

# ITD - Support Guides

## Modern Cloud Management

## Migrating existing devices NOT registered in Autopilot

### Re-image the device

- These devices **MUST** be F12'd using the option Windows - Schools Intune Build v1.1.

NOTE: Do **NOT** use alternative OS deployment methods such as a Windows generic USB build or OS reset from with the legacy OS environment – these alternate methods do not include the required drivers for the devices and you will likely end up with issues.

- For help with F12'ing a device, refer to the [F12 Rebuild Guide](#) or log a ticket with EdConnect.
- This will deploy the Windows 11 OS for all capable devices and Windows 10 for non-compatible devices.
- After the image process has completed follow the steps outlined on the next page.

NOTE: these devices will not be in CDM they will have the standard Use Case configuration applied to them and they can be used by end users.

A process will run in the background to register the devices into Autopilot with 24-48 hours. At this point the device may not appear in your site CDM console because the Sitecode to register it with is not known.

If this is the case then please follow the instructions to “Backfill process into CDM”.



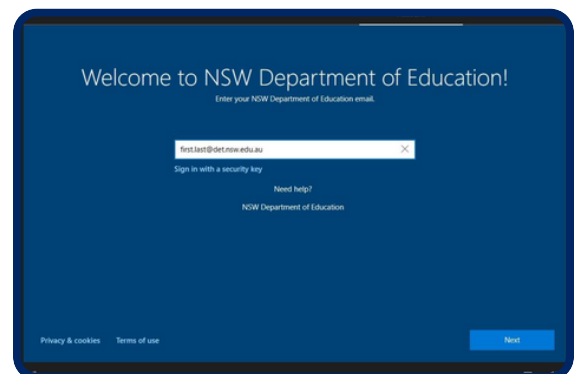
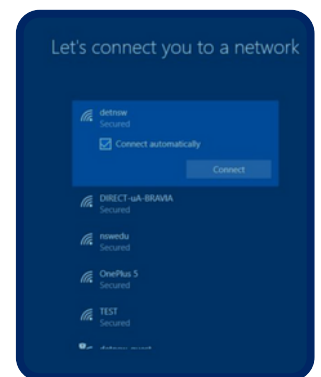
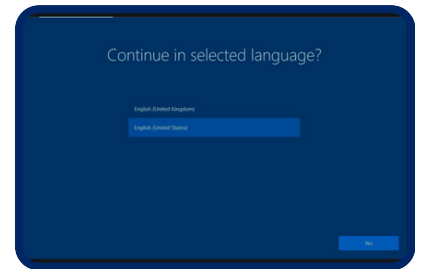
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### Enrolling a Device into Intune

- The device will start to go through the initial setup processes with a spinning wheel.
- Select **English (United States)** and click Yes. This screen will only appear on some Windows 10/11 versions.
- Choose **Australia** as the region then click Yes.
- Choose **US** for the keyboard layout then click Yes. Skip adding a second keyboard layout.
- For network, if at home then select your home Wi-Fi SSID.
- If on-premises at a DoE School then connect to one of the following SSIDs:
  - **detnsw-a**
  - **detnsw**
  - **nswedu**
  - **doe-onboarding**
- This process requires successful internet connectivity.
- Enter your **email address** then click Next with the format being first.last@det.nsw.edu.au



- Login with your DoE account, enter username and password, click Log in with the format being "first.last"

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### Enrolling a Device into Intune

- Login with your DoE account, enter username and password, click Log in with the format being “first.last”
- Your device will show a number of set screens and go through a reboot.
- The device will go through the DoE customisation steps. The first being “device preparation”.
- The second step “Device setup” will take between 10-20mins as this is when certain applications are downloaded and installed.
- The third step “Account setup” should be fairly quick.
  - If you get an error, please click “**continue anyway**”.
  - **Do not** click “Reset Device” as this will cause the device to re-install Windows.
- You will be presented with the standard Windows 10/11 login screen. Please use your email address as your username e.g. First.last@det.nsw.edu.au

