



# Connecting to BYOxLink

Updated February 2022 - Students





### About BYOxLink

Hervey Bay State High School's BYOxLink program enables students to on-board (connect) their compatible personal device to the school network at no charge.

### Connecting to BYOxLink

Connecting to BYOxLink is a step-by-step process that students can complete themselves. It is highly recommended students connect their device from home, using the YouTube links below (as YouTube is not available at school). These video guides are the primary method used for connecting to BYOxLink.



In the event of students unable to connect at home due to internet coverage problems, or they experience technical difficulties after complying with and carrying out the steps below, support is available at school, as announced on student notices.

### IMPORTANT – Do not skip:

- The BYOxLink on-boarding (connection) process is designed to be completed away from school (using the YouTube video tutorials) and is much quicker than if the process is completed at school.
- Before connecting you must ensure these four (4) requirements are met:
  - You know your school username (MIS ID), email address (username@eq.edu.au) and password. A password flagged for reset will not work. To have your password reset, please see any of your teachers.
  - You must be the administrator of your device and can install software, parental locks must not exist.
  - Your device must be fully updated before attempting to on-board it, there is no exception.
  - Anti-virus, anti-malware and firewall software must be disabled temporarily for the duration of the on-boarding process. You must not have any Virtual Private Network (VPN) or McAfee anti-virus apps installed, these are not permitted and conflict with on-boarding and must be removed.
- After completing the steps to on-board (connect) BYOxLink, please ensure you install the “**BYOx Mapper**” in the **Company Portal** app if you have a Windows or Apple laptop. This app gives students access to the network, filtered internet and printing capabilities while at school.
- Compatible device requirements change rarely, and consist of: Windows 10 Laptops or Tablets, Apple iPads, or Apple MacBook Laptops manufactured from 2018 onward. Android devices are prohibited and not compatible.
- BYOxLink students will connect to the EQNET network only once on-boarding has completed successfully.
- We do offer support for troubleshooting connection issues. However, if it is found that the above requirements have not been met, students will be requested to perform these tasks at home again.

### Connecting from Home

YouTube video tutorials (accessed from home) are available:

- BYO iPad: <https://youtu.be/5wKm2pjcVn4>
- BYO Mac: <https://youtu.be/jzdM30YVUjY>
- BYO Win: <https://youtu.be/Nke89KjYeg0>

### Instruction Sheets (alternative to YouTube)

Step-by-step help sheets are available from:

- <https://tinyurl.com/as8ocu67>

If you have any questions, please email [enquiry@herveybayshs.eq.edu.au](mailto:enquiry@herveybayshs.eq.edu.au)