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InTune Company Portal Device Requirements and Installation Instructions - Windows 10

To access Shepherd applications from a personal device, you must a) confirm your device meets our minimum device requirements and b) install Intune Company Portal

Windows 10 Device Requirements

- Screen lock set to a maximum of 15 minutes
- Minimum 6 characters, non-simple password (no repeating characters)
- Antivirus software required
- Minimum of Windows 10 version 21H2 (10.0.19044)

Windows 10 Installation Instructions

You can launch Company Portal install from [here](#) or open **Microsoft Store** and find **Company Portal** by Microsoft Corporation and **Click Install**



You own this app.

Install



Company Portal

Microsoft Corporation • Business

🔗 Share

Microsoft Intune helps organizations manage access to corporate apps, data, and resources. Company Portal is the app that lets you, as an employee of your company, securely access those resources.

More



Wish list

Once installed **launch** Company Portal

The screenshot shows the Microsoft Store interface for the 'Company Portal' app. At the top, the navigation bar includes 'Home', 'Gaming', 'Entertainment', 'Productivity', and 'Deals'. A search bar, a cart icon, and a download count of 38 are also visible. The main content area features a blue circular icon with a downward arrow and the text 'This product is installed.' To the right of this is a prominent blue 'Launch' button. Below this, the app's title 'Company Portal' is displayed, followed by 'Microsoft Corporation • Business'. A 'Share' button is present, along with a descriptive paragraph: 'Microsoft Intune helps organizations manage access to corporate apps, data, and resources. Company Portal is the app that lets you, as an employee of your company, securely access those resources.' A 'More' link is also visible. At the bottom left, the ESRB rating 'E EVERYONE' is shown. A blue 'Wish list' button is located at the bottom center. The bottom navigation bar includes 'Overview', 'System Requirements', 'Reviews', and 'Related'. The text 'Available on' is partially visible at the bottom left.

Microsoft Store

← Home Gaming Entertainment Productivity Deals

Search Cart 38

↓ This product is installed. Launch

Company Portal

Microsoft Corporation • Business

Share

Microsoft Intune helps organizations manage access to corporate apps, data, and resources. Company Portal is the app that lets you, as an employee of your company, securely access those resources.

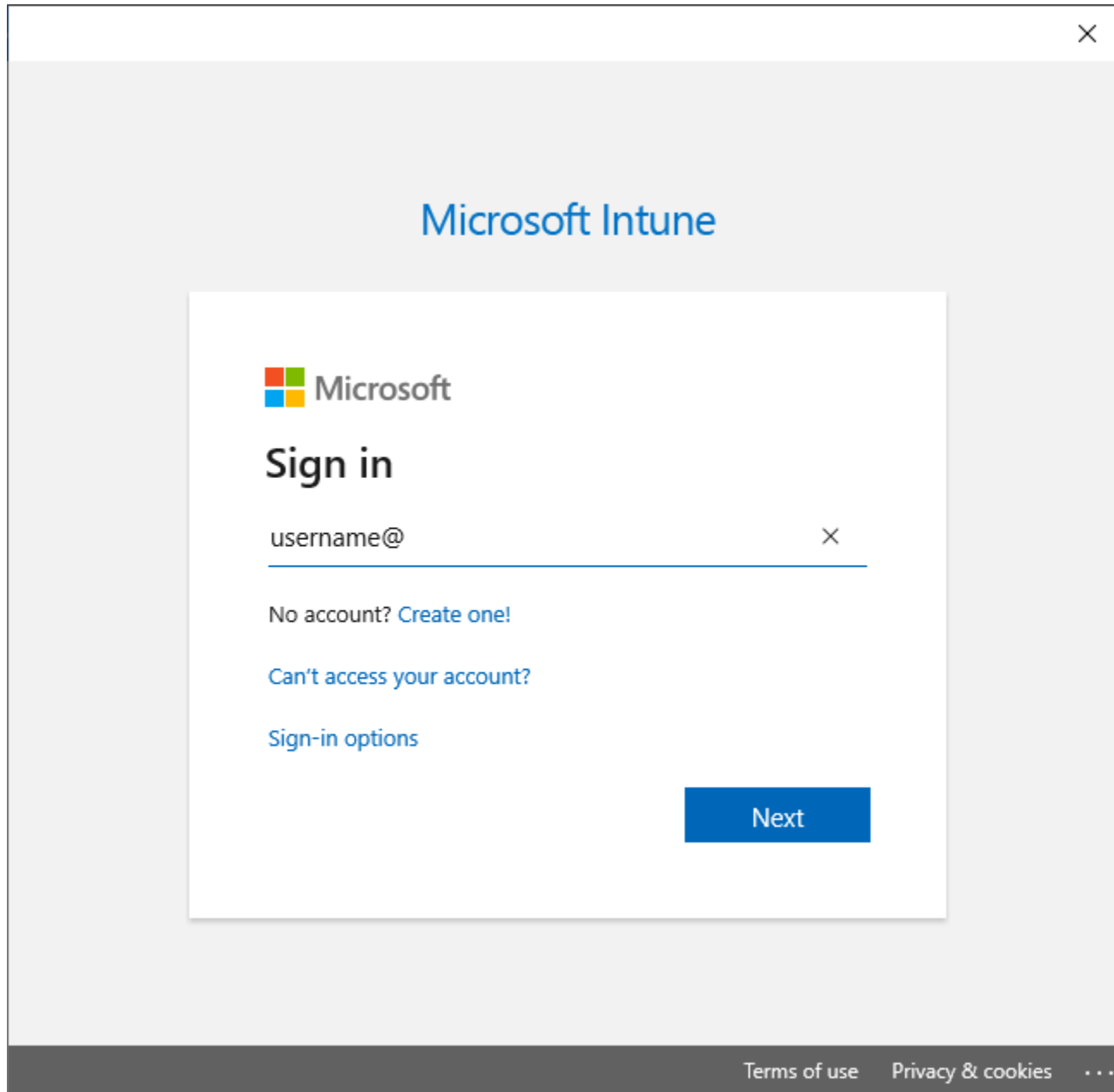
More

Wish list

Overview System Requirements Reviews Related

Available on

Sign into Intune with username@shepherd.org



Microsoft Intune

Microsoft

Sign in

username@

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

[Next](#)

[Terms of use](#) [Privacy & cookies](#) ...

Enter your password



Stay signed in to all your apps

Windows will remember your account and automatically sign you in to your apps and websites on this device. You may need to let your organization manage some settings on your device.

Allow my organization to manage my device

[No, sign in to this app only](#)

OK



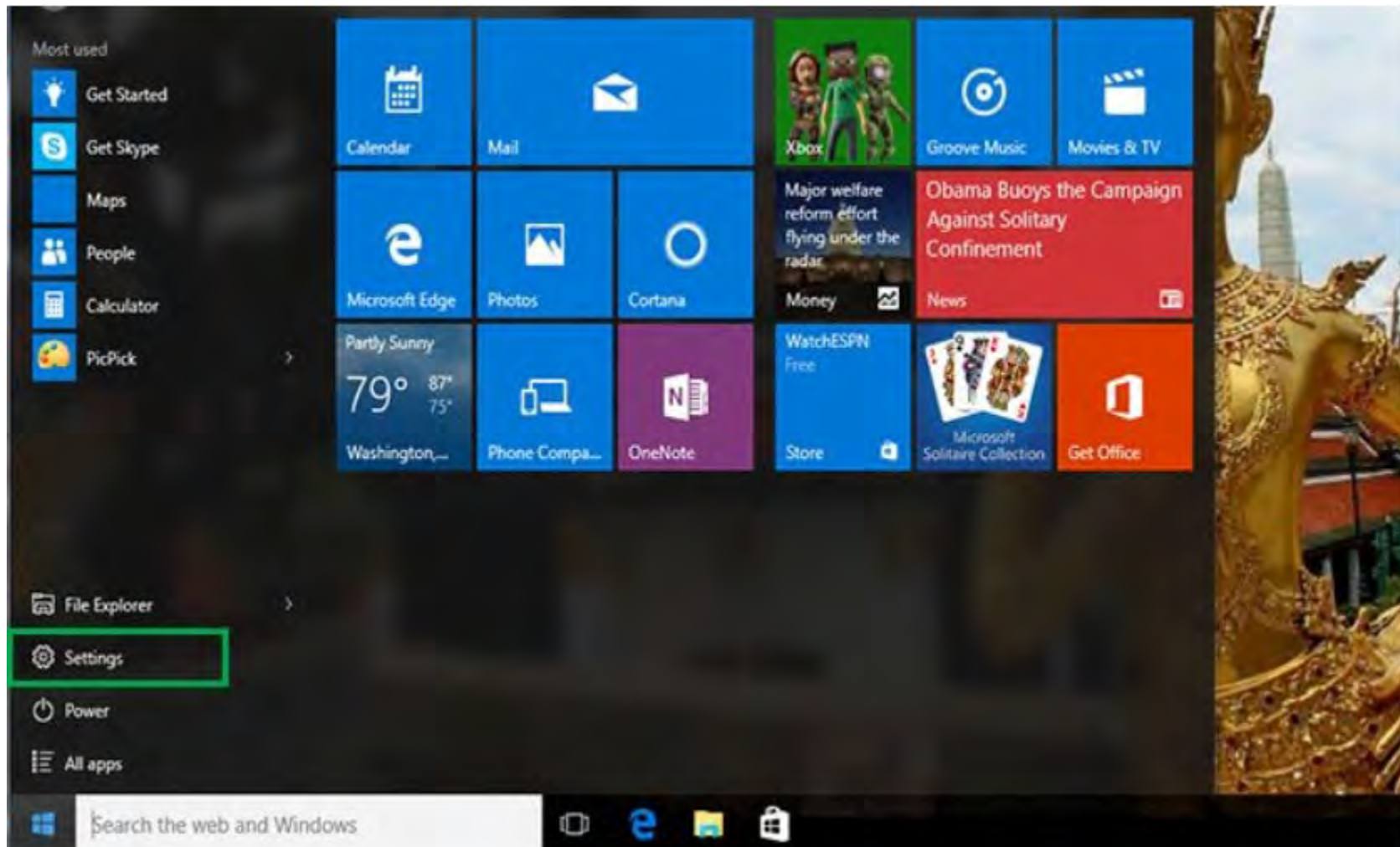
You're all set!

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

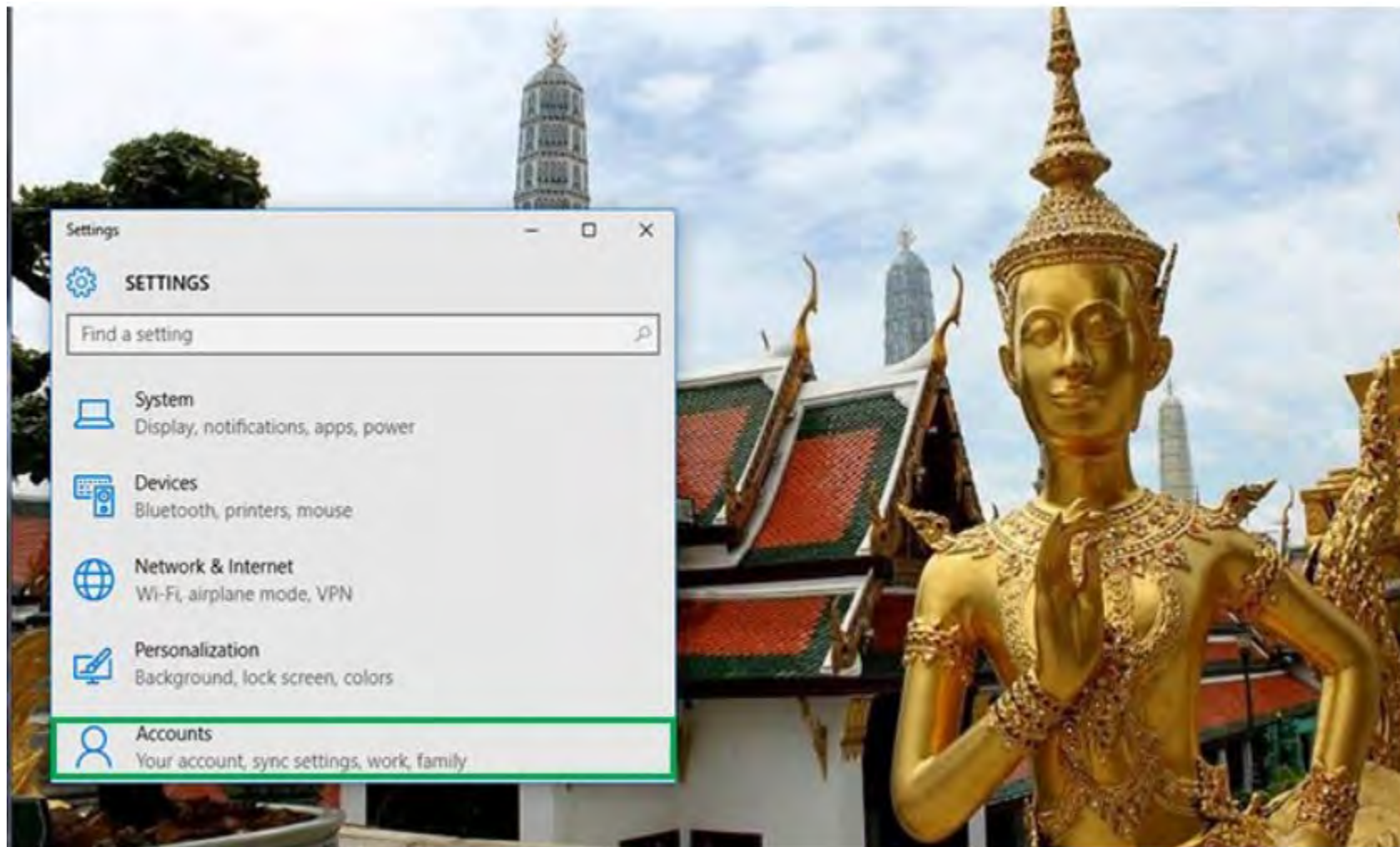
Done

How to Change Your Password in Windows 10

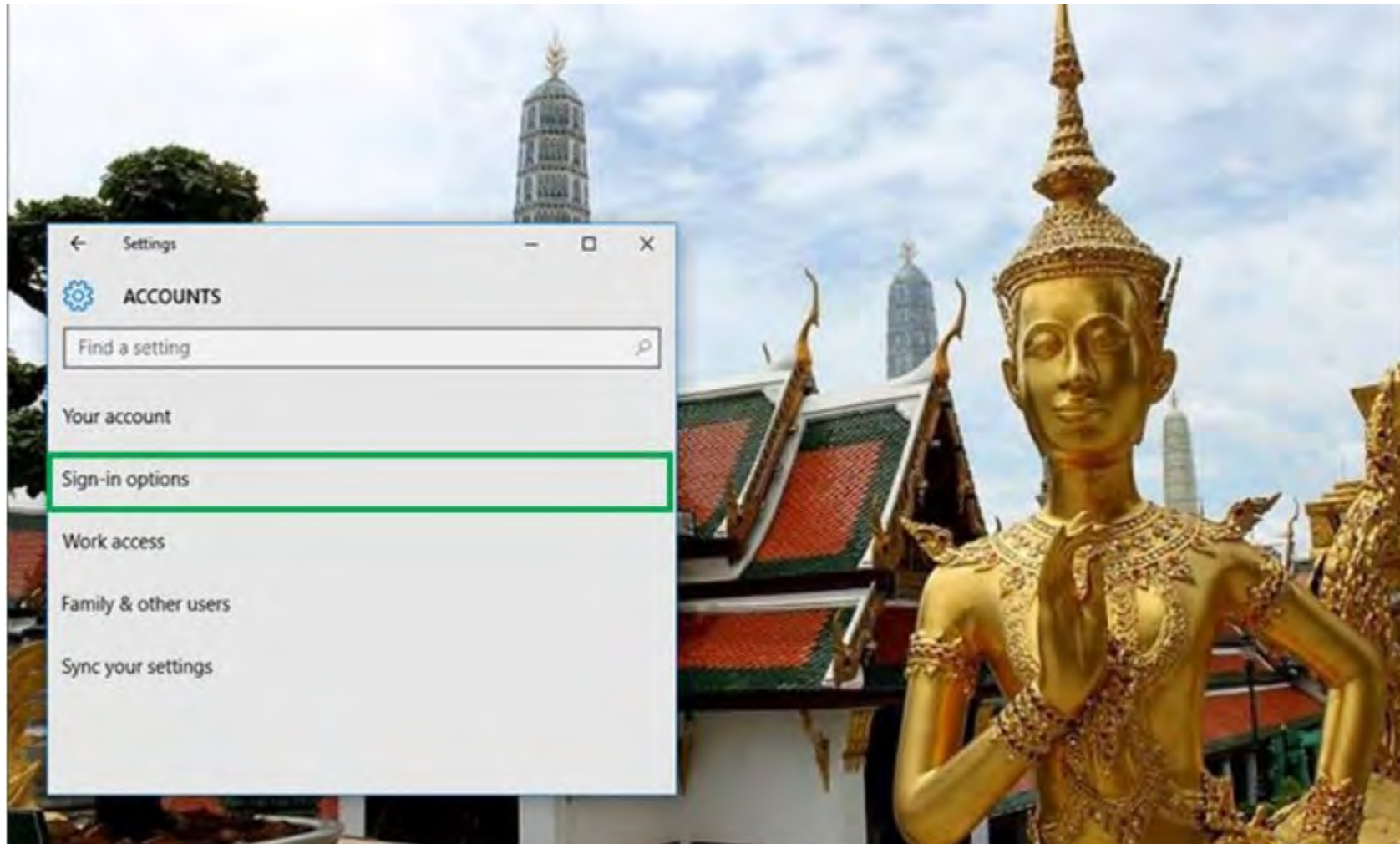
1. Click Settings from the list to the left.



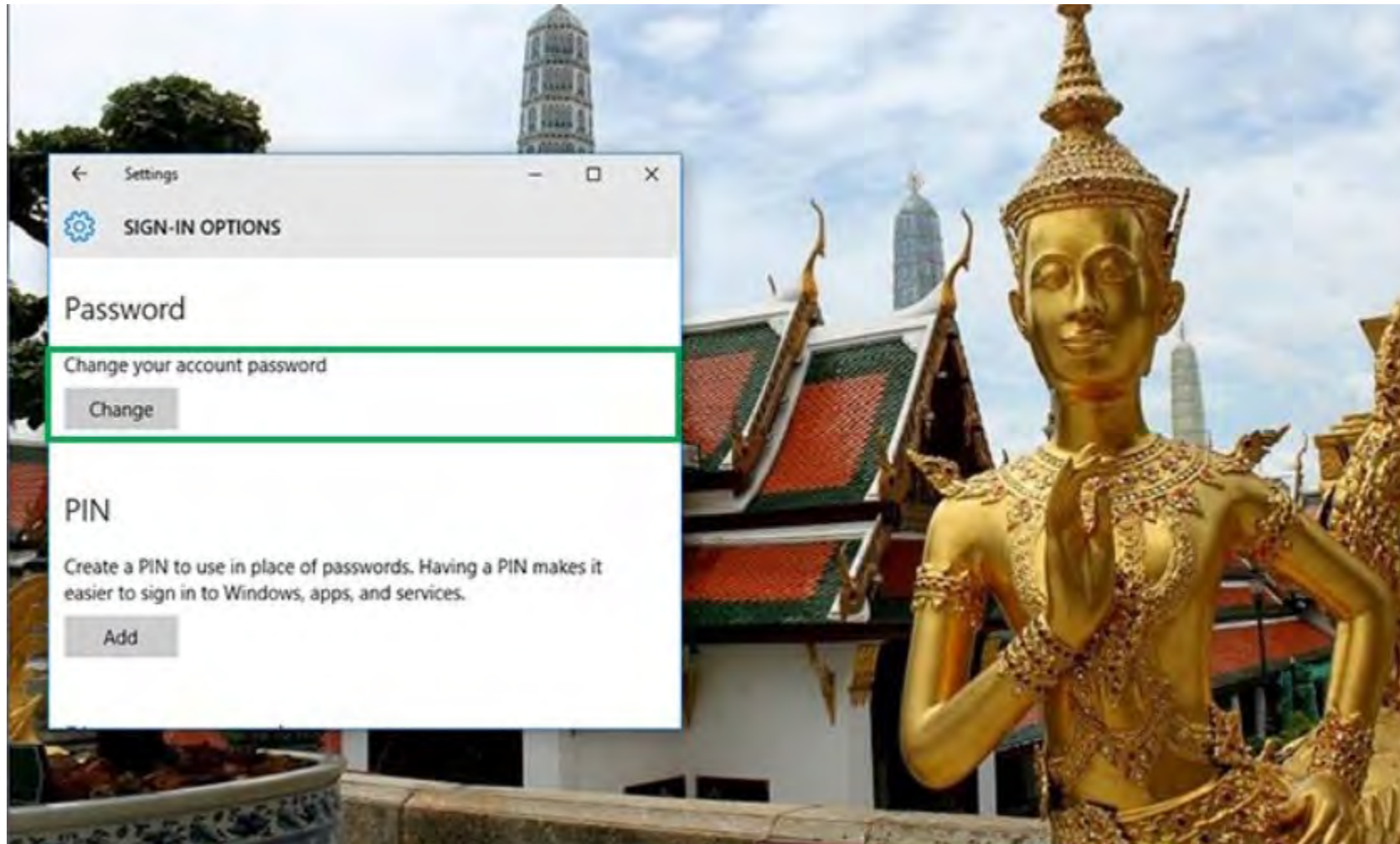
2. Select Accounts.



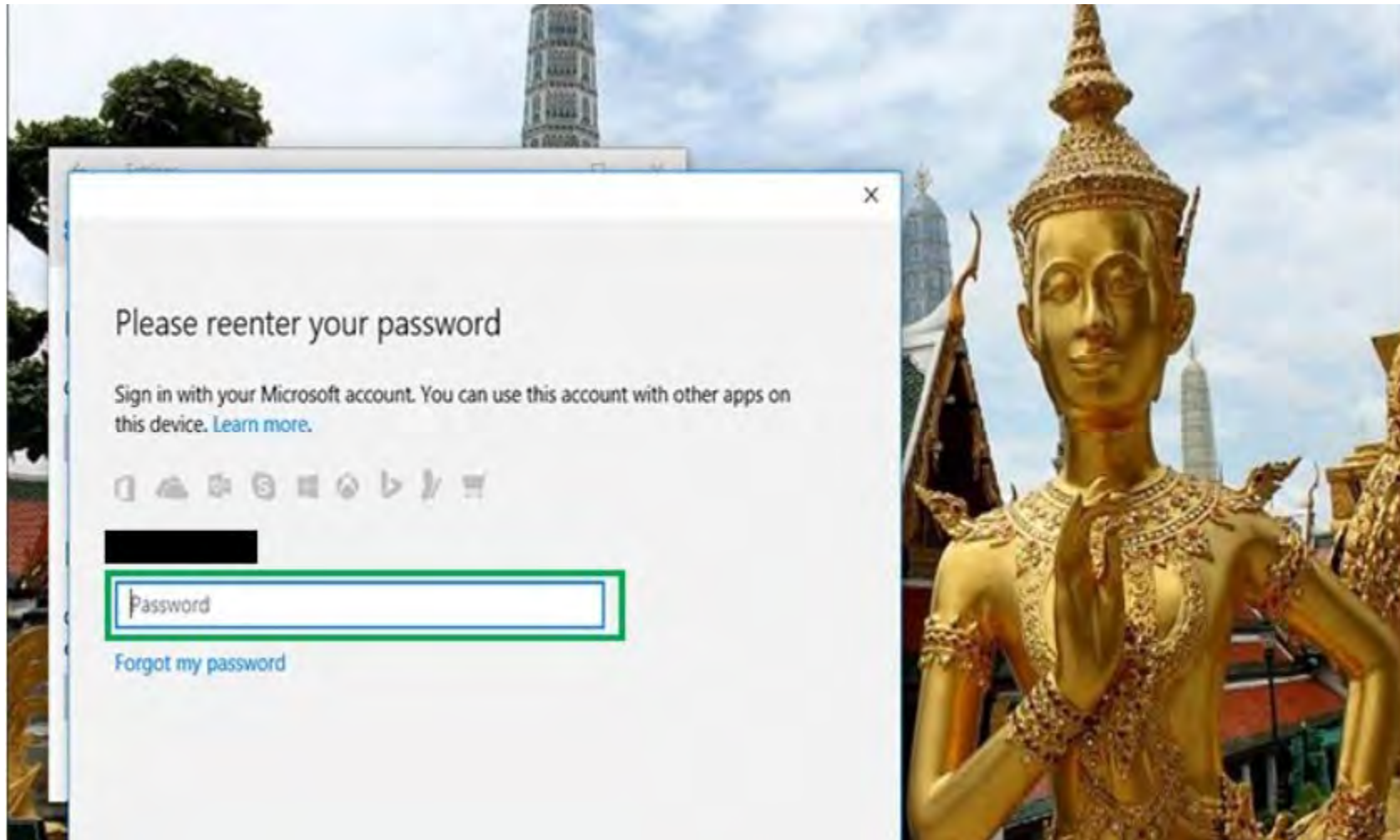
3. Select Sign-in options from the menu.



