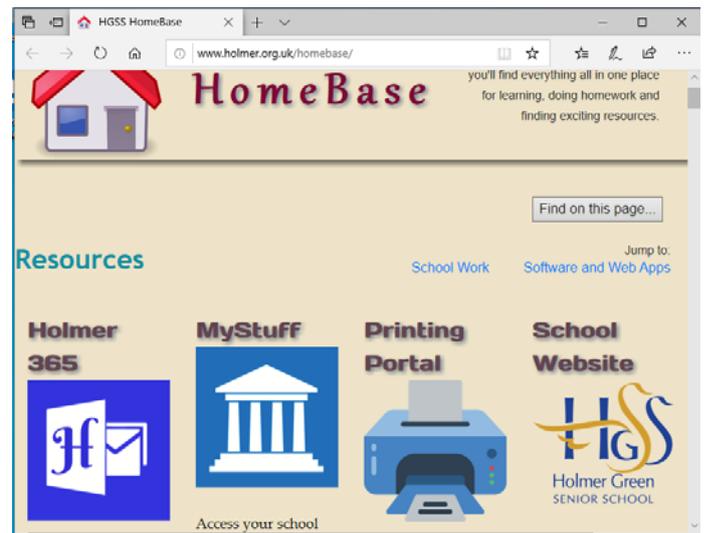
10. Click 'Install Office' and follow the on-screen prompts. Office 365 will install. When asked to sign-in, use your school e-mail address and password.

**For all Editions of Windows**

**Saving**: It's important to save your work onto your school OneDrive.

**If you're not already using OneDrive**, you can add easily add your school OneDrive.

To add your school OneDrive, click on the 'OneDrive' icon in Windows File Explorer. Sign in using your Holmer 365 username and password. Your OneDrive will be added and your personal files will show. **If you already have a personal OneDrive account in use and need to add your school one**, you'll need to find the OneDrive cloud icon on the Windows task bar and open it. Select Help & Settings. In Settings, select Account and then select 'Add an account.' Enter your school username and password.

Note that personal e-mail via the 'Mail App' may no longer work. To access personal e-mail, log in via a web browser.

**WIFI Access**

**WIFI:** When you bring your device into school, you will be able to connect to the **HGSS-Users** network. If you see a globe symbol, this means you're not connected. Click on the globe and then you should see a list of wireless networks. Click on 'HGSS-Users' and click 'Connect.' Type in your school username and password.
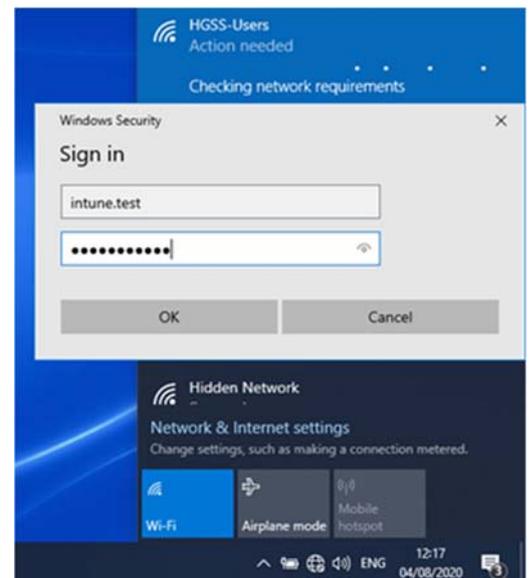
## Leaving the school or beginning from scratch



ITServices's iPad

**IOS/Apple**

Launch the Company Portal App. Tap on your device on the left. Then, tap on the 3 dots on the right next to 'Rename.'  Tap on remove device.

Then, go to Settings -> General -> Management Profile. Find the management profile for 'Holmer Green Senior School' and tap on it. Click 'Remove Management' to remove the profile. Then, you can also uninstall the Company Portal App if you wish.

**Windows**

Uninstall the Company Portal App. Note: Students can try to remove the company portal app from Windows devices but their device will remain managed. We recommend students do not remove the Company Portal App. The management profile is removed when they leave. If the device is no longer to be used for school work, please contact the school to have the profile removed.

