

Table of Contents

InTune Company Portal Device Requirements and Installation Instructions - Windows 10 2

InTune Company Portal Device Requirements and Installation Instructions - MacOS 26

InTune Company Portal Device Requirements and Installation Instructions - iOS..... 58

InTune Company Portal Device Requirements and Installation Instructions - Android 78

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

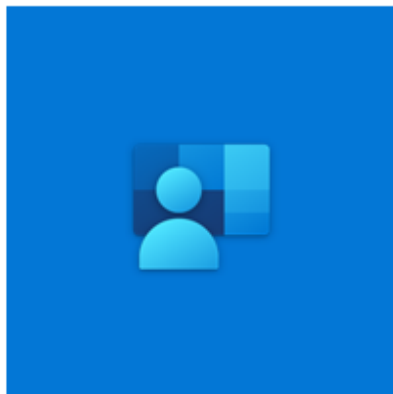
- Screen lock set to a maximum of 15 minutes
- Minimum 6 characters, non-simple password (no repeating characters)
- Antivirus software required
- Minimum of Windows 10 version 21H2 (10.0.19044)

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](#)



EVERYONE

[Wish list](#)[Overview](#)[System Requirements](#)[Reviews](#)[Related](#)

Available on

Once installed **launch** Company Portal

Microsoft Store

←

Home

Gaming


Entertainment

Productivity

Deals


🔍 Search

🛒 Cart



↓ 38

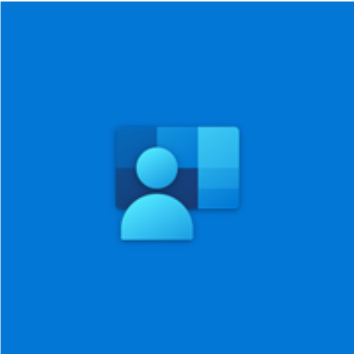
⋮



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



EVERYONE

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



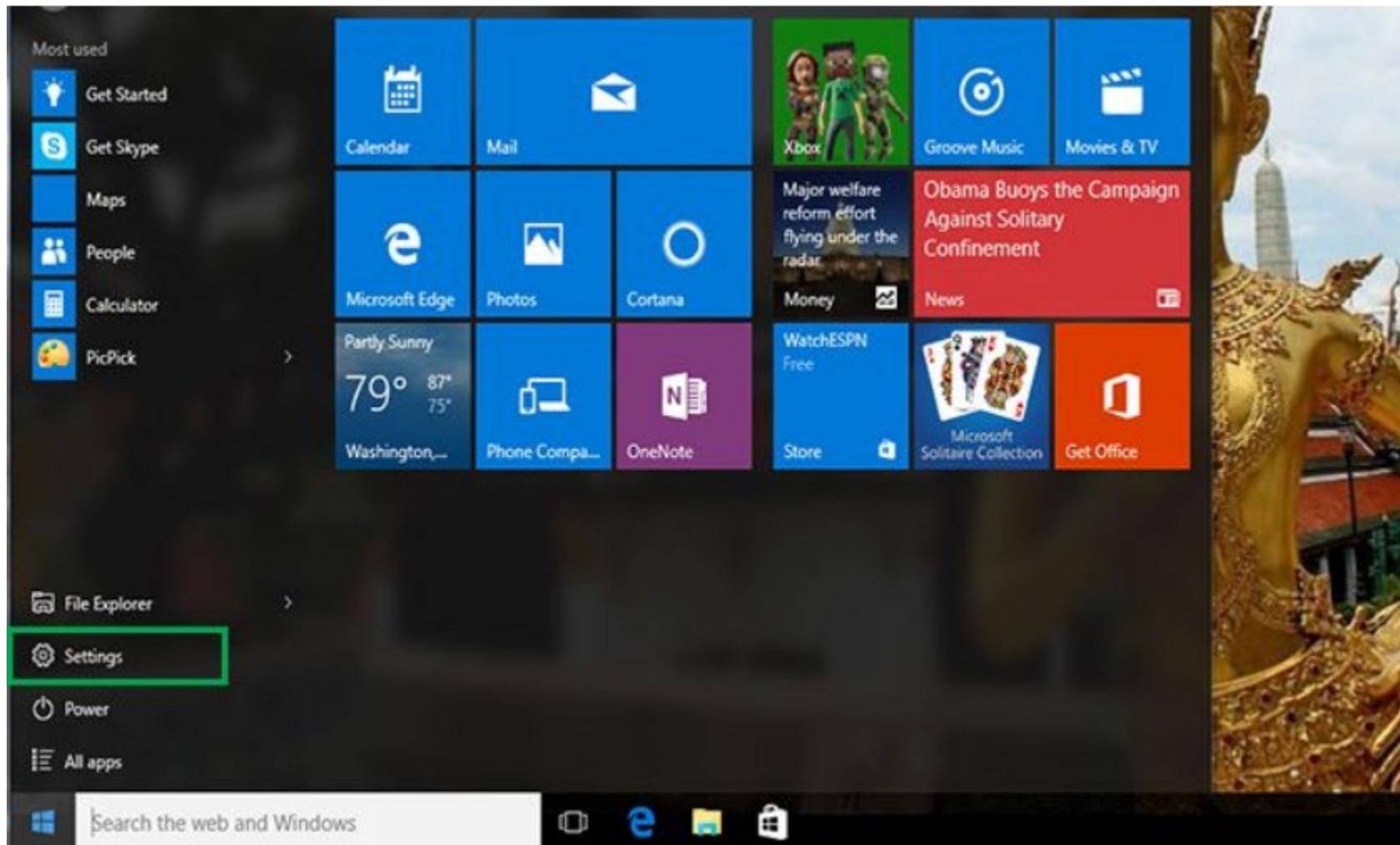
You're all set!

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

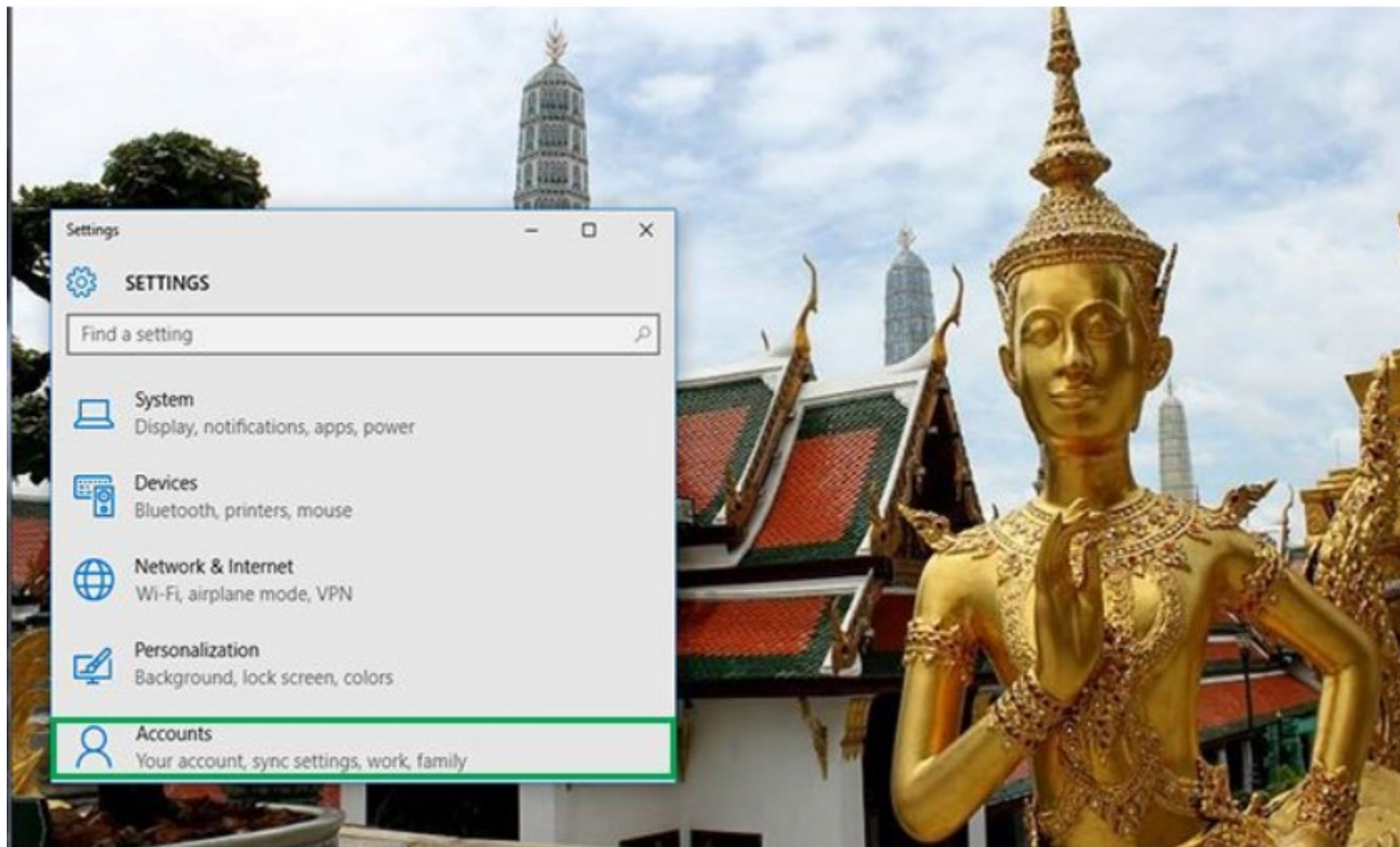
Done

How to Change Your Password in Windows 10

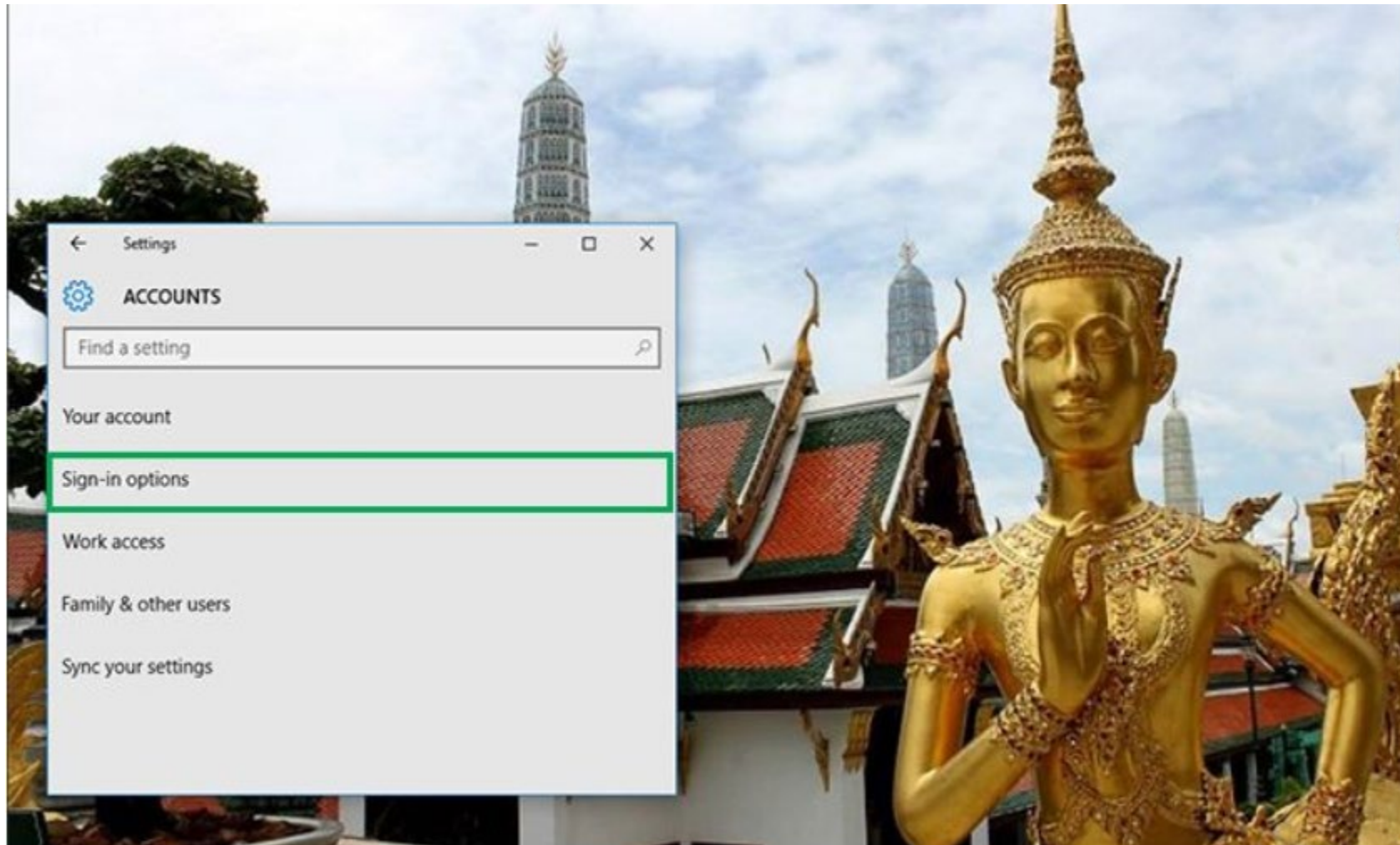
1. Click Settings from the list to the left.



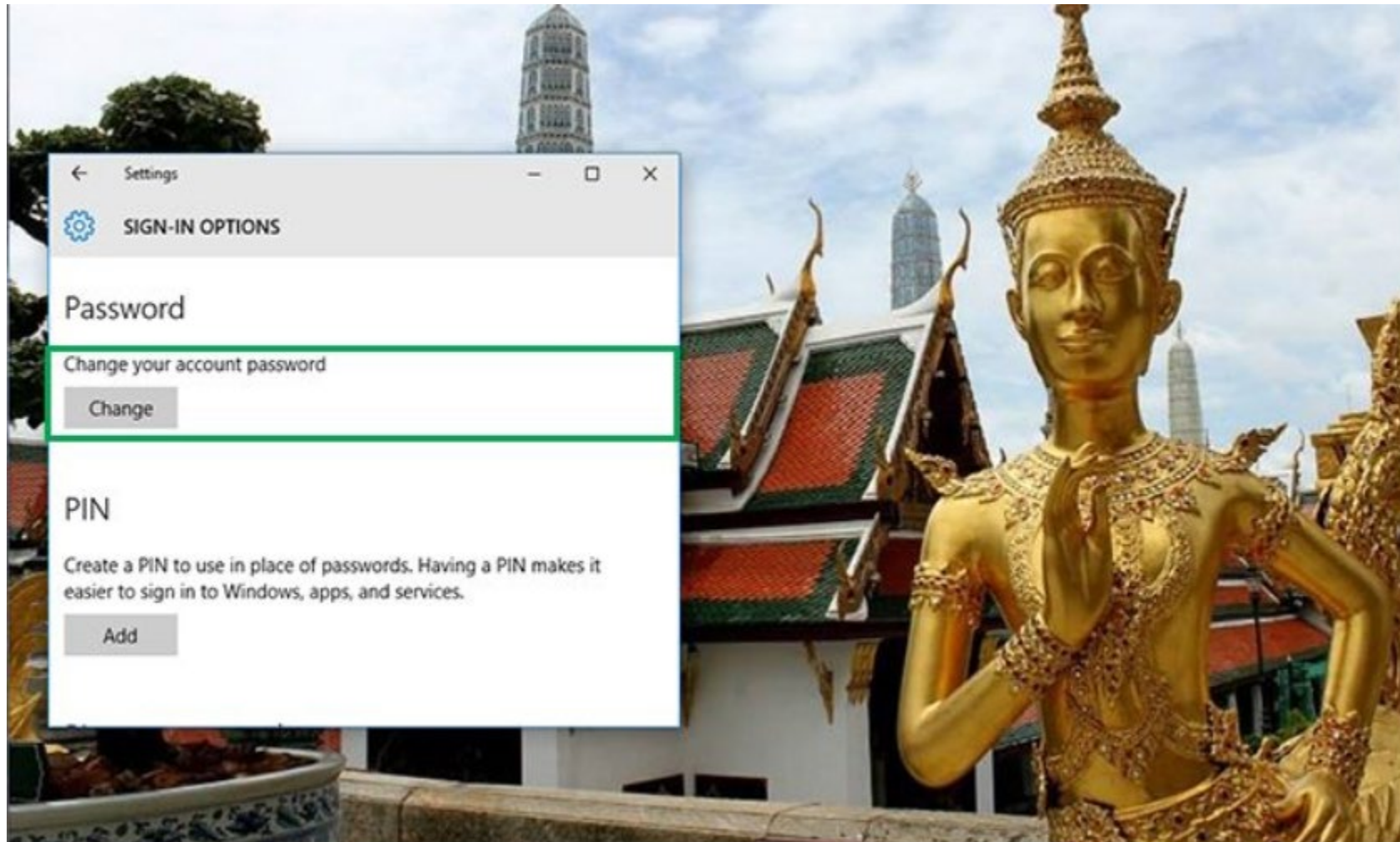
2. Select Accounts.



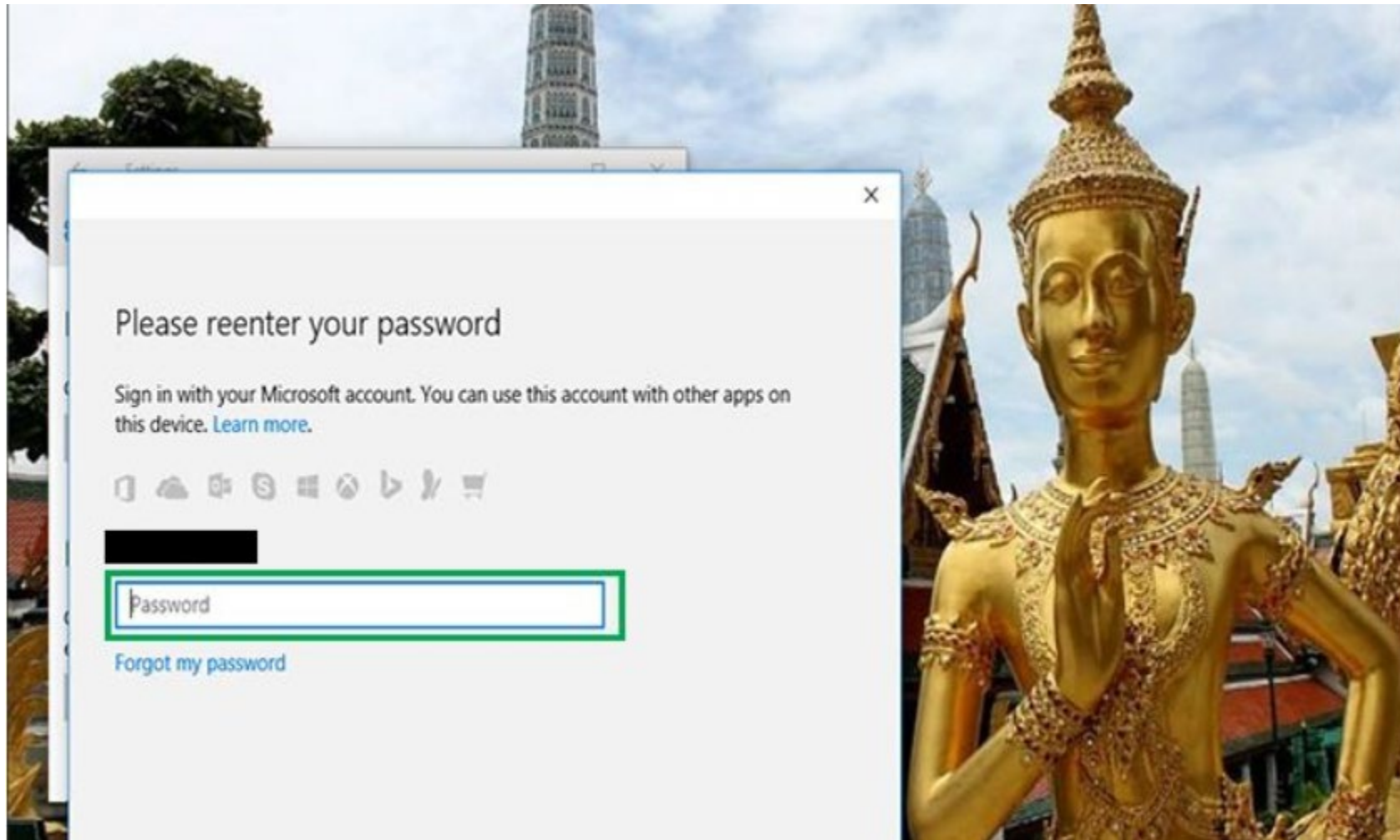
3. Select Sign-in options from the menu.



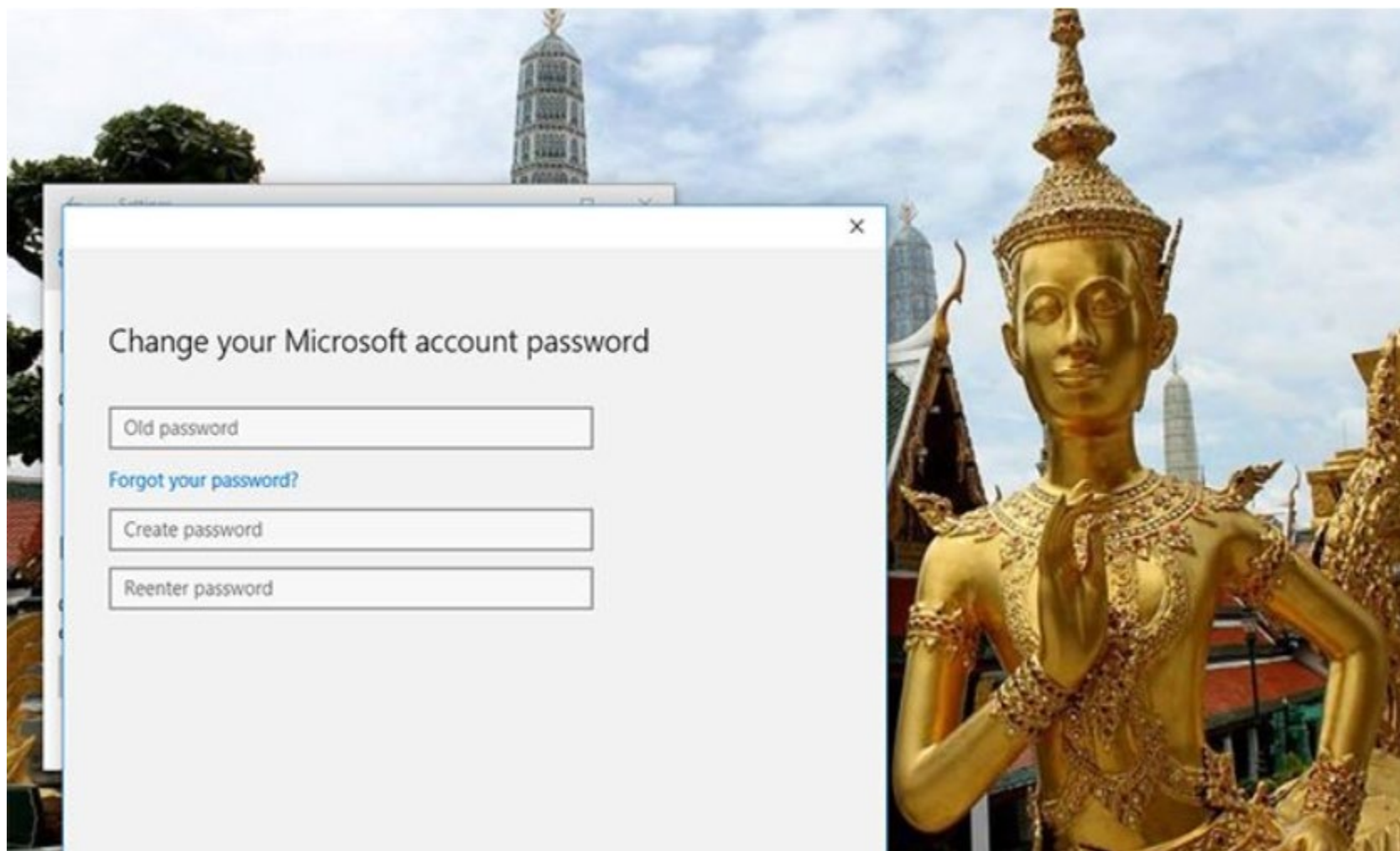
4. Click on Change under Change your account password.