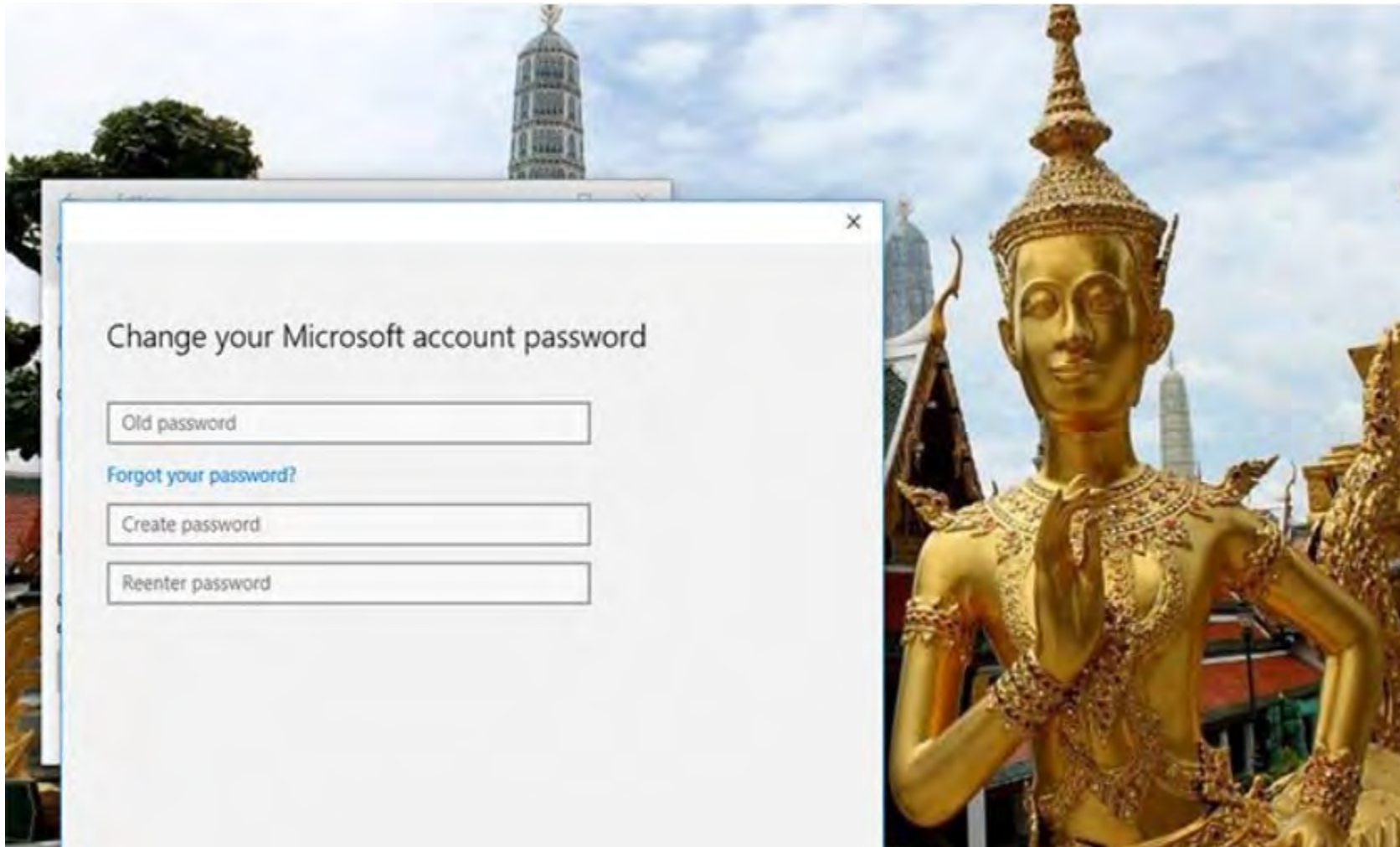
4. Click on Change under Change your account password.



5. In order to change your password, sign in with your current Microsoft account password. Enter your password in the box. Click Sign in.



A new page will direct you to enter your old password and then type in a new password. Reenter the new password. Press Enter.

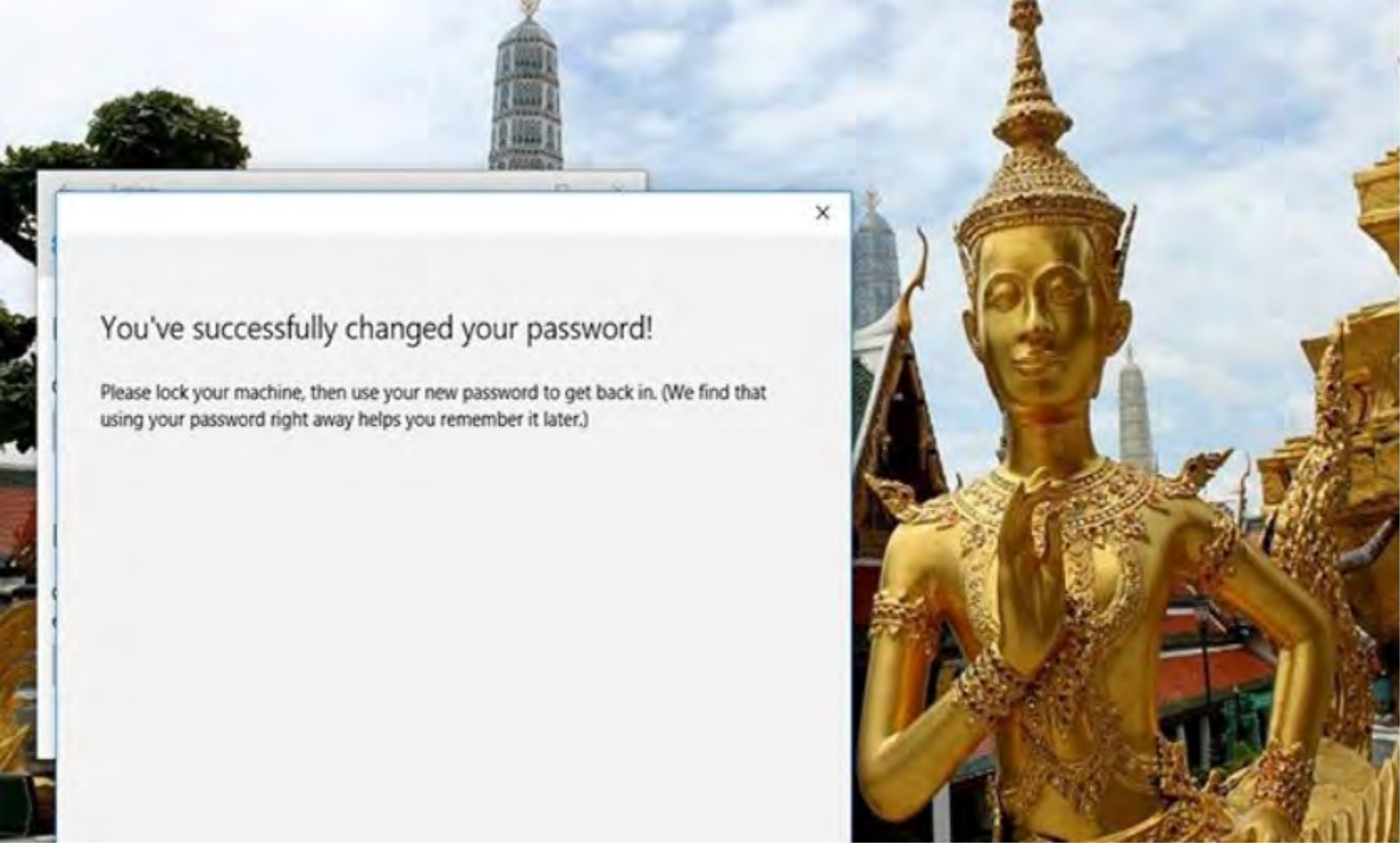


Change your Microsoft account password

[Forgot your password?](#)

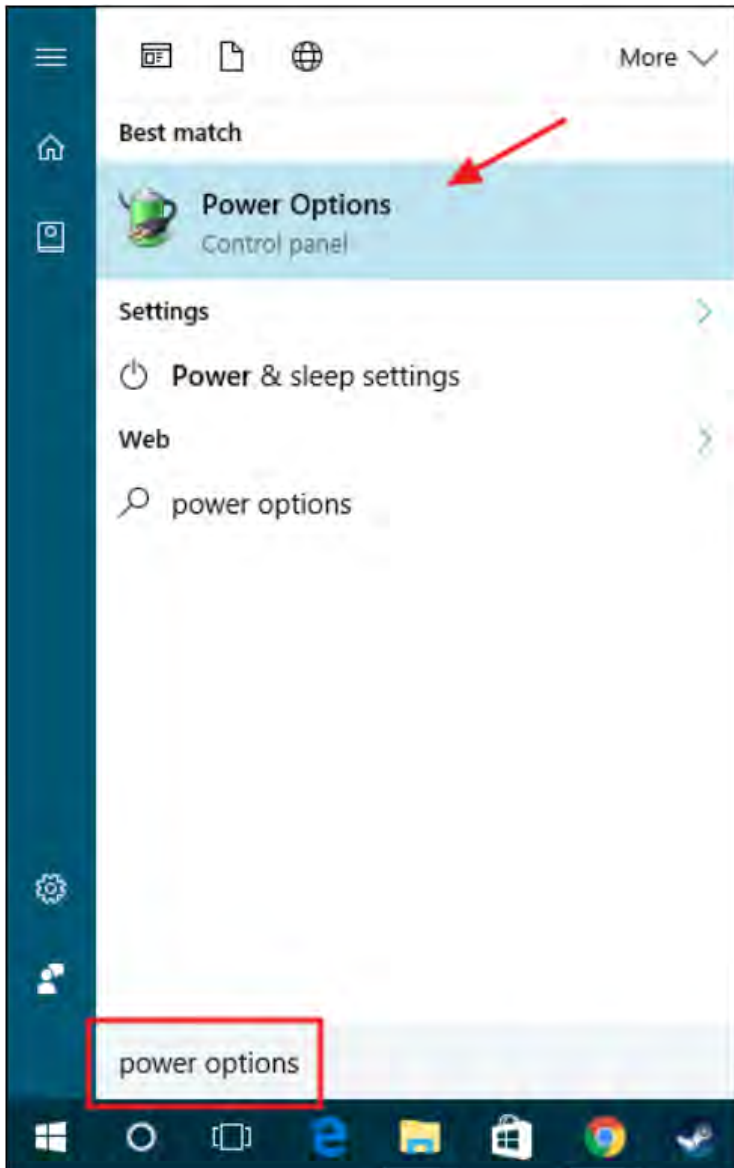
The image shows a white dialog box with a close button (X) in the top right corner. The background is a photograph of a golden Thai statue with a tall, ornate headdress, set against a blue sky with clouds and a building with a spire in the distance.

If you see this message, then you successfully changed your password!

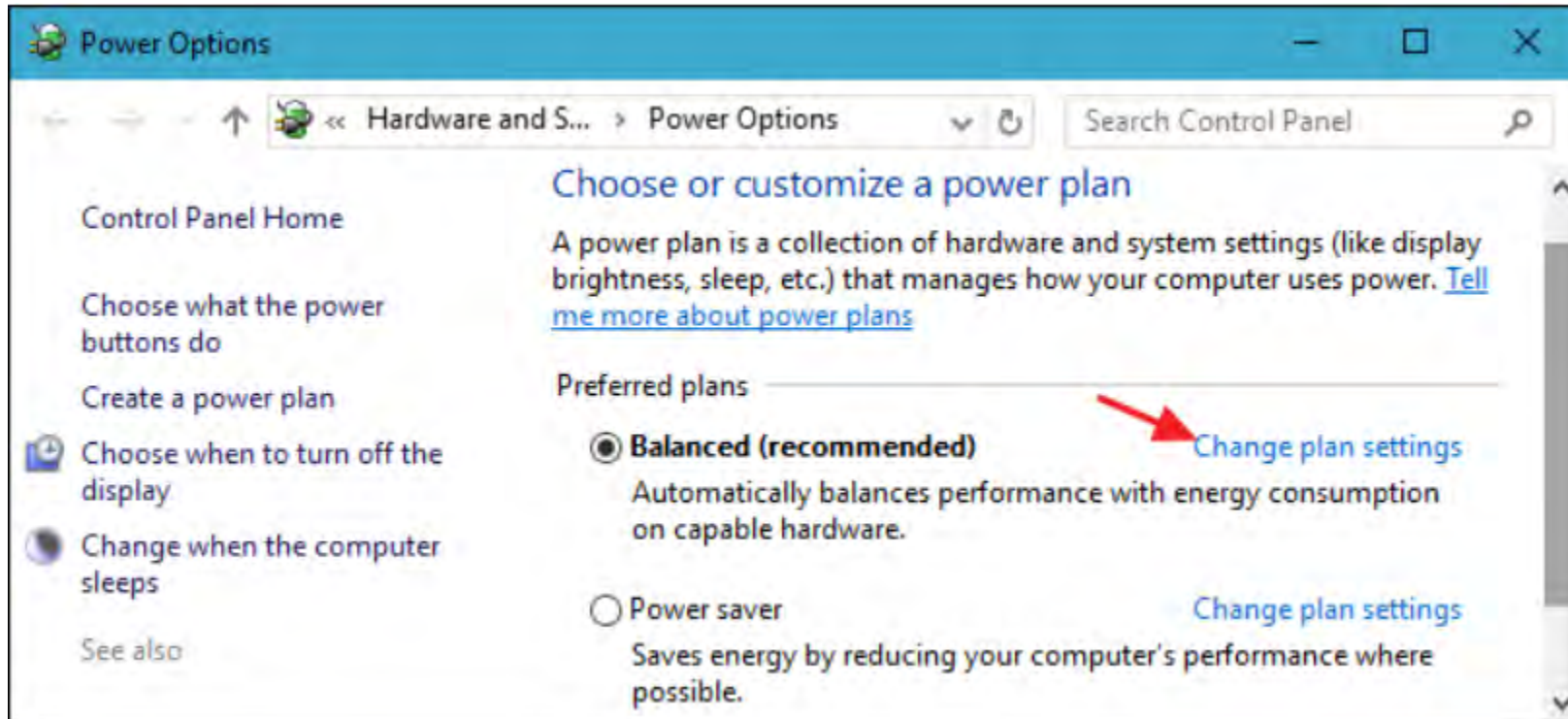


Change the Timeout Setting in Power Options

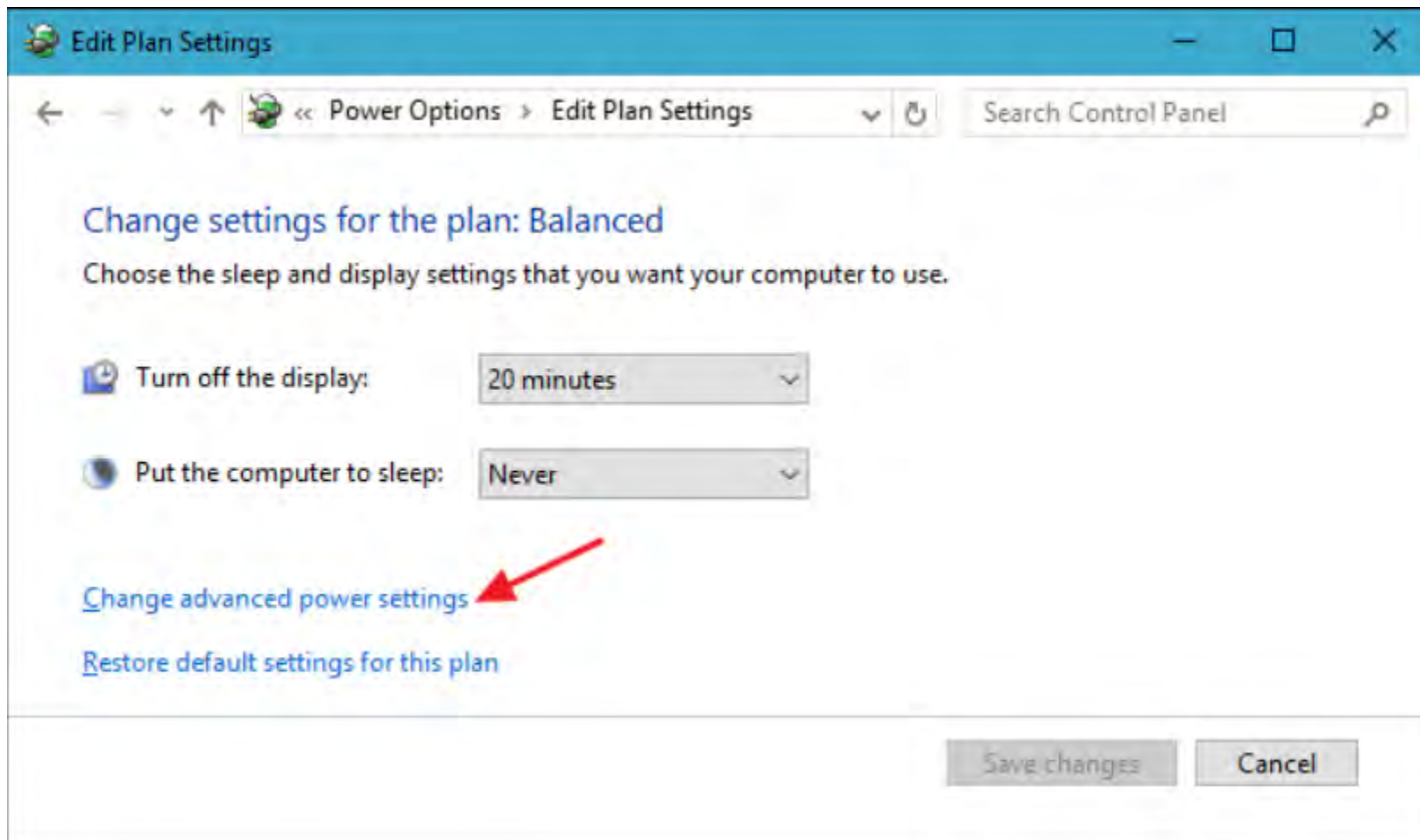
Hit Start, type "Power Options," and then hit Enter to open Power Options.



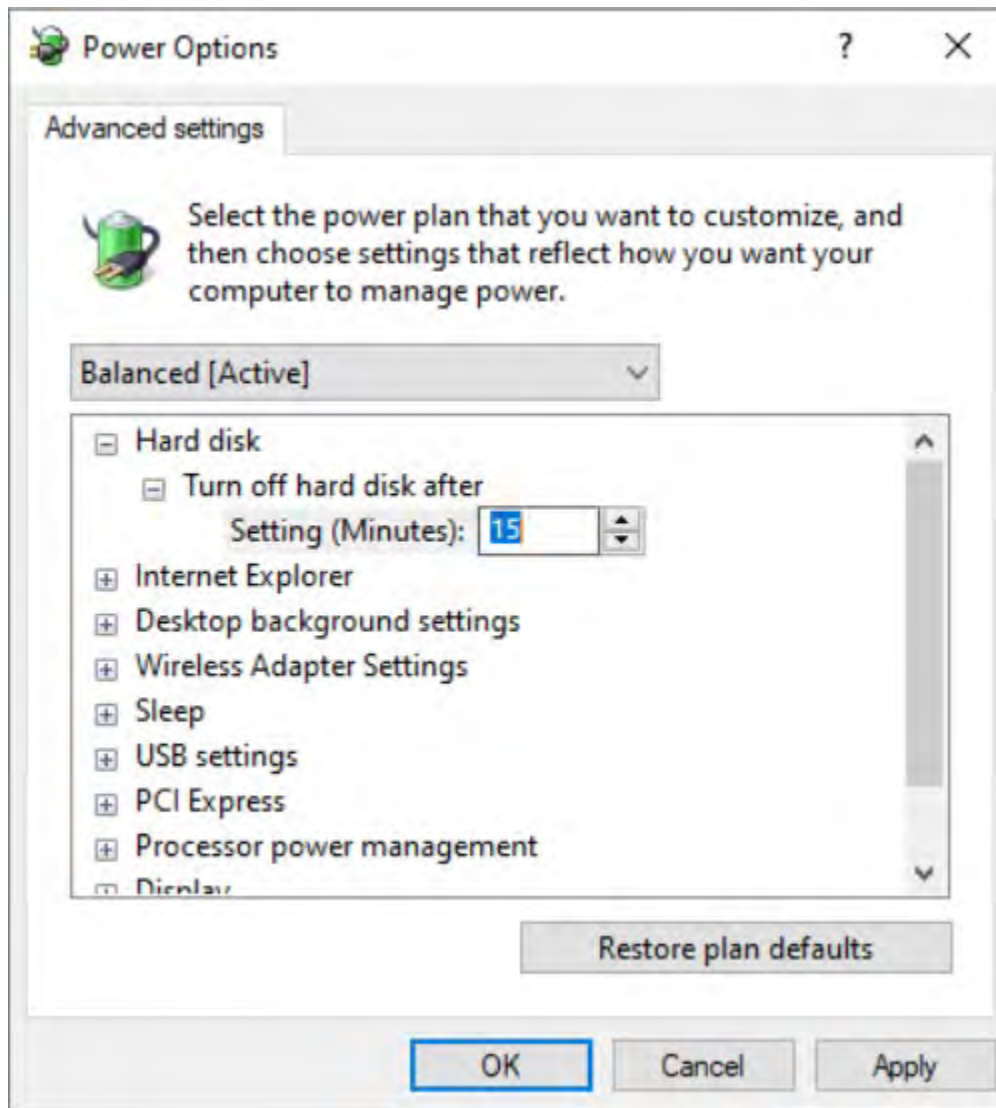
In the Power Options window, click the “Change plan settings” link next to whatever power plan you’re using.



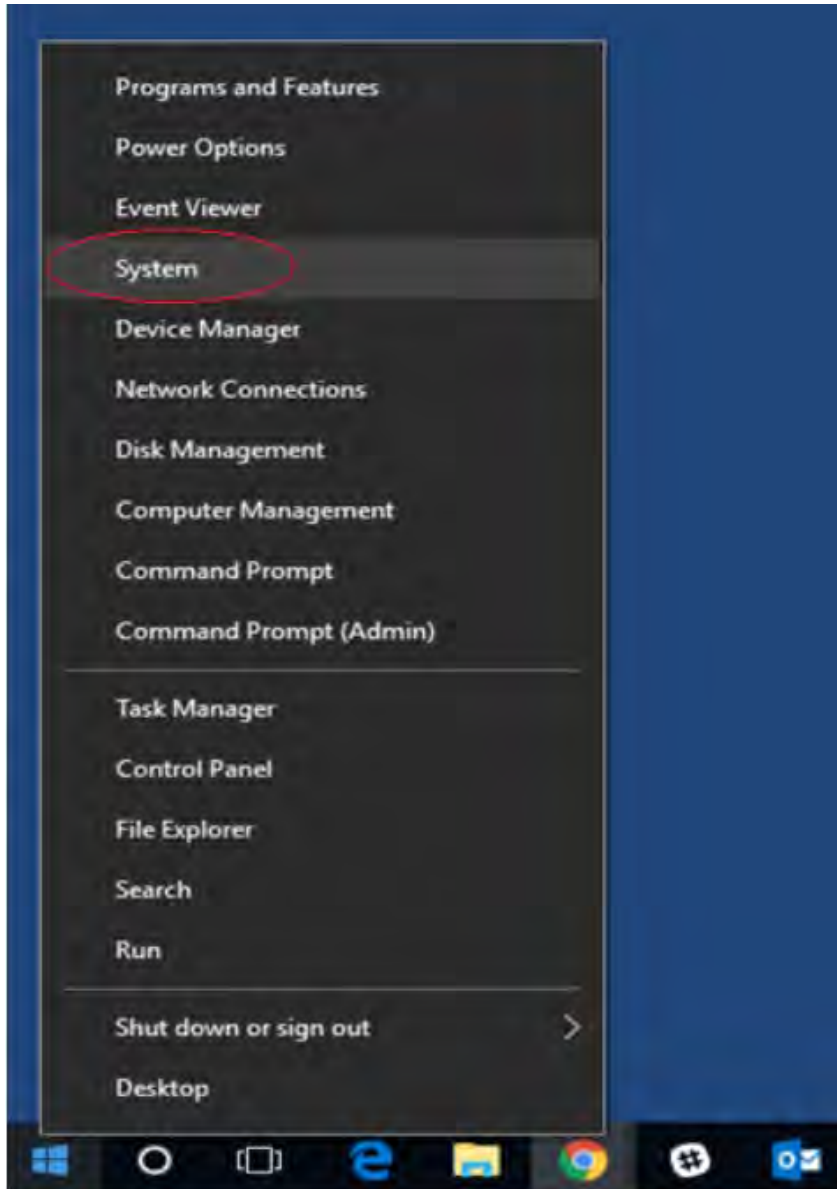
In the Edit Plan Settings window, click the “Change advanced power settings” link.



