



**We Believe**

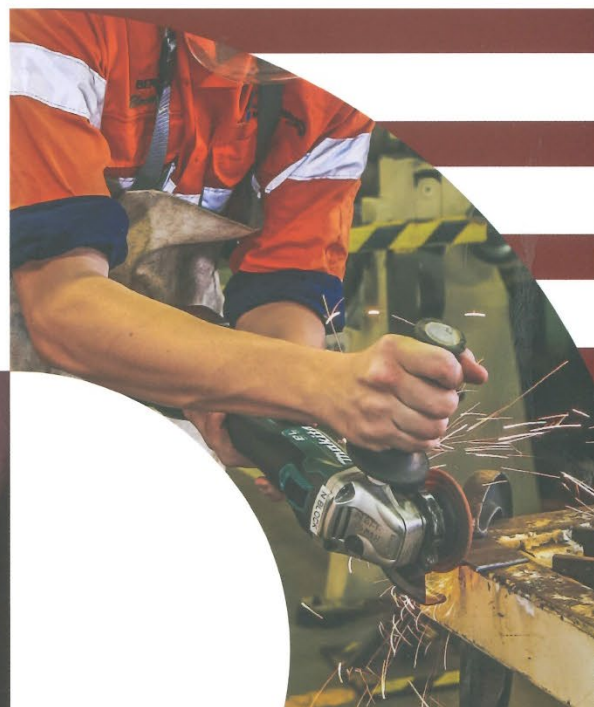


**We Achieve**

# **2026 BYOx eLearning Program**

**Guide for Parents and Students**

**Respect,  
Responsibility  
and Resilience**





## What is BYOx?

BYOx (Bring Your Own 'x') means exactly that: students bring their own digital device to school for the purpose of learning. The 'x' in BYOx represents more than just a privately-owned device, it also includes software, applications, connectivity and appropriate behaviours. Students choose an IT device that best supports their learning needs and meets the school's specifications and requirements.

## Choosing the Right Device

We understand and appreciate the uncertainties that may be associated with choosing the best device for your student. Firstly, parents and students are advised that Mackay State High School is primarily a **Microsoft Windows-based learning environment**. Software required for some subjects is Windows-compatible ONLY, and Education Queensland on-line resources prefer the Windows operating system. We do, however, allow Apple iPad devices to be used *as a secondary or alternative device* for simple applications such as Internet research and basic document compilation. These devices are not recommended for students in years 10-12 as they are not able to complete many of the tasks required.

A detailed specification sheet is attached to the back of this document. We recommend that you detach the sheet and take it with you when shopping to show to sales staff.

We are in the process of negotiating access to Laptop Purchasing Portals. These portals will offer devices that have been assessed by our staff to meet our specifications. These devices will be at a range of price points. More information will be distributed when available.

### Software:

Any additional software required (including Microsoft Office products) is available on-line, by download. Teachers or ICT Services staff will provide access and information on accessing additional software as required. Any required software or apps are available free of charge.

### Virus/Malware Protection:

Microsoft Windows 11 includes the Windows Defender anti-virus software, which is recommended for devices connected to the school network. Anti-virus software is mandatory for connection to the school network.

*N.B. Some free and commercial Anti-Virus packages conflict with Education Queensland security and filtering software and may hinder the onboarding process. It is recommended that these are uninstalled until after onboarding is complete.*

### Windows S Mode:

Many new laptops are shipped with Windows configured in S Mode. Windows in S Mode is locked down for security and performance. Unfortunately, this also prevents installation of required software for some subjects and blocks access to school printers. It is easy and free to switch out of S Mode, see the information on setting up your Windows laptop included in this guide.

*N.B. Switching out of S Mode is one-way. Devices cannot be put back into S Mode.*

### Case/Carry Bag:

A strong carry case is a great way to protect your device from accidental damage. Mackay State High School specifications stipulate the use of an appropriate bag or protective case designed to hold a laptop with adequate padding. Please clearly label cases with student's name.