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.



The image shows a web browser window with a light gray background. The title of the window is "Change your Microsoft account password". Below the title, there are three input fields: "Old password", "Create password", and "Reenter password". A link "Forgot your password?" is located between the "Old password" and "Create password" fields. The background of the browser window is a photograph of a golden Thai Buddha statue with a tall, ornate headdress, set against a blue sky with clouds and a temple spire in the distance.

Change your Microsoft account password

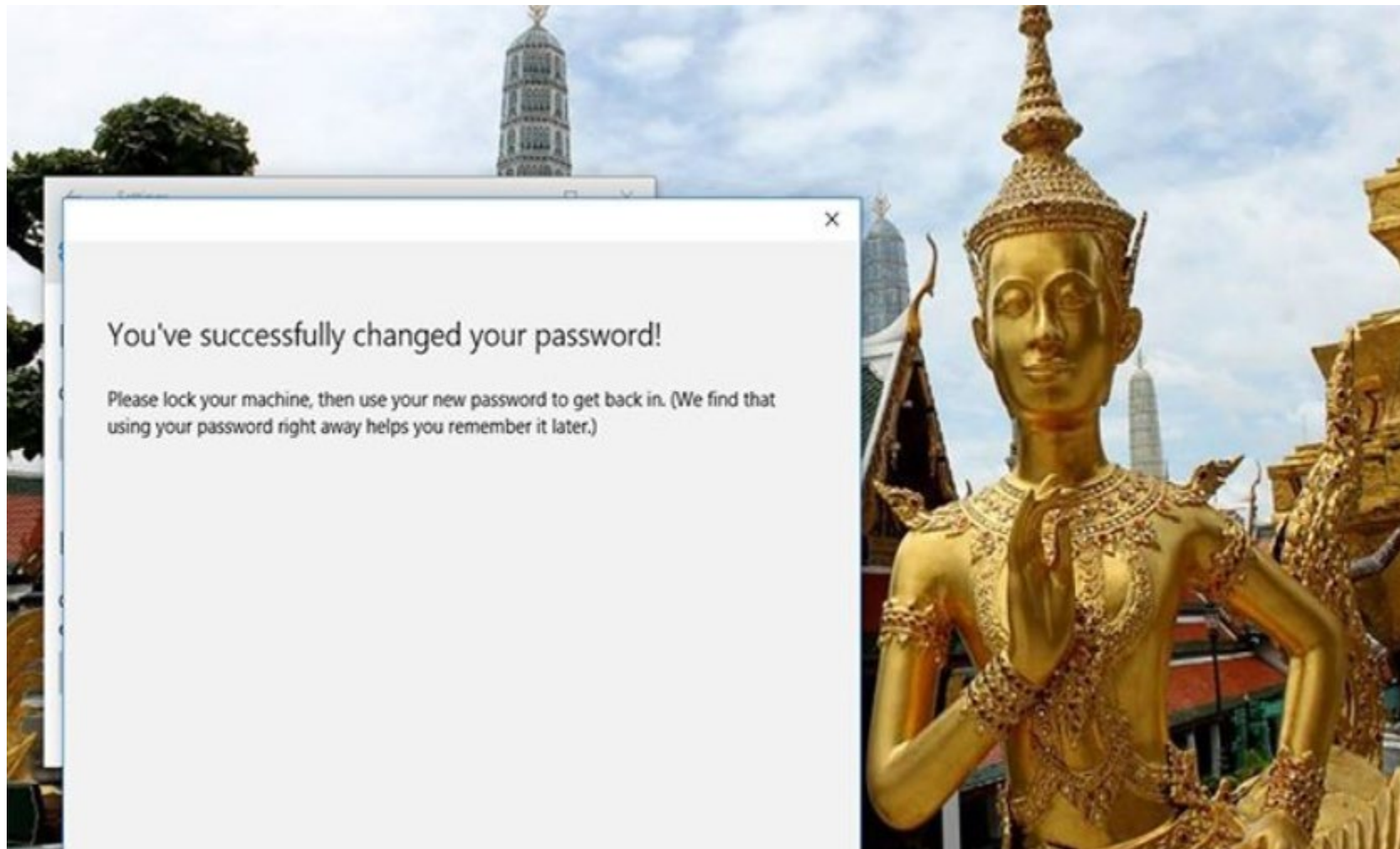
Old password

[Forgot your password?](#)

Create password

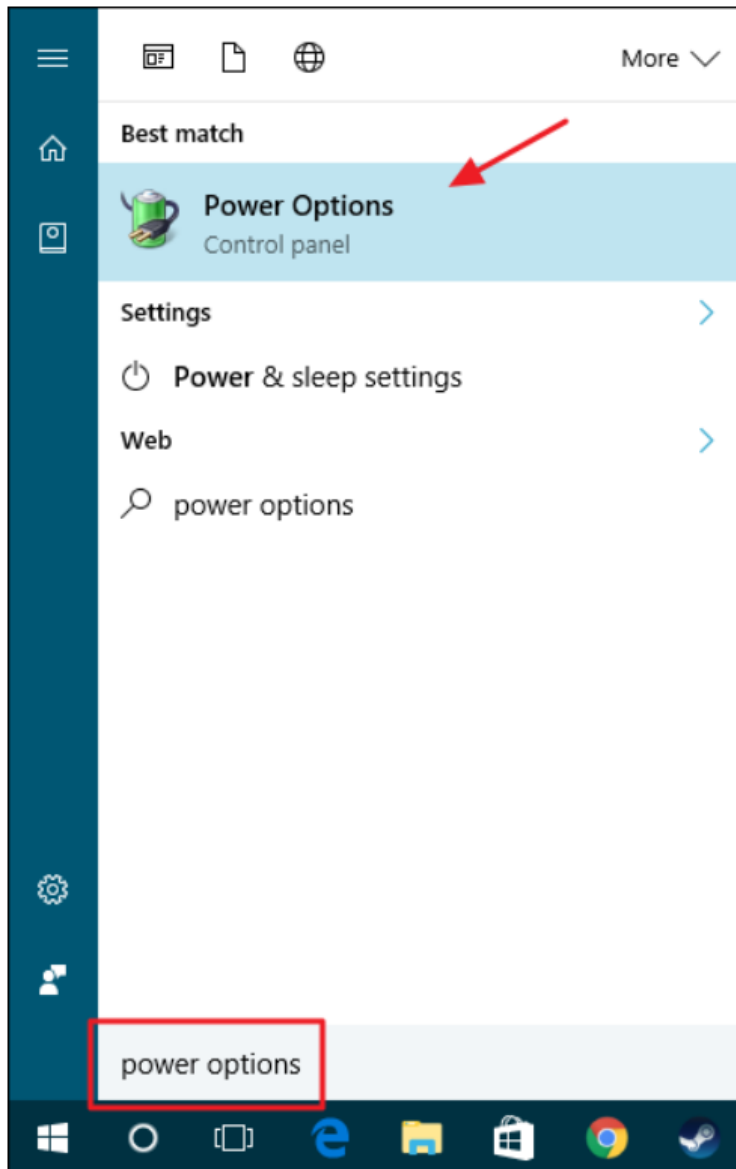
Reenter password

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

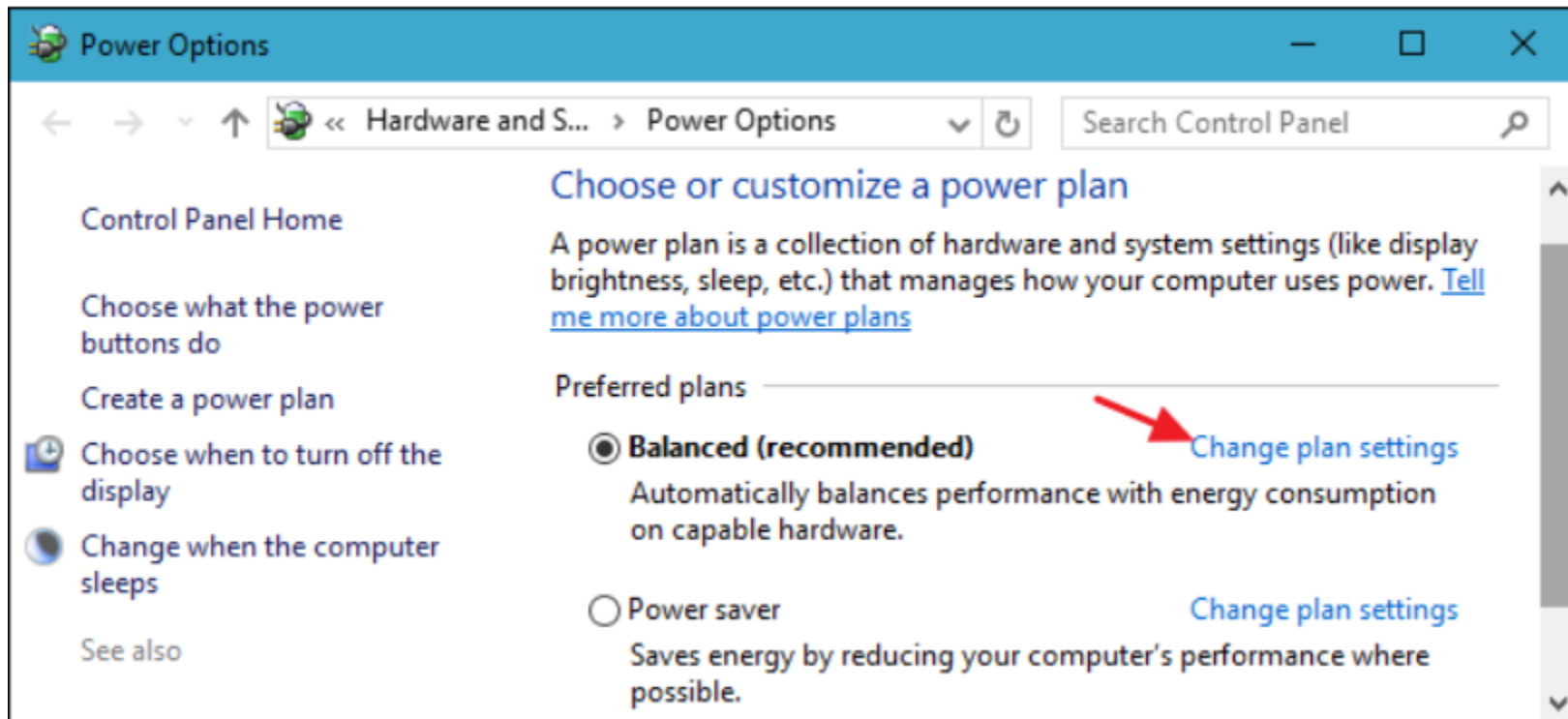


Change the Timeout Setting in Power Options

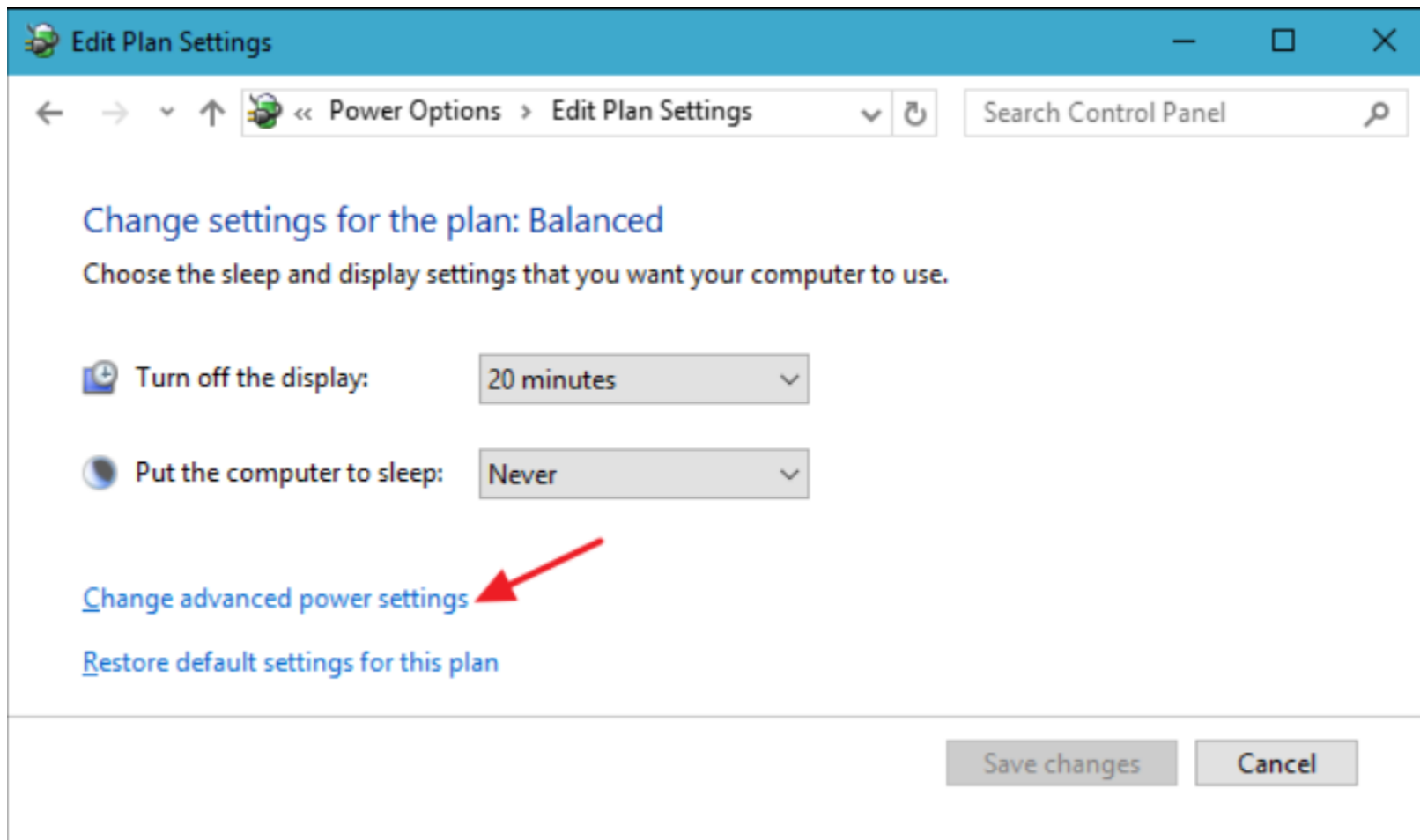
Hit Start, type "Power Options," and then hit Enter to open Power Options.



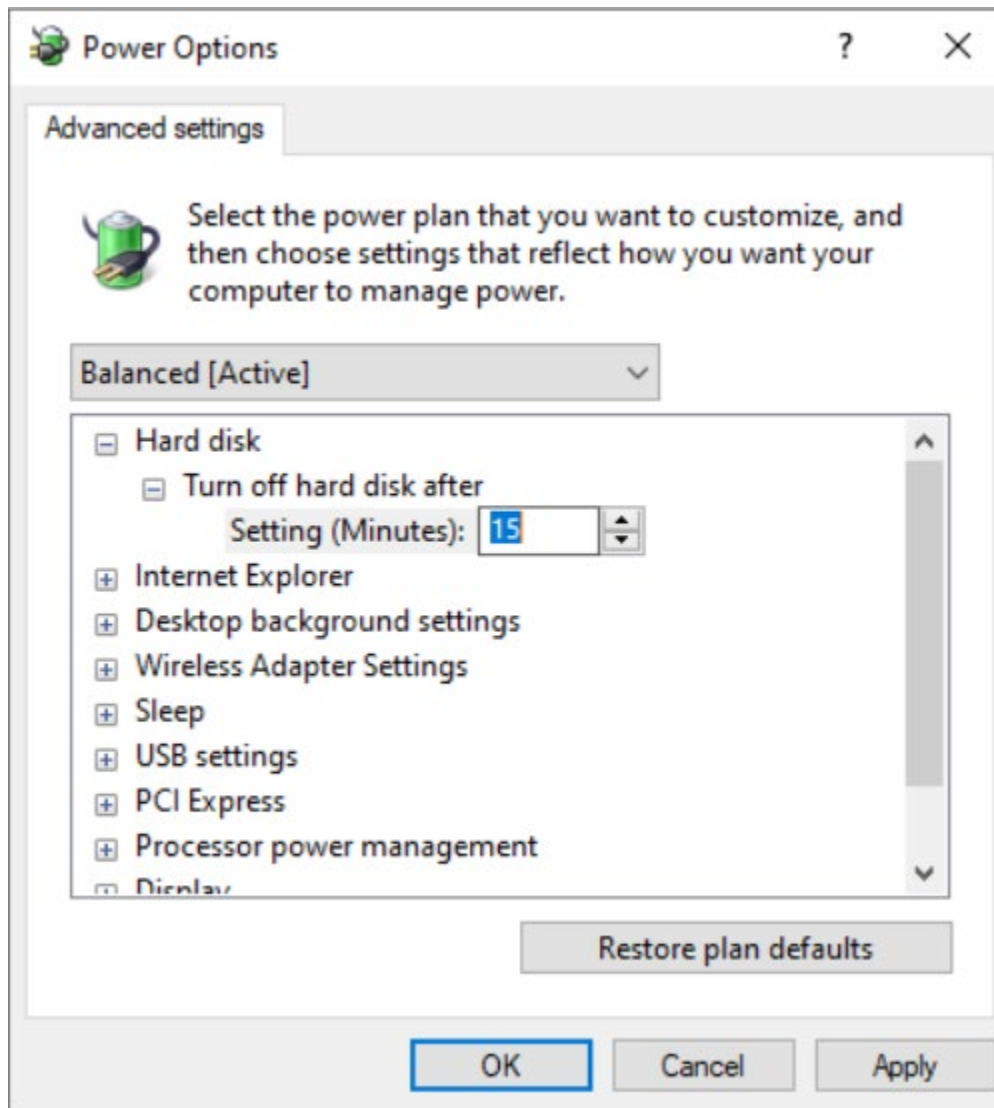
In the Power Options window, click the “Change plan settings” link next to whatever power plan you’re using.



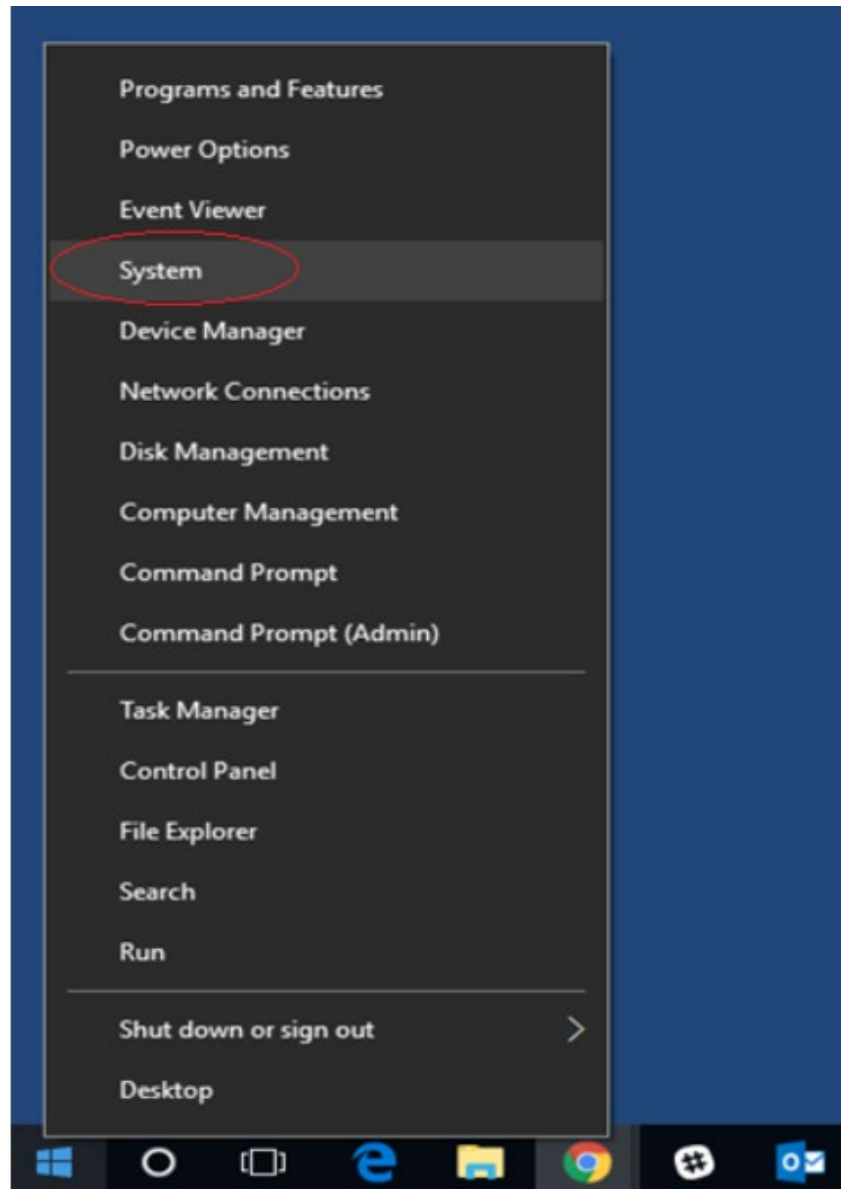
In the Edit Plan Settings window, click the “Change advanced power settings” link.