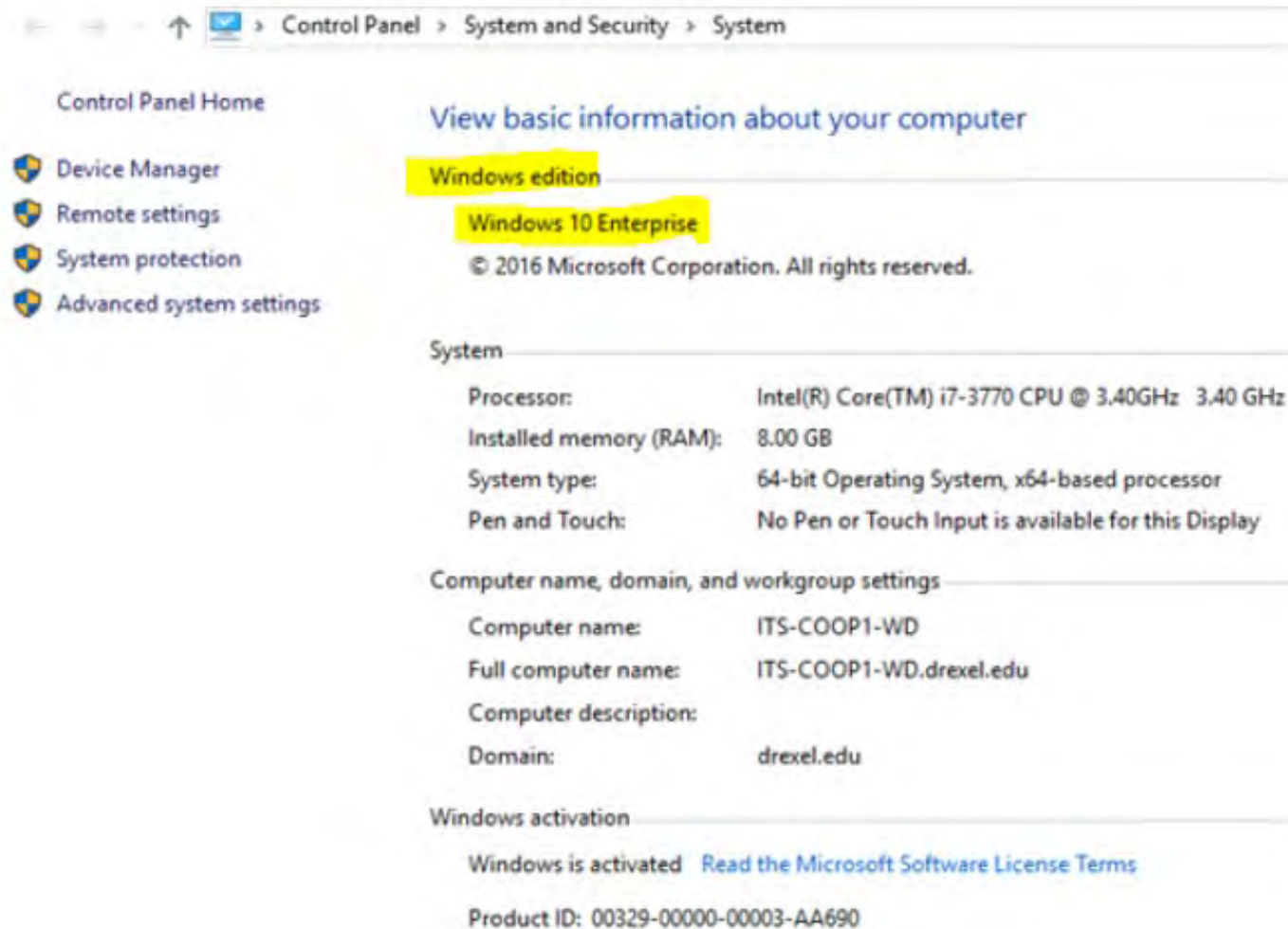
In the Power Options dialog, expand the “Display” item and you’ll see the new setting you added listed as “Console lock display off timeout.” Expand that and you can then set the timeout for however many minutes you want.



HOW TO FIND WINDOWS 10 VERSION



A new window will appear that will list basic information about your computer. The “**Windows edition**” will list the version of windows installed.



The screenshot shows the Windows System information page. The breadcrumb navigation at the top reads: Control Panel > System and Security > System. On the left sidebar, there are links to Control Panel Home, Device Manager, Remote settings, System protection, and Advanced system settings. The main content area is titled "View basic information about your computer". Under the "Windows edition" section, it displays "Windows 10 Enterprise" and "© 2016 Microsoft Corporation. All rights reserved.". The "System" section lists: Processor: Intel(R) Core(TM) i7-3770 CPU @ 3.40GHz 3.40 GHz; Installed memory (RAM): 8.00 GB; System type: 64-bit Operating System, x64-based processor; Pen and Touch: No Pen or Touch Input is available for this Display. The "Computer name, domain, and workgroup settings" section lists: Computer name: ITS-COOP1-WD; Full computer name: ITS-COOP1-WD.drexel.edu; Computer description: (empty); Domain: drexel.edu. The "Windows activation" section shows: Windows is activated [Read the Microsoft Software License Terms](#); Product ID: 00329-00000-00003-AA690.

Control Panel > System and Security > System

Control Panel Home

- Device Manager
- Remote settings
- System protection
- Advanced system settings

View basic information about your computer

Windows edition

Windows 10 Enterprise

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System

Processor:	Intel(R) Core(TM) i7-3770 CPU @ 3.40GHz 3.40 GHz
Installed memory (RAM):	8.00 GB
System type:	64-bit Operating System, x64-based processor
Pen and Touch:	No Pen or Touch Input is available for this Display

Computer name, domain, and workgroup settings

Computer name:	ITS-COOP1-WD
Full computer name:	ITS-COOP1-WD.drexel.edu
Computer description:	
Domain:	drexel.edu

Windows activation

Windows is activated [Read the Microsoft Software License Terms](#)

Product ID: 00329-00000-00003-AA690

How to Update Windows 10





- Select the **Update and Security** icon



- Select the “**Windows Update**” tab in the sidebar (Circular arrows)



- Select **“Check for updates”**. If there is an available update, it will begin downloading automatically.



The screenshot displays the Windows Update settings page. At the top, the title 'Windows Update' is shown. Below it, a message states '*Some settings are managed by your organization' with a link to 'View configured update policies'. The main status is 'You're up to date' with a refresh icon and a green checkmark, and 'Last checked: Yesterday, 1:07 PM'. The 'Check for updates' button is highlighted with a red rectangular box. Below this, a message says '*Your organization has turned off automatic updates'. On the right side, there are sections for 'Looking for info on the latest updates?' with a 'Learn more' link, 'Related links' with 'Check Storage' and 'OS build info' links, 'Have a question?' with a 'Get help' link, and 'Make Windows better' with a 'Give us feedback' link. A vertical sidebar on the left contains the text 'on'.

InTune Company Portal Device Requirements and installation Instructions - MacOS

To access Shepherd applications from a personal device, you must a) confirm your device meets our minimum device requirements and b) install Intune Company Portal

MacOS Device Requirements

- Screen lock set to a maximum of 15 minutes
- Minimum 6 characters, non-simple password (no repeating characters)
- Minimum of macOS version 10.15 (Catalina)

How To Install Company Portal on MacOS

Open a browser and go to portal.manage.microsoft.com

Log in with your shepherd email and password.

Once you have logged in click the menu icon as shown below and choose

- Home
- Apps
- Devices
- Helpdesk

- Muhammad Shakir
- Sign out

on.pkg

ished Apps All apps

on.pkg

Under devices look for your device name if your device name is not listed click the grey bar to add your device.

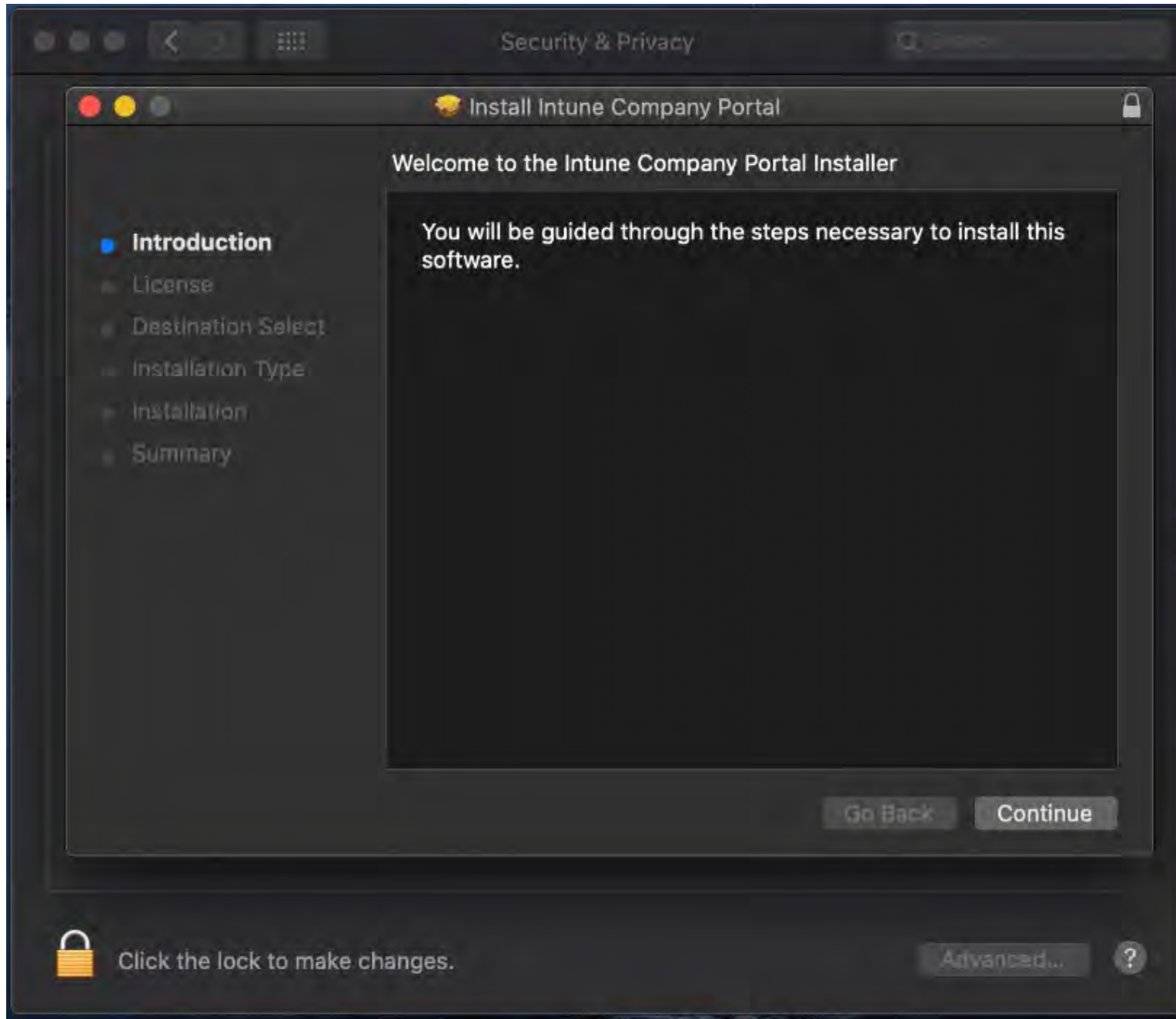
The screenshot displays the Shepherd Center device management interface. At the top, there is a blue header with the Shepherd Center logo and name on the left, and a search bar on the right. Below the header is a grid of 18 device cards arranged in 6 rows and 3 columns. Each card features a device icon, a name, and a status indicator. The first card in the top row is a grey bar, indicating a missing device. The other cards are blue and represent various devices, including iPads and laptops. Some cards show a 'Checking access' status and a lock icon.

Device Name	Status
[Grey Bar]	Missing Device
iPad	Available
ISMF3IS01ML	Available
ISMF3IS109ML	Available
ISMF3IS127ML	Available
ISMF3IS222ML	Available
ISMF3IS225ML	Available
ISMF3IS245ML	Available
ISMF3IS26WD	Available
ISMF3IS354ML	Available
ISMF3IS386ML	Available
ISMF3IS413ML	Checking access
ISMF3IS724ML	Available
ISMF3IS75ML	Available
ISMF3IS785ML	Checking access
ISMF3IS798ML	Checking access
ISMF3IS898ML	Available
ISMF6RS01ML	Available

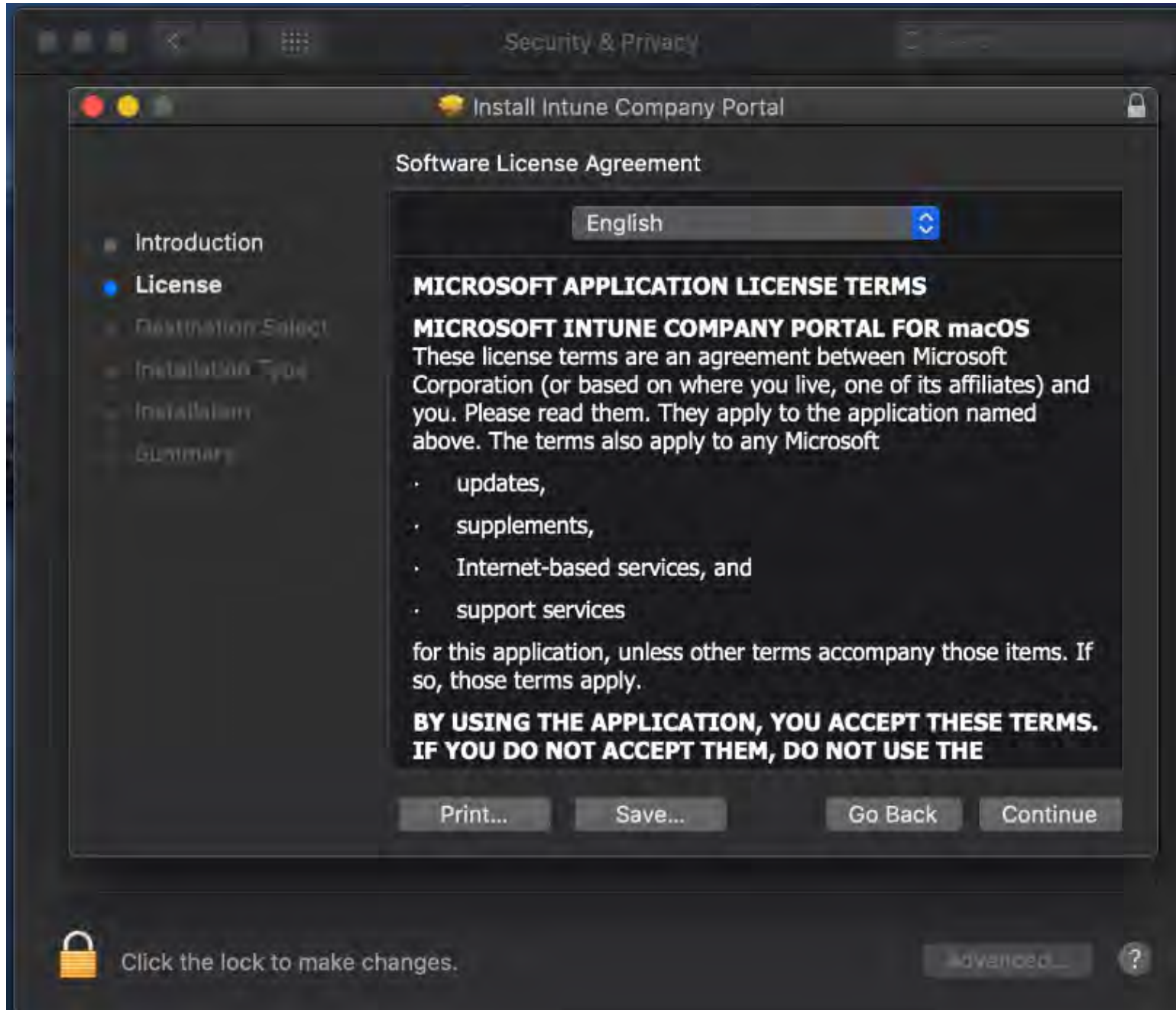
When you see the prompt select the device or click "My device is not listed" then click Download.

The screenshot shows the Microsoft Intune Web Company Portal interface. The browser address bar displays 'portal.manage.microsoft.com/devices'. The page header includes 'Shepherd Center' and a search bar. The main content area is a grid of device cards. A central modal dialog titled 'Which device are you using?' is open. The dialog contains instructions: 'To continue, tell us which device you're using right now. If the device you're currently using is in the list below, select it. This helps the Company Portal perform actions on the correct device. If you've added this device recently, it may take a few minutes to show up here.' It lists 'Your managed MacOS devices' with a refresh button, showing 'Danny Housley's MacBook Pro - Apple MacBook Pro' (Added on: 2/8/2021, 11:57:49 AM) and 'My device isn't listed here' (selected). Below this, it says 'Adding this device lets Shepherd Center make sure that your device is allowed to access resources like email and apps. To get started, click Download to install the Company Portal app. Learn more about how to install the Company Portal app.' There are 'Download' and 'Cancel' buttons. At the bottom of the dialog, a partially visible card for 'Muhammad.Shakir_AndroidForWork_2/24/2020_3:49 PM' is shown. A footer note says 'Tap here to tell us which device you're using or add a new device.'

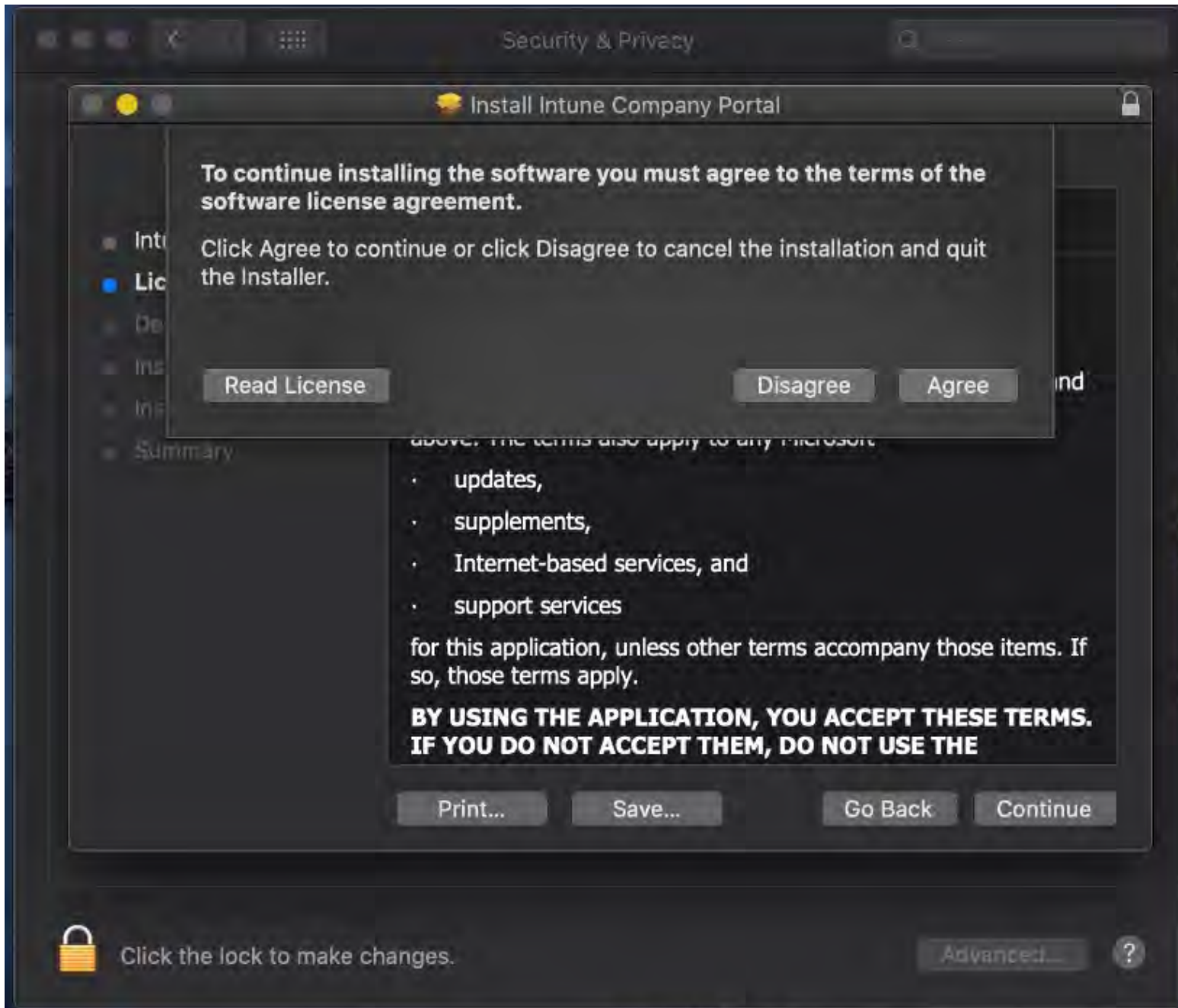
Once the file has been downloaded click the file to begin the installation process. Click "Continue" to begin