### Warranty:

We highly recommend that all devices have warranty which covers the expected life of the device, for example three years. Warranties cover hardware problems caused by faults in manufacturing, such as defective keyboards, screen problems, or other issues with internal components. The warranty covers parts and labour for these repairs. We strongly encourage you to check, before purchasing, the options available and if warranty work is completed locally or requires the device to be sent away. The school may not be able to provide a loan device when a student's laptop is being repaired.

**Insurances:**

Insurances are highly recommended to cover accidental damage. Some retailers may offer insurance, or the device can be covered under your Home Contents insurance. In most instances, you will need to specify the device on the policy. Please check with your insurer.

**Accidental Damage Coverage:**

Accidental damage is unfortunately, a common occurrence in schools. When purchasing your device please learn about your options to purchase Accidental Damage Protection. This covers your device for accidental damage on and off the school campus.

**Loss or Theft:**

This protection may also be included in your Home Contents insurance or be available for purchase from your computer retailer or insurance company.

**Backing Up:**

As we all know, technology can fail or be lost or stolen. It is extremely important that students have a backup plan for their data. Mackay State High School provides students access to OneDrive and we strongly recommend students use this as their primary file storage location. Backing up of data and the skill to do so is the student's responsibility.

**Care of Device:**

It is the responsibility of parents and students to keep their device in good working order to ensure minimal disruption to learning. It is expected that students bring their device to school each day fully charged. Students may bring chargers to school to charge their computer however, some classrooms have limited access to power points. Students are expected to use their devices wisely to conserve battery charge for 4 lessons of use. Students must be equipped with pens and paper for instances where they do not have their IT device available (see *Stationery Lists*).

**Labelling of Device:**

We recommend that equipment bought to school should be clearly and permanently labelled with the student's name. This should include laptop bags and chargers.

**Repairs and Maintenance:**

All maintenance for the IT device, operating system, software and/or apps purchased by the family are the responsibility of the family. Families should ensure quick maintenance turnaround is available when purchasing student devices, for continuity of learning.

If students have a connectivity problem, we advise them to see Mackay State High School ICT Services Centre staff to diagnose the fault. If this is not able to be resolved by ICT Services Centre staff, they can recommend a course of action for repair (e.g., warranty claim, insurance claim, etc.) Students are not to use personal hot spots (mobile phones included) when at school as per the school's Mobile Phone Policy.

**Equity Laptop Program:**

If you are experiencing financial, social or other disadvantage and are unable to obtain a device for your student please contact the school regarding eligibility and further details of our Equity Laptop Program.

**Any further queries please contact us via email:**

[ICTServices@mackayshs.eq.edu.au](mailto:ICTServices@mackayshs.eq.edu.au)

## **Some information on setting up your Windows laptop.**

Whether your laptop is brand new or previously loved the following guide will ensure your student can easily connect to and access the school's network and resources. The guide is divided into three parts:

- First steps with a newly purchased device.
- Reconfiguring a previously loved device.
- Final Steps

Some steps in this article may not appear for you. Every laptop manufacturer can add or remove certain steps from the windows setup screen. If a step does not appear, ignore that step. If a step appears that is not included, please use your best judgement for what to do. Many manufacturers will include Support and Protection steps that ask for names, email addresses and phone numbers. This is not required and we recommend leaving these fields blank and unchecking any option boxes.

### **First steps with a newly purchased Windows device:**

1. Unbox the laptop and make sure any packaging material is removed, especially around any vents, slots, or other openings in the case.
2. Make sure to connect the charger as batteries are usually shipped with only a partial charge to reduce the risk of damage. If the laptop battery goes flat during the setup you may have to start the whole process again and this could possibly cause other issues.
3. Turn the laptop on and wait for the setup process to begin.
4. **Is this the right country or region?** This should be already showing Australia, however on rare occasions you may have to scroll through the list to find it. Once **"Australia"** is highlighted click on **"Yes"** at the bottom of the screen.
5. **Is this the right keyboard layout or input method?** Select **"US"** or **"United States"**. Australia uses the same keyboard layout. *Do not select "UK"*.
6. **Do you want to add a second keyboard layout?** – Select **"Skip"**.
7. **Let's connect you to a network** – Select your home WIFI connection and enter in your password. Once connected – Select **"Next"**.
8. **Your computer will now check for updates.** If any updates are required, it will install them automatically. Your computer may restart multiple times during this process.
9. **Let's name your device** – Enter a name for your new device. You could use your child's name followed by "Laptop" eg. "Joe B Laptop". After you have entered a name, select **"Next"**.