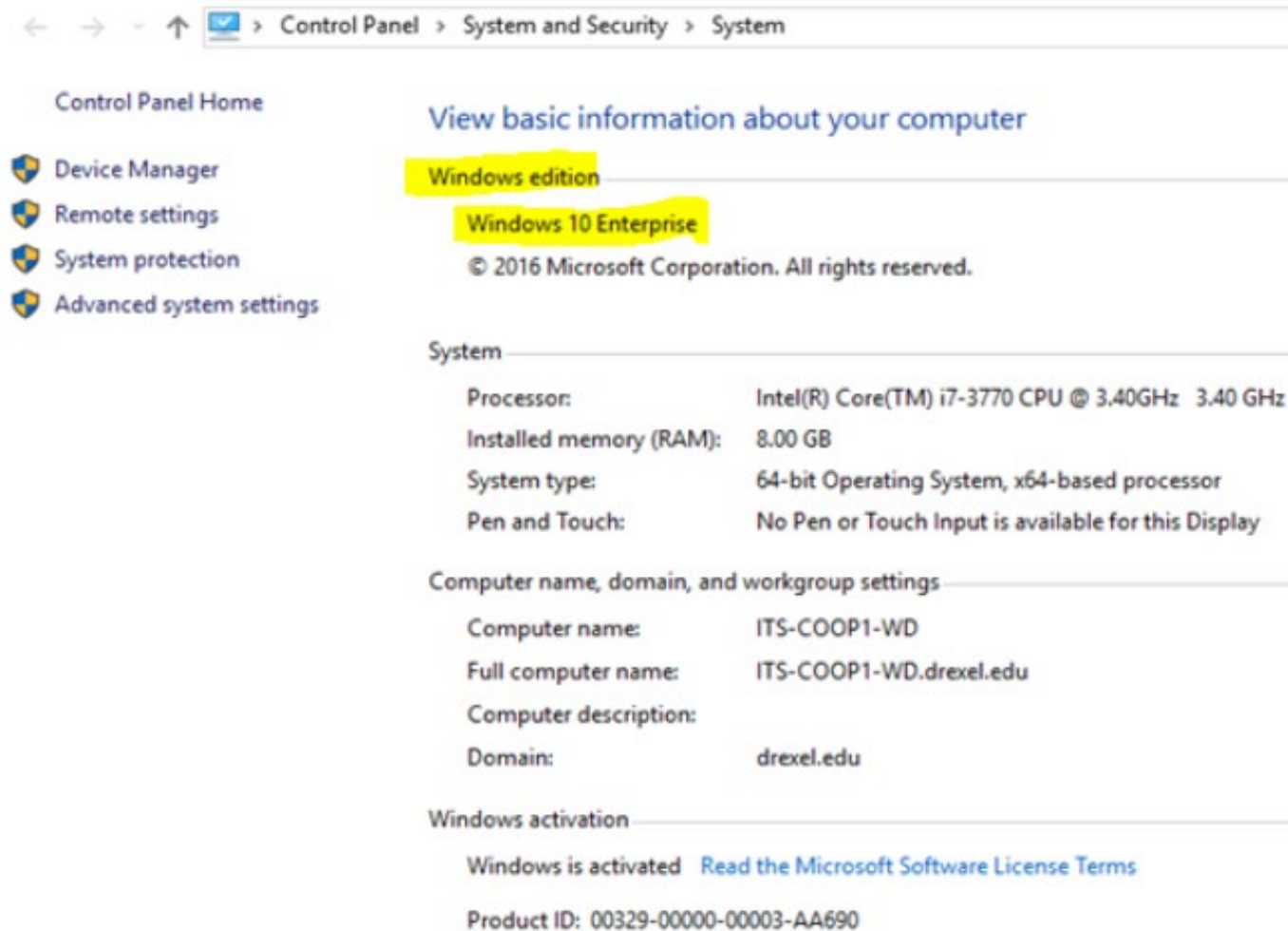
In the Power Options dialog, expand the “Display” item and you’ll see the new setting you added listed as “Console lock display off timeout.” Expand that and you can then set the timeout for however many minutes you want.



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 Control Panel window with the navigation path: Control Panel > System and Security > System. The left sidebar contains 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" and is divided into several sections. The "Windows edition" section, highlighted in yellow, shows "Windows 10 Enterprise" and the copyright notice "© 2016 Microsoft Corporation. All rights reserved." The "System" section lists hardware details: 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), and Pen and Touch (No Pen or Touch Input is available for this Display). The "Computer name, domain, and workgroup settings" section shows the Computer name (ITS-COOP1-WD), Full computer name (ITS-COOP1-WD.drexel.edu), Computer description, and Domain (drexel.edu). The "Windows activation" section indicates that Windows is activated, provides a link to "Read the Microsoft Software License Terms", and shows the 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

© 2016 Microsoft Corporation. All rights reserved.

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

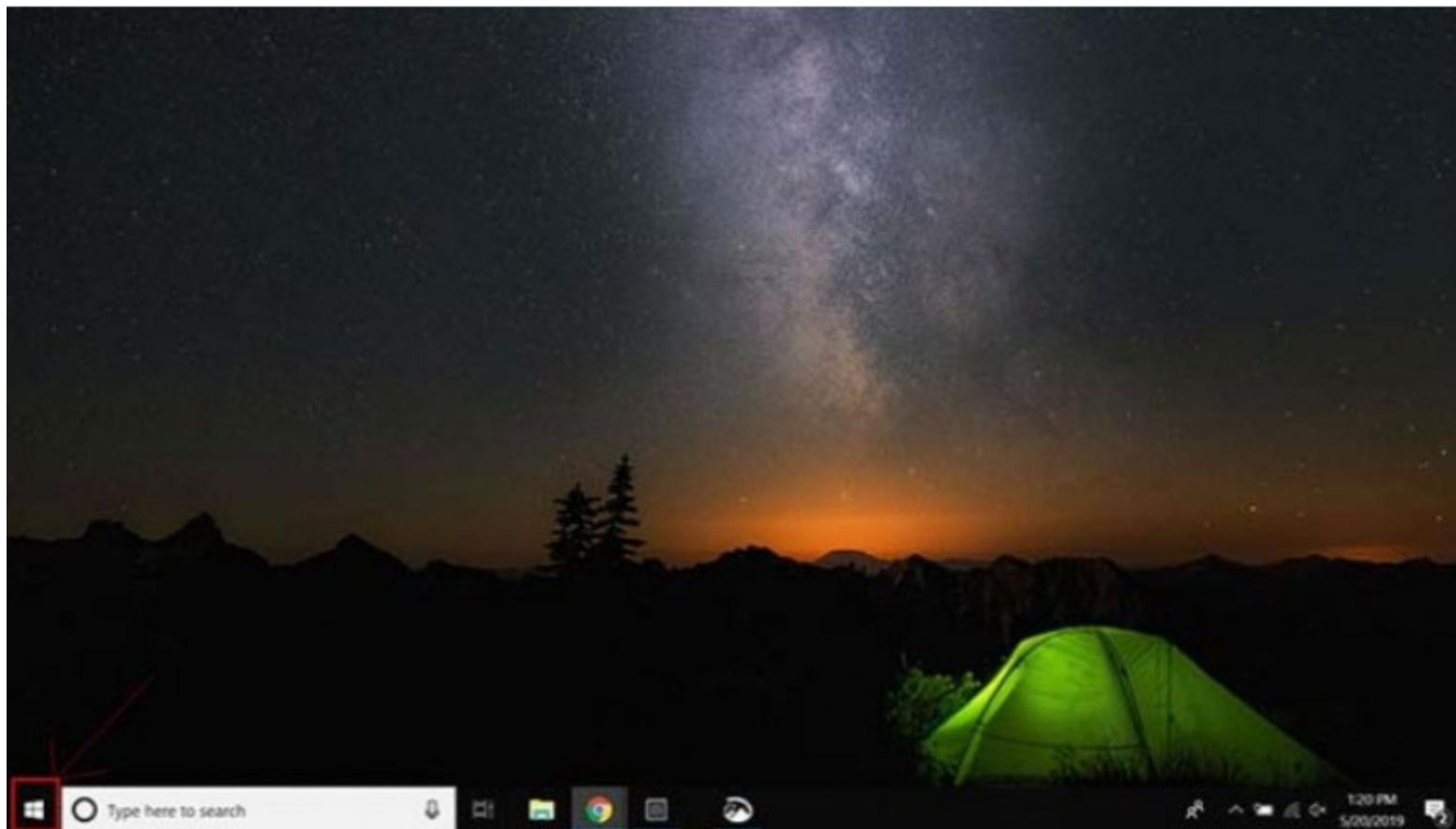
| | |
|-----------------------|-------------------------|
| Computer name: | ITS-COOP1-WD |
| Full computer name: | ITS-COOP1-WD.drexel.edu |
| Computer description: | |
| Domain: | drexel.edu |

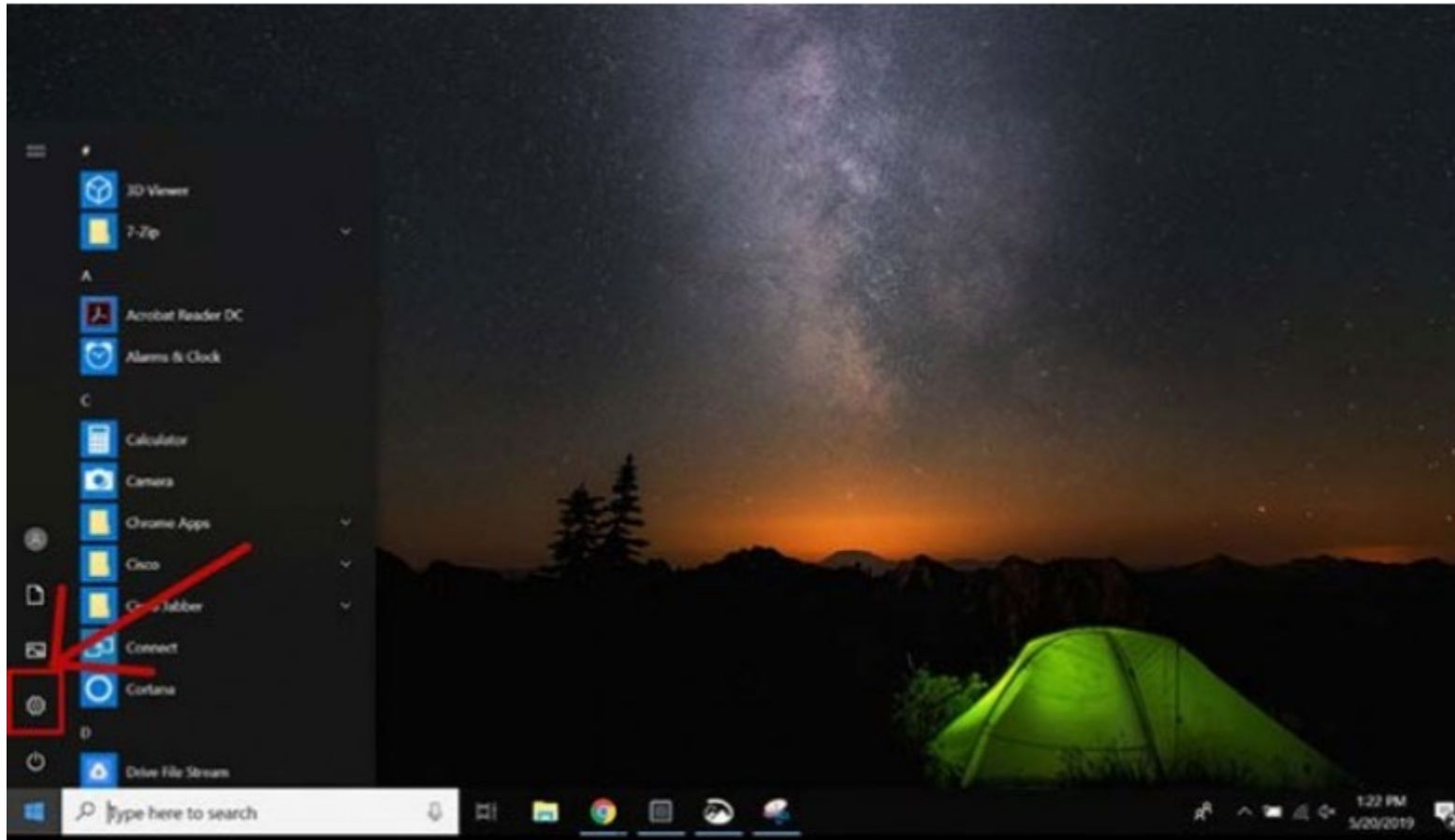
Windows activation

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

Product ID: 00329-00000-00003-AA690

How to Update Windows 10





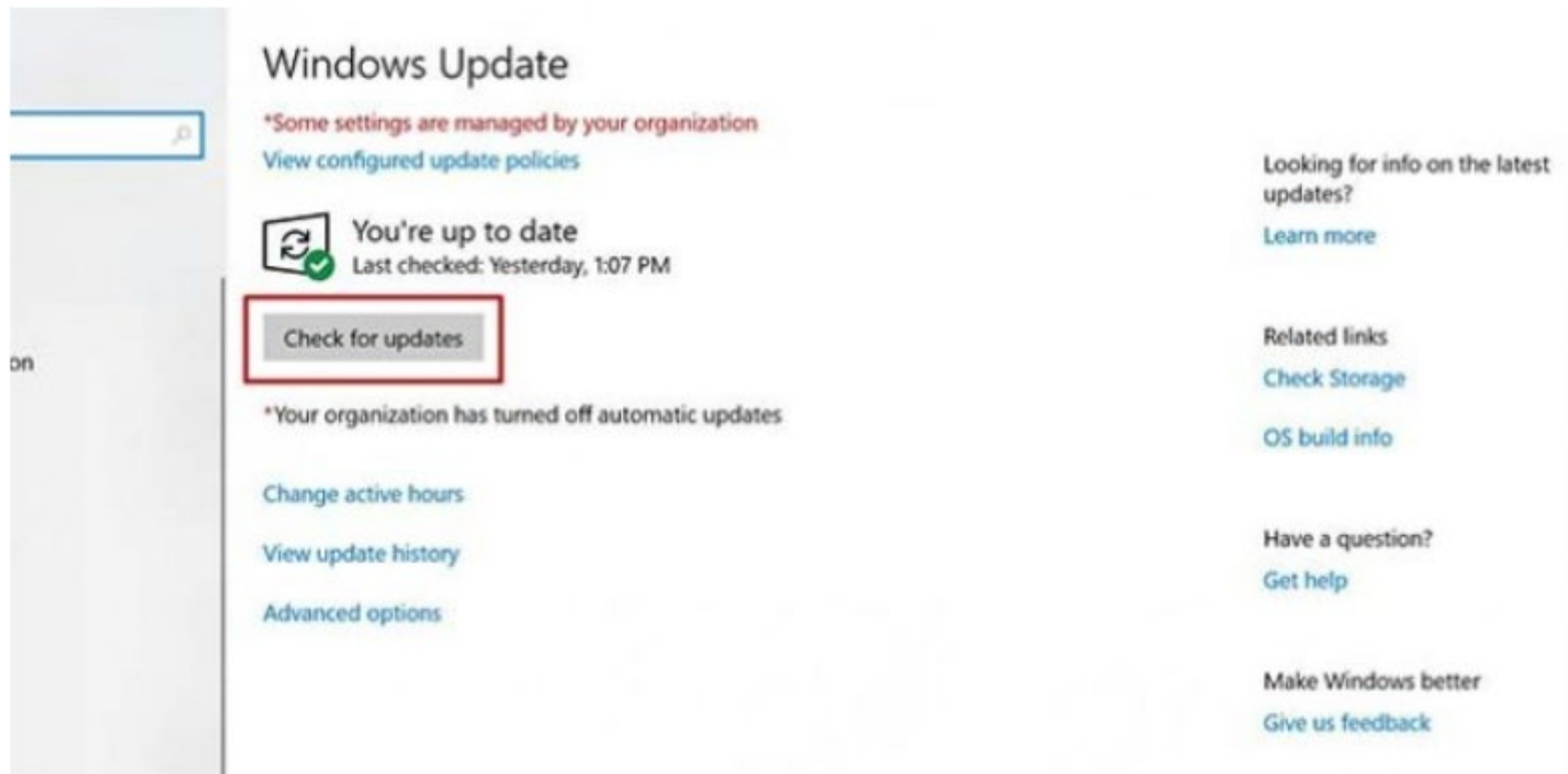
- Select the **Update and Security** icon



- 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.



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

MS

Muhammad Shakir

Sign out

ard Center

Search

on.pkg

shed 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.

Shepherd Center

Search

| | | |
|--|---|--|
| <div><div></div><div></div></div> | <div><div></div><div>iPad</div></div> | <div><div></div><div>ISMF3IS01ML</div></div> |
| <div><div></div><div>ISMF3IS109ML</div></div> | <div><div></div><div>ISMF3IS127ML</div></div> | <div><div></div><div>ISMF3IS222ML</div></div> |
| <div><div></div><div>ISMF3IS225ML</div></div> | <div><div></div><div>ISMF3IS245ML</div></div> | <div><div></div><div>ISMF3IS26WD</div></div> |
| <div><div></div><div>ISMF3IS354ML</div></div> | <div><div></div><div>ISMF3IS386ML</div></div> | <div><div></div><div>ISMF3IS413ML</div><div>Checking access</div><div></div></div> |
| <div><div></div><div>ISMF3IS724ML</div></div> | <div><div></div><div>ISMF3IS75ML</div></div> | <div><div></div><div>ISMF3IS785ML</div><div>Checking access</div><div></div></div> |
| <div><div></div><div>ISMF3IS798ML</div><div>Checking access</div><div></div></div> | <div><div></div><div>ISMF3IS898ML</div></div> | <div><div></div><div>ISMF6RS01ML</div></div> |

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

The screenshot shows a web browser window with the address bar displaying `portal.manage.microsoft.com/devices`. The page header includes the "Shepherd Center" logo and a search bar. The main content area displays a grid of device tiles. A central modal dialog is open, titled "Which device are you using?". The dialog contains instructions to select a device from the list or click "My device isn't listed here". It lists "Your managed MacOS devices" with a "refresh" link, showing "Danny Housley's MacBook Pro - Apple MacBook Pro" added on 2/8/2021, 11:57:49 AM. Below this, it says "Adding this device lets Shepherd Center make sure that your device is allowed to access resources like email and apps." and "To get started, click **Download** to install the Company Portal app. Learn more about how to install the Company Portal app." At the bottom of the dialog are "Download" and "Cancel" buttons. The device tiles in the background include "Danny Housley's MacBook Pro", "iPad", "ISMF3IS01ML", "ISMF3IS109ML", "ISMF3IS225ML", "ISMF3IS354ML", "ISMF3IS724ML", "ISMF3IS798ML" (Checking access), "ISMF6RS57ML", "ISMF3IS222ML", "ISMF3IS26WD", "ISMF3IS413ML" (Checking access), "ISMF3IS785ML" (Checking access), and "ISMF6RS01ML". At the bottom of the page, there is a footer with "Shepherd Center Privacy Terms", "Feedback", and "© 2021 Microsoft. All rights reserved."

Microsoft Intune Web Company Portal x +

portal.manage.microsoft.com/devices

Shepherd Center

Search

Danny Housley's MacBook Pro

iPad

ISMF3IS01ML

ISMF3IS109ML

ISMF3IS225ML

ISMF3IS354ML

ISMF3IS724ML

ISMF3IS798ML
Checking access

ISMF6RS57ML

ISMF3IS222ML

ISMF3IS26WD

ISMF3IS413ML
Checking access

ISMF3IS785ML
Checking access

ISMF6RS01ML

Which device are you using?

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.

Your managed MacOS devices (refresh)

☐ Danny Housley's MacBook Pro - Apple MacBook Pro
Added on: 2/8/2021, 11:57:49 AM

☒ My device isn't listed here

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.

What does enrolling and identifying my device do?

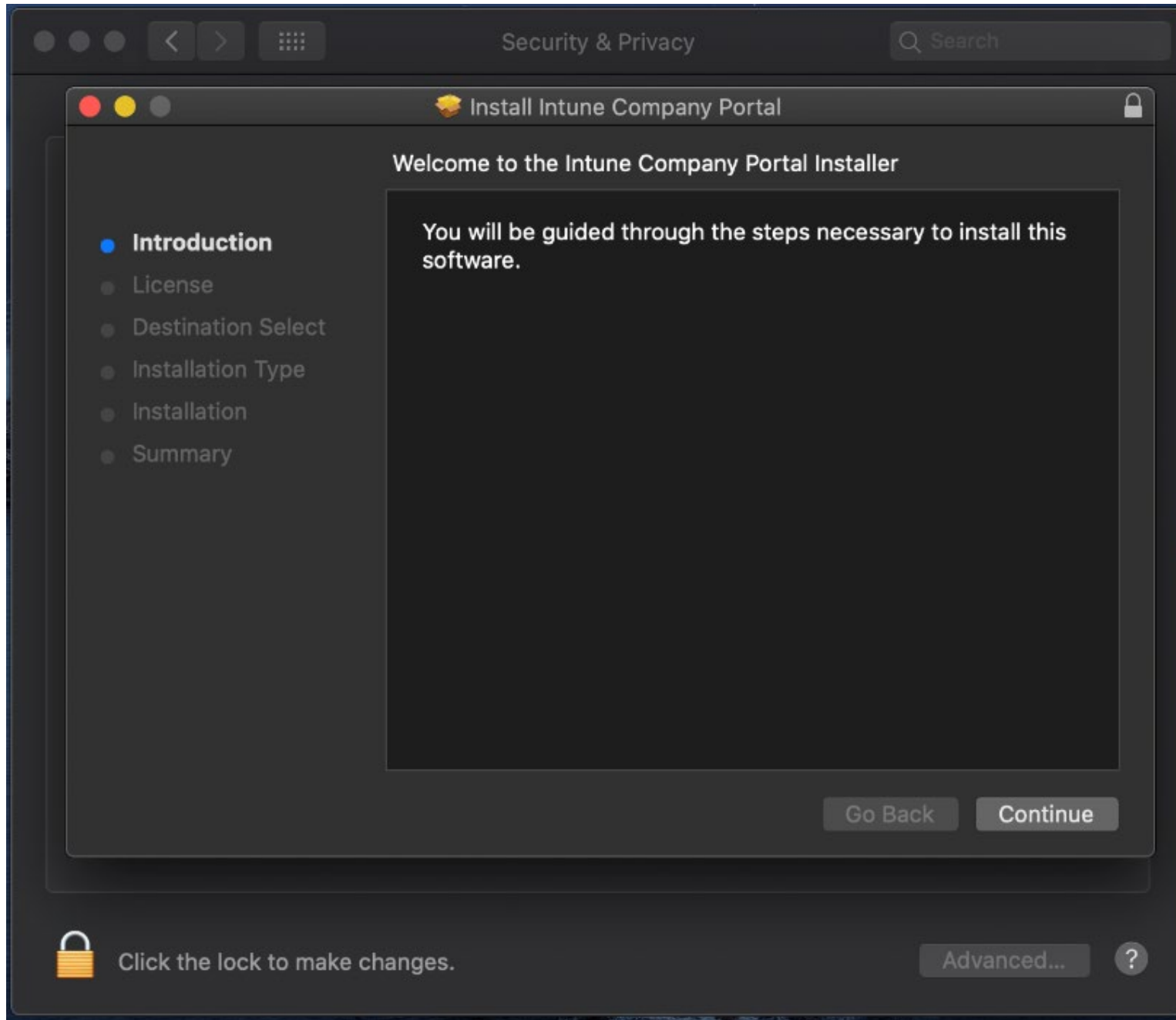
Download Cancel

Muhammad.Shakir_AndroidForWork_2/24/2020_3:49 PM

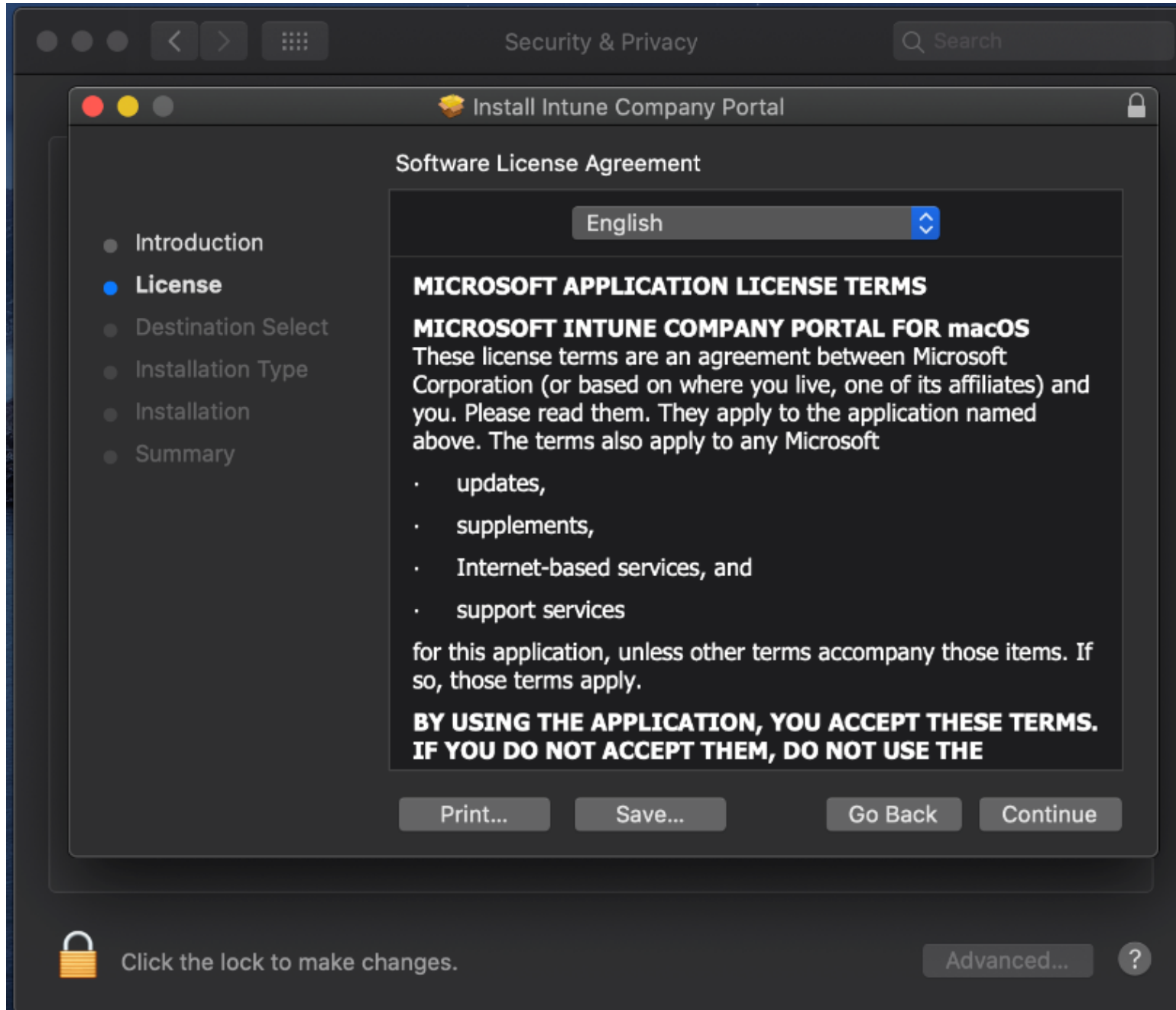
Tap here to tell us which device you're using or add a new device.