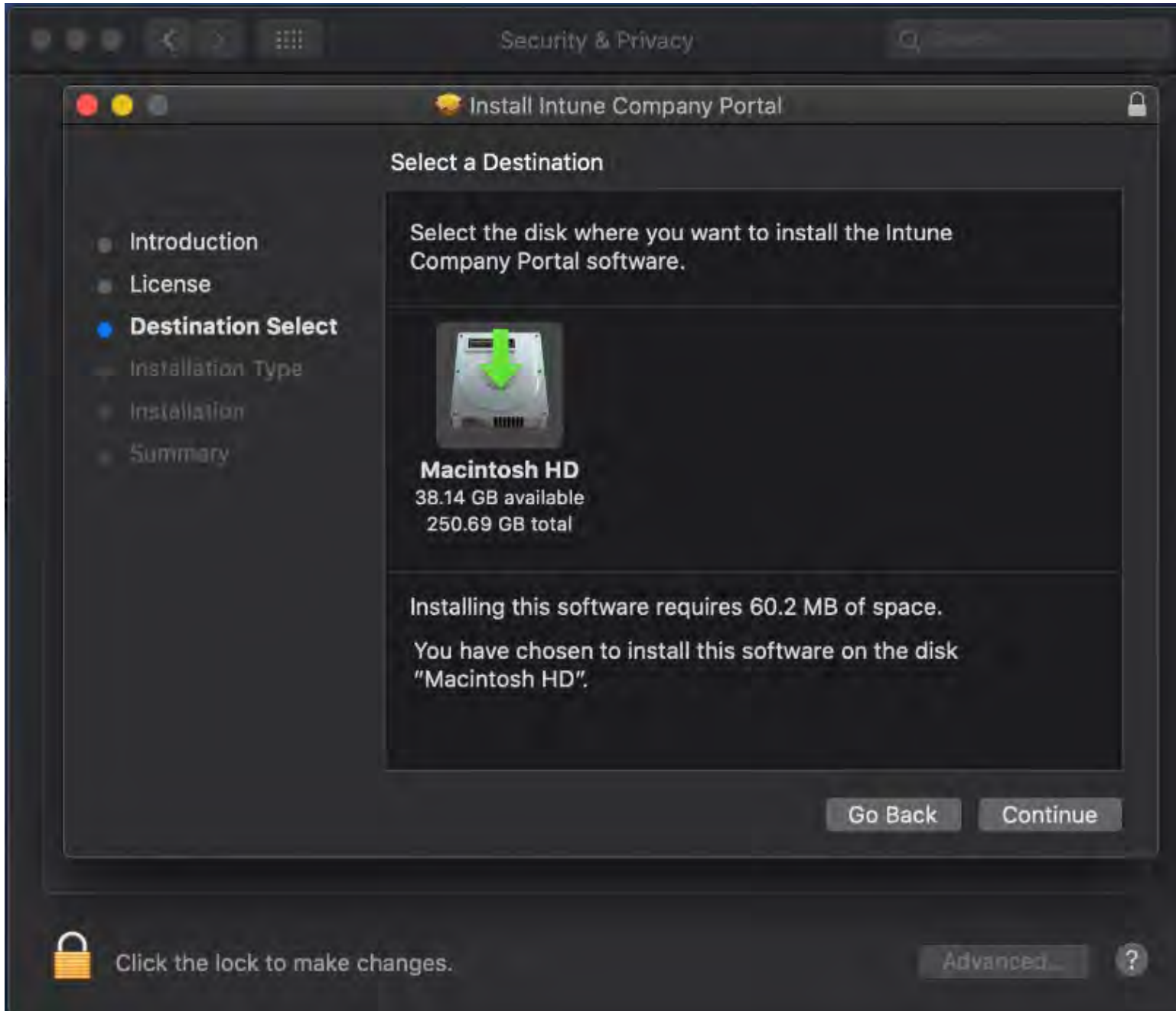
Click "Continue" again



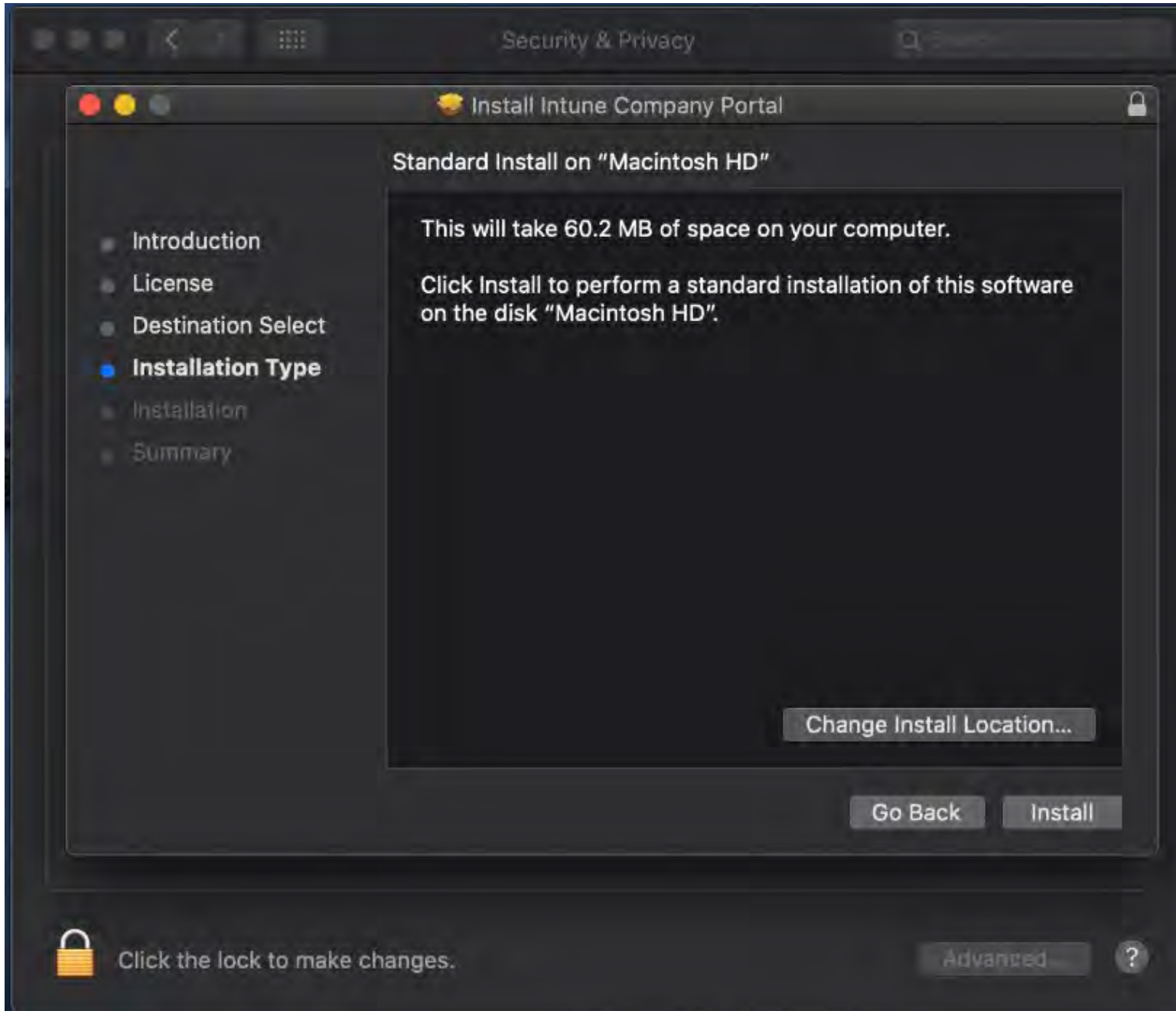
Click "Agree" to the terms



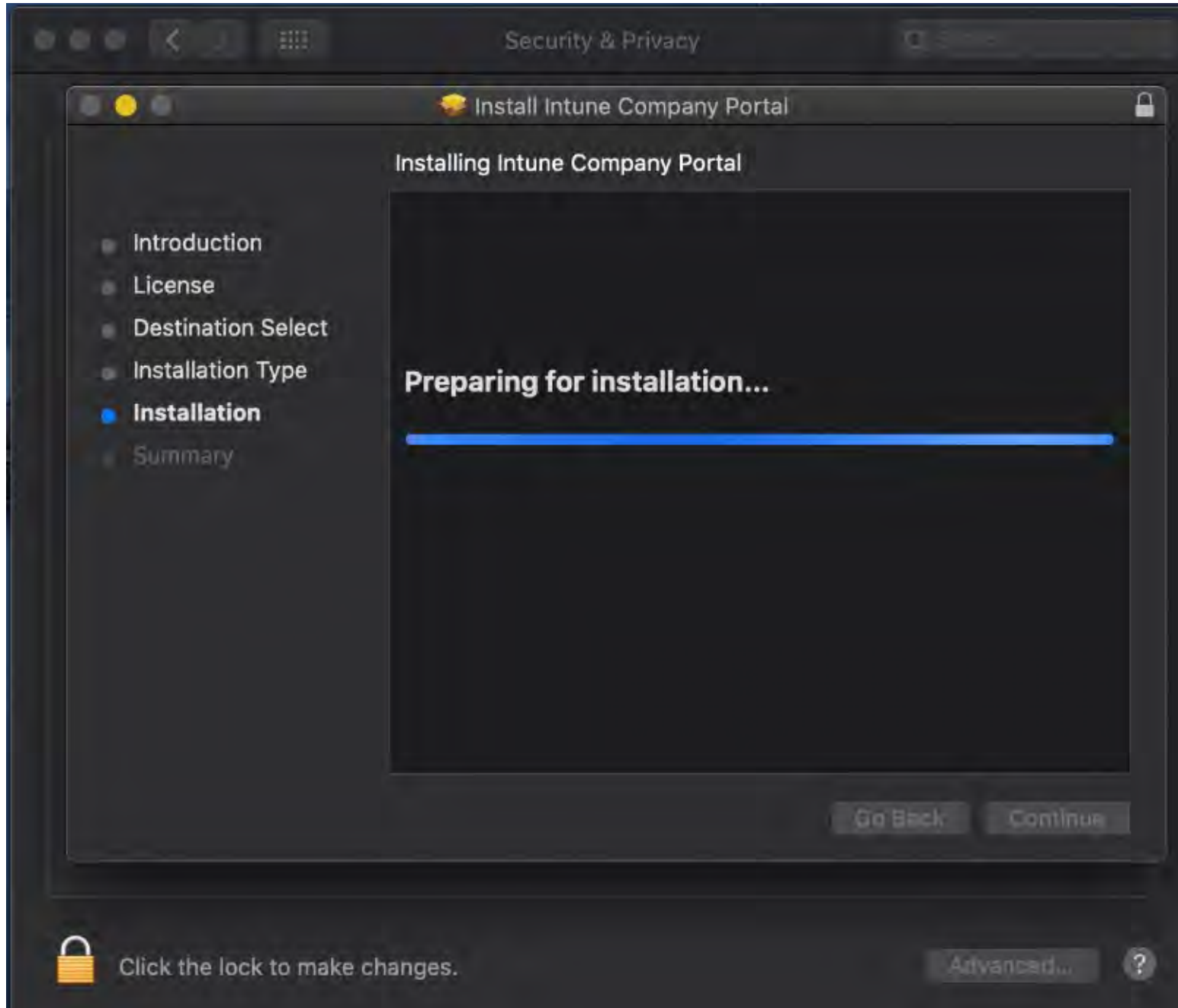
Select the Drive where you want the files to be installed and hit continue.



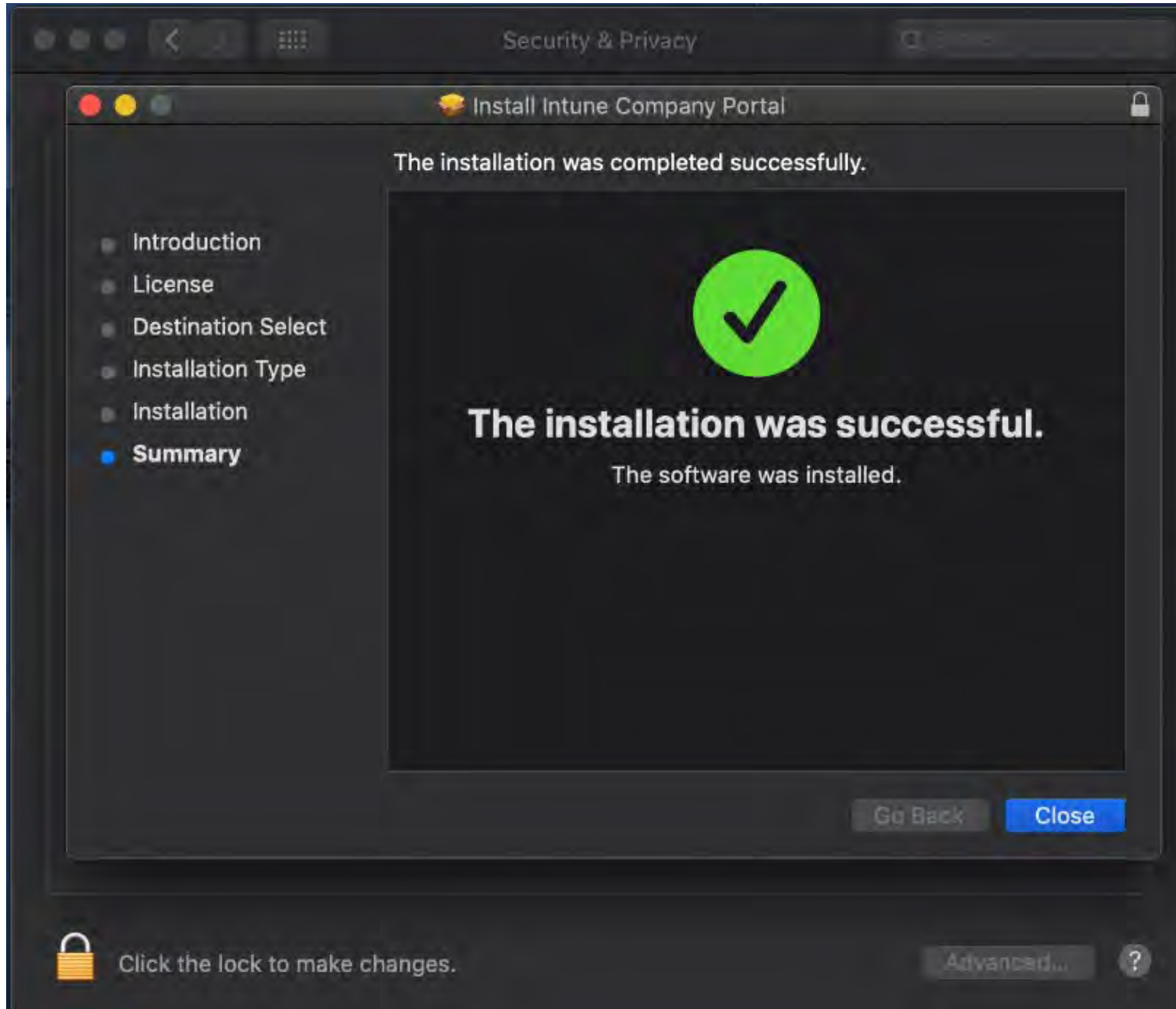
Click "Install" to start the installation



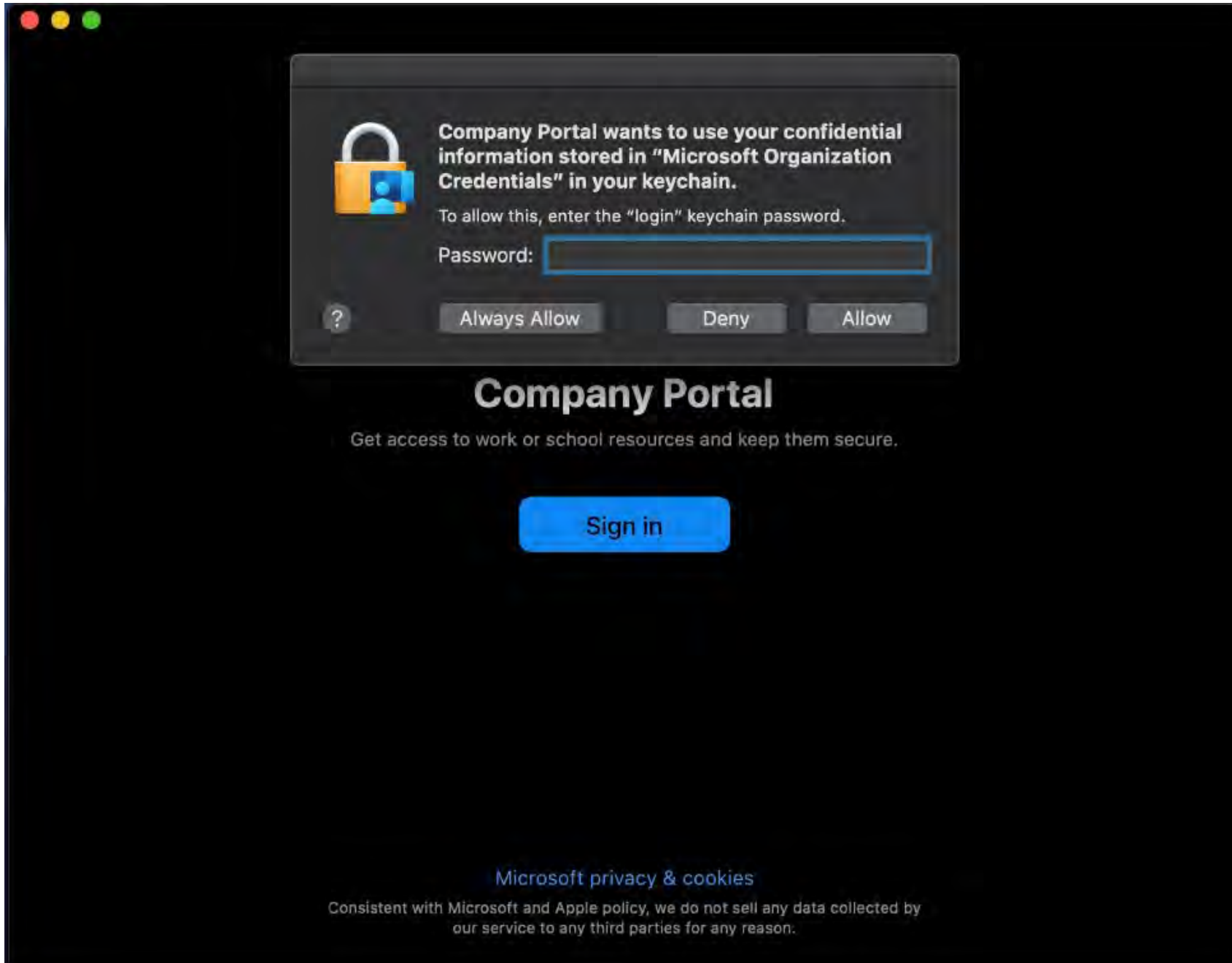
Allow the installation to complete



Once the installation is complete click "Close"



You will be prompted to enter your password. Enter the password that is used to login to your computer.



The image shows a macOS system dialog box overlaid on a dark background. The dialog box has a title bar with three colored buttons (red, yellow, green) in the top-left corner. Inside the dialog, there is a lock icon on the left. The main text reads: "Company Portal wants to use your confidential information stored in "Microsoft Organization Credentials" in your keychain." Below this, it says: "To allow this, enter the "login" keychain password." There is a "Password:" label followed by a text input field. At the bottom of the dialog, there are three buttons: a question mark icon, "Always Allow", "Deny", and "Allow".

Company Portal

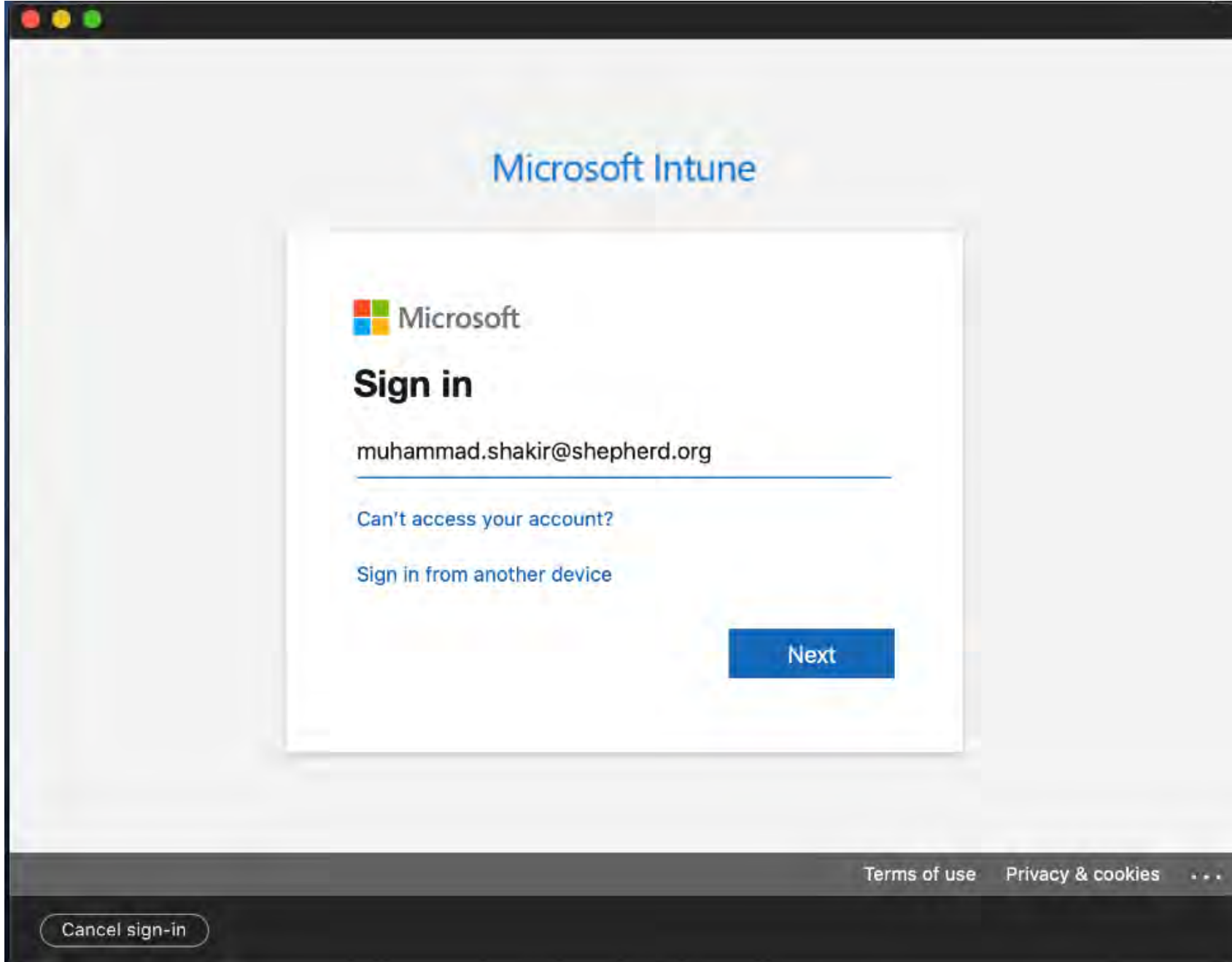
Get access to work or school resources and keep them secure.

[Sign in](#)


[Microsoft privacy & cookies](#)

Consistent with Microsoft and Apple policy, we do not sell any data collected by our service to any third parties for any reason.

Log in with your Shepherd E-mail and password.



Microsoft Intune

 Microsoft

Sign in

muhammad.shakir@shepherd.org

[Can't access your account?](#)

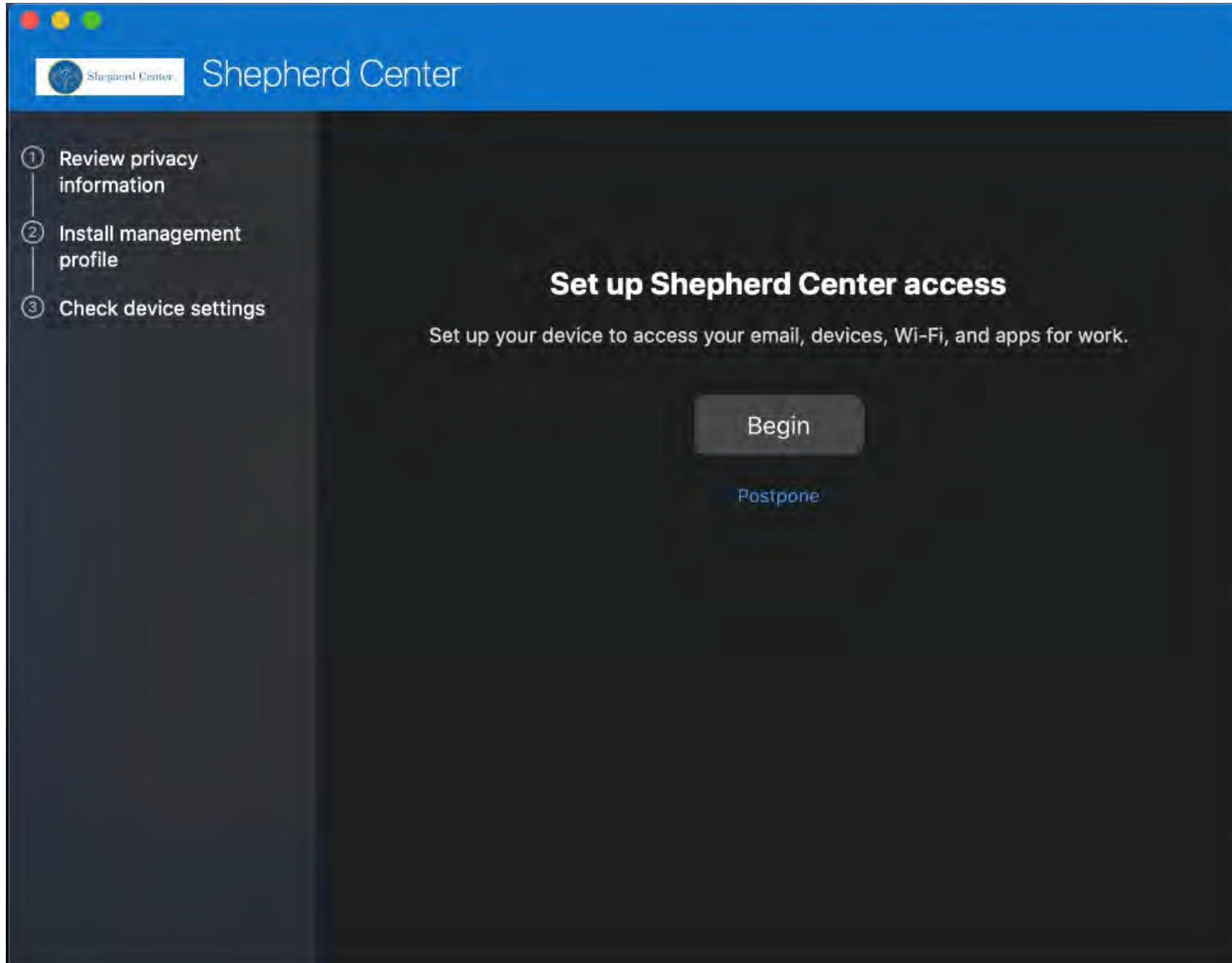
[Sign in from another device](#)

Next

[Terms of use](#) [Privacy & cookies](#) ...

Cancel sign-in

Next, you will see the Prompt for Company Portal Click "Begin"



Review the Privacy information and click "Continue"


Shepherd Center

1 Review privacy information


2 Install management profile

3 Check device settings

What can Shepherd Center see or do when I enroll my device?