**Android**

Go to device Settings -> Security & Privacy -> More -> Device Administrators



Tap on the Company Portal device administrator, and then click 'Remove Work Profile'
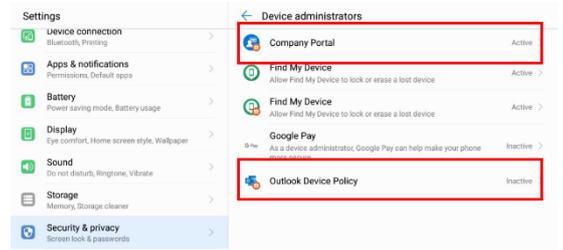
Note: If you also have a 'Outlook Device Policy' device administrator, this can be removed if you are not using another organization's e-mail.

## Governors

Follow the instructions in the rest of this document for the type of device you have.

At this time, Governor only receive the Company Portal App. On IOS devices, Governors also receive the Outlook App. On Android, Governors receive the Outlook App, a 3rd party app to allow viewing of PDF/Word files and a 'work' badged installation of Chrome to allow web browsing on the school site. Mac devices are untested, but e-mail access should be available via web-browser (https://www.holmer.org.uk/go ).

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**Company Portal App**

*When I install this, it says that HGSS can control my device?*

We can't see your personal files. The App allows us to remotely wipe the device - if you report it stolen or lost to us – thereby protecting school data. It also allows us to deploy to your device the required certificates for the school WIFI

Microsoft 365 prevents staff and governors using mobile app e-mail without the app.

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## Troubleshooting

If the Company Portal App hangs when setting up your device, give it a few minutes.

Try restarting your device and trying again.

If you still have a problem, remove your device from the schools' systems using the instructions under 'Leaving' and then begin the setup from scratch.

You can only have a maximum of 5 devices registered with the school Intune service.

### Android Apps on School WIFI

Unfortunately, the new Google 'Work Profile' management system only allows work-badged apps to access WIFI and device certificates. You may find that personal apps on your Android device are unable to use the school WIFI. This is a limitation of Android. This is why a 'Work' badged version of Chrome is deployed - so Android devices can browse the internet in school.

> ### Anti-Virus
>
> *I've installed a 3rd party Anti-Virus package on my Windows/MacOS device. Can I use the school WIFI?*
>
> Some 3rd party Anti-Virus packages, such as Norton, are incompatible with school-type secure internet systems. You'll may to disable or remove any such package or app before using them in school. Windows Defender and the default antivirus for most devices is adequate, and is compatible.

## Storing Files

You should ensure you store all school work onto your school OneDrive.

iCloud, Google Drive, Dropbox, non-school OneDrives and other similar services cannot be accessed or used in school.

Using your school OneDrive keeps your files safe in the event that your device is lost or damaged, and also allows some of the tools like Teacher Dashboard to work.

## What Happens When I Leave?

### Staff

The management profile is removed off your device when you leave school. Any HGSS software and icons installed by the profile are removed. Access to school files is removed immediately and you will be unable to log in to your school account after your leaving date.

### Students

The management profile is removed off your device when you leave school. Any HGSS software and icons installed by the profile are removed.

As school accounts are removed, unfortunately this means your school OneDrive may no longer shows automatically on your device (for some types of devices it may continue to show). However, all your files are safe. Students can continue to access their old work and download e-mail by going to [www.holmer.org.uk/go](www.holmer.org.uk/go) and logging in with their account.

Files and e-mail remain available for 6 months from when the student has left school, after which time the Holmer 365 account is de-activated. If students wish to retain any school work, it must be downloaded within the 6-month time period. However, we strongly recommend you download or copy any files you need within 28 days of leaving school, in case Microsoft change their retention policy.

For devices that still show your school OneDrive – even after you have left – you should copy your files to either another OneDrive, or to a hard-disk. All school OneDrives will eventually cease to work, after which you will no longer be able to access school files that have not been synced or copied.