Shepherd Center Privacy Terms Feedback © 2021 Microsoft. All rights reserved.

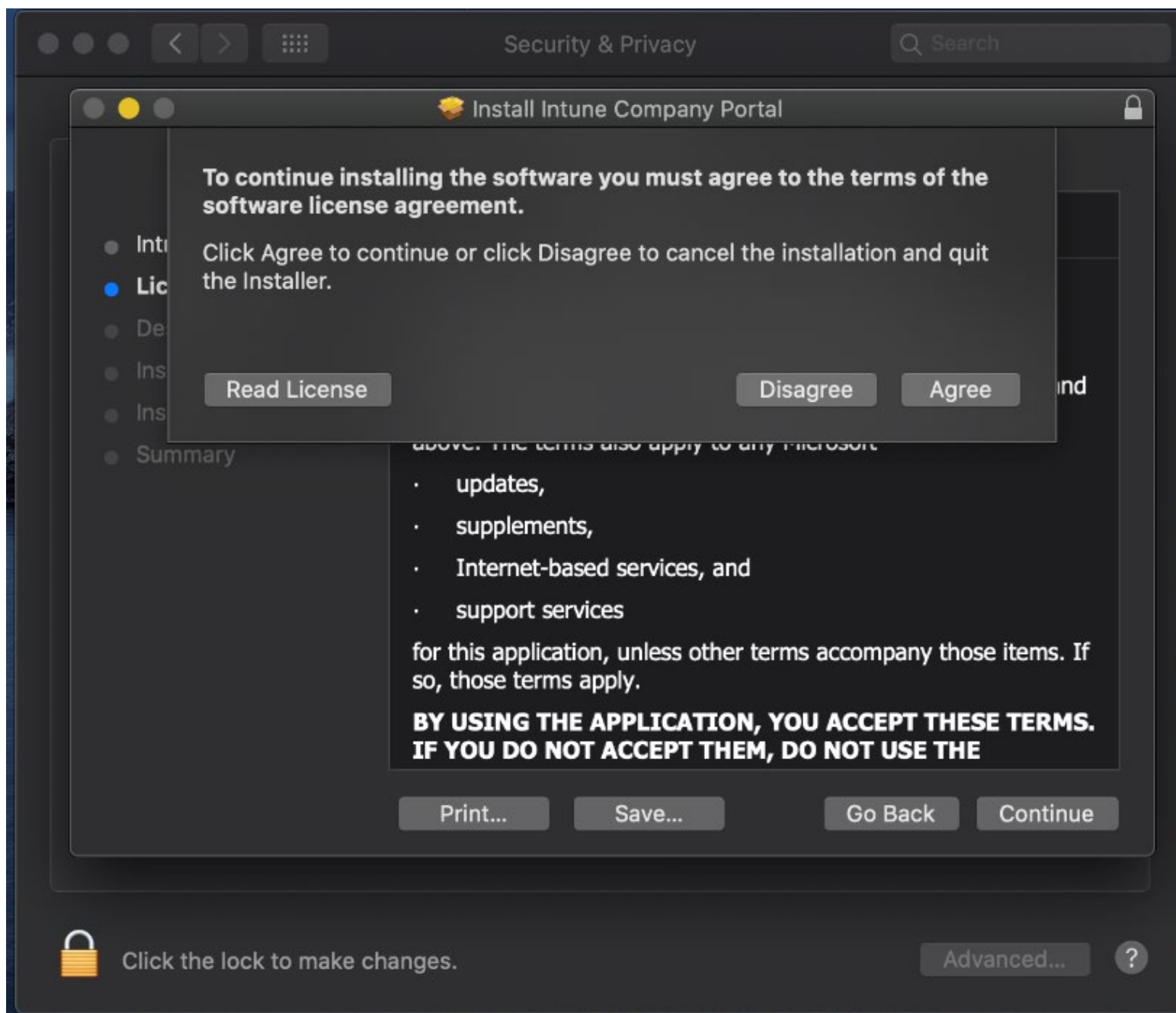
Once the file has been downloaded click the file to begin the installation process. Click "Continue" to begin



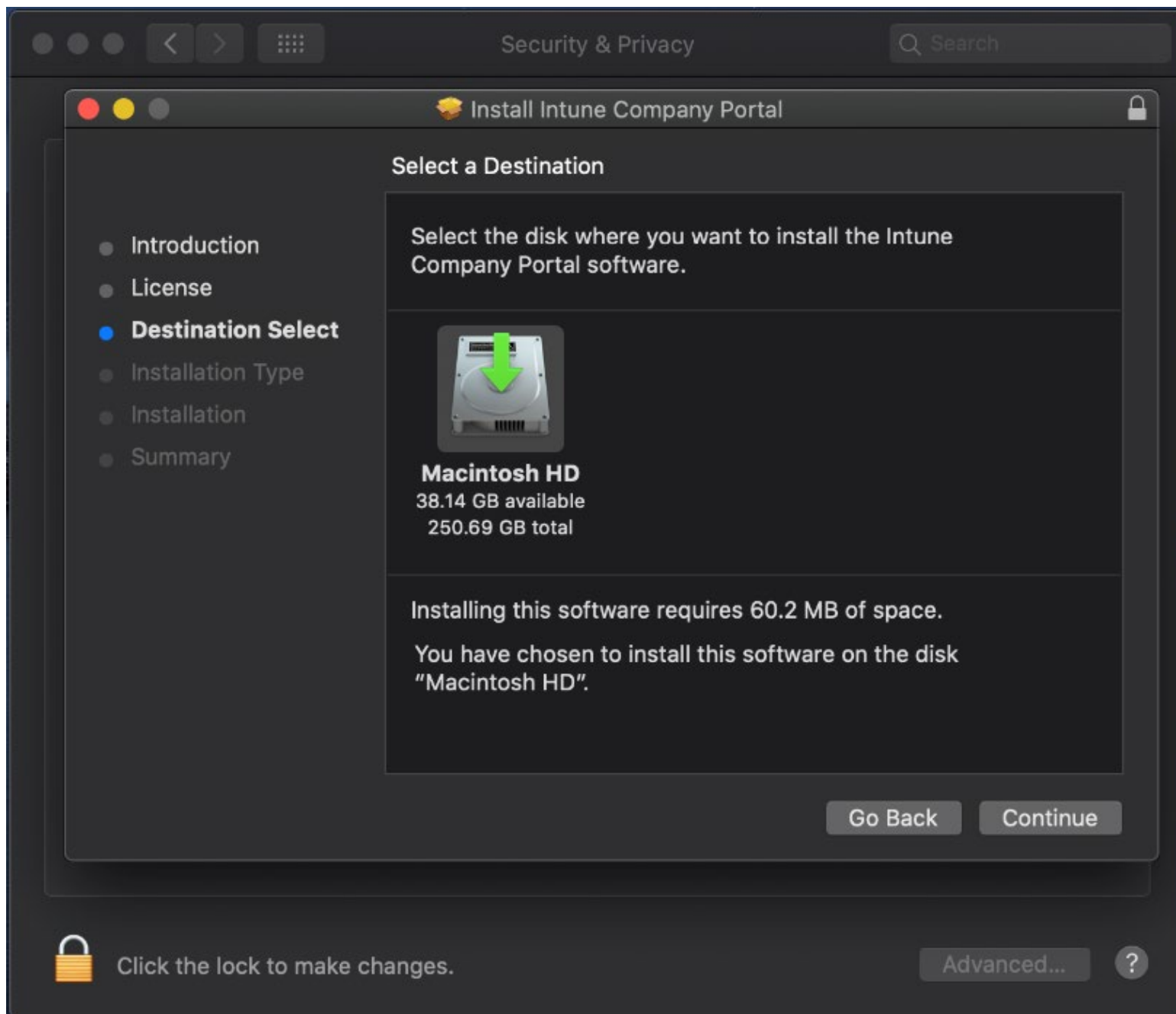
Click "Continue" again



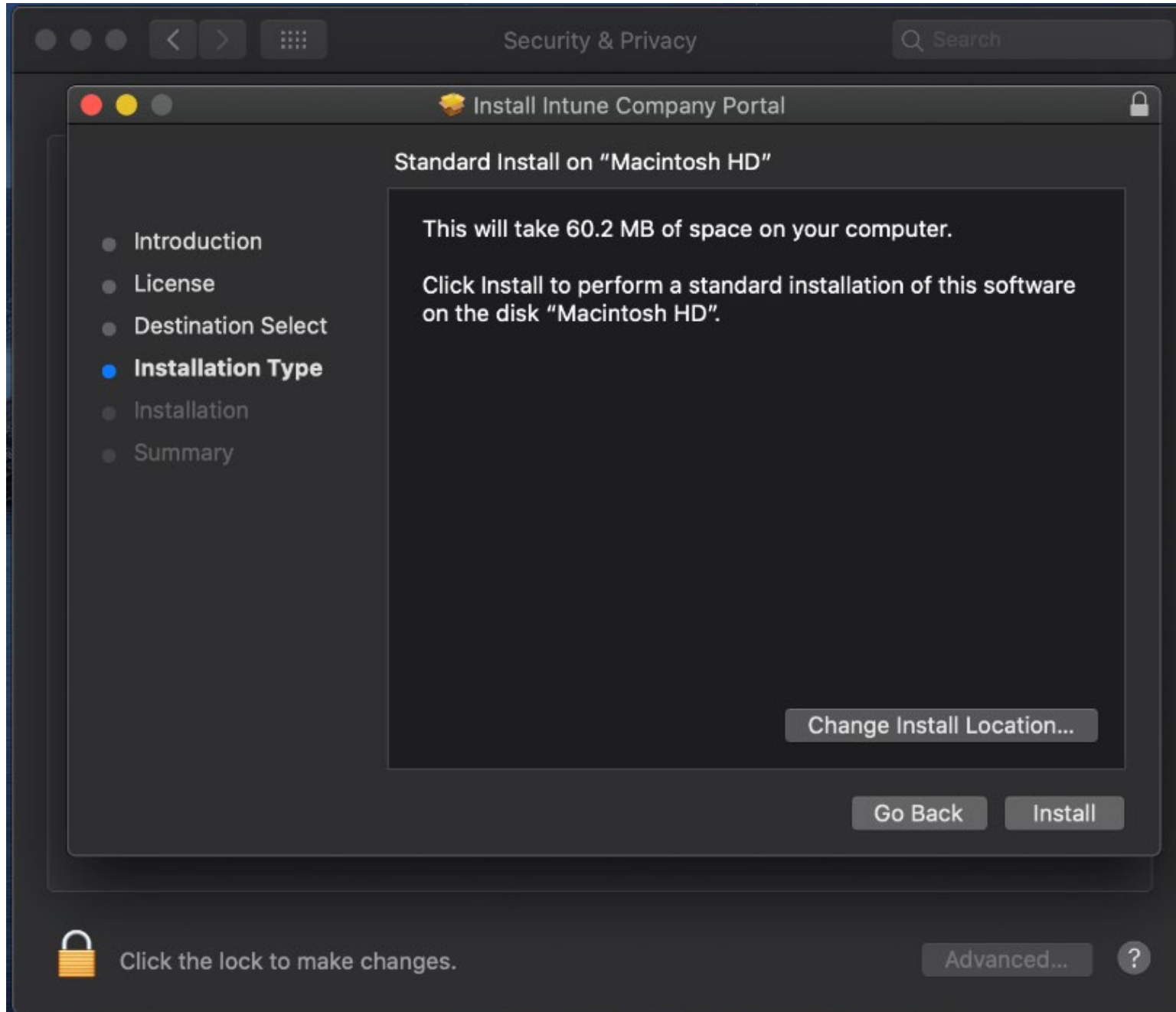
Click "Agree" to the terms



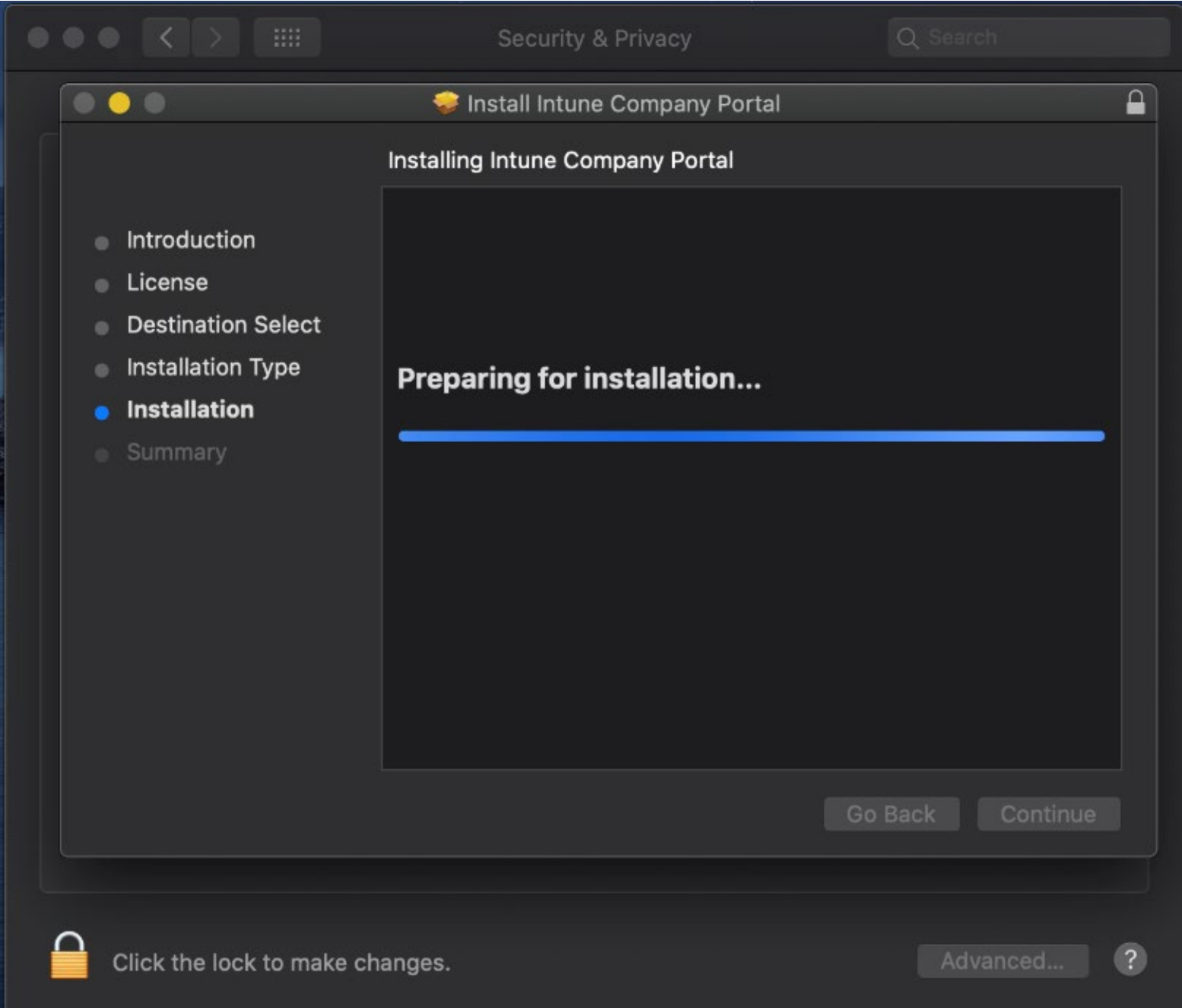
Select the Drive where you want the files to be installed and hit continue.



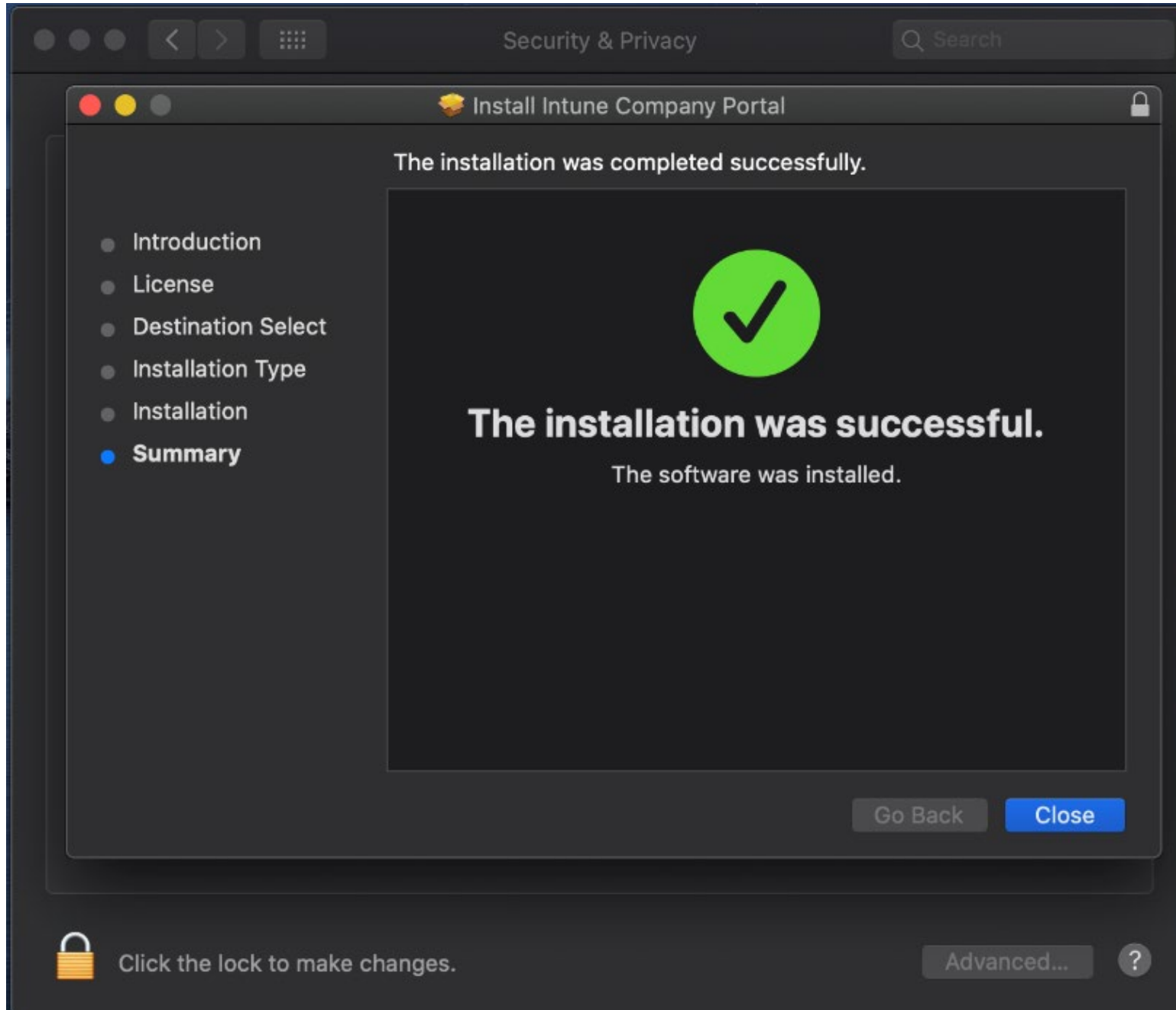
Click "Install" to start the installation



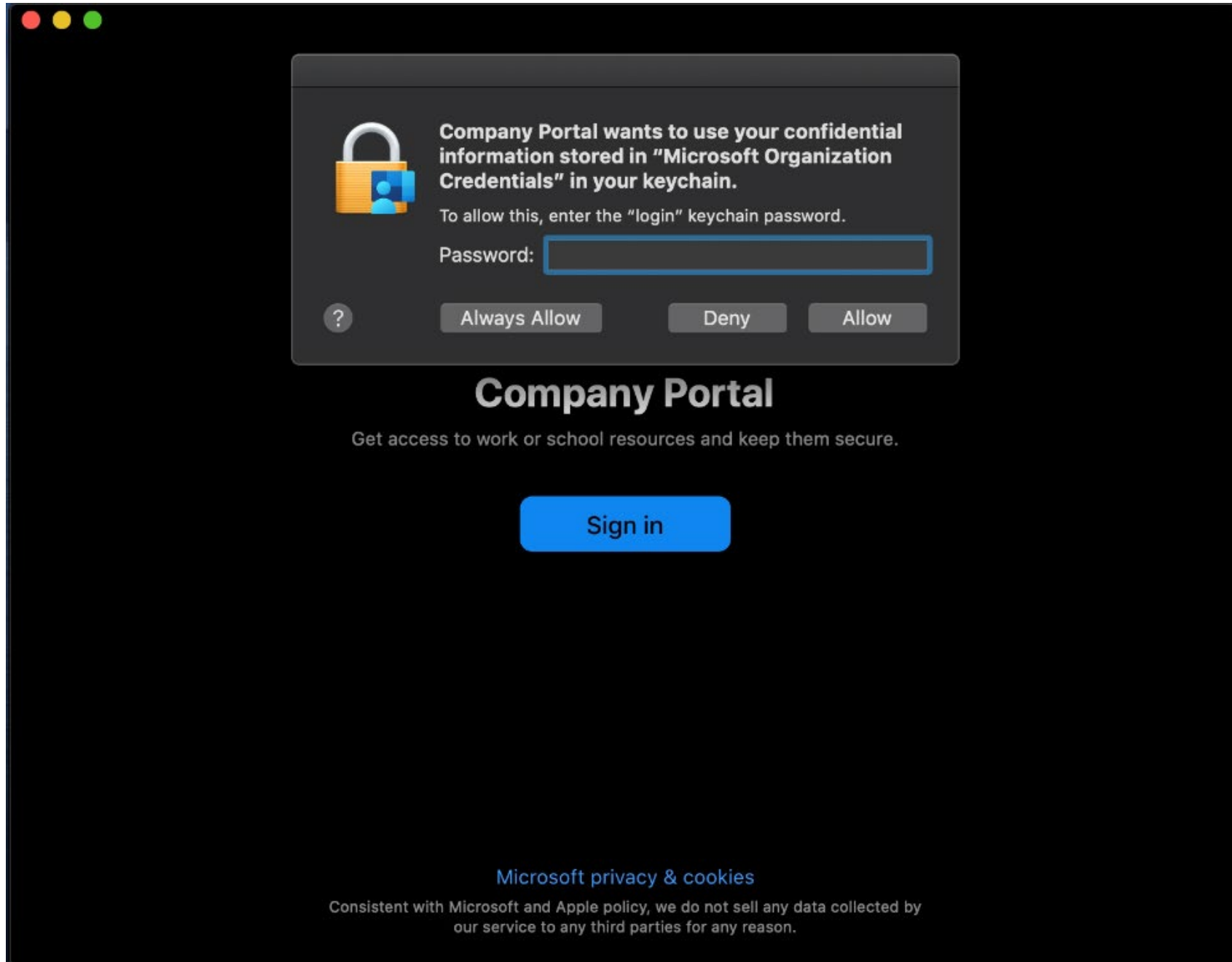
Allow the installation to complete



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.