 Your organization can't:

- View browsing history on this device
- Open your emails, contacts, or calendar
- Access your passwords
- Review your documents

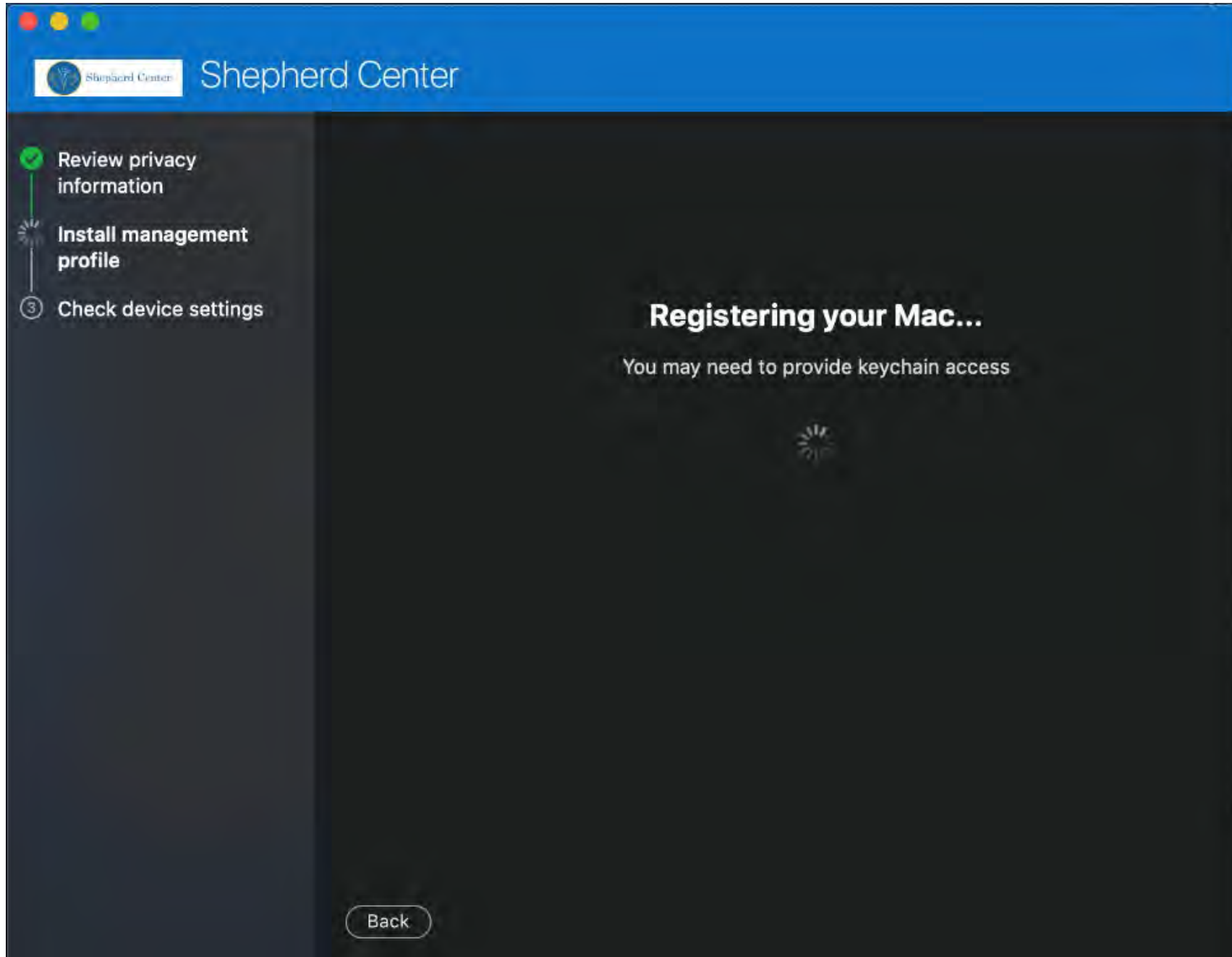
 Your organization can:

- View the model, serial number, and operating system
- See the names of apps you've installed
- Identify your device by name
- Reset lost or stolen device to factory settings

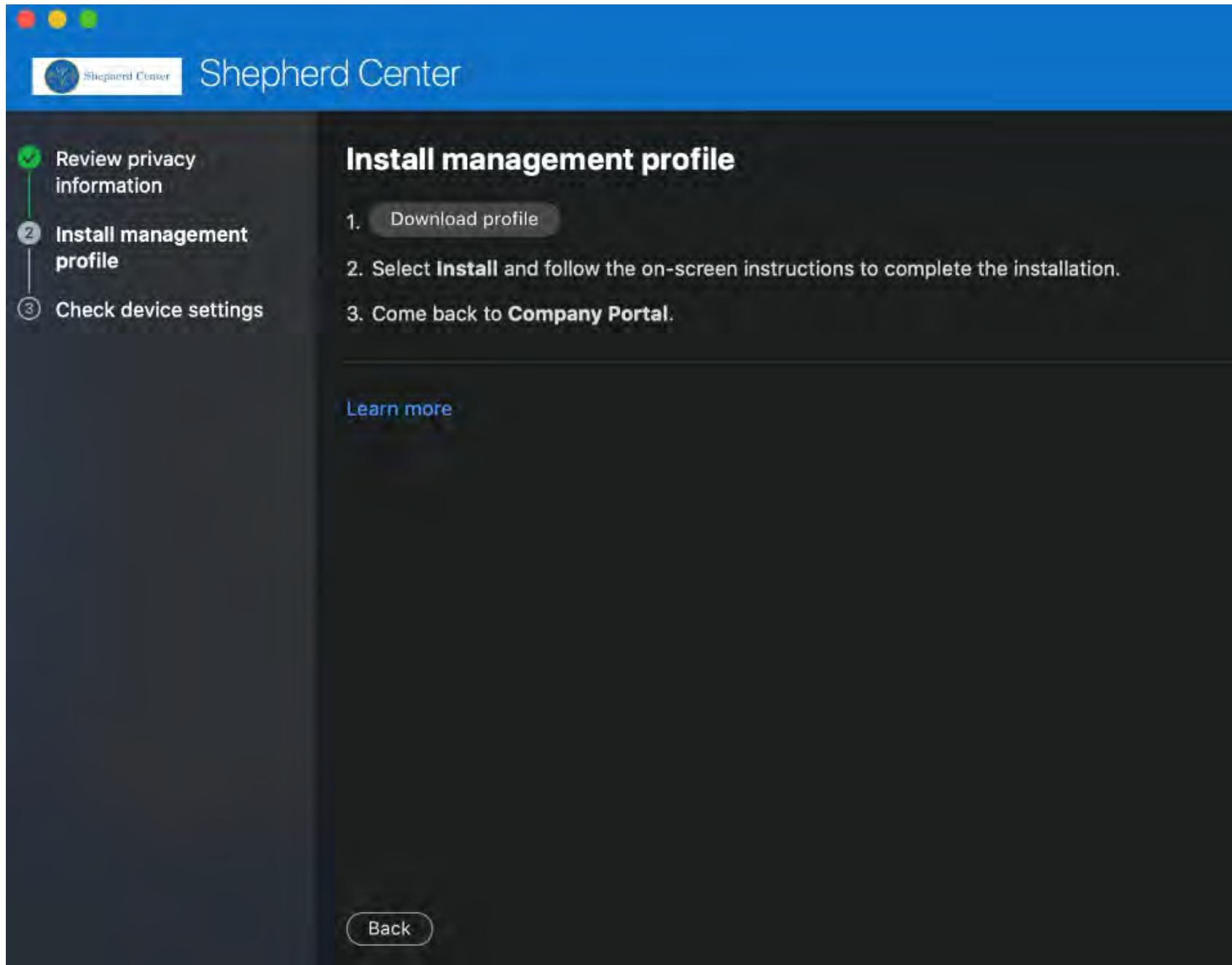
[Learn more](#)

Back Continue

Your device will begin registering to Intune.



Download the Management Profile by Clicking "Download Profile"



The screenshot shows a web interface for the Shepherd Center. At the top, there is a blue header with the Shepherd Center logo and name. Below the header, a dark sidebar on the left contains a progress indicator with three steps: 1. Review privacy information (marked with a green checkmark), 2. Install management profile (the current step), and 3. Check device settings. The main content area is dark and features the heading "Install management profile". Underneath, there are three numbered steps: 1. A button labeled "Download profile", 2. "Select **Install** and follow the on-screen instructions to complete the installation.", and 3. "Come back to **Company Portal**". A "Learn more" link is positioned below the steps. At the bottom of the page, there is a "Back" button.

Shepherd Center

Review privacy information

2 Install management profile

3 Check device settings

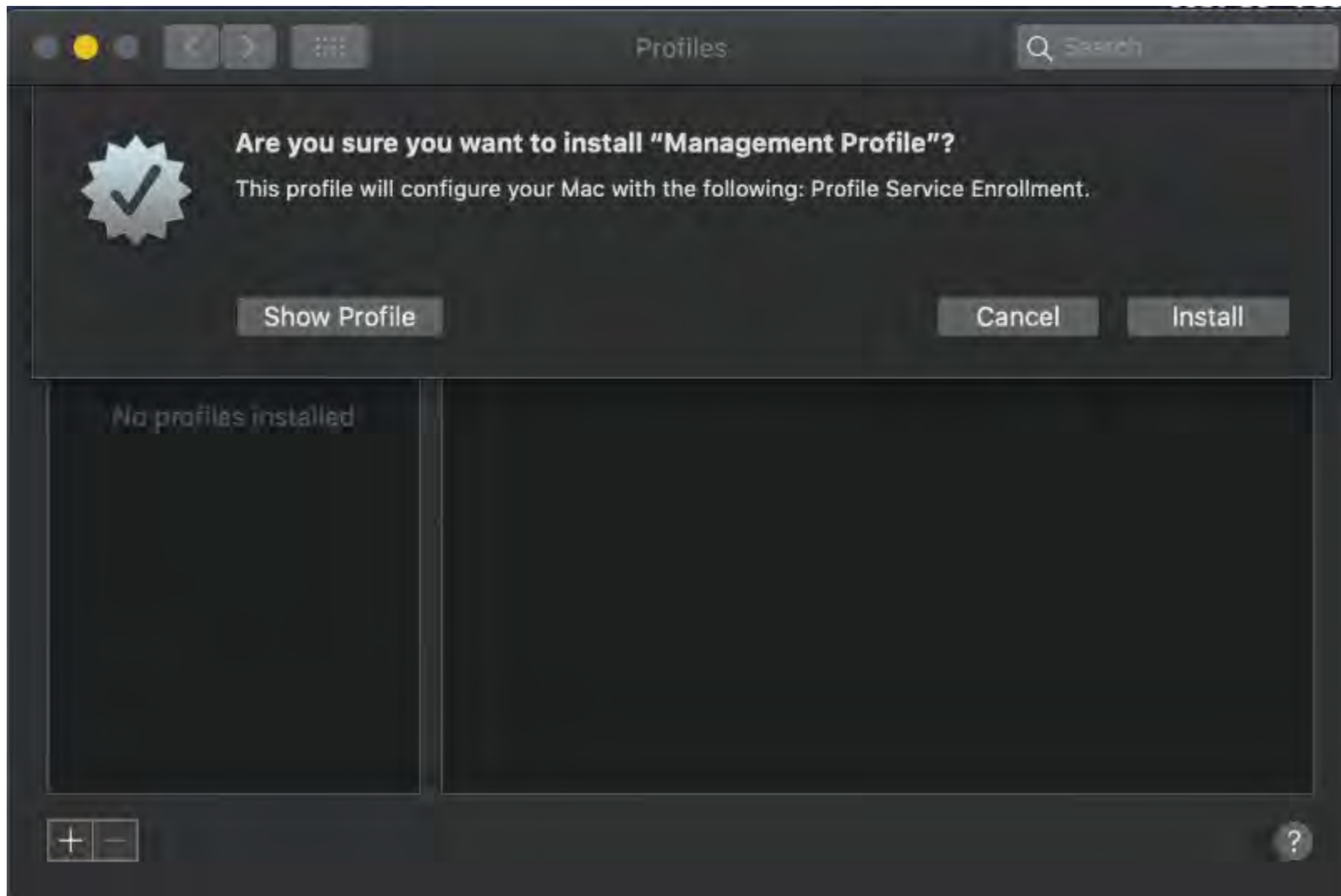
Install management profile

1. [Download profile](#)
2. Select **Install** and follow the on-screen instructions to complete the installation.
3. Come back to **Company Portal**.

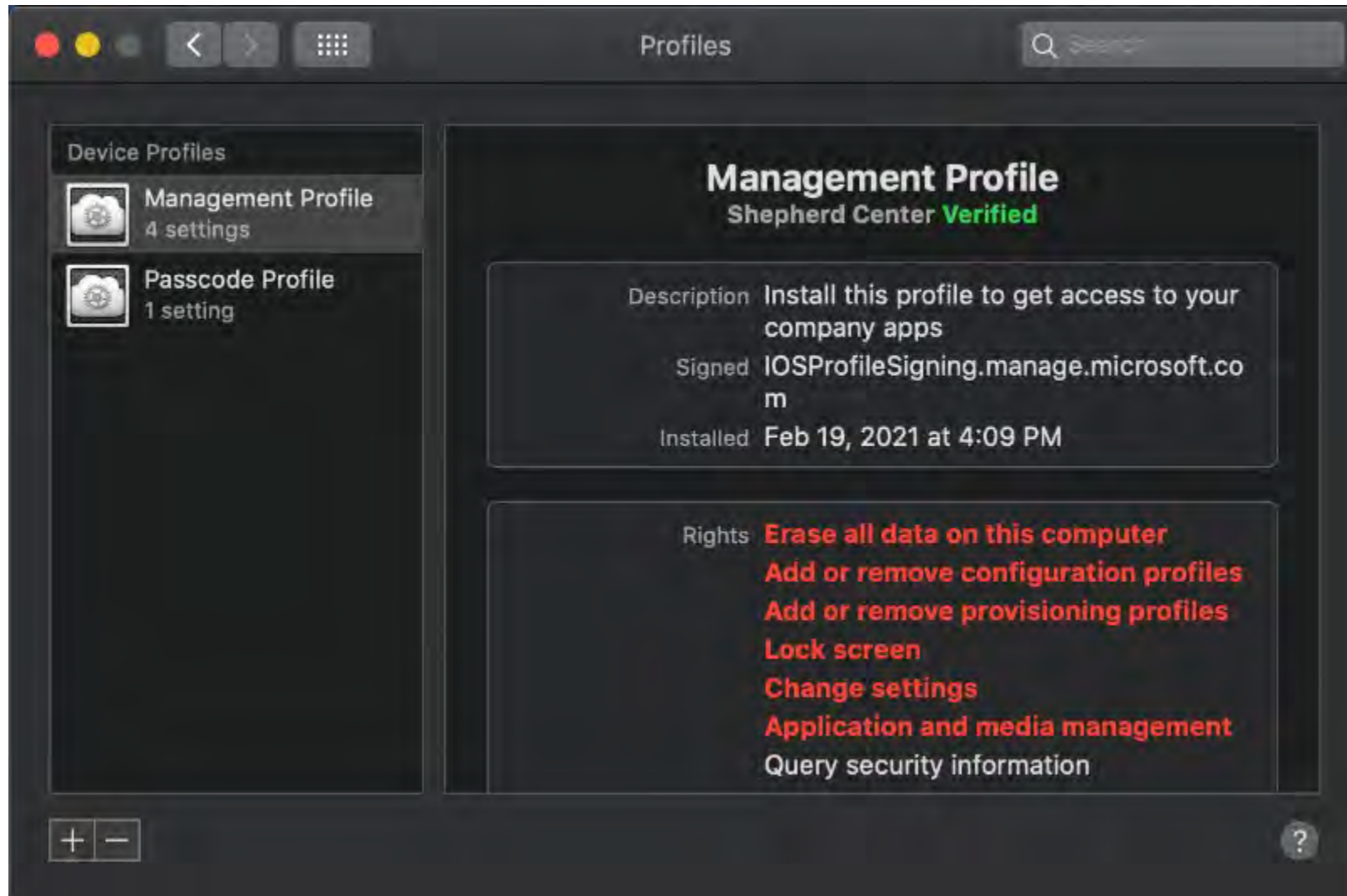
[Learn more](#)

[Back](#)

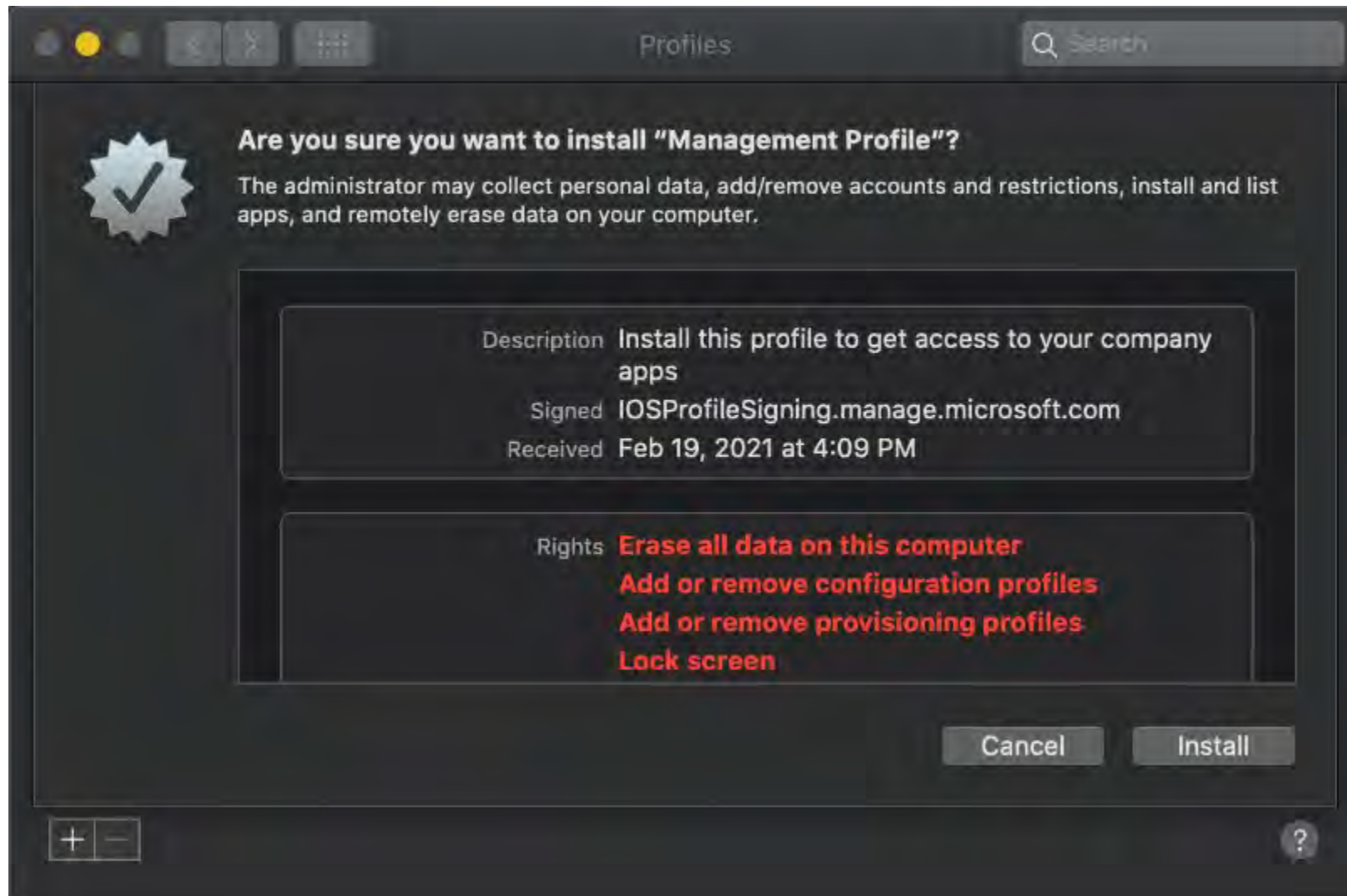
After the file is downloaded you will need to install the management profile by clicking "Install"



You will have two profiles that will install and will appear as shown below



Confirm the installation of the profiles again by clicking "Install"

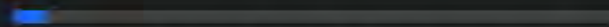




- ✓ Review privacy information
- ✓ Install management profile
- 3 Check device settings

Check device settings

We are checking whether your device meets Shepherd Center compliance and security policies. This may take a few minutes.



Feel free to browse the web or make a cup of coffee while we finish up.

Back

Once the check is complete you will need to select the device category and select "OSX"

The screenshot shows the Shepherd Center mobile application interface. At the top, there is a blue header with the Shepherd Center logo and name. A dark grey dialog box is open in the center, titled "Device category". The dialog contains the text: "Select the category that best describes how you use your device. Shepherd Center may use this category to manage your access to apps and resources." Below this text is a dropdown menu labeled "Device category:" with the text "Select..." and a refresh icon. A "Done" button is located at the bottom right of the dialog. In the background, a device profile is visible for "Muhammad's MacBook Pro2". The profile includes a laptop icon, a status section indicating "In compliance" with a last check date of "Feb 19, 2021 at 4:09 PM", and a note stating "This device meets company compliance and security policies. You can access resources like company email with this device." Below the status section, the "Original name" is listed as "Muhammad's MacBook Pro2", the "Manufacturer" is "Apple", and the "Model" is partially visible.

Shepherd Center

Device category

Select the category that best describes how you use your device. Shepherd Center may use this category to manage your access to apps and resources.

Device category:

Done

Muhammad's MacBook Pro2

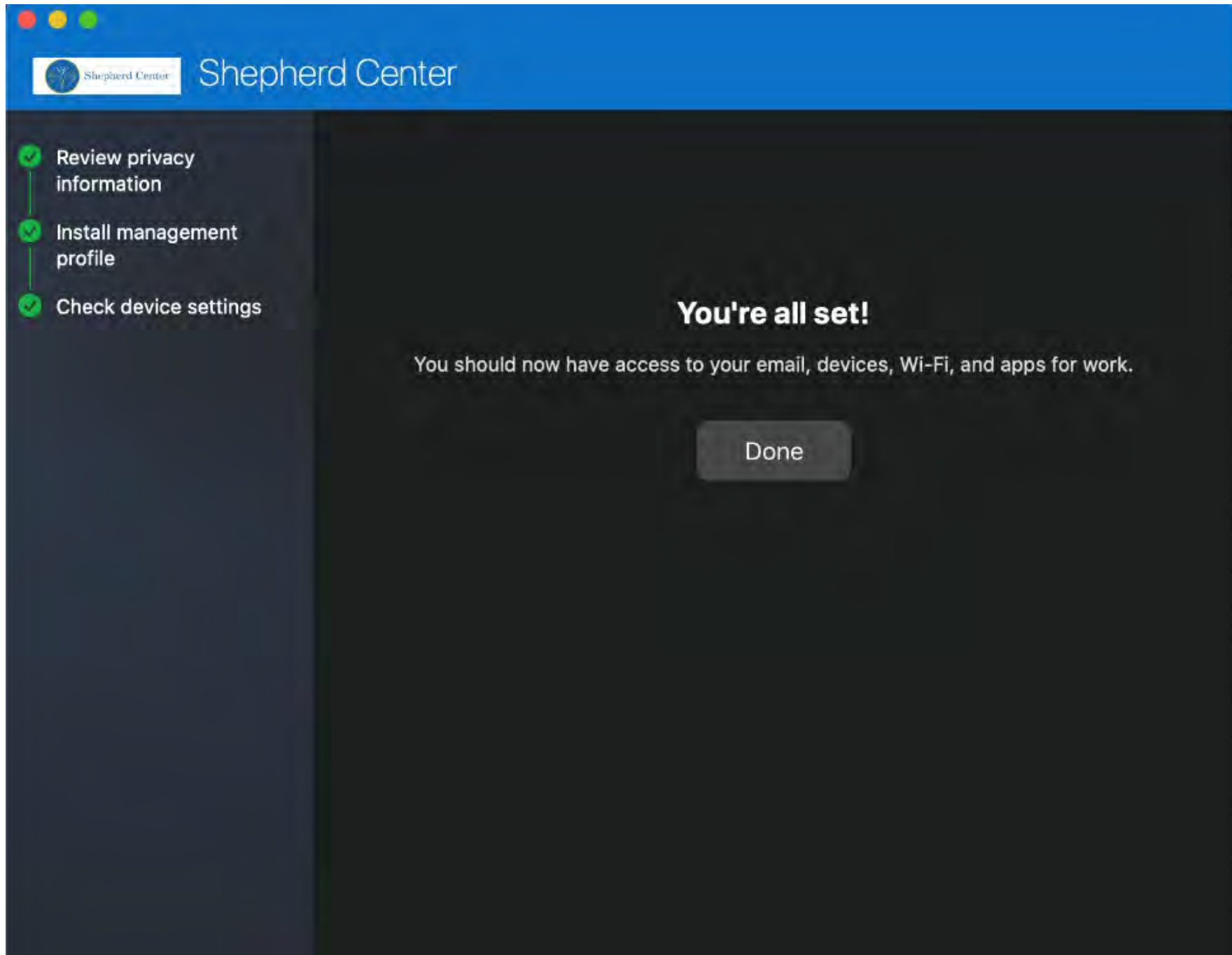
Status
In compliance
Last checked: Feb 19, 2021 at 4:09 PM
This device meets company compliance and security policies. You can access resources like company email with this device.