*Your computer may now restart. Please wait until the next screen appears.*

10. **Enter your Microsoft Account email.** If you do not have a Microsoft account, you can now create one\* from this page by selecting **"Create one!"**. Once you have entered your Microsoft account email or created your account, select **"Next"**

*N.B. Do not use your students school provided email address as this will link the laptop to the school and will cause issues if your student leaves Mackay State High School.*

*\*When creating a Microsoft Account, First Name, Last Name, and date of birth are required. Accounts for persons under the age of thirteen will require verification and linking to an adults Microsoft Account before they will work. We recommend that if your Student is under thirteen, or if you would prefer that they do not have a Microsoft account, then please use or create an account in your name and then follow the instructions in the section, "Creating a local account" later in this guide. Alternatively, Mackay State High School ICT Services staff can assist you with setting up the laptop without a Microsoft Account, however certain Windows features like PIN, Fingerprint, or Facial recognition sign in options, and access to the Microsoft Store require a Microsoft Account to work.*

If you have previously used this Microsoft account on a Windows 10 or 11 device, you may be prompted to **"Restore your account"**. Do not do this. Select **"View more options"** and select **"Set up as new device"** followed by **"Next"**.

11. **Choose your privacy settings for your device.** It is recommended to keep **"Location"** and **"Find my Device"** turned on. This will enable the device to be tracked from your Microsoft Account if the device were to be lost or stolen. Please read through the other options and decide if you wish to keep them on

or off. We recommend turning them off as this will help to improve internet performance. Select **"Next"** when done.

12. **Let's customize your experience.** This step can be skipped. Select **"Skip"**
13. **Access granted: we're giving you a free trial of Microsoft 365.** If you are prompted about a free trial for Microsoft 365 it is important you **decline**. *All students are given free access to Microsoft 365 under their school accounts. There is no need to pay for Microsoft 365 for their school accounts.*
14. **Get 100GB more cloud storage** – Decline this offer. All students get access to their own OneDrive that carries with them throughout their time in Education Queensland. From here, other offers may appear during the setup stage. You can decline all of them. No paid for services/subscriptions are needed for your student's device.
15. Your device will now restart and boot into Windows. Sign in using the password or pin of your Microsoft Account if prompted.

### Reconfiguring a previously loved device.





It is not necessary for your student to have a brand-new device and many students are using a laptop previously used by another family member who has upgraded. There are however some important steps that should be taken to ensure that the laptop will work correctly for your student. The easiest way to get a laptop ready for a new user is to perform a **Factory Reset**. This wipes all the data from the laptop and resets back to the "Out of the Box" state it was in when first purchased and is preferred as it removes the footprint of previous users (their settings, any software or apps they installed, links to their email and files etc.).

Sometimes however, a previous user may still need to access the laptop, or the student may only be borrowing the laptop while theirs is being repaired. In this case **Creating a Local Account** is the better option as it creates a second set of links to email, files, etc. that can be kept private from other users of the laptop. This local account can easily be deleted from the laptop when the student no longer requires it.

If your student is coming to Mackay State High School from one of the local State Primary schools, and will be continuing to use the same laptop, then there is almost no change required to the laptop for it to be used. Some small changes will need to be made to connect to school printers and web sites, and these can be done by Mackay State High School ICT Services staff.






### Factory Reset.

Windows 10:




To **Factory Reset** your PC, go to **Start**  > **Settings**  > **Update & Security**  > **Recovery**  > **Reset this PC** > **Get Started**. Then, **Remove Everything**, choose **Local reinstall**, and click **Next**. The laptop may reboot several times during this process. Once completed you can follow the instructions in First steps with a newly purchased Windows device above. There are some differences in the naming of the steps in Windows 10 from the Windows 11 steps above, however the above guide is still applicable.