Log in with your Shepherd E-mail and password.

Microsoft Intune

 Microsoft

Sign in

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

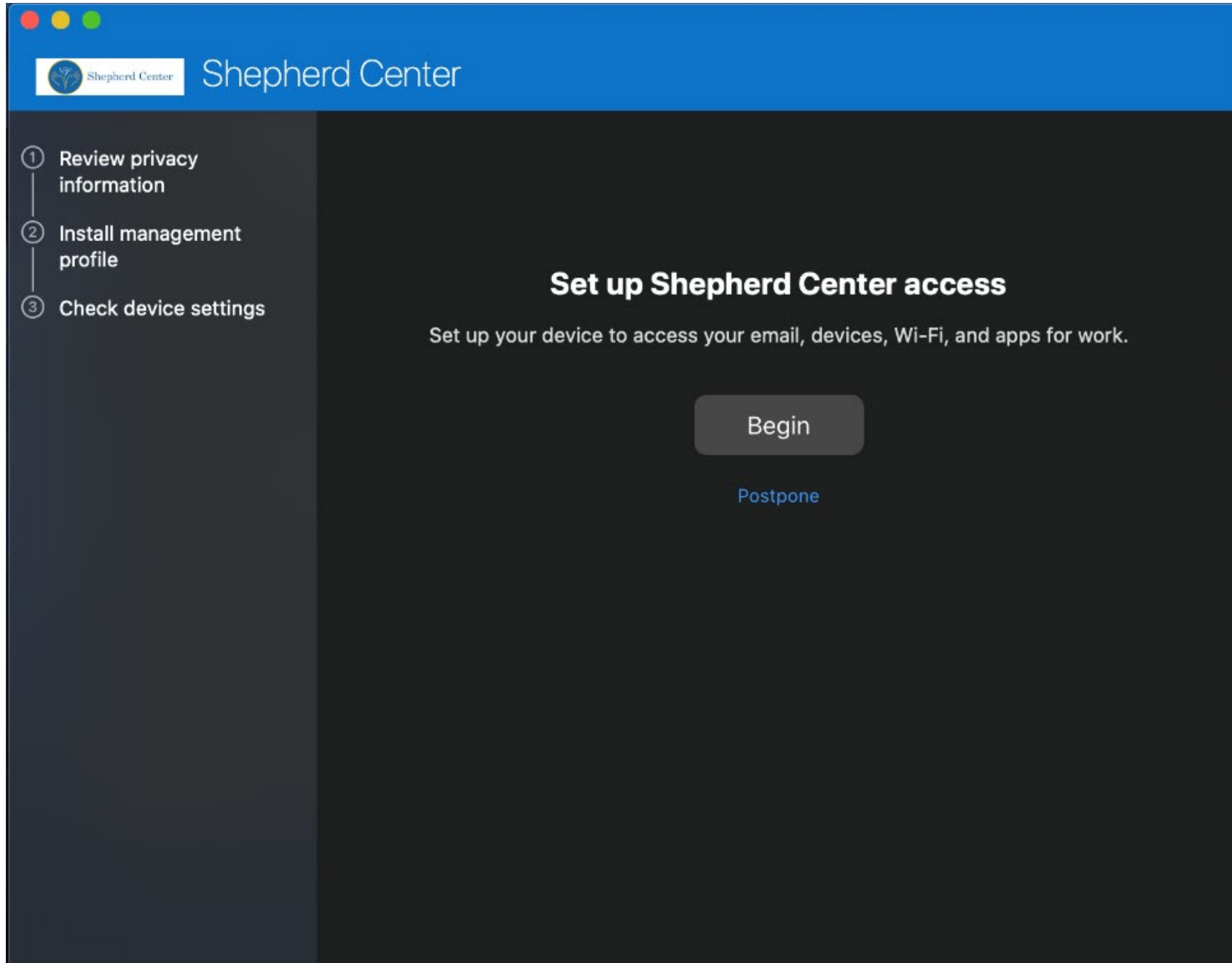
[Sign in from another device](#)

Next


Cancel sign-in

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

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:

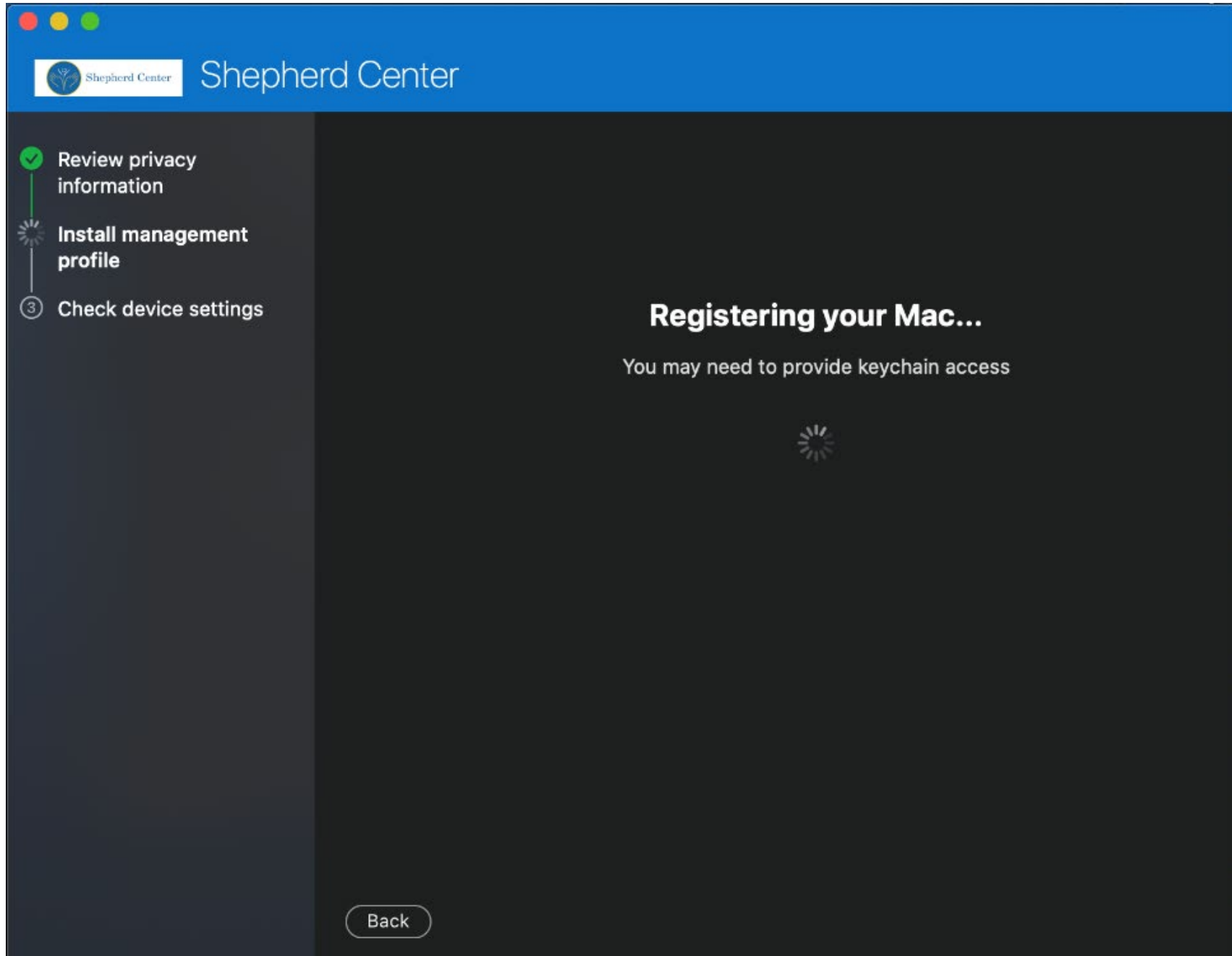
- View the model, serial number, and operating system
- See the names of apps you've installed
- Identify your device by name
- Reset lost or stolen device to factory settings

[Learn more](#)

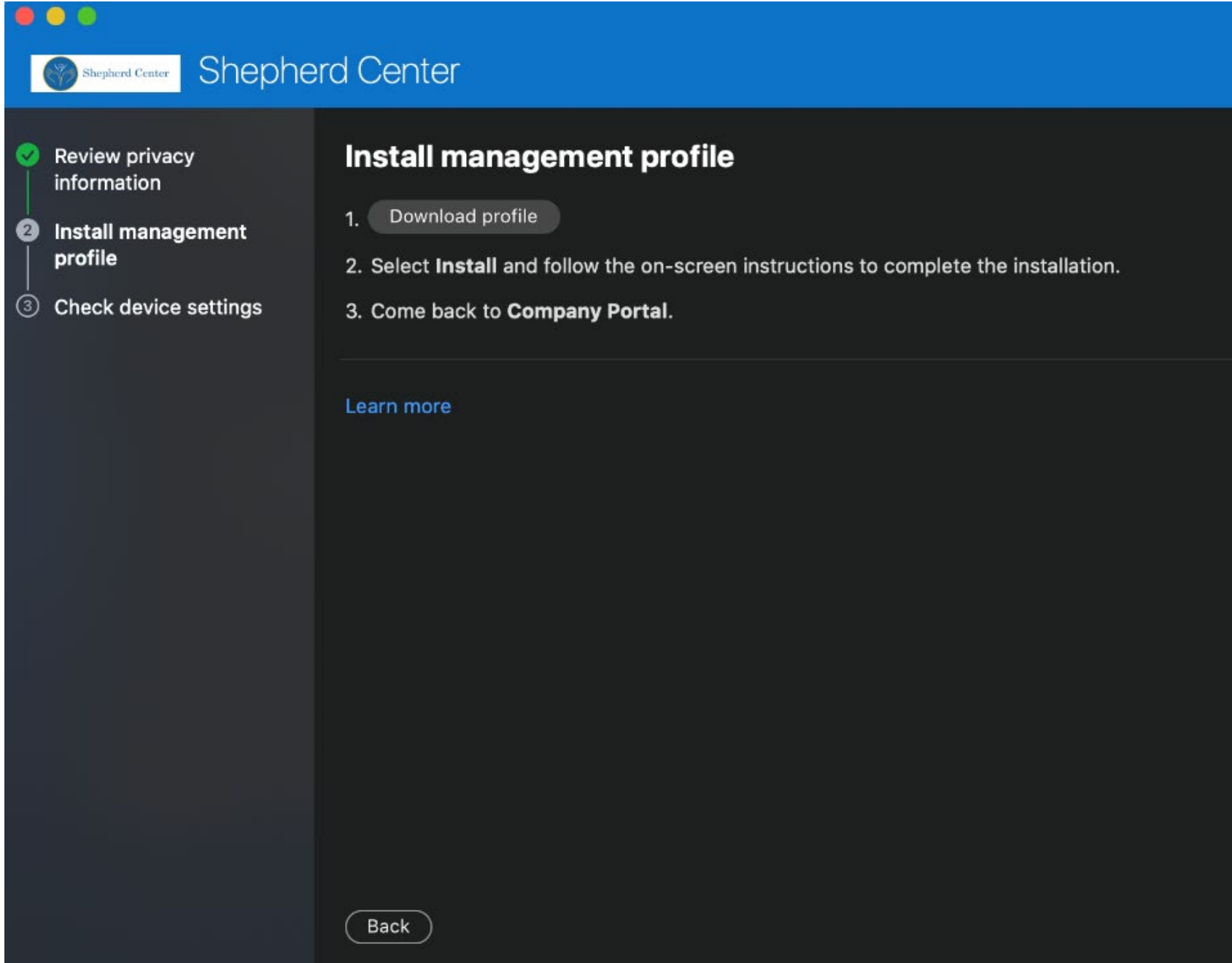
Back

Continue

Your device will begin registering to Intune.



Download the Management Profile by Clicking "Download Profile"



The screenshot shows a web application interface for the Shepherd Center. The top header is blue with the Shepherd Center logo and name. A dark sidebar on the left contains a vertical list of three steps: 'Review privacy information' (marked with a green checkmark), 'Install management profile' (marked with a grey circle containing the number 2), and 'Check device settings' (marked with a grey circle containing the number 3). The main content area has a dark background and features the heading 'Install management profile'. Below this heading is a numbered list of three steps: 1. 'Download profile' (with 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 list. At the bottom left of the main area is a 'Back' button.

Shepherd Center

Review privacy information

2 Install management profile

3 Check device settings

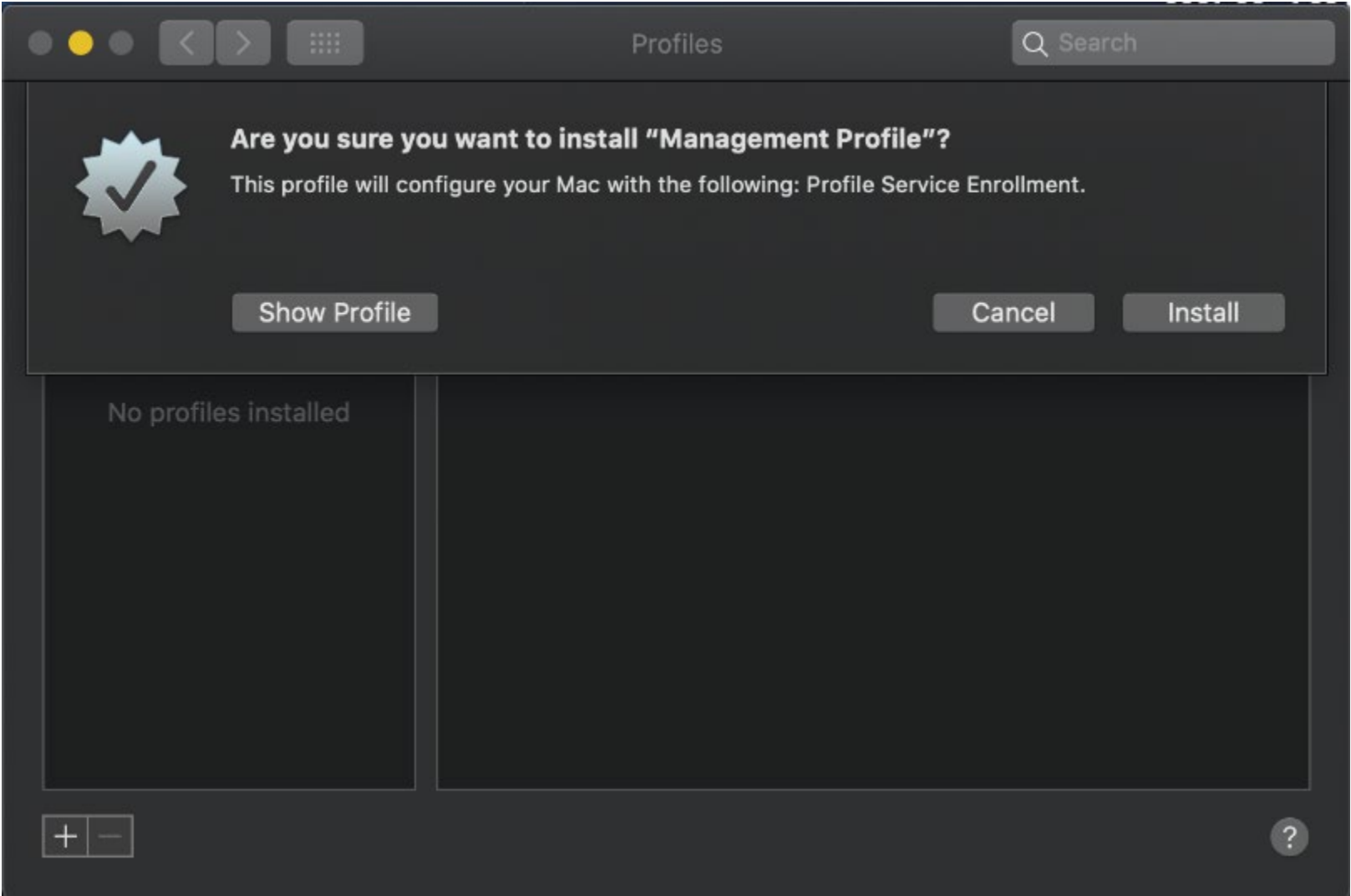
Install management profile

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

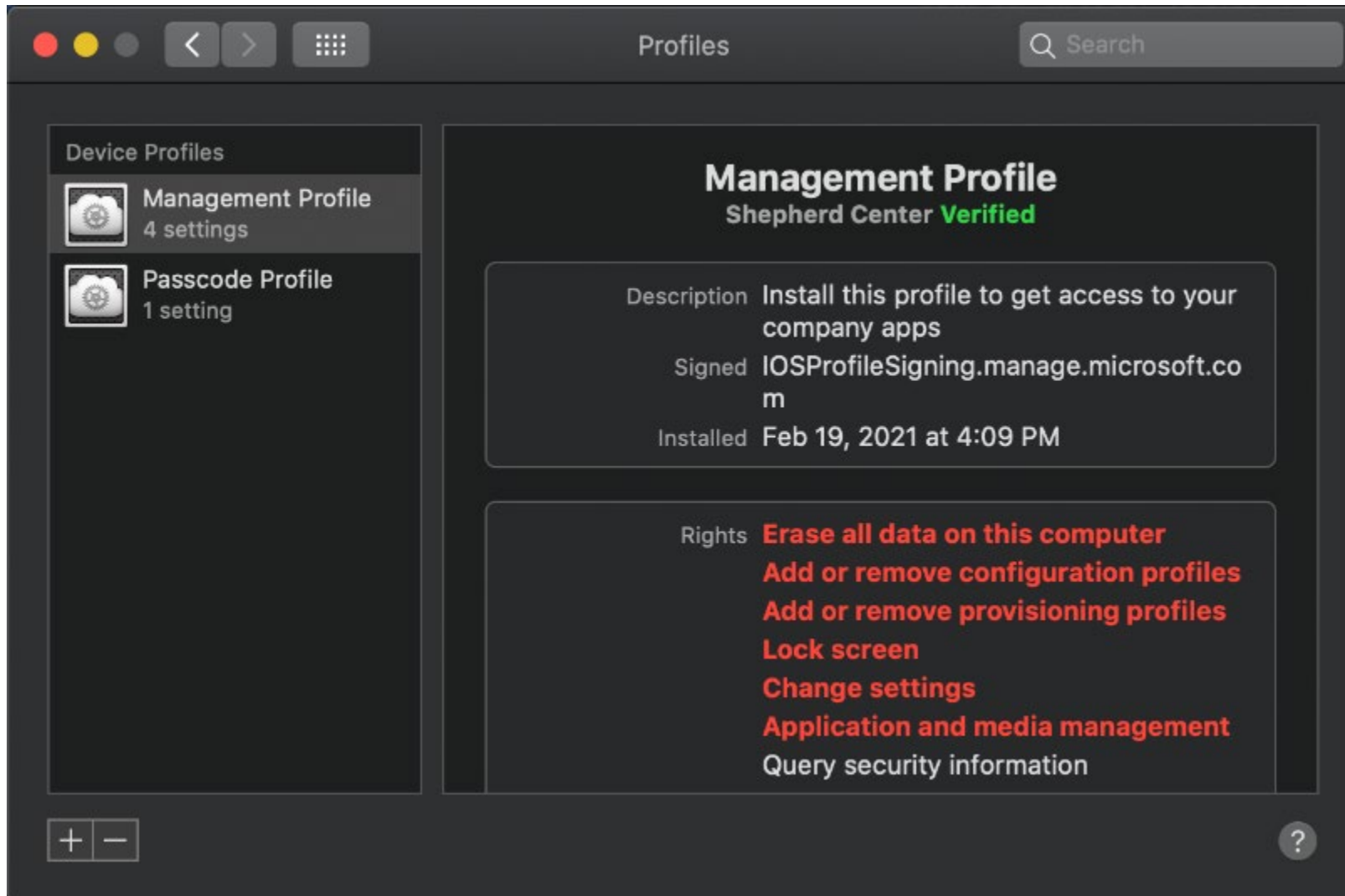
[Learn more](#)

[Back](#)