Original name
Muhammad's MacBook Pro2

Manufacturer
Apple

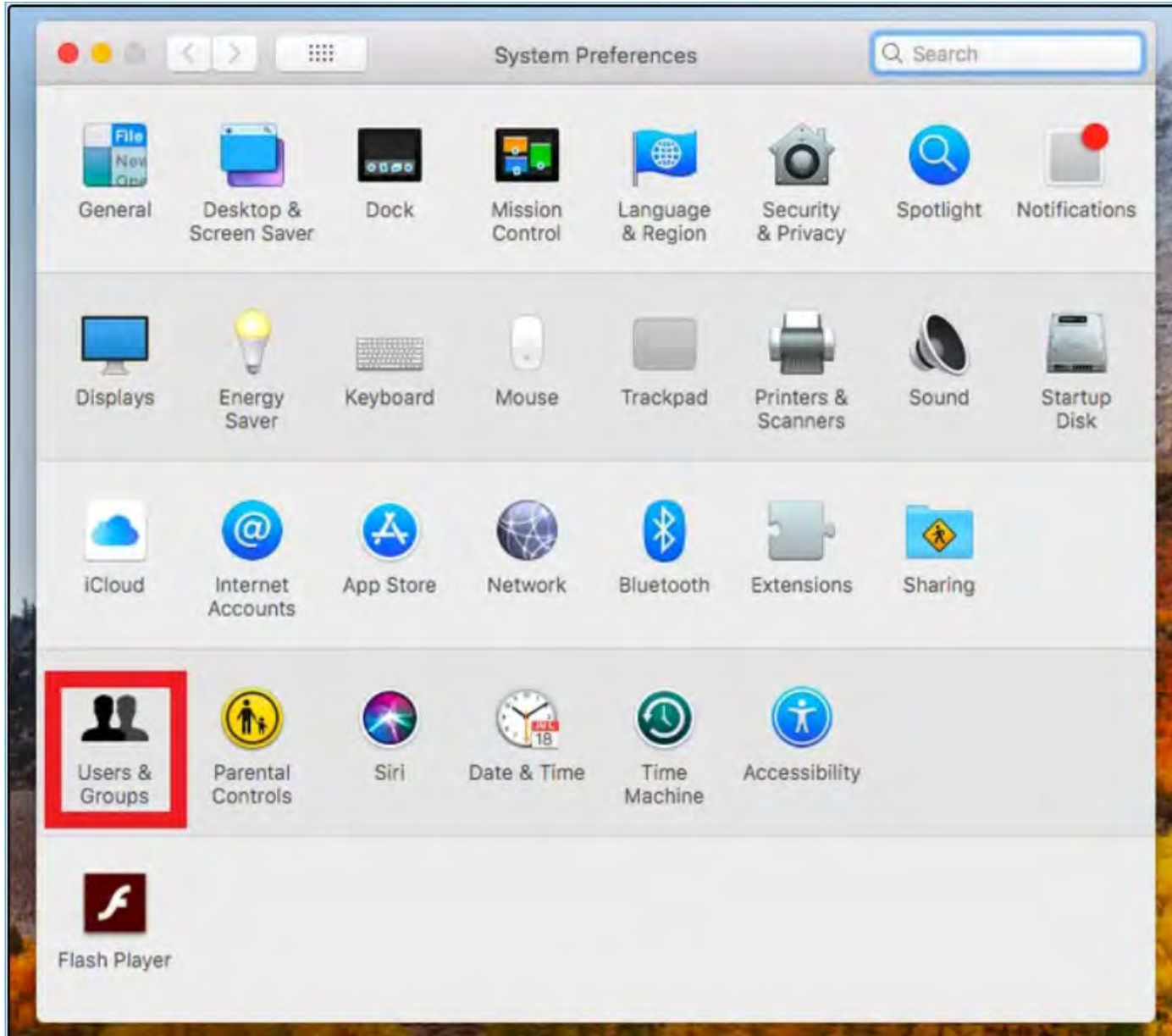
Model

Once the device Category is selected Click "Done" on the next screen.

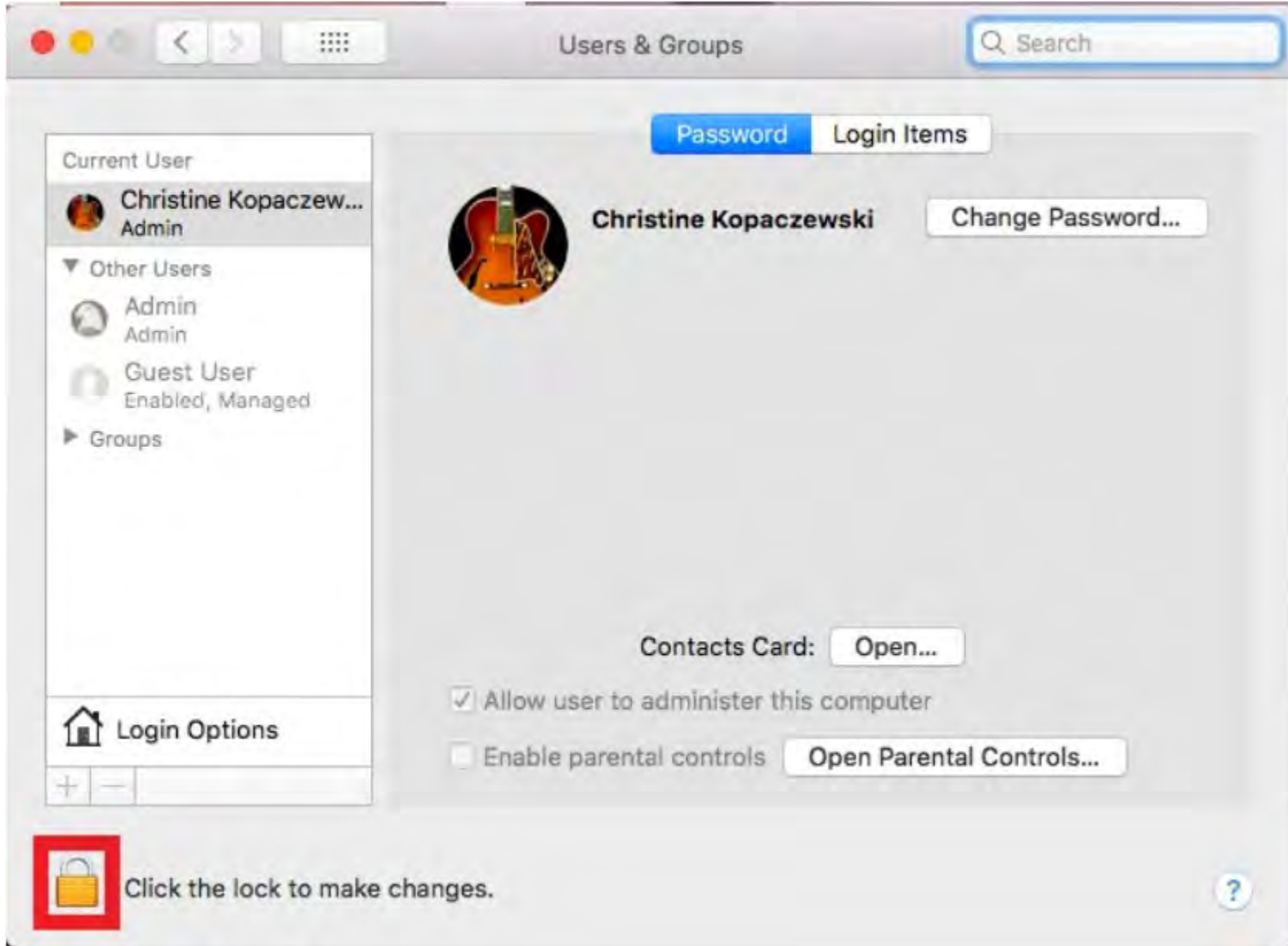


How to Change your macOS password:

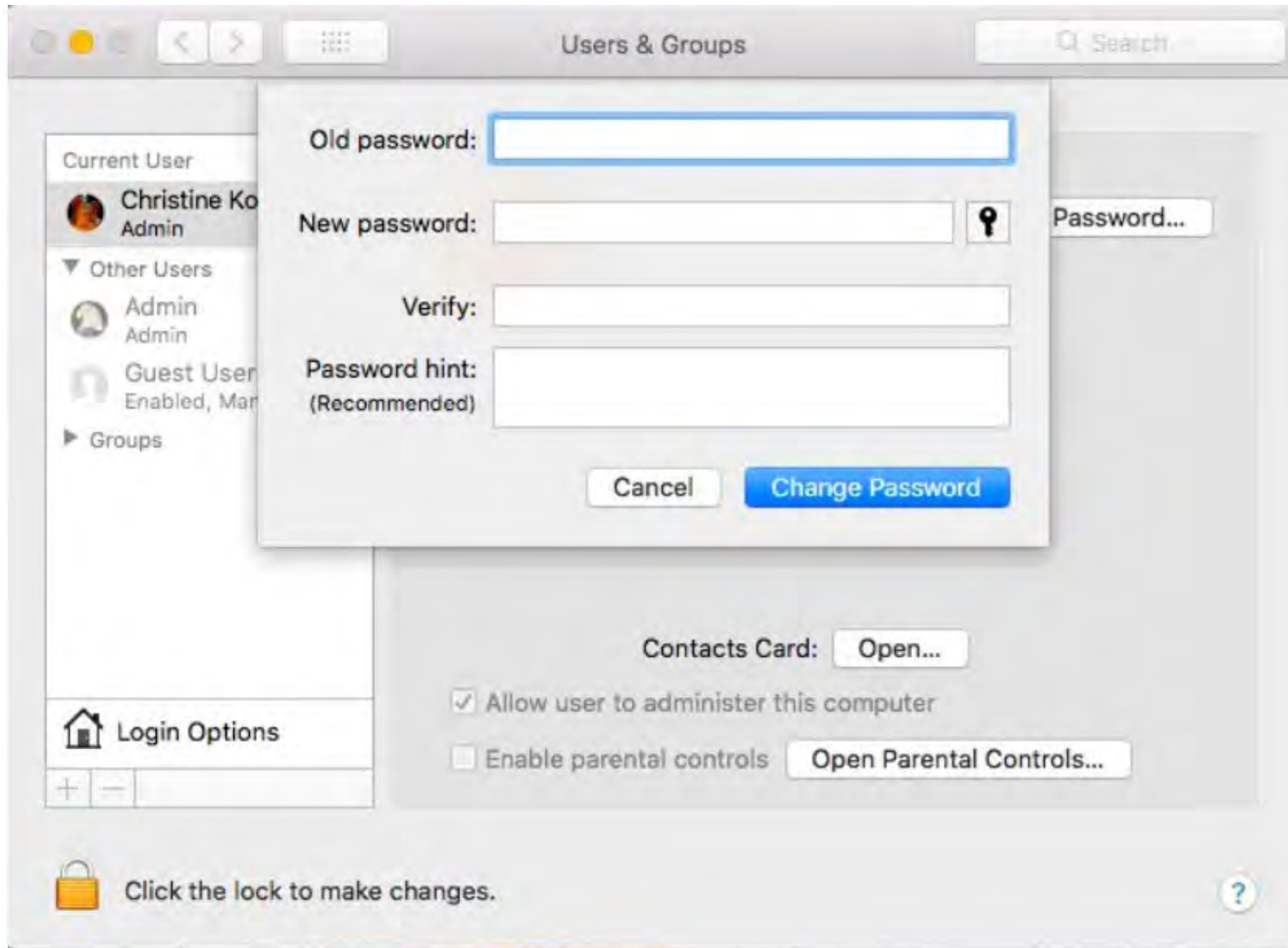
1. Open the Apple menu (the Apple logo at the top-left of your screen) and choose "System Preferences." You may also have it pinned to your menu bar (it's a gray gear).
2. Click "Users & Groups."



3. Select your user account on the left of the box and click the padlock in the bottom left to make your changes.



4. Click "Change Password."



5. Enter your current password, your new password (twice), and a hint to help you remember your password (don't make it too obvious). Click "Change Password" to complete the process.

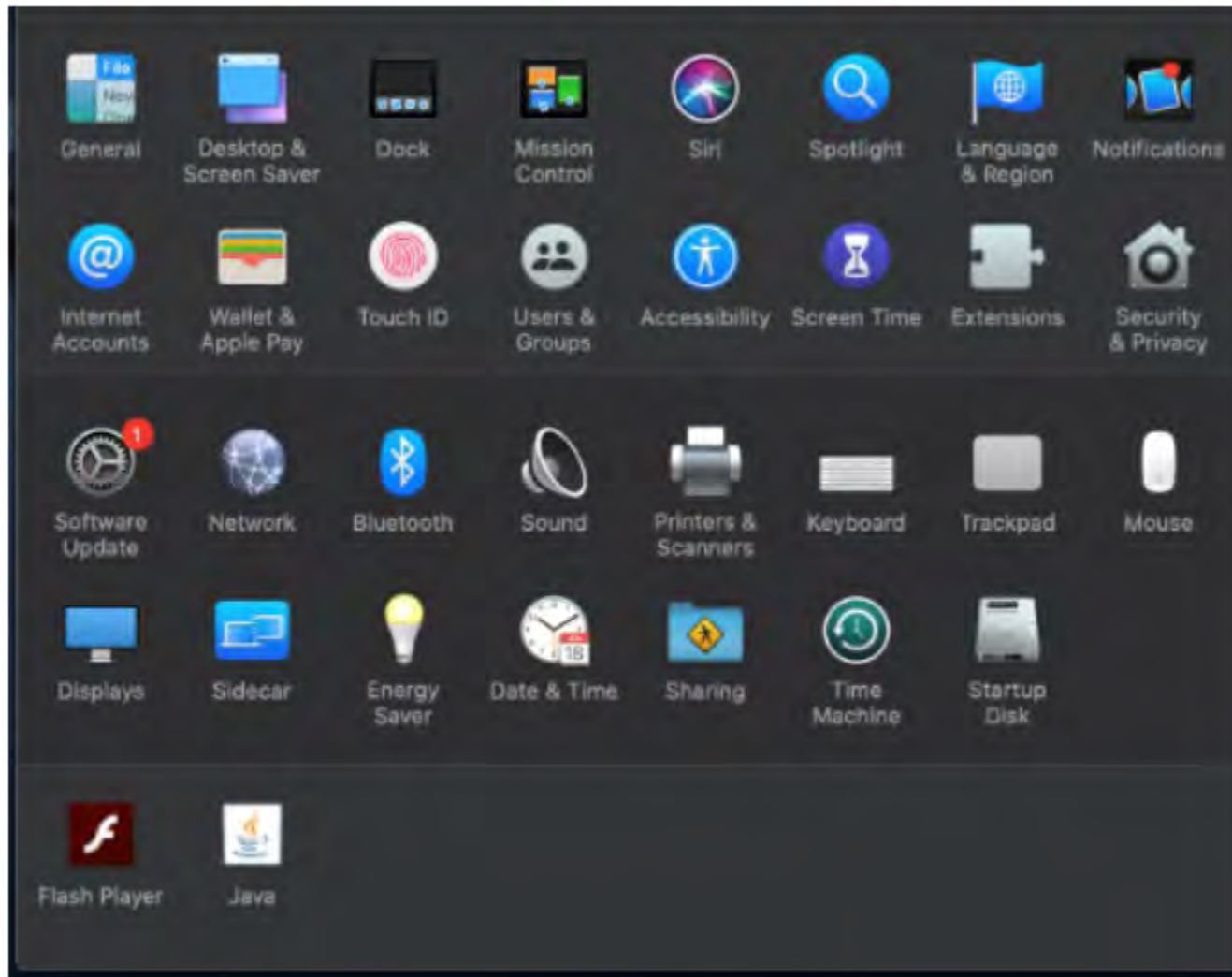
Complete all the fields and then click "Change Password."

How to change the screen timeout settings

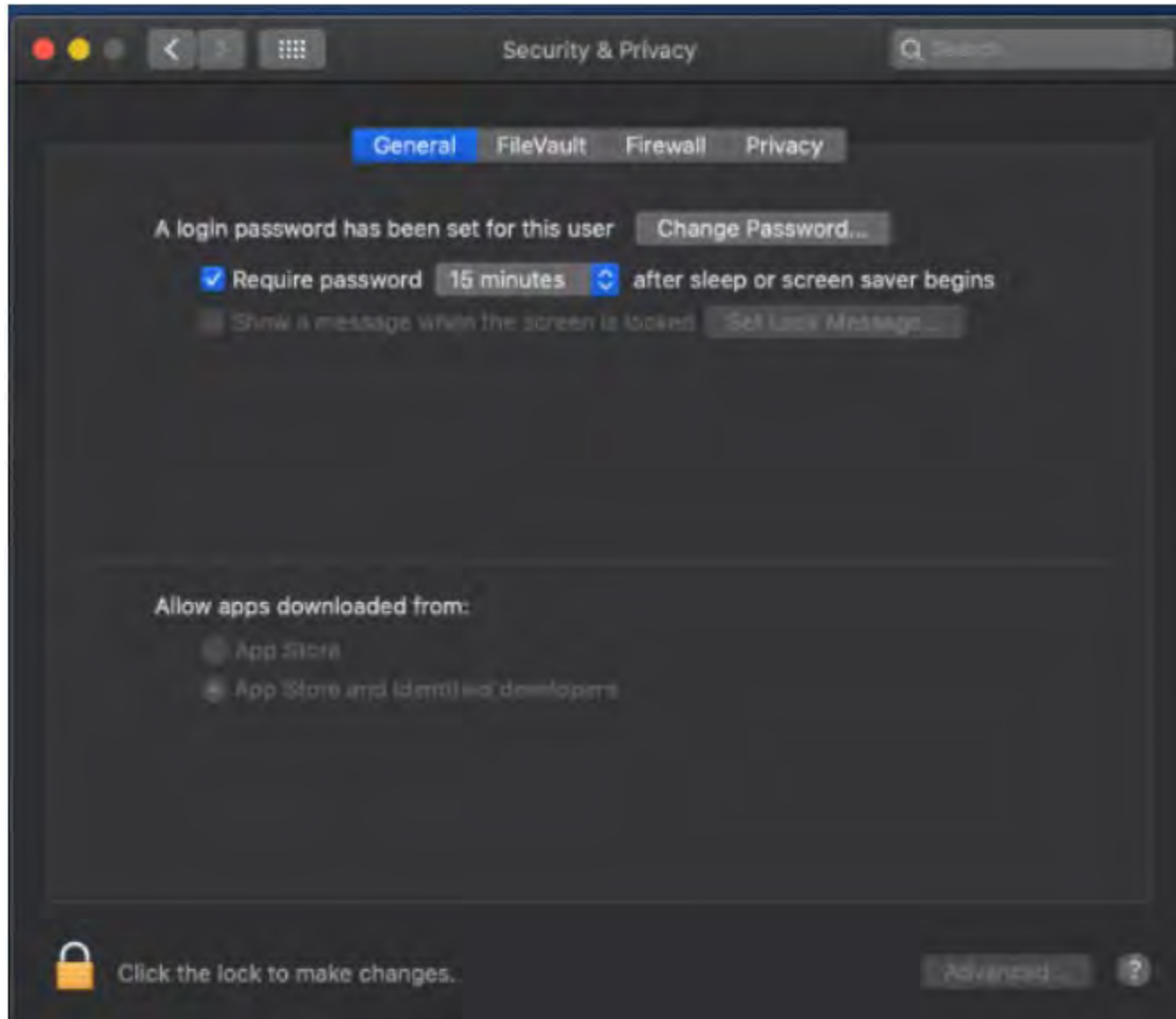
1. Click the apple logo at the top left of the screen then click "System Preferences"