*N.B. Most Windows 10 laptops can be upgraded to Windows 11 for free. If your laptop can be upgraded to Windows 11 then we recommend you do this prior to the Factory Reset. Once upgraded to Windows 11 this becomes the default Operating System for the device and a Factory Reset should not return it to Windows 10.*

Windows 11:

To reset your PC, go to **Start**  > **Settings**  > **System**  > **Recovery** . Next to **Reset this PC** , select **Reset PC**. Then, **Remove Everything**, and click **Next**. Once completed you can follow the instructions in First steps with a newly purchased Windows device above.

### Creating a Local Account.

Select **Start**  > **Settings**  > **Accounts**  and then select **Family & other users**. (In some versions of Windows you'll see **Other users**.)

Next to **Add other user**, select **Add account**.

Select **I don't have this person's sign-in information**, and on the next page, select **Add a user without a**



**Microsoft account.**

Enter a username (we suggest first name and first letter of surname), leave the password fields blank and then select **Next**. You will be required to set a password later in the Onboarding process, so it is not necessary at this stage.

The new local account will now need to be changed to an administrator account.

Select **Start**  > **Settings**  > **Accounts** .














Under **Family & other users**, select the account you have just created (you should see "Local account" below the name), then select **Change account type**.

Under **Account type**, select **Administrator**, and then select **OK**.

You are now able to log into the laptop as the new user.

**Final Steps.**

Congratulations, your students BYOx device is now ready to be connected to the Mackay State High School network. To make this a quick and easy process for your student, the following additional steps are recommended.

1. Install the latest Updates and configure for Automatic Updates. Windows 11 automatically downloads and installs updates to make sure your device is secure and up to date. This means you receive the latest fixes and security updates, helping your device run efficiently and stay protected. There are usually more updates available than were installed during the setup process and we recommend manually checking for updates after setting up.  
To check for updates, select **Start**  > **Settings**  > **Windows Update** , and click the **Check for Updates** button.  
It is also advisable to check for driver and system updates provided by the laptop manufacturer. On the **Windows Update** screen select **Advanced Options**  > **Optional Updates** . Make sure there is a tick beside the listed updates, and then click the Download and Install button.
2. Ensure that your device is not in S Mode. To do this, close any open dialogue boxes and go to **Start**  > **Settings** . On the left of the window select **"System"** and then on the right of the screen scroll down to the **"Activation"** and select. If this shows **"Windows 11 Home"** you can skip to the next step. If it shows **"Windows 11 Home in S Mode"** click on the bar that says **"Switch to Windows 11 Home"**, and then **"Open Store"**. Another window will appear, **"Switch Out of S Mode"**. Click on **"Get"**. You will need to wait a few moments for this to take place. You should then receive a message confirming you have successfully changed. If you have not used the Microsoft Store yet you may receive a screen prompt for your Microsoft account details (Step 10 in the *First Steps* above).
3. Check that Date, Time and Region are correct. Select **Start**  > **Settings**  > **Time & Language**. Check that the time is correct, the Time Zone is set to **(UTC +10:00) Brisbane**, and the Region is **Australia**.
4. If the laptop was previously used by another student, and you have selected to Create a Local Account rather than Factory Reset the laptop, it may still be connected in that student's name. The laptop needs to be disconnected from the previous student so it can be connected in the new student's name. Keeping the laptop connected in the old student's name will prevent the current student from accessing all the network resources required. To disconnect the laptop first log in as the original user, then select **Start**  > **Settings**  > **Accounts**  > **Access work or school** . Select previous users account in the list and click on **Disconnect**.
5. Uninstall any trial Anti-Virus packages bundled with the laptop. Manufacturers often include a 90-day trial version of Anti-Virus software with the laptop. When logging into the laptop for the first time you will usually be prompted to install or setup this software. Please cancel or skip this and then uninstall the software.
6. Uninstall unwanted bundled software and apps. Manufacturers will often bundle other Software, Apps, and Games with Windows. Uninstalling any of these that you will not be using will increase available storage space and sometimes improve the overall performance of the device.
7. If you plan to use **Microsoft Family** to assist your management of screen time and to block and

manage apps and features on your child's device, we ask that you do not configure this until after the device has been connected to the Mackay State High School network as it prevents onboarding of the device.