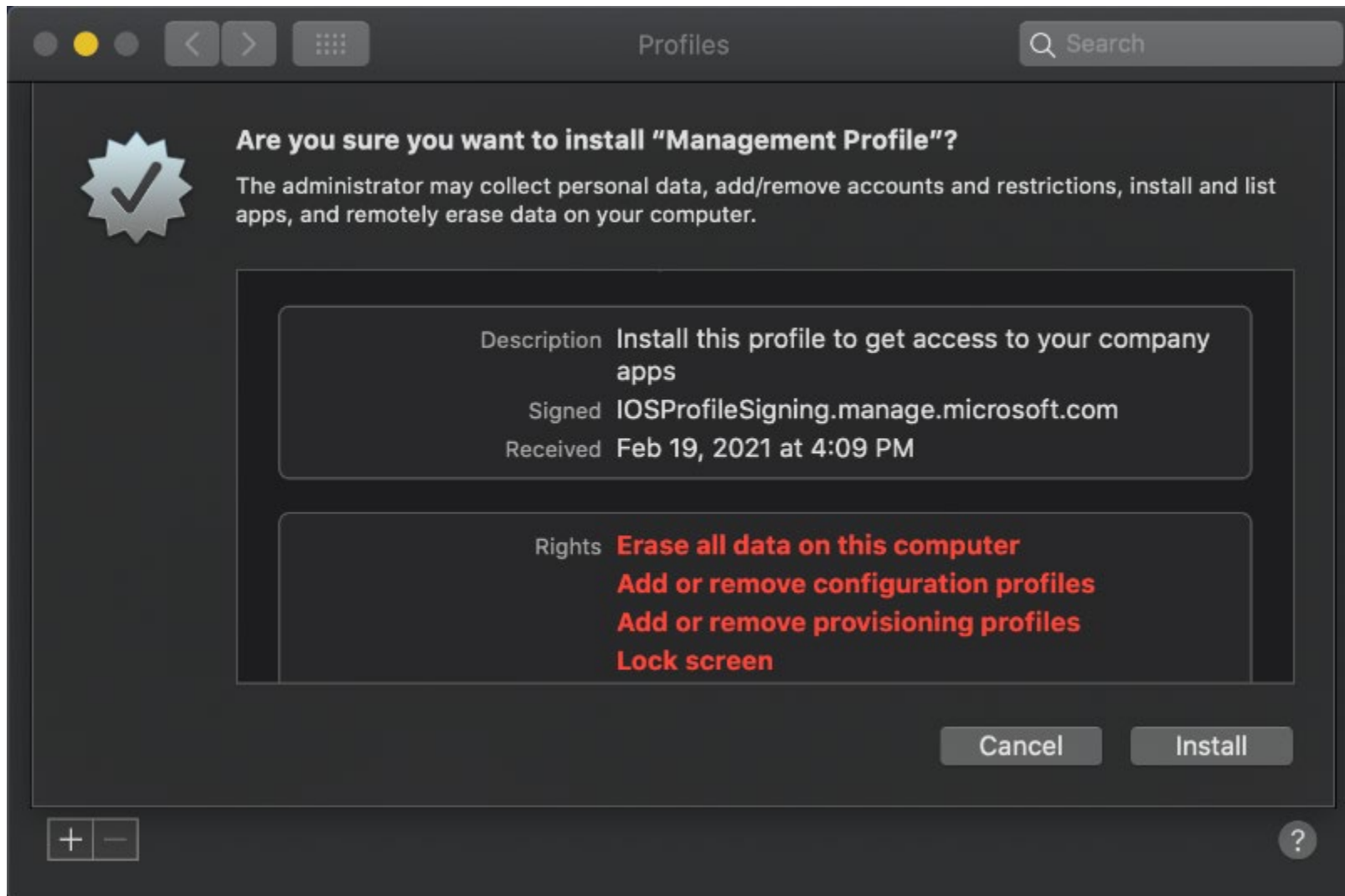
After the file is downloaded you will need to install the management profile by clicking "Install"



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



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

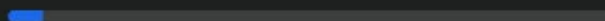




- ✓ Review privacy information
- ✓ Install management profile
- 3 Check device settings

Check device settings

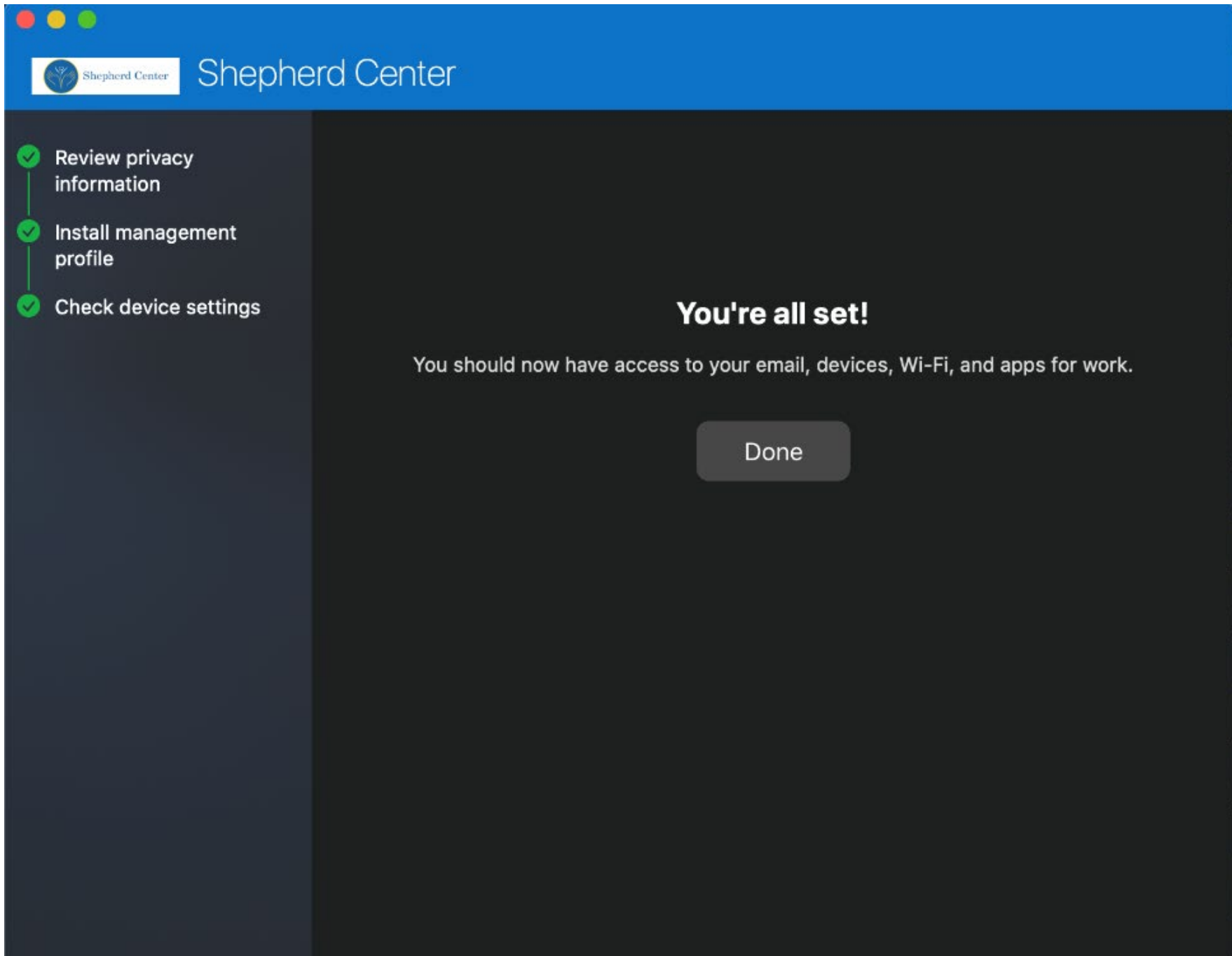
We are checking whether your device meets Shepherd Center compliance and security policies. This may take a few minutes.



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

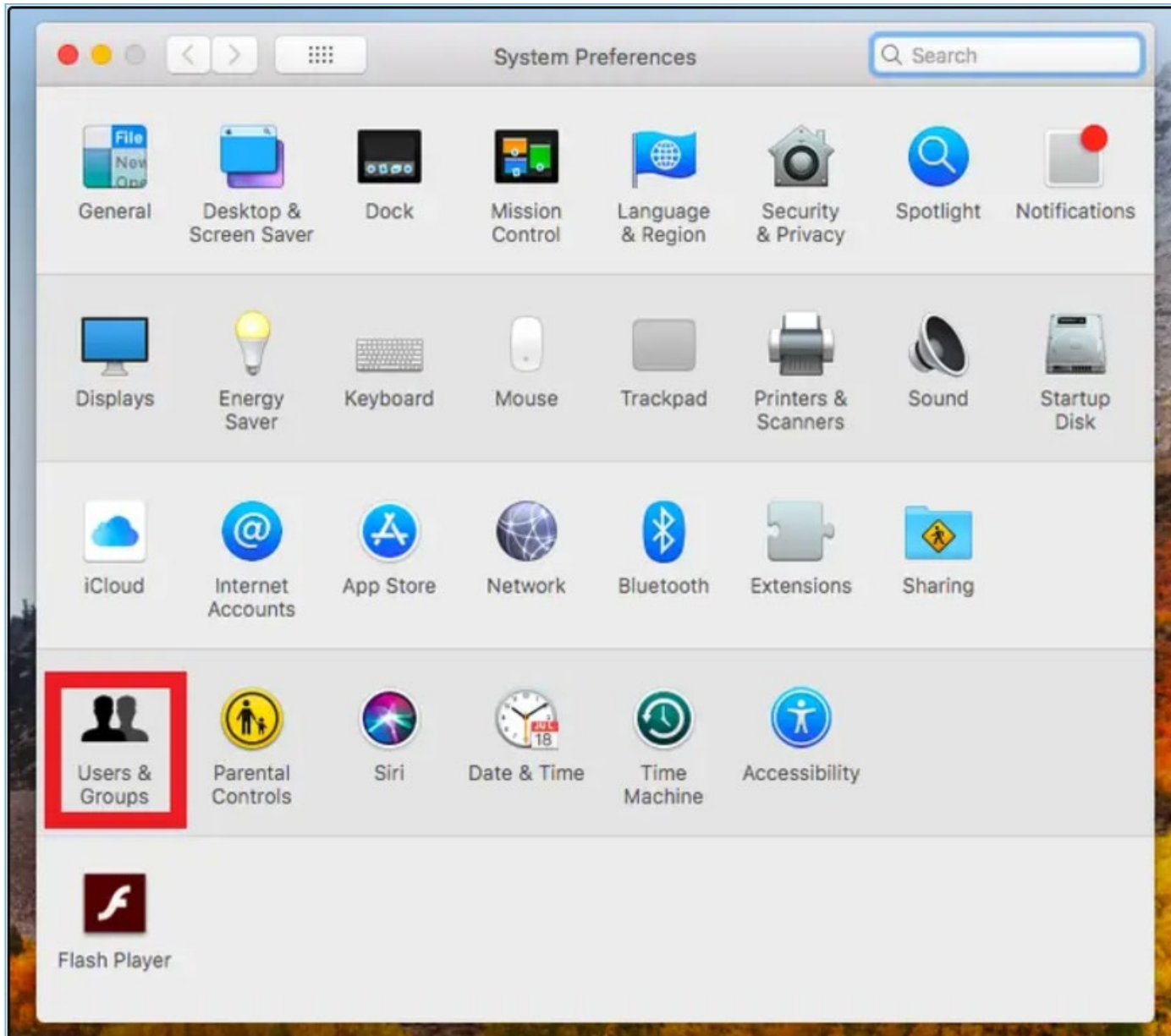
Back

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

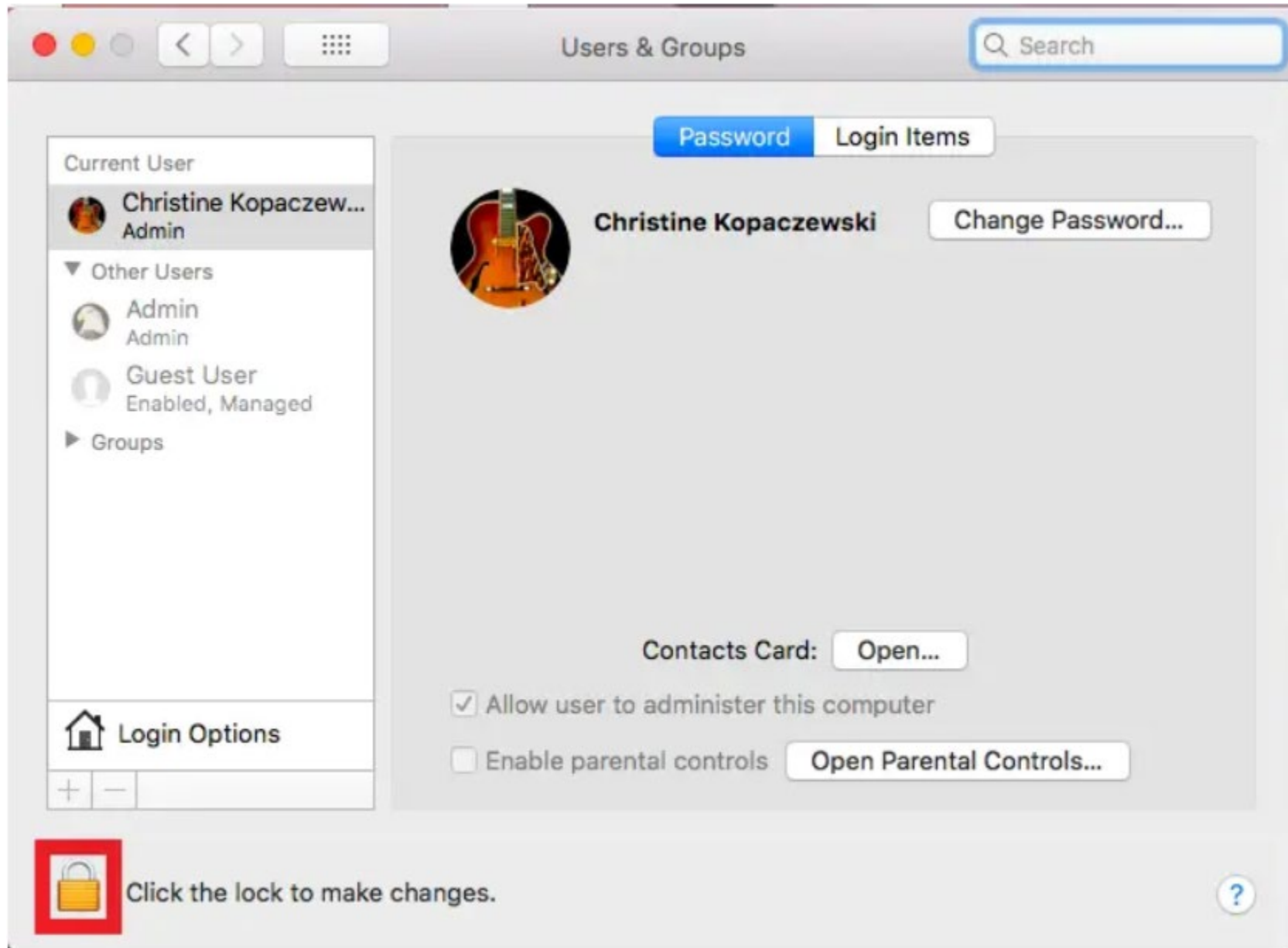


How to Change your macOS password:

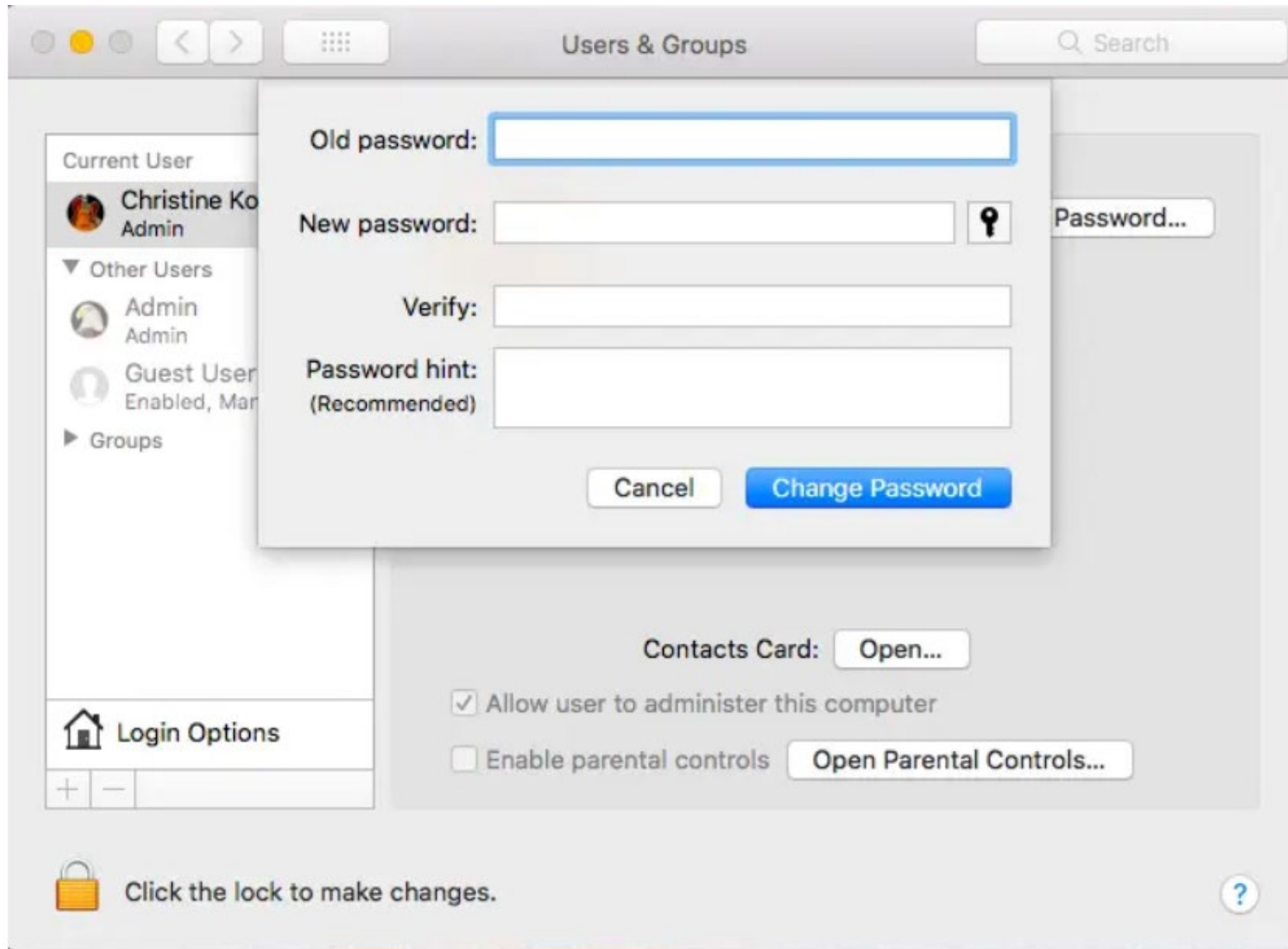
1. Open the Apple menu (the Apple logo at the top-left of your screen) and choose "System Preferences." You may also have it pinned to your menu bar (it's a gray gear).
2. Click "Users & Groups."



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.

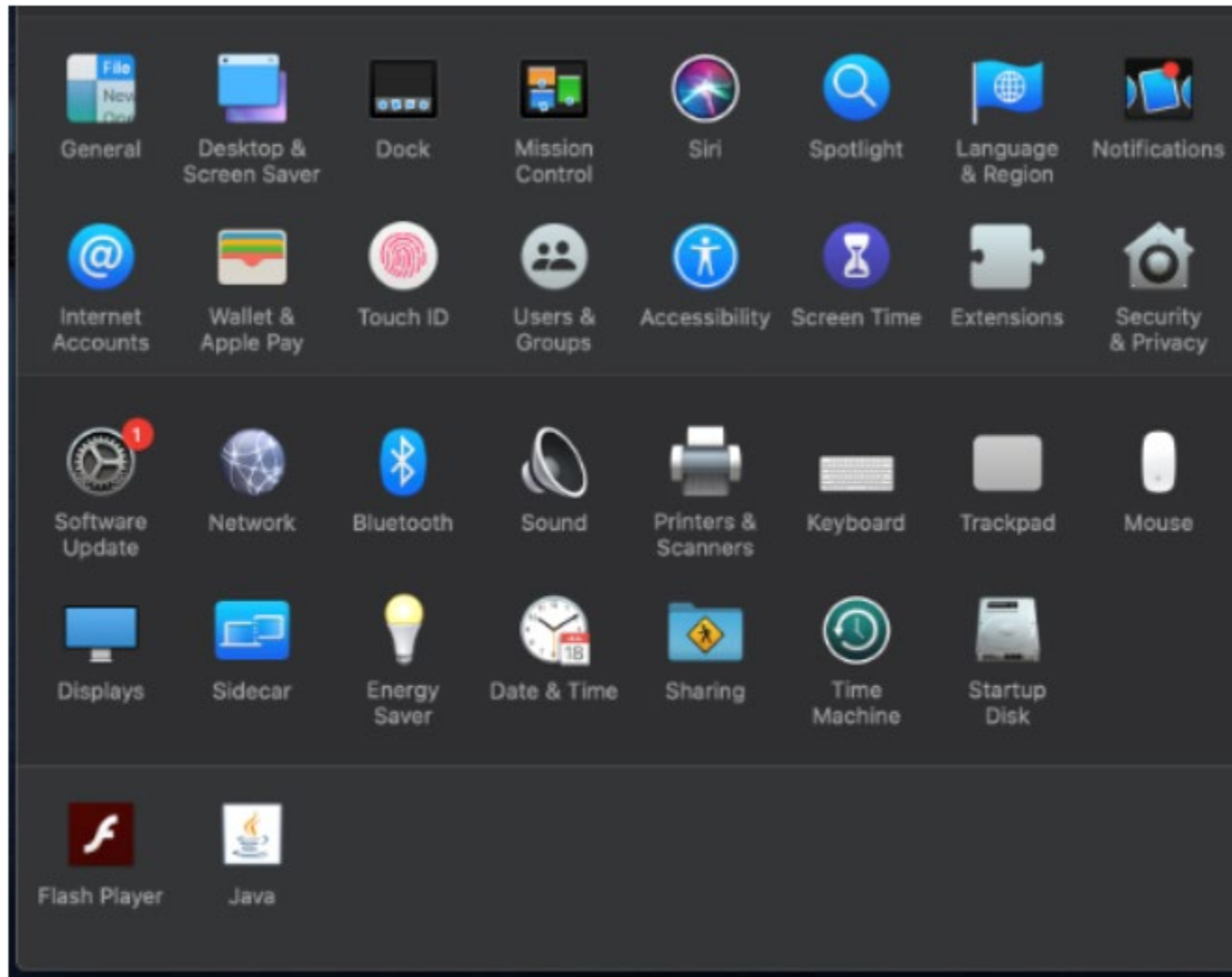
Complete all the fields and then click "Change Password."