2. Click "Security & Privacy"

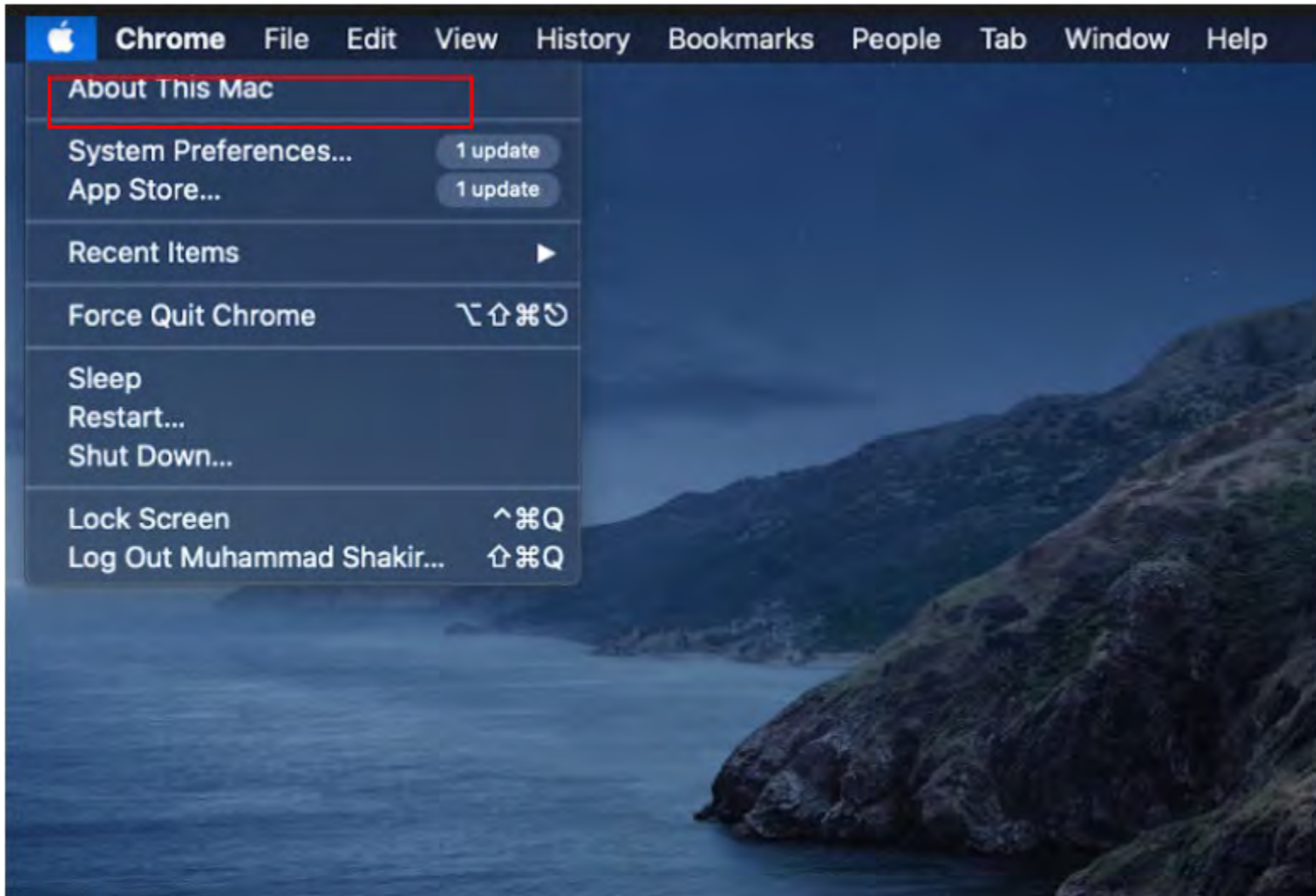


3. Under the General Tab require password option to the desired time not to exceed 15 minutes.

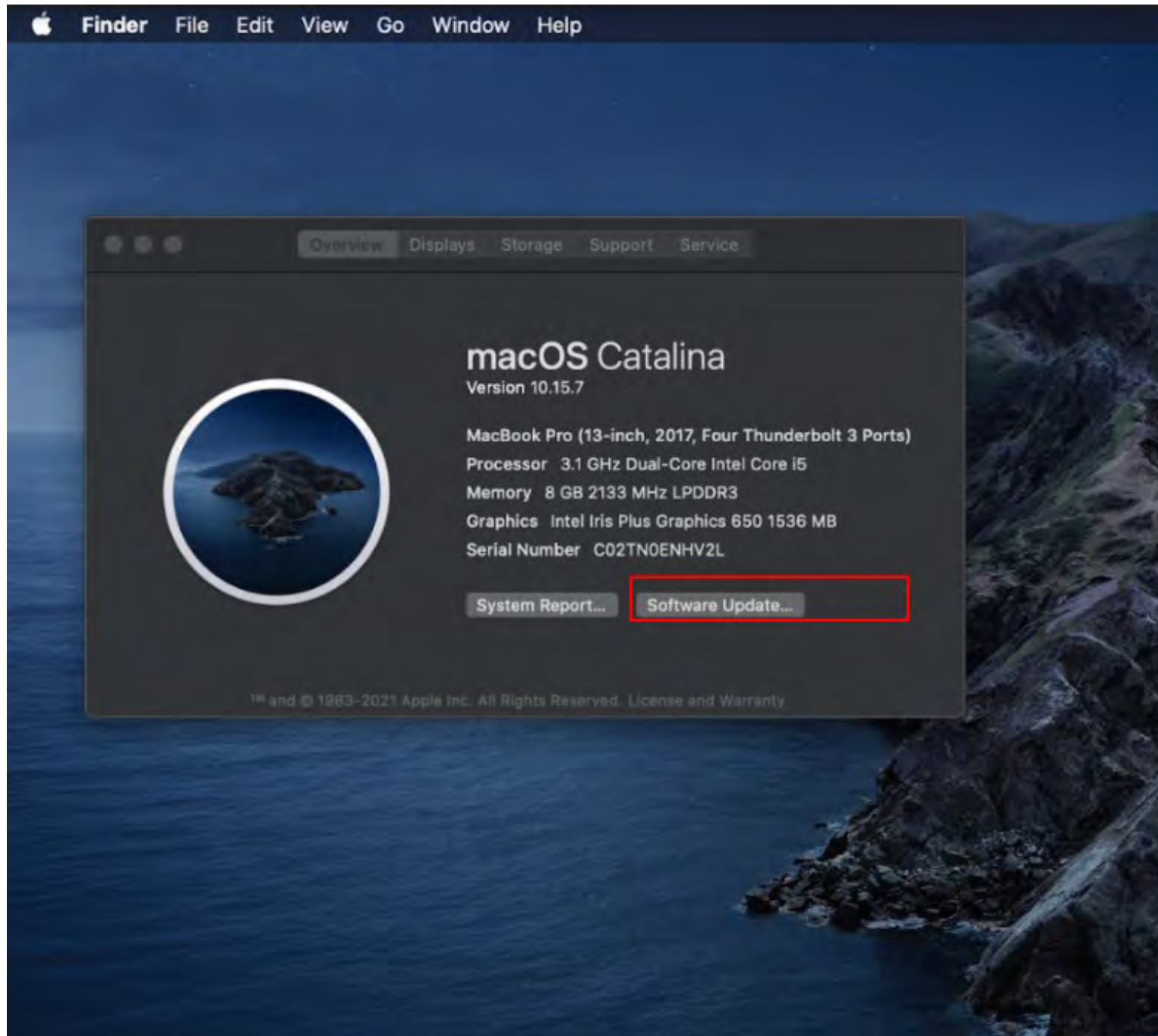


HOW TO DETERMINE MACOS VERSION

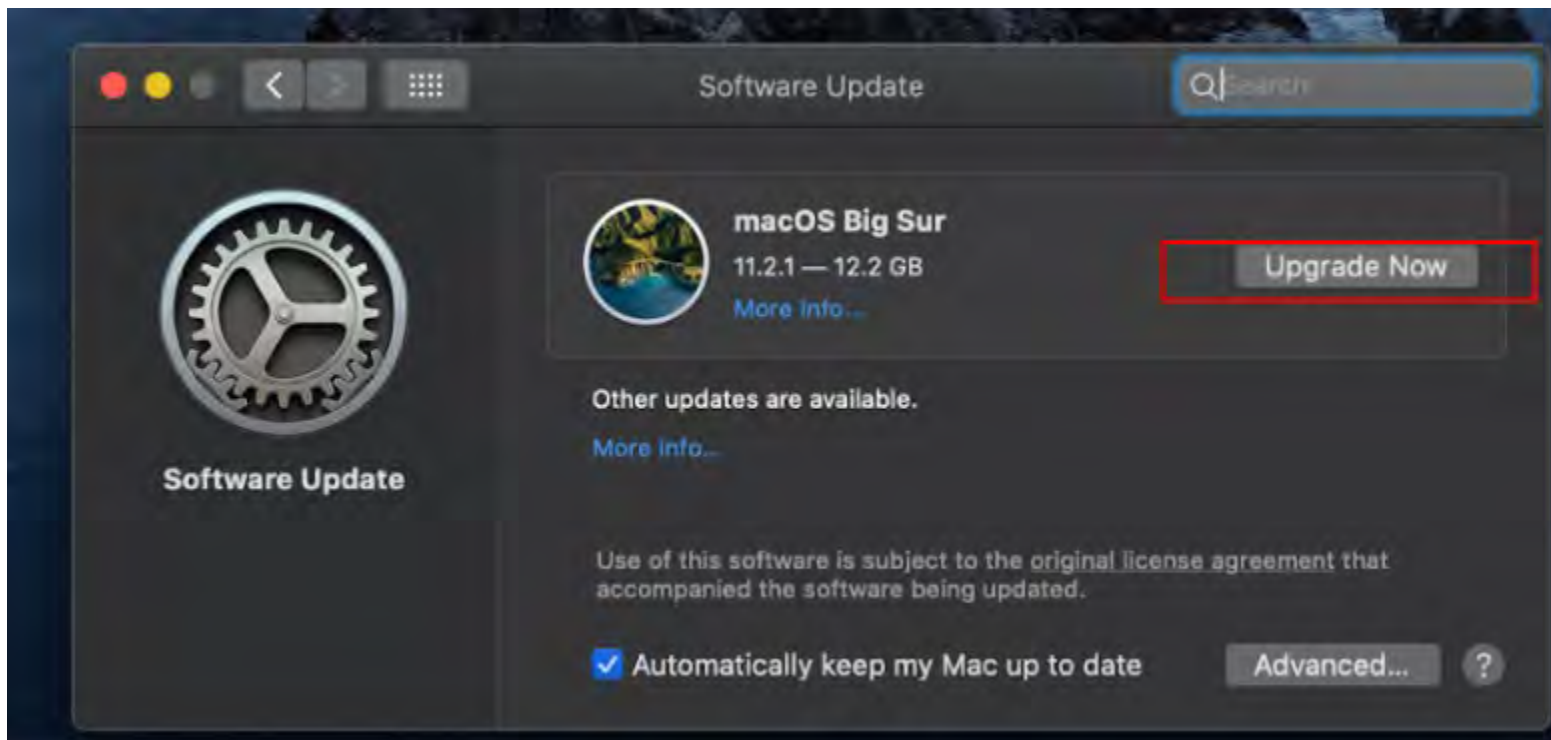
- Go to the Apple menu of your Mac, then select "About This Mac."



- Click Software update



- If your device is not up to date you will see an option to “Upgrade Now”
- To have your software update automatically check the box highlighted below in green.



InTune Company Portal Device Requirements and installation Instructions - iOS

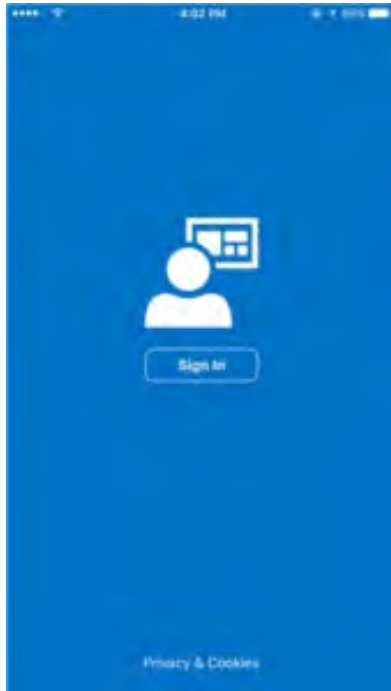
To access Shepherd applications from a personal device, you must a) confirm your device meets our minimum device requirements and b) install Intune Company Portal

Apple iOS / iPadOS Device Requirements

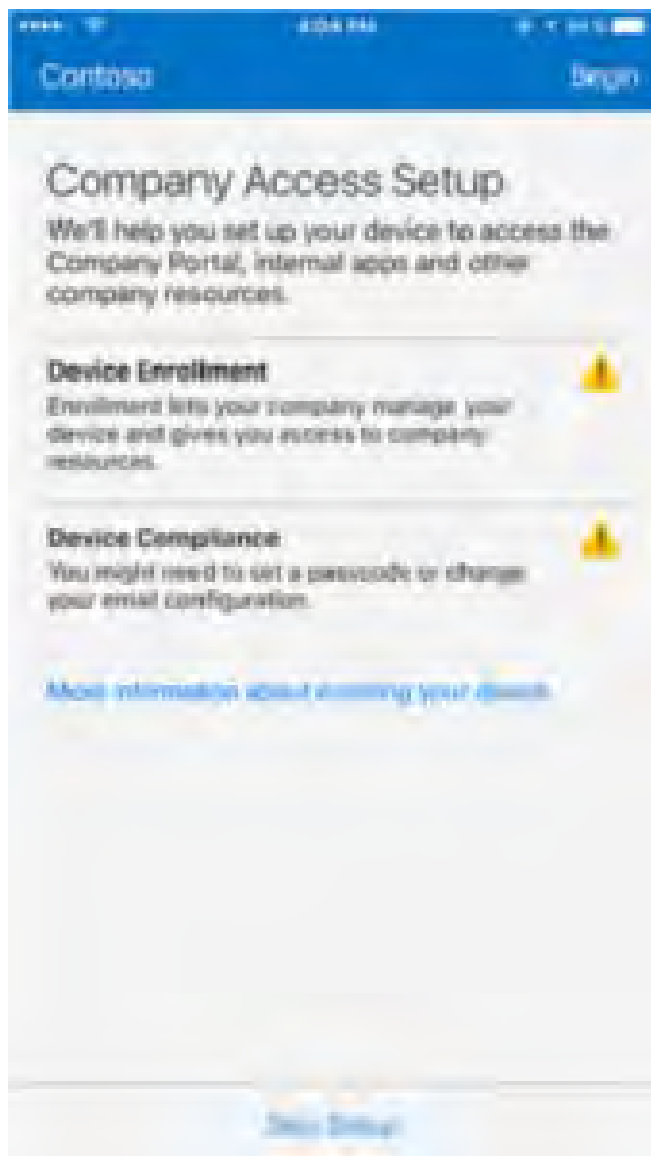
- No Jailbroken devices
- Screen lock set to a maximum of 15 minutes
- Minimum 6 digits, non-simple PIN (no repeating characters)
- Minimum of iOS version 14

Install the free Microsoft Intune Company Portal app on your device from the App Store.

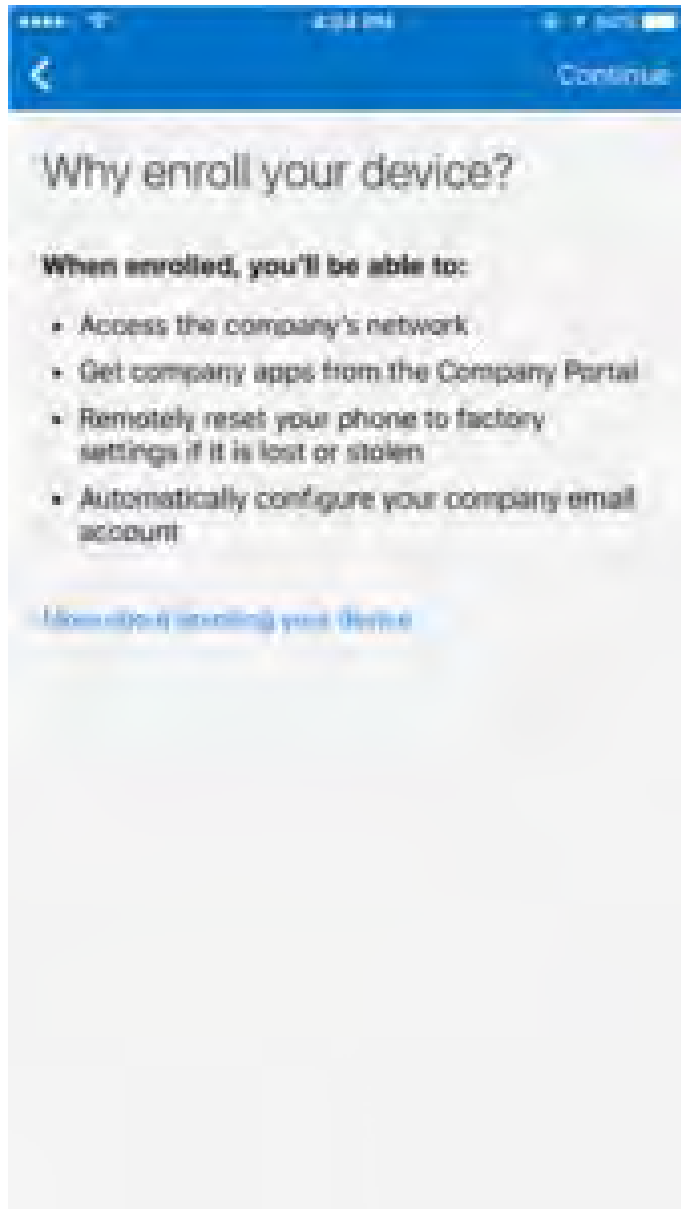
1. Open the Microsoft Intune Company Portal app.
2. On the Company Portal **Welcome** screen, tap **Sign in** and then sign in with your work or school account.



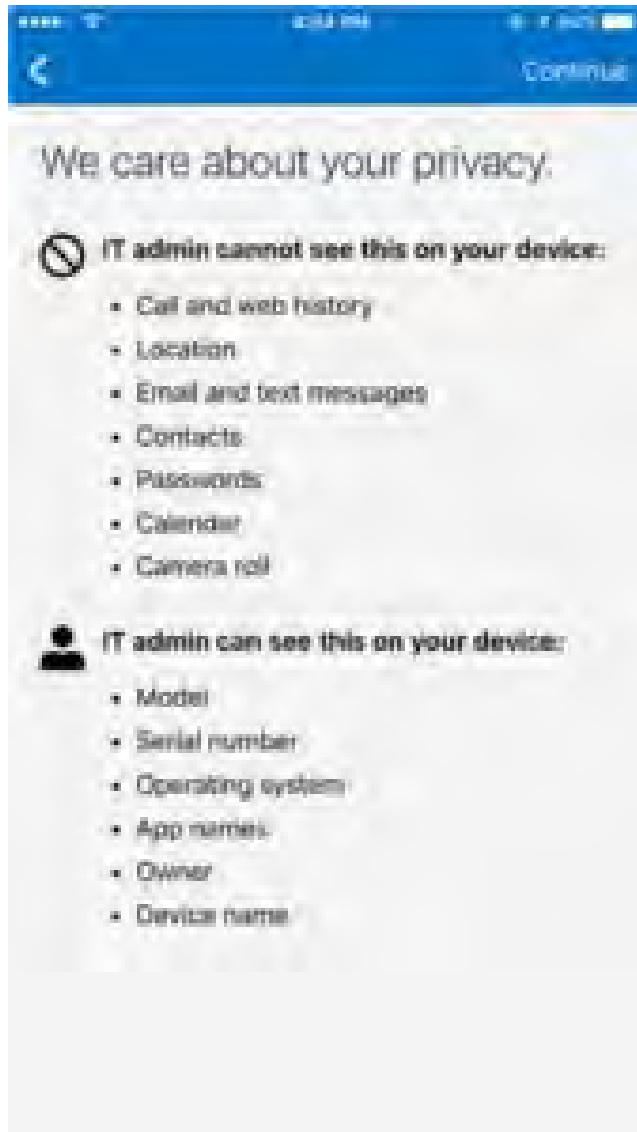
4. On the Company Access Setup page, tap **Begin**



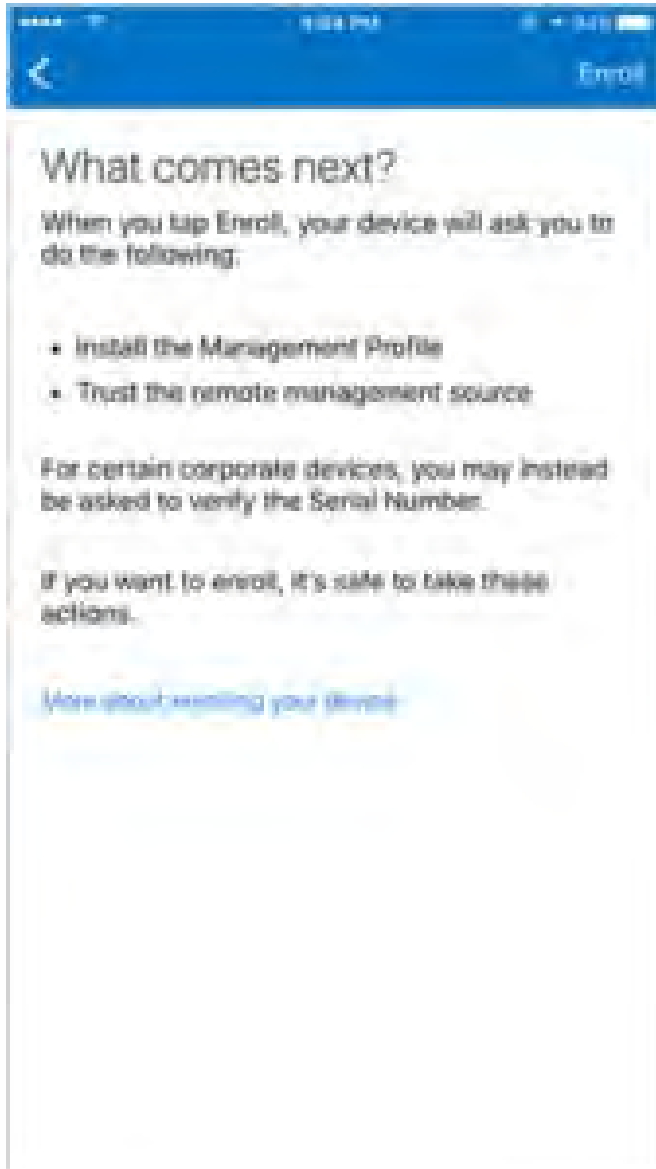
6. Read about what you'll be able to do when you enroll your device, and then tap **Continue**.



7. See the list of what your IT administrator can and can't see on your enrolled device, and tap **Continue**.



8. Review some of the things that you might see once you tap Enroll. When you finish reading, tap **Enroll**.



9. On the Install Profile screen, tap **Install**, and enter your passcode, if prompted.



10. Tap **Install**



11. Tap **Install** to indicate that you've read the warning.



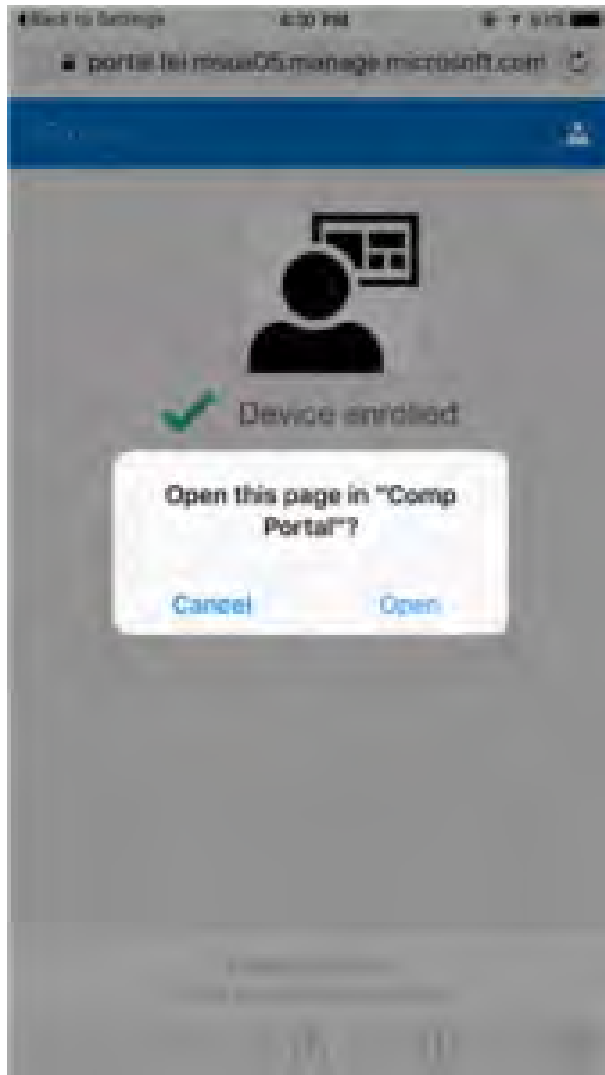
12. Tap Trust



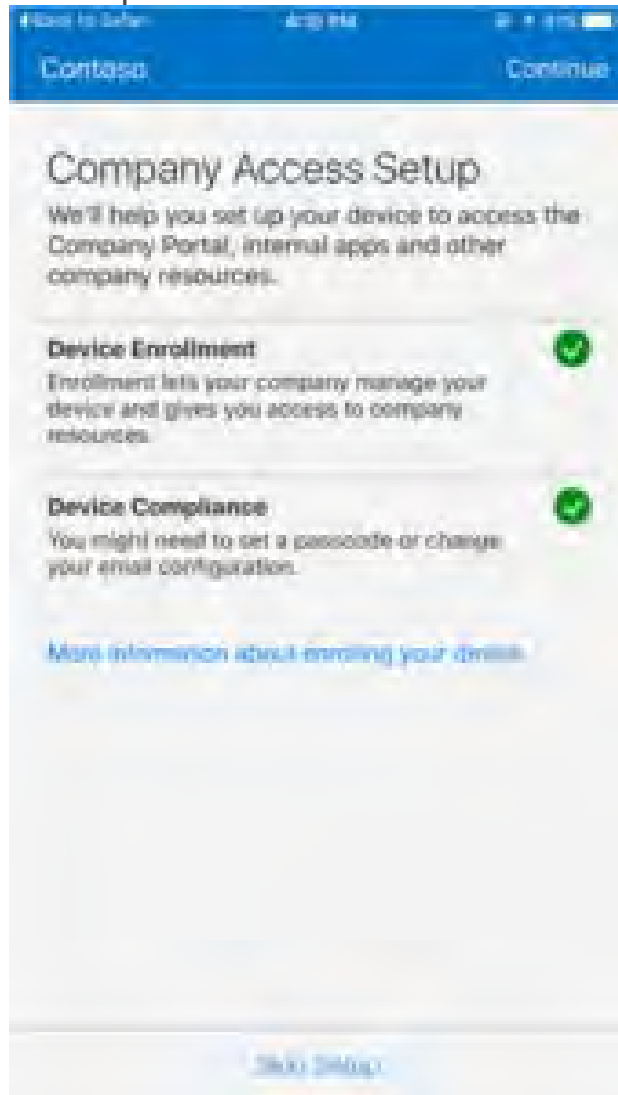
13. When the screen changes to show that the profile has finished installing, tap **Done**. An “Enrolling device” message displays on the screen.



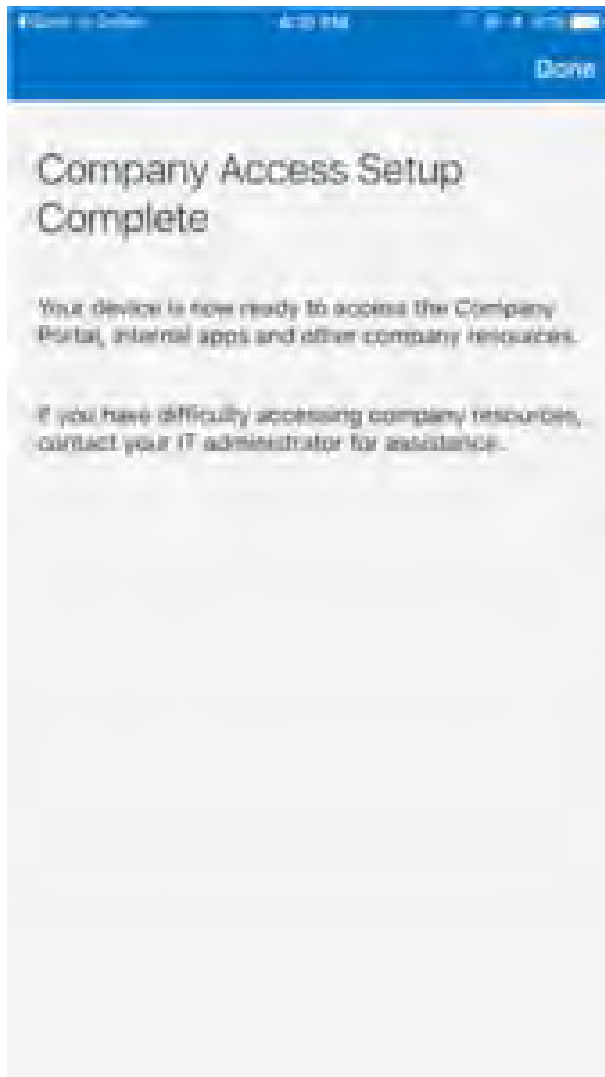
14. When a message displays asking if you want to open the page in the Company Portal, tap **Open**.