## Connecting the laptop to Mackay State High School

Connecting the laptop to the Mackay State High School network is completed by students and their family at home. This process, called Onboarding, will configure appropriate settings on the laptop to allow secure connection to the schools WI-FI network using a Microsoft product called Intune. Once connected to the WI-FI network, students will be able to access the secure and filtered internet connection at school, connect to printers in the Resource Centre, and download school supplied software and other resources. Below is a listing of what school administration staff can and cannot see on connected devices.

<p>Your school can only see information that is relevant to the school:</p> <ul style="list-style-type: none"> <li>• Device owner</li> <li>• Device name</li> <li>• Device model</li> <li>• Device manufacturer</li> <li>• Operating system and version eg: iOS 13 or Windows 10 /11</li> <li>• App inventory and App names, like Microsoft Office 365</li> <li>• On student and staff's personal devices the school can only see school managed Apps</li> <li>• Device serial number and IMEI</li> </ul>	<p>Your school does not monitor student's use of the device</p> <ul style="list-style-type: none"> <li>• Cannot see your child's personal information</li> <li>• Cannot see what your child is doing on their device</li> <li>• Does not track student's locations / device location</li> <li>• Does not provide information on personally installed applications</li> <li>• Does not allow uninstalling of any applications including your child's own applications</li> <li>• Home Network cannot be seen</li> <li>• Calling and web browsing history</li> <li>• Email and text messages</li> <li>• Contacts</li> <li>• Calendars</li> <li>• Passwords</li> <li>• Pictures, including what's in the photos app or camera roll</li> <li>• Files</li> </ul>
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These instructions will show you how to onboard a BYOx Windows device. This process may take up to 15 minutes to complete.

***Before you start, please have your students school supplied email address and password ready.***

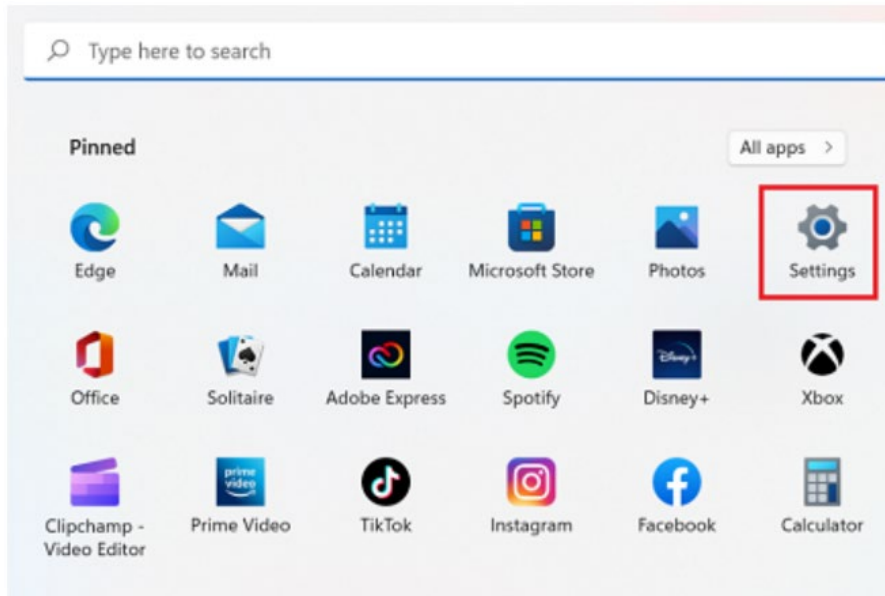
If you do not have this information, you will not be able to successfully complete the installation. Please contact your Mackay SHS ICT Services to obtain these details.

These instructions are for Windows 11. You may find some of the screens look different to the ones provided here if you have an older version of Windows 11, or there have been changes made to Intune. Instructions for connecting Apple devices can be accessed from the Mackay SHS website in the [Curriculum – Bring Your Own Device](#) section. There are also video instructions for the following Windows 11 process that you may find preferable.