How to change the screen timeout settings

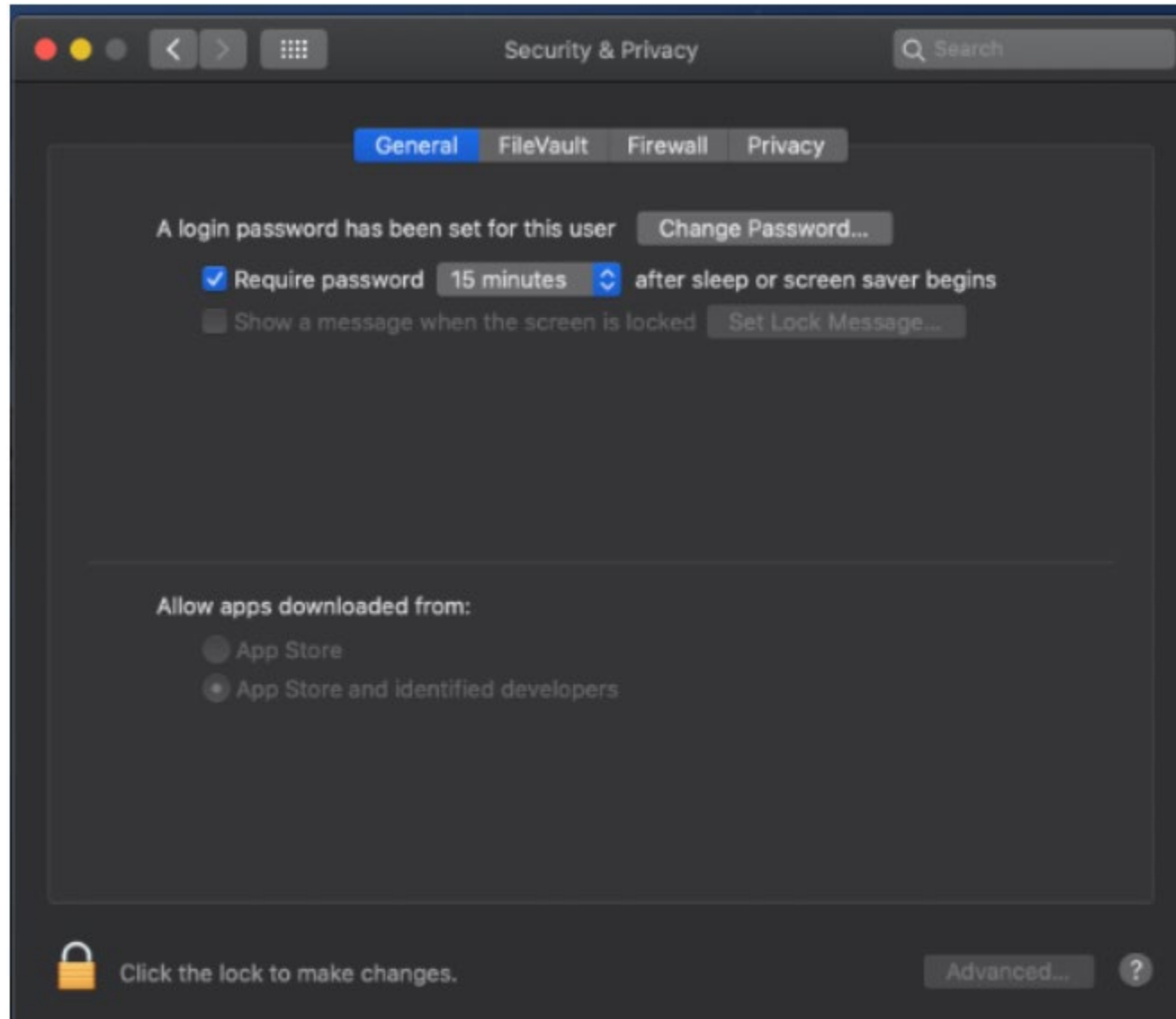
1. Click the apple logo at the top left of the screen then click "System Preferences"



2. Click "Security & Privacy"

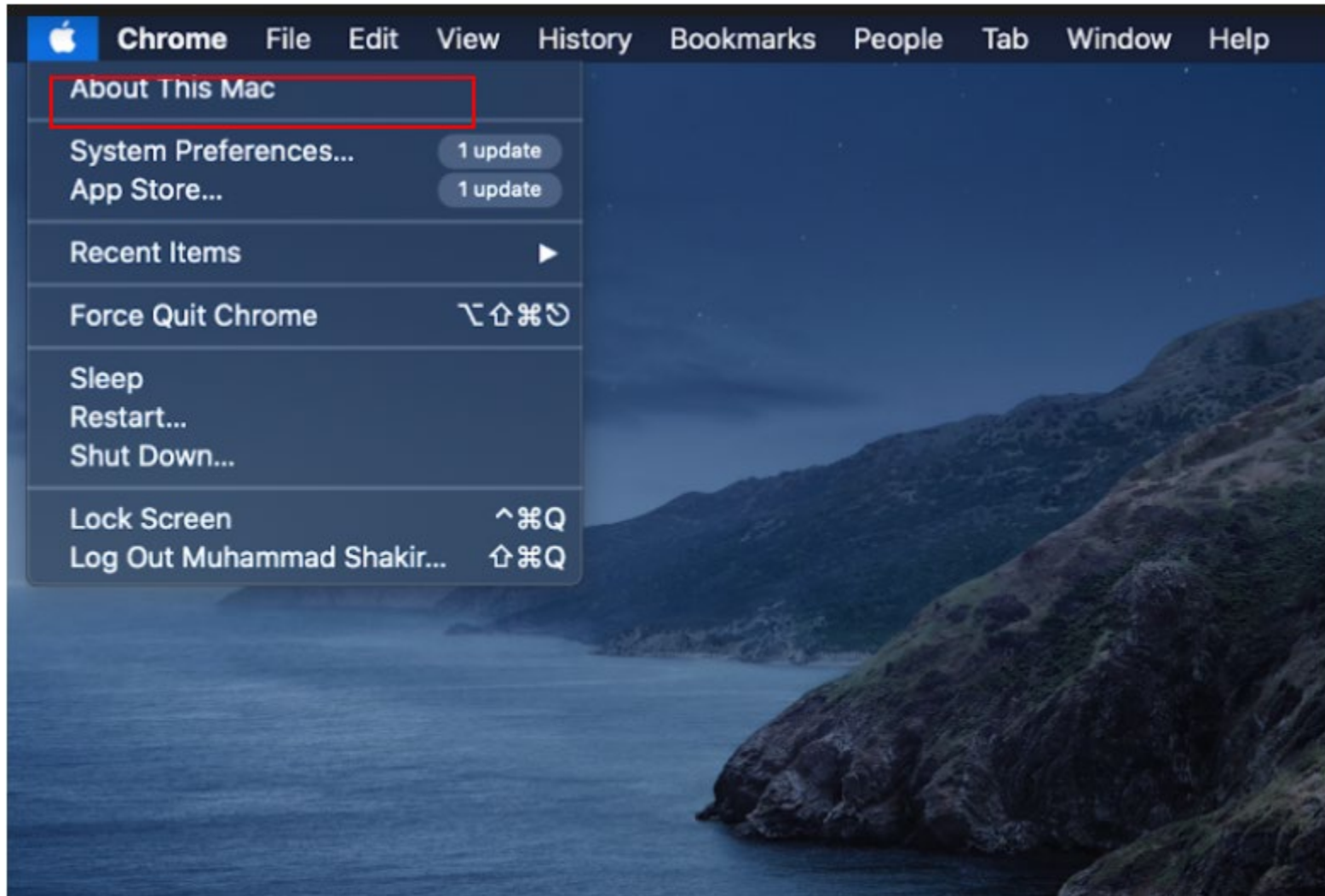


3. Under the General Tab require password option to the desired time not to exceed 15 minutes.

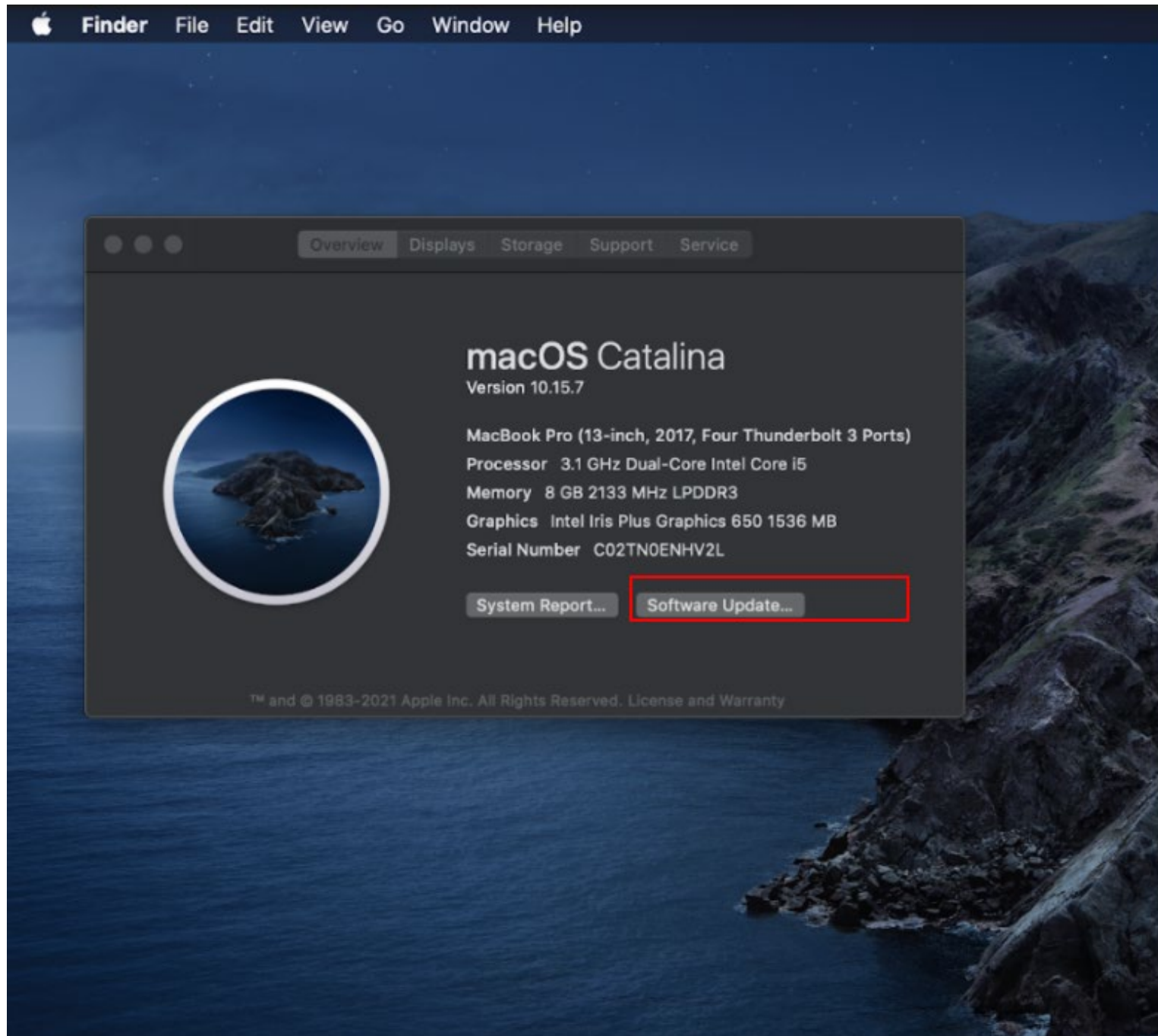


HOW TO DETERMINE MACOS VERSION

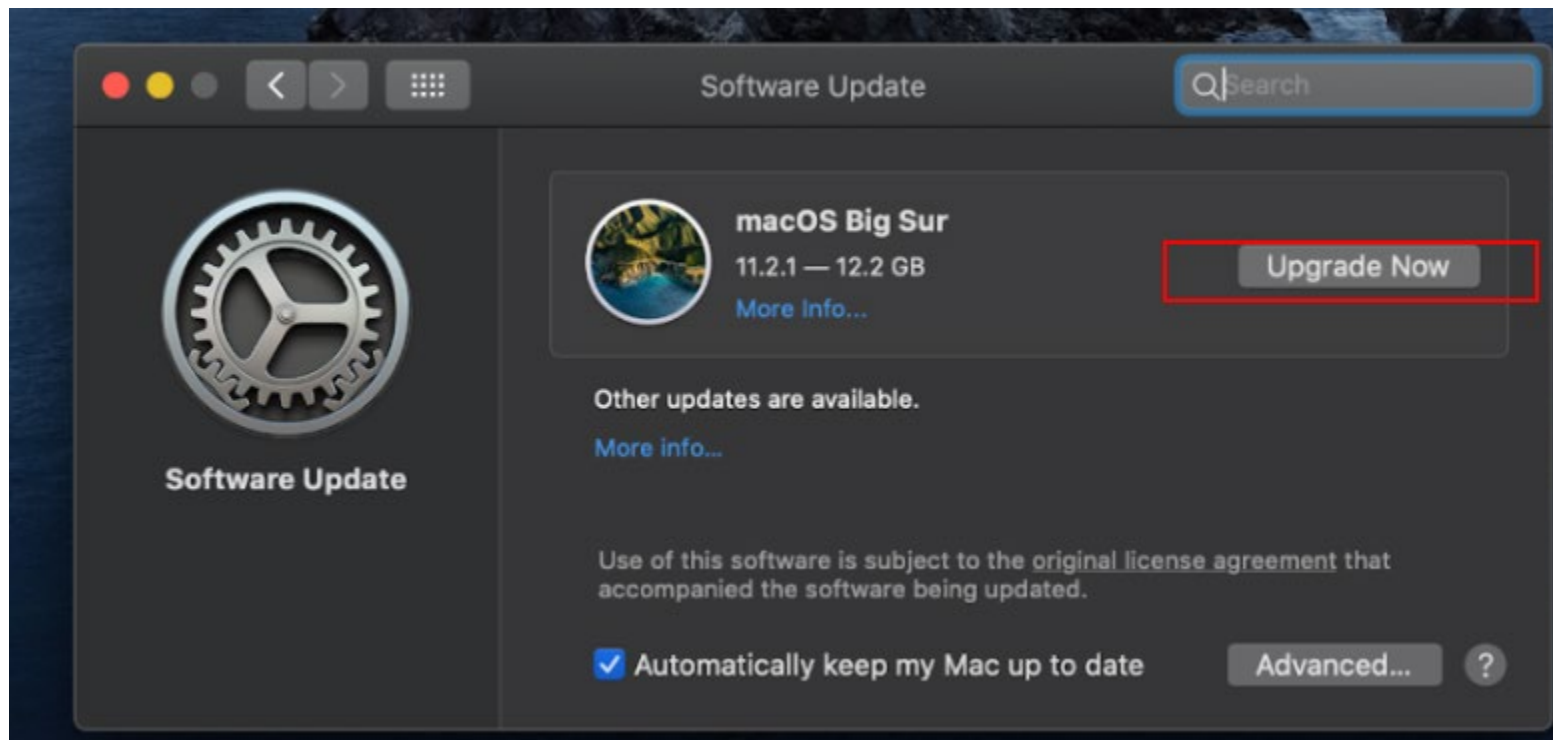
- Go to the Apple menu of your Mac, then select "About This Mac."



- 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

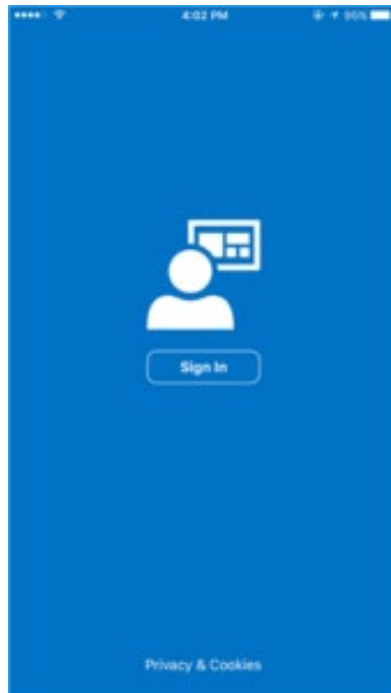
To access Shepherd applications from a personal device, you must a) confirm your device meets our minimum device requirements and b) install Intune Company Portal

Apple iOS / iPadOS Device Requirements

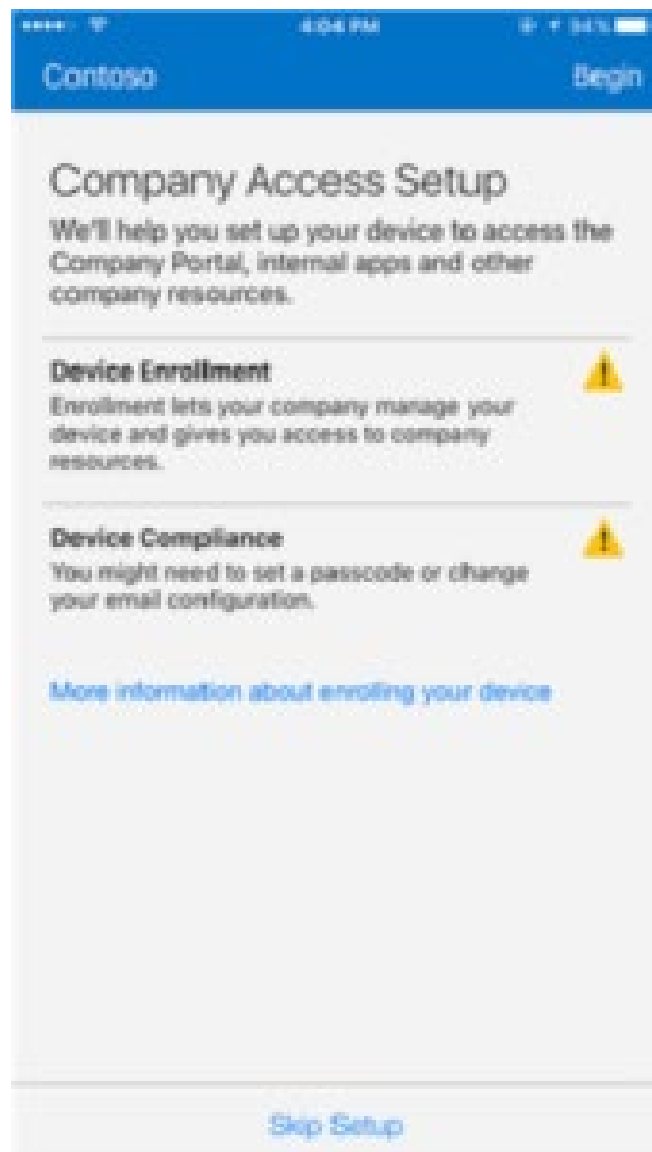
- No Jailbroken devices
- Screen lock set to a maximum of 15 minutes
- Minimum 6 digits, non-simple PIN (no repeating characters)
- Minimum of iOS version 14

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

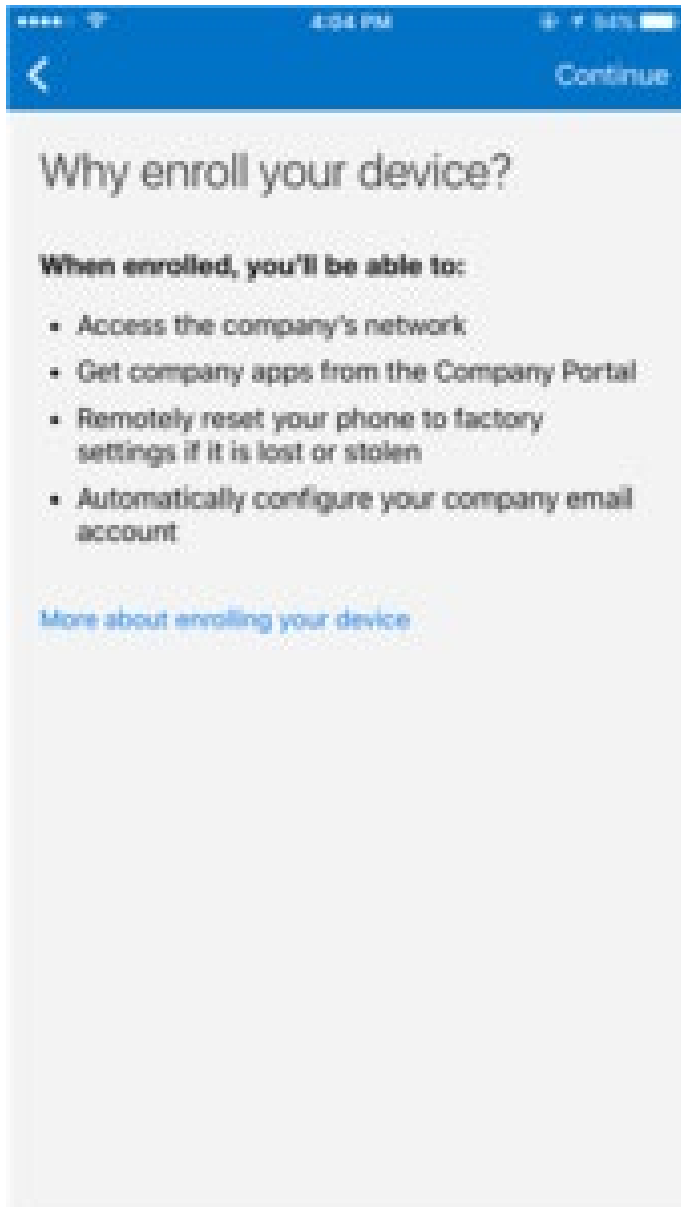
1. Open the Microsoft Intune Company Portal app.
2. On the Company Portal **Welcome** screen, tap **Sign in** and then sign in with your work or school account.