15. On the Company Access Setup screen, tap **Continue**. If your IT administrator set up additional security requirements, such as the need to set a password, follow the on-screen instructions until you meet the compliance requirements, and then tap **Continue** when you are returned to the Company Access Setup screen.



16. Tap **Done**.



How to setup or change your passcode

- On iPhone X and later, or iPad with Face ID, go to Settings > Face ID & Passcode.
- On earlier iPhone models, go to Touch ID & Passcode.
- On devices without Touch ID, go to Settings > Passcode.



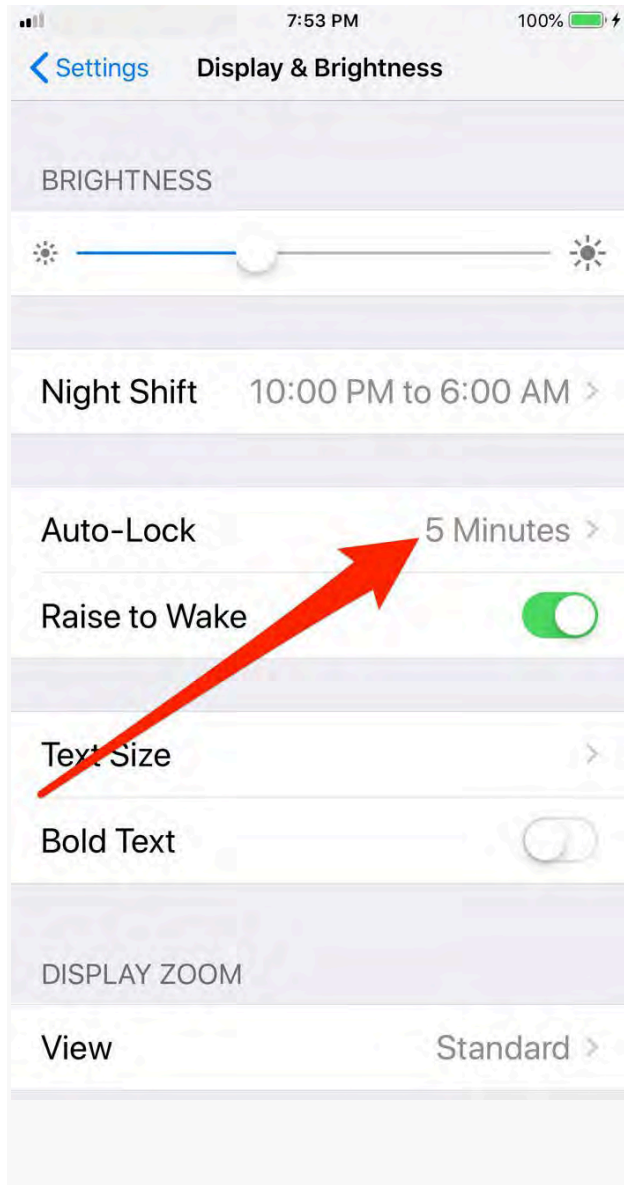
- Enter a six-digit, non-simple, non-repeating passcode
 - Enter your passcode again to confirm it and activate it.
-

How to change the screen timeout settings.

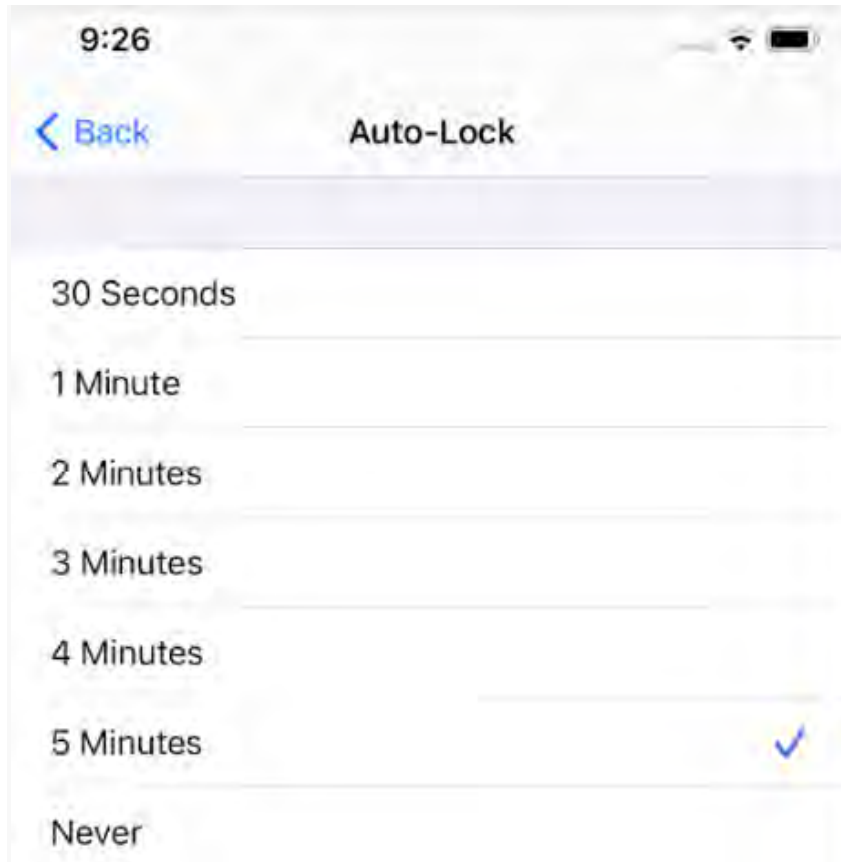
- Open Settings.
- Tap "Display & Brightness."



- Tap "Auto-Lock."

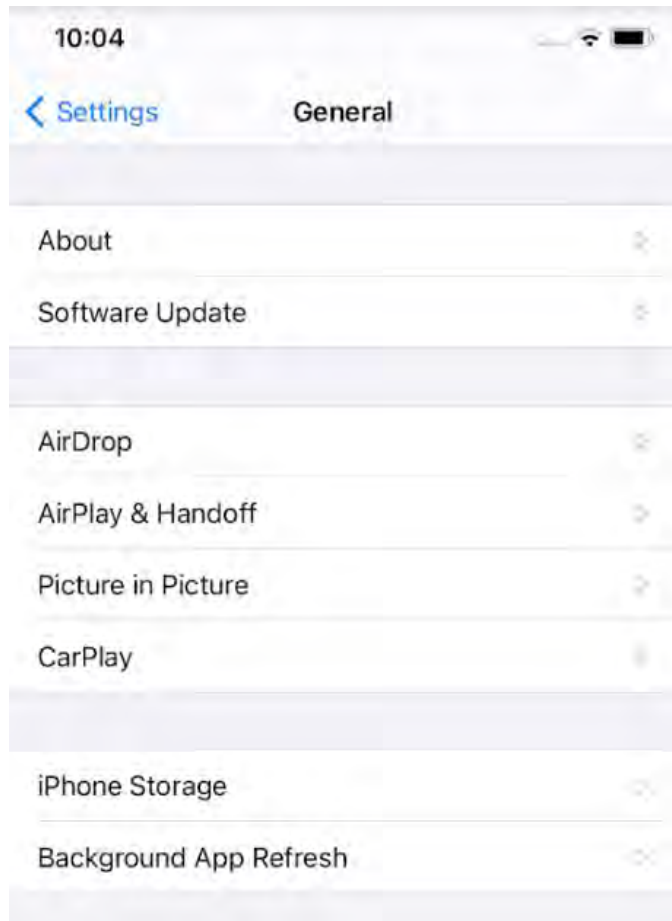


- Choose the amount of time you want your screen to stay on after you last touch your device.



How to check your version of iOS software

- Go to your iPad or iPhone's home screen, then touch the "Settings" icon.
- From there, select "General."
- Next, tap "Software Update"

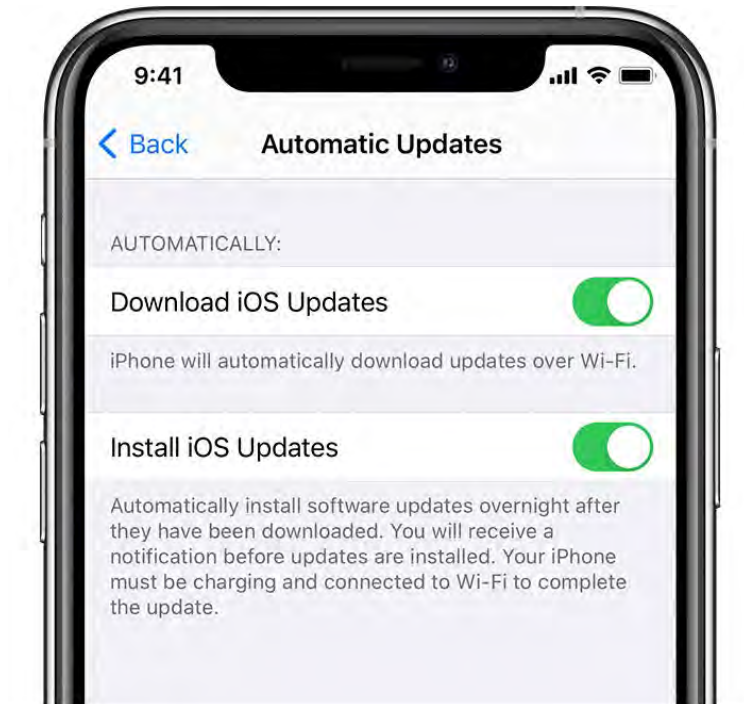


- Next you'll see the software version of your device.
- Tap on automatic updates



How to automatically update your iOS software

- To turn on automatic updates, go to Settings > General > Software Update > Customize Automatic Updates
- Then turn on Install iOS Updates.
- Your device will automatically update to the latest version of iOS or iPadOS.
- Some updates might need to be installed manually.



InTune Company Portal Device Requirements and Installation Instructions - Android

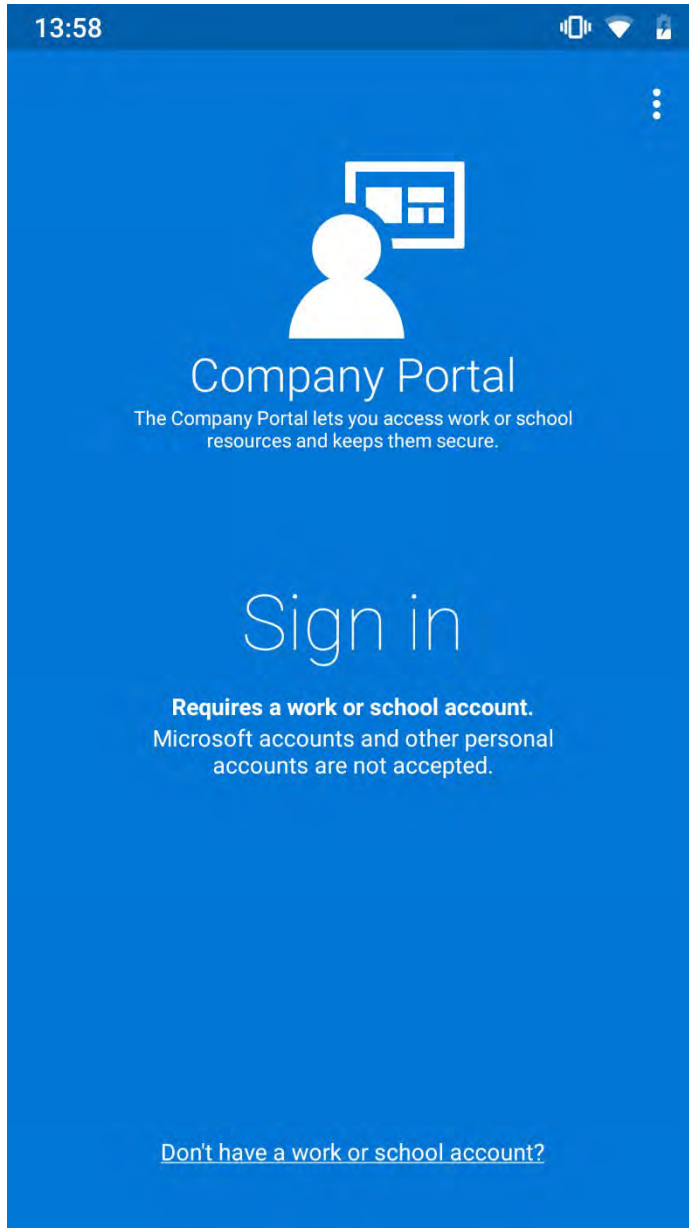
To access Shepherd applications from a personal device, you must a) confirm your device meets our minimum device requirements and b) install Intune Company Portal

Android Device Requirements

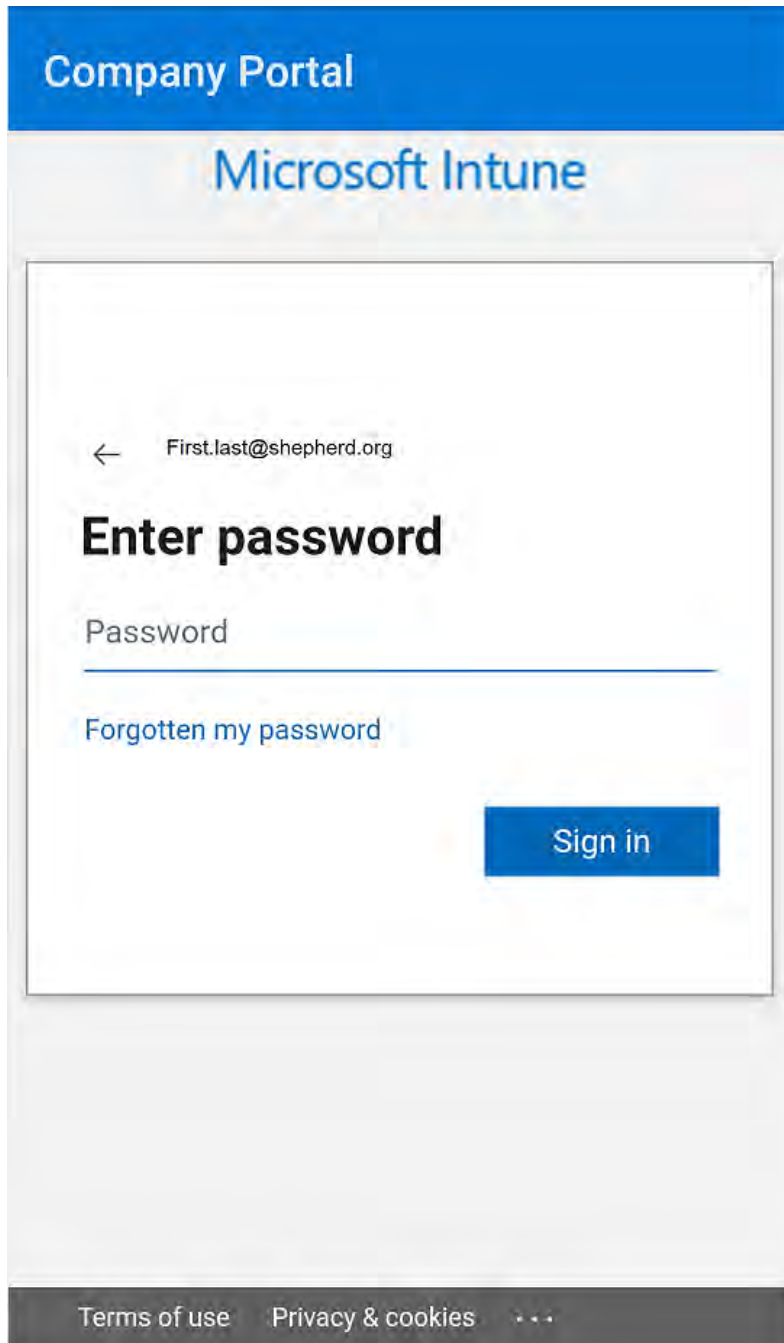
- No rooted Android devices
- Screen lock set to a maximum of 15 minutes
- Minimum 6 digits, non-simple PIN (no repeating characters)
- Minimum of Android version 9

How to Install Intune Company Portal Android Work Profile.

Install the **Company Portal** app, open the app and click **Sign in**.



Sign in with your **company e-mail address** and **password**.



The image shows a mobile application interface for a company portal. At the top, there is a blue header with the text "Company Portal". Below this, the text "Microsoft Intune" is displayed in a blue font. The main content area is a white box with a thin border. Inside this box, there is a back arrow icon followed by the email address "First.last@shepherd.org". Below the email address, the text "Enter password" is written in a large, bold, black font. Underneath, there is a text input field with the placeholder text "Password". Below the input field, there is a link that says "Forgotten my password" in blue text. At the bottom right of the white box, there is a blue button with the text "Sign in" in white. At the very bottom of the screen, there is a dark grey footer with the text "Terms of use", "Privacy & cookies", and a three-dot menu icon.

You get an overview of the steps which will be taken to setup the device with a Work profile.
Click **Begin**



Shepherd Center Access Setup


Let's set up your device to access your email, Wi-Fi, and apps for work. You'll also be able to manage your devices.

- 1 Create work profile
- 2 Activate work profile
- 3 Update device settings

POSTPONE

BEGIN


You get a **privacy** overview of the information which can and cannot be seen by the company administrator. Click **Continue**.




Shepherd Center

Shepherd Center cares about your privacy.

While setting up your device, you will see some Android system screens requesting permissions to help your company secure your device.

 **Shepherd Center can never see:**

- Call and Web history
- Location
- Email and text messages
- Contacts
- Passwords
- Calendar
- Camera roll
- Personal apps

 **Shepherd Center may see:**

- Model
- Serial number
- Operating system
- Work apps
- Owner
- Device name
- Manufacturer
- Phone number for corporate devices

[More about privacy](#)

< CONTINUE

On most devices you get a **Terms** screen which you need to accept.
Click **Accept & Continue**

14:01



Separate work from personal

You're about to create a work profile
that will be managed and monitored
by your organisation. Terms will apply.

[View terms](#)

ACCEPT & CONTINUE

CLOSE

Everything is set!
Click **Done**.



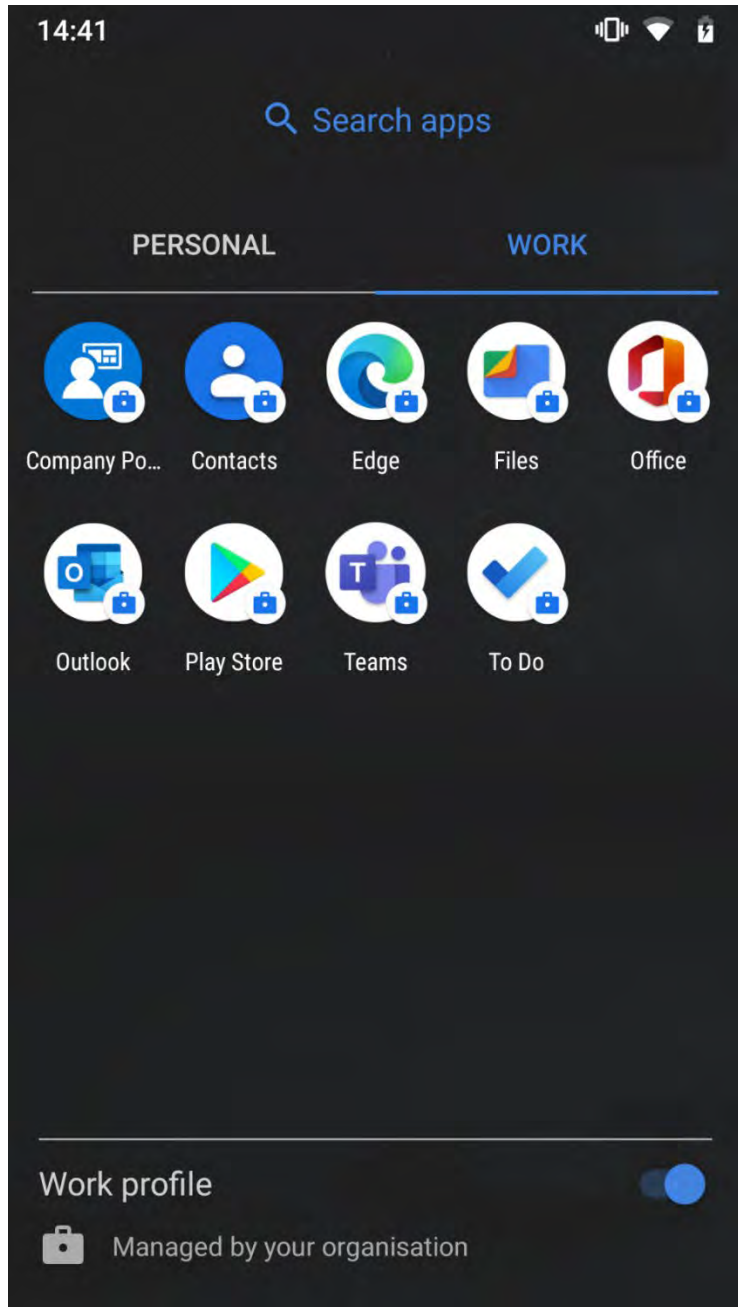
You're all set!

You should now have access to your email,
Wi-Fi, and apps for work.

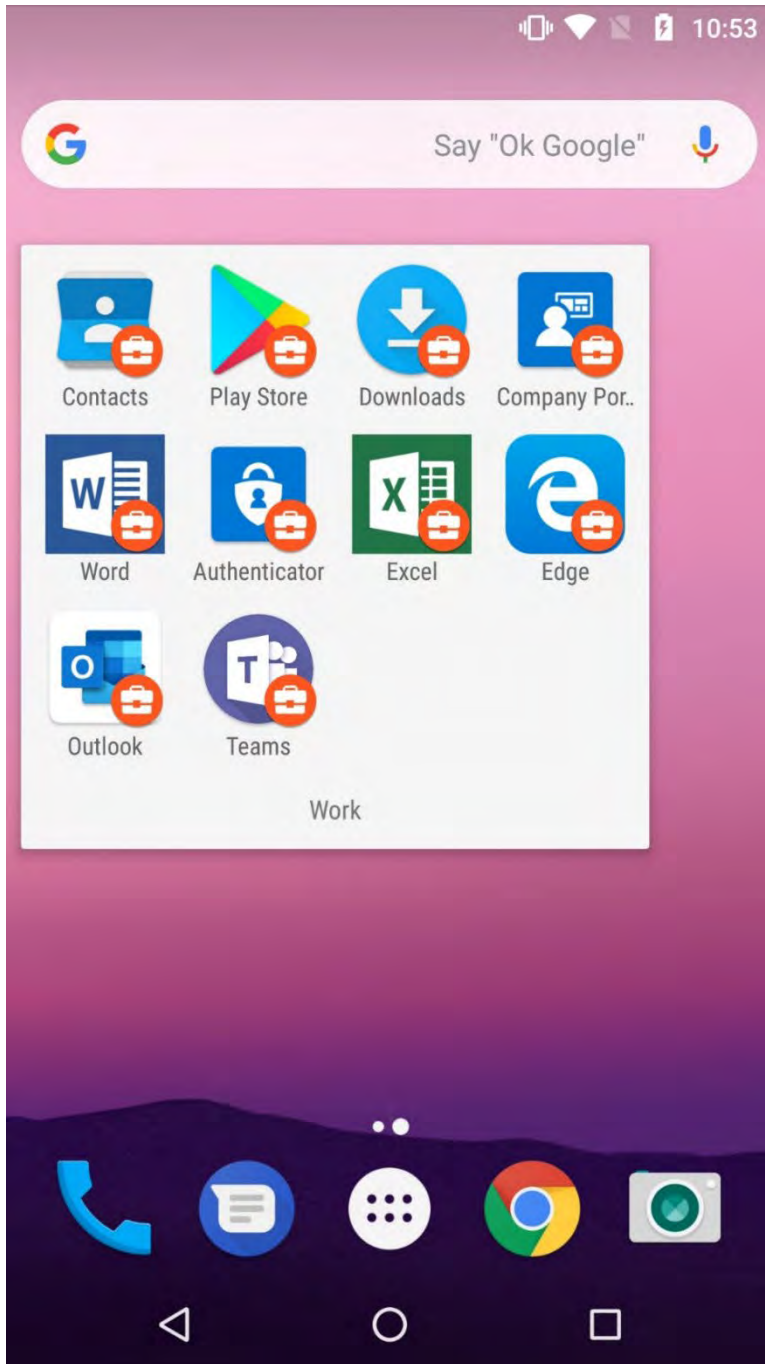
- Create work profile
- Activate work profile
- Update device settings

DONE

When everything is set up, and you open the app's view (menu) you see it is now separated into two tabs (print screen from a Nokia device with Android 9). The left tab contains the personal apps and the right tab the work apps. The work apps are shown with a suitcase icon.



On (some) older Android versions a separate Work folder is created. In this work folder, all the required business apps are available.



When you open one of the Android apps which are part of the Work profile, you are asked to provide your PIN (if set as required in the Device Configuration profile).