**Please note:** If you have any problems with onboarding, please contact Mackay SHS ICT Services for assistance.

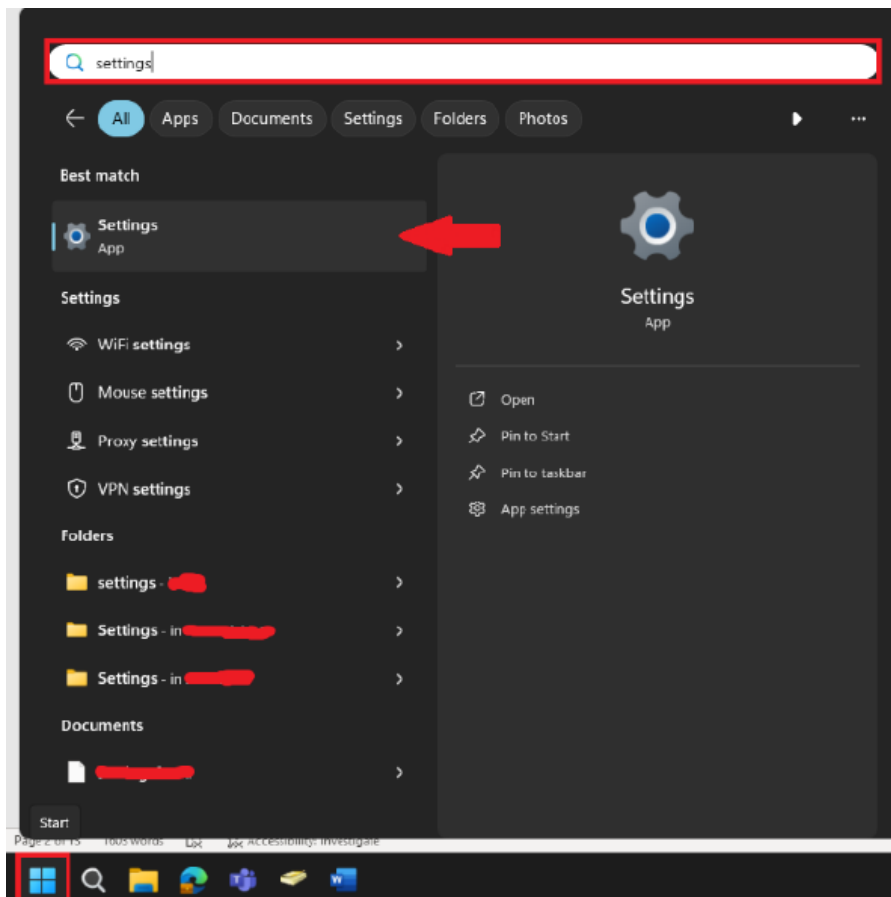


1. Connect to the internet and select the **Windows** icon at the bottom of your screen.

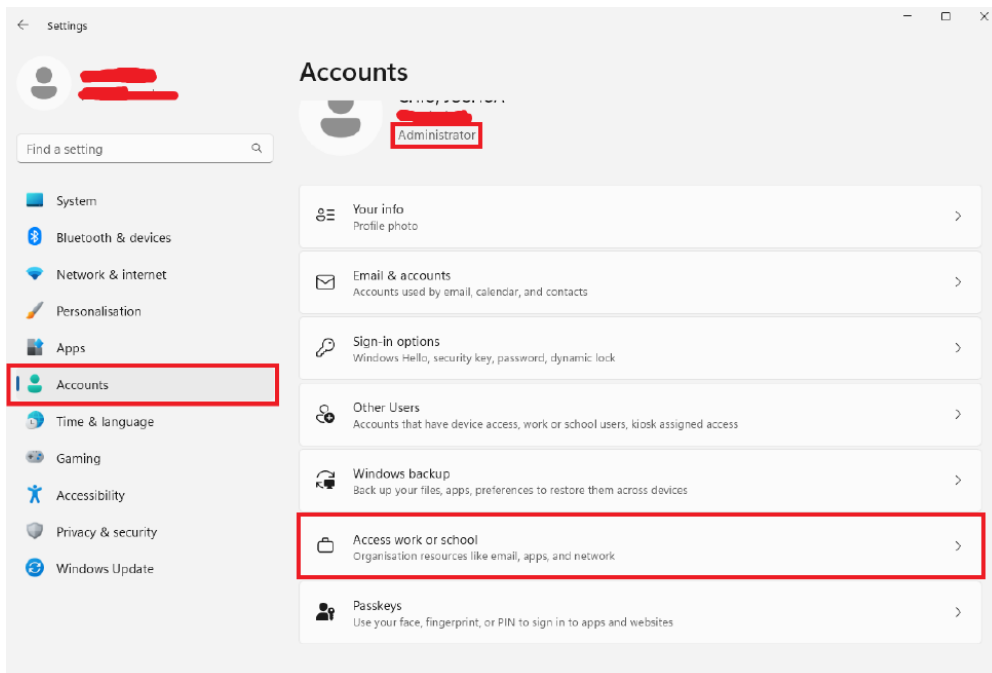


2. Select the **Settings** Icon.

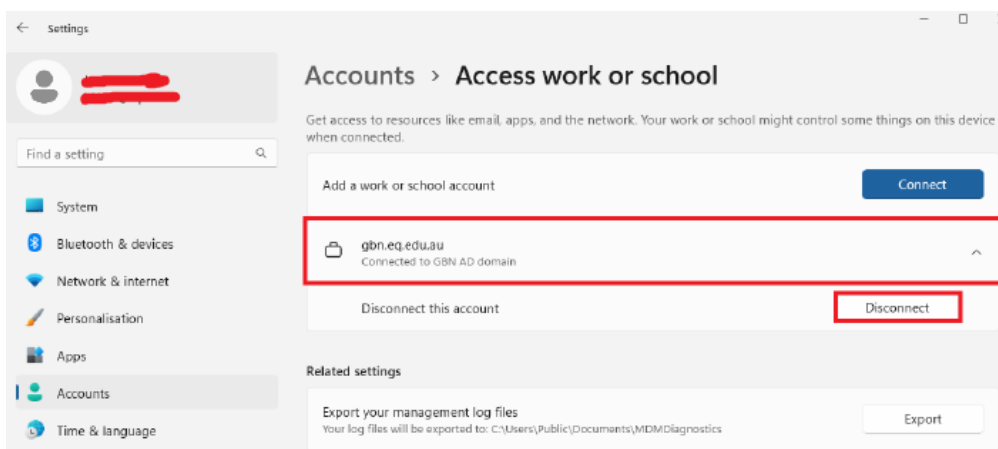
If you can't see the settings icon, you can search for it. Type **Settings** in the search bar at the top of the above window and click on the settings icon.



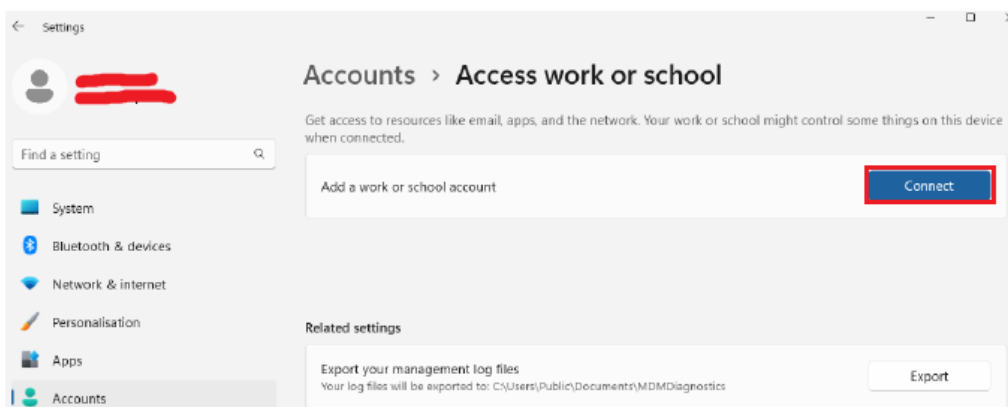
3. Select **Accounts** (the one with the green person icon next to it. (If you are not able to see the icon you may have to Maximise the Settings Window). Check if your account is an Administrator, if not please refer to the “**Creating a Local Account**” section earlier in this guide for information on changing account types. (Onboarding requires the account to have Administrator access to continue.) Once the Accounts tab is selected, select **Access work or school** located on the right of the screen.



4. Check there are no existing connections. If there is click on the connected account, and then disconnect.



Once all the connected accounts have been disconnected, click on **Connect**.



5. Enter your school [@eq.edu.au](mailto:@eq.edu.au) email address and select **Next**.

### Set up a work or school account

You'll get access to resources like email, apps, and the network. Connecting means your work or school might control some things on this device, such as which settings you can change. For specific info about this, ask them.

mstaff78@eq.edu.au

Next

6. Enter your **username**, **password**, accept the **conditions of use** and select **Sign in**.

### Managed Internet Service

Sign in with your username and password

Username \* mstaf78

Password \* .....

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

Sign in

[Change my password](#)

If you receive an **Authentication Failed** message, please contact Mackay SHS ICT Services to reset your password.

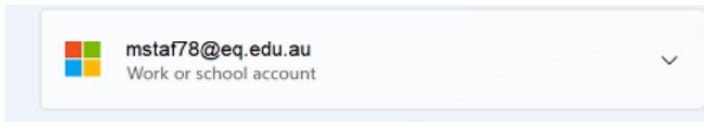
7. After signing in using your school username and password, it will enter a loading process. Please wait until the following screen shows up. Then select **Done**.

You're all ready!

We've added your account successfully. You now have access to your organisation's apps and services.

Done

8. Check your account has been added. Your account details should now be displayed under the connect button.



Please leave your laptop on and connected to the internet for 15 minutes afterwards to ensure the syncing process has completed. Once the 15 minutes is up, please restart the device and sign back in. You may be asked to reset your password at this stage.

As your laptop now automatically connects to the Mackay SHS network, secure login to your laptop is necessary. This is to protect both yourself and other users of the Mackay SHS network. If your password is not strong enough, or is not able to be checked, then you will be prompted to reset your password. You will need to create a password that meets the following requirements:

- The length of the password/passphrase must be at least 8 characters.
- The password cannot contain all or part of the user's account name.
- The password must contain characters from three of the following four categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphabetic characters (for example, !, \$, #, %)

Congratulations, your laptop is now setup and configured to automatically connect to the Mackay SHS network. Your laptop will connect to the EQNET Wi-Fi network whenever you are school.



## Mackay State High School

*Please take this page with you when shopping for a laptop, and check with a sales representative that your choice meets the requirements before purchasing.*

### BYOx eLearning Program Specifications

Mackay State High School operates a Microsoft Windows-based learning environment.

- Software required for some subjects is **Windows-compatible ONLY**.
- **While Apple Mac OS X devices and iPads (as a secondary device) are acceptable, compatibility issues with our network can cause issues connecting to some school resources and are therefore not recommended.**
- **Chromebooks cannot be used at Mackay State High School.**

Mackay State High School recommends the following *minimum* specifications:

- |                                    |  |
|------------------------------------|--|
| • Microsoft Windows 11 Home or Pro |  |
| • HDD                              | 128Gb Hard Drive   |
| • RAM                              | 4Gb (8GB preferred)  |
| • Wireless Network                 | 802.11n  |
| • Screen                           | 13"  |
| • Estimated Battery Life           | 6 hours.   |
| • Protective Case (mandatory)      | Backpack with padded laptop compartment, Hard-sided Laptop case, or Slipcase to provide adequate protection. |

It is highly recommended that screen size and weight be appropriate for your student's Year Level, physical stature and subjects being studied. Purchasing a laptop is an investment in your child's future. To ensure continuity of learning, your investment should also be secured by:

- 3 year Warranty
- 3 year Accidental Damage Coverage
- Loss and Theft Insurance

Any additional software required (including Microsoft Office products) is available on-line, by download. Teachers or IT staff will provide access and information on accessing additional software as required. Any required software or apps are available free of charge.

#### **Virus/Malware Protection:**

Microsoft Windows 11 includes the Windows Defender anti-virus software, which is recommended for devices connected to the school network.

*N.B. Some free and commercial Anti-Virus packages conflict with Education Queensland security and filtering software.*