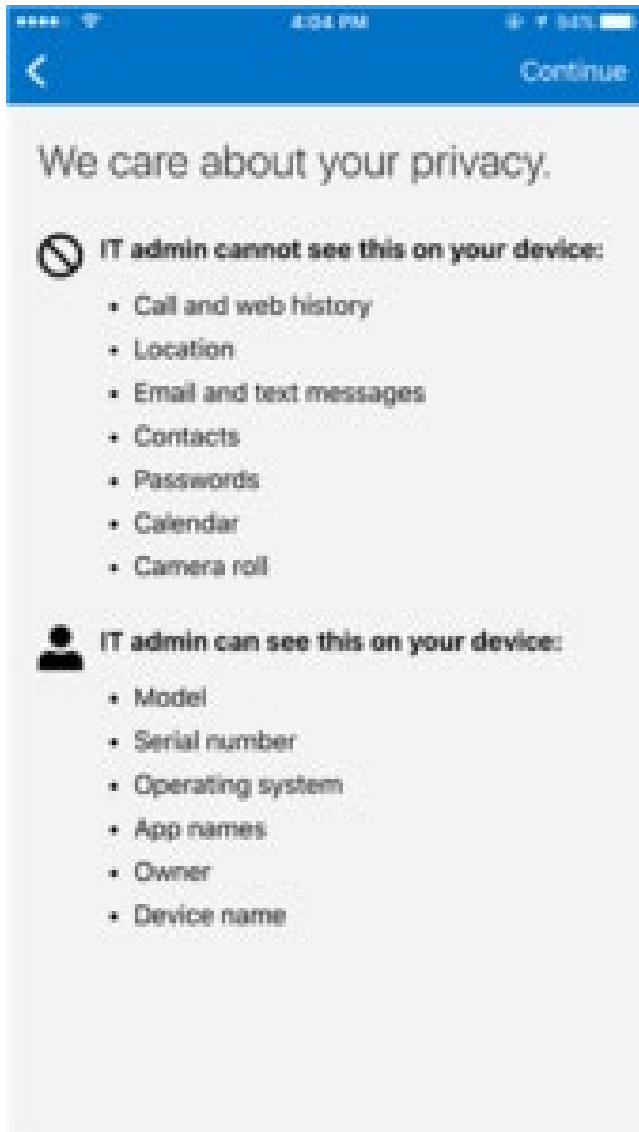
4. On the Company Access Setup page, tap **Begin**



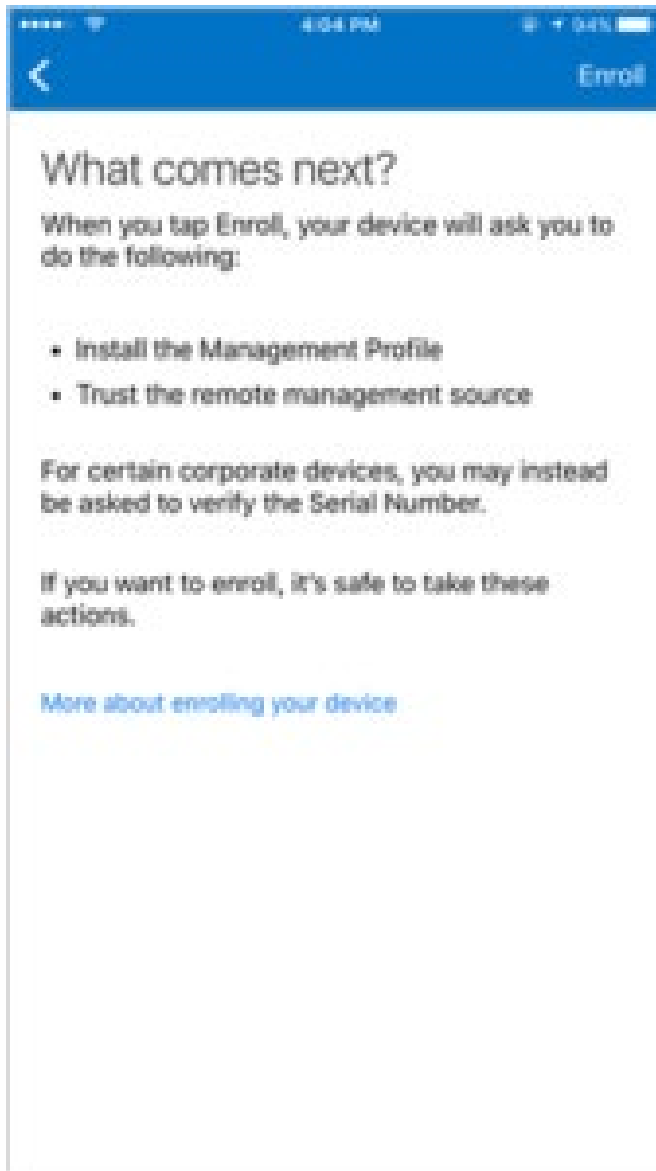
6. Read about what you'll be able to do when you enroll your device, and then tap **Continue**.



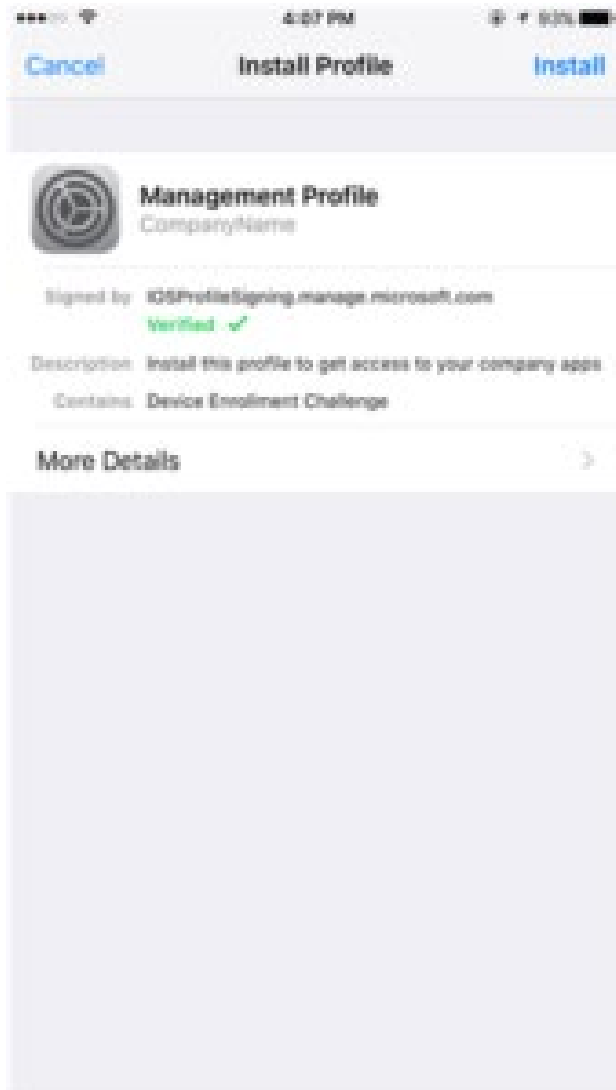
7. See the list of what your IT administrator can and can't see on your enrolled device, and tap **Continue**.



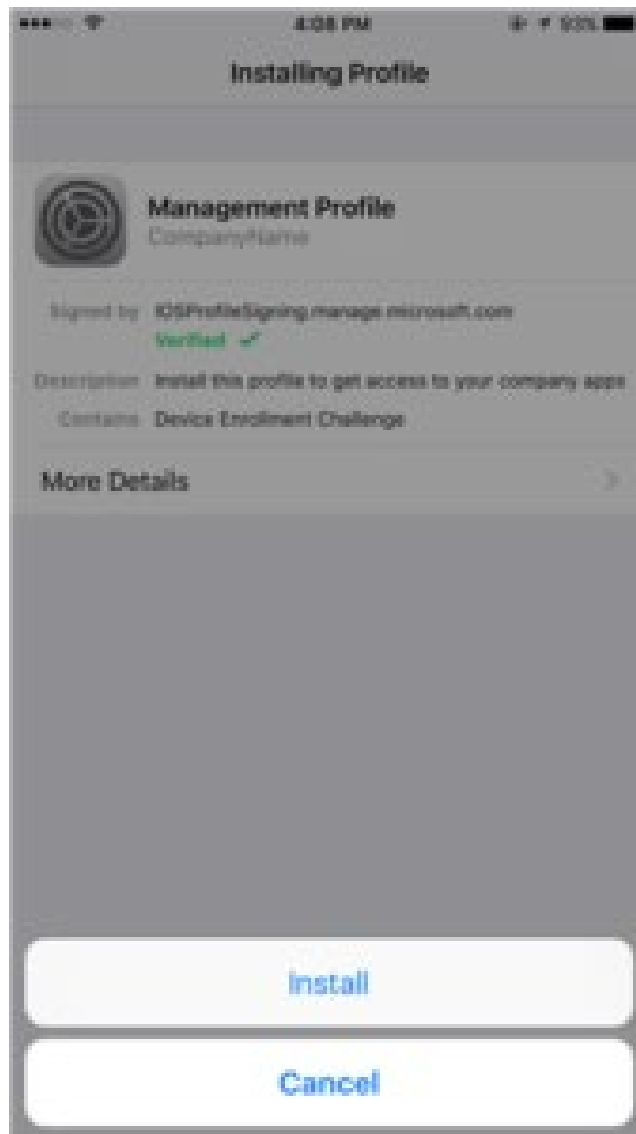
8. Review some of the things that you might see once you tap Enroll. When you finish reading, tap **Enroll**.



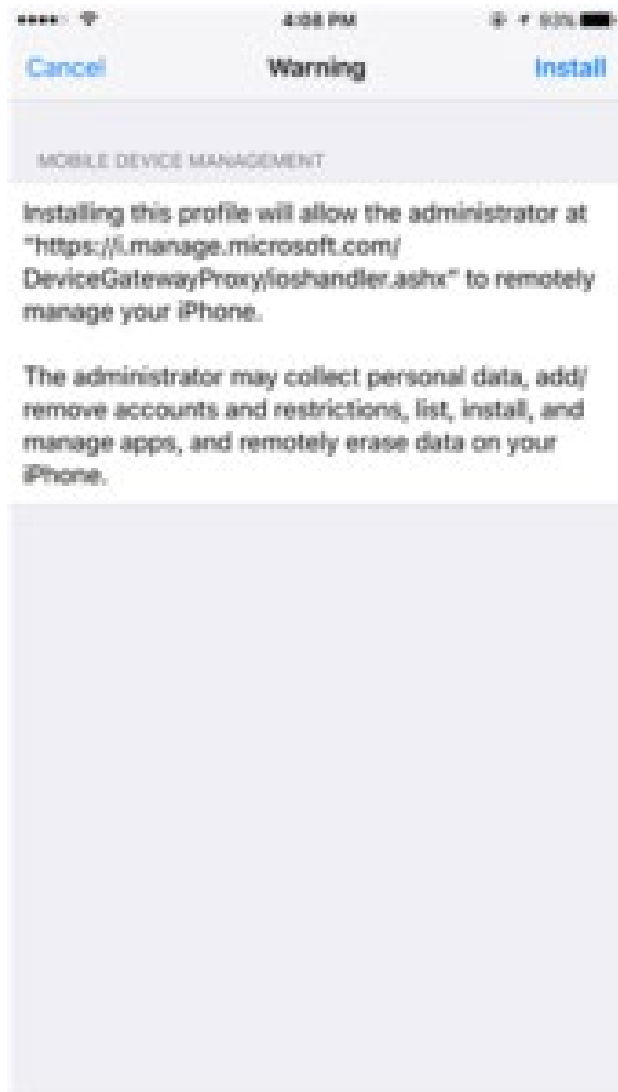
9. On the Install Profile screen, tap **Install**, and enter your passcode, if prompted.



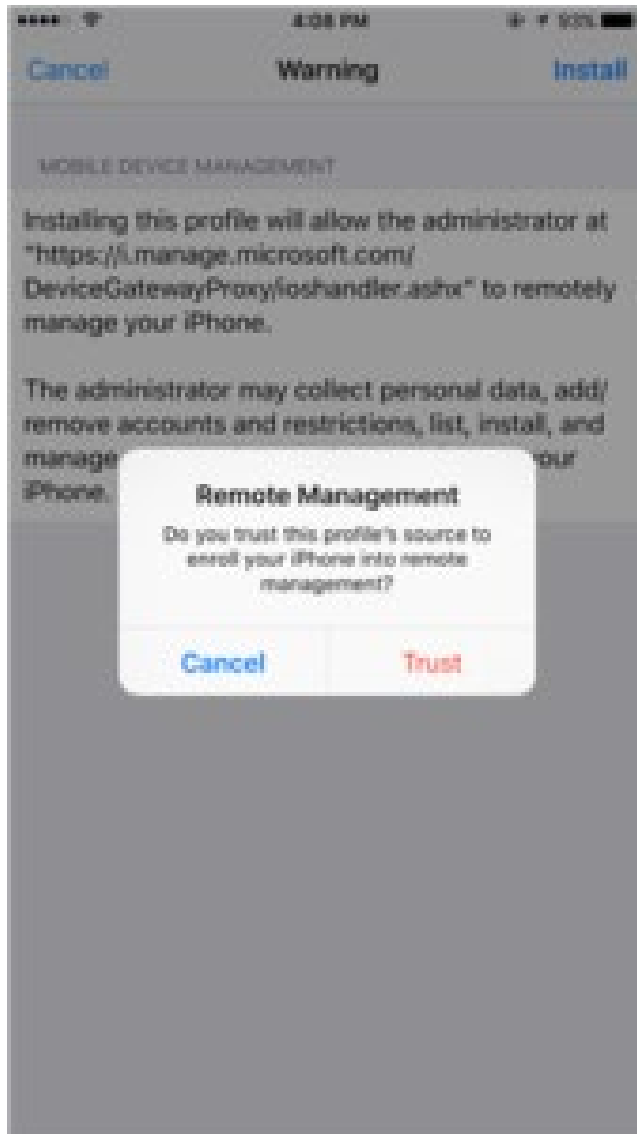
10. Tap **Install**



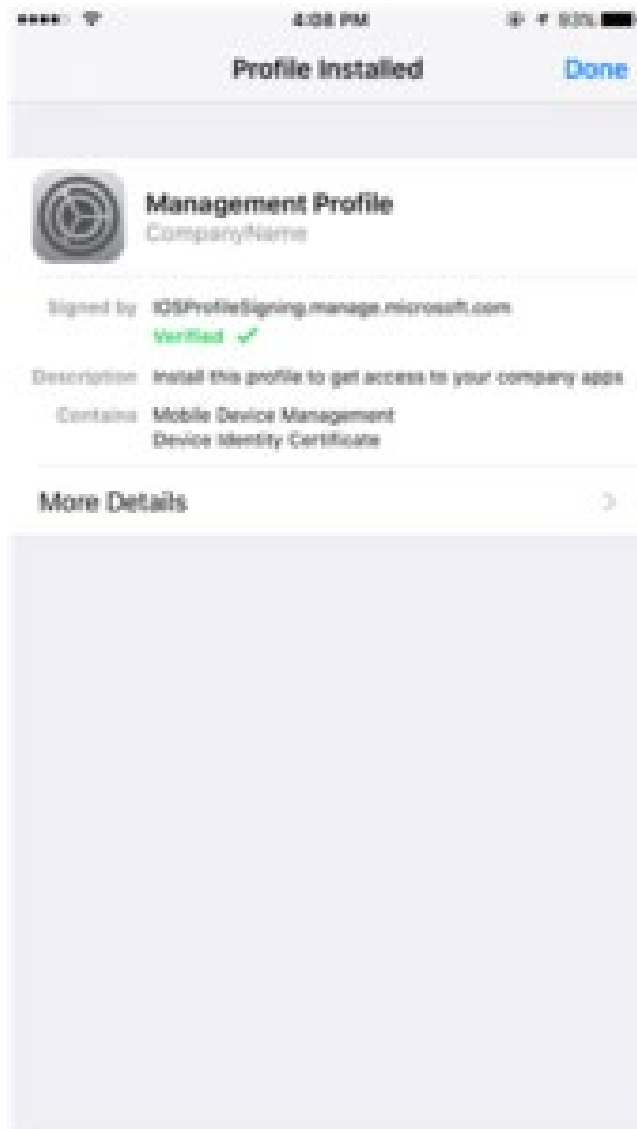
11. Tap **Install** to indicate that you've read the warning.



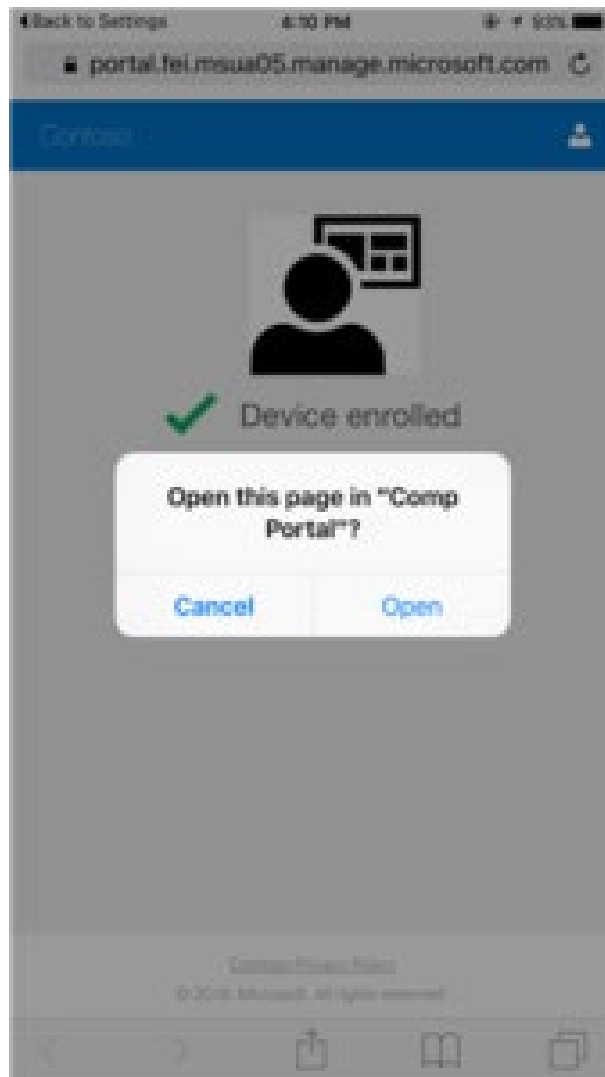
12. Tap **Trust**



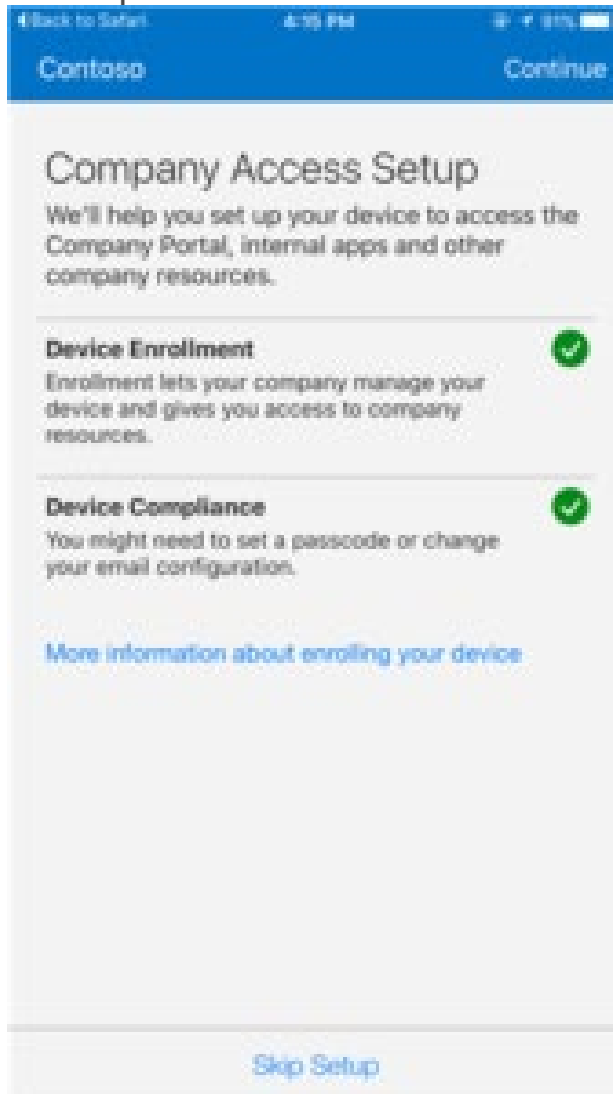
13. When the screen changes to show that the profile has finished installing, tap **Done**. An “Enrolling device” message displays on the screen.



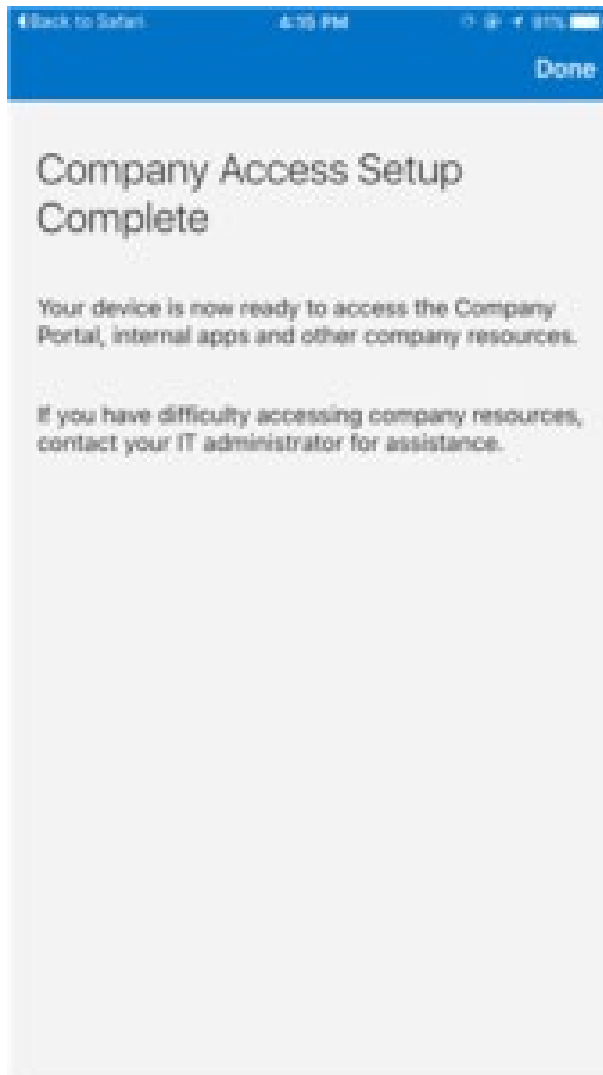
14. When a message displays asking if you want to open the page in the Company Portal, tap **Open**.



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.



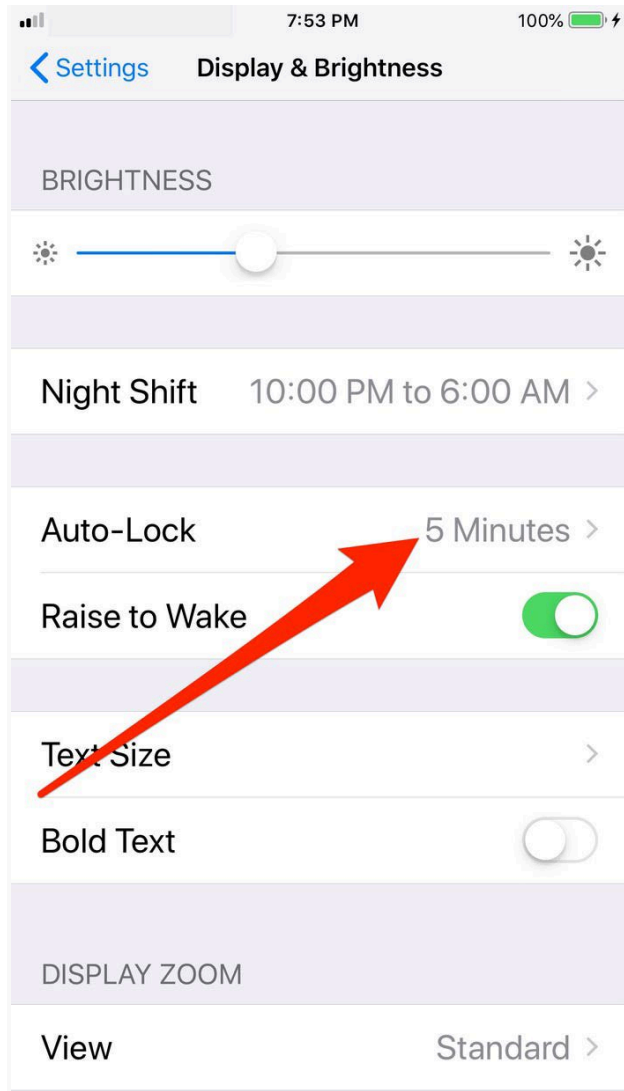
- Enter a six-digit, non-simple, non-repeating passcode
 - Enter your passcode again to confirm it and activate it.
-

How to change the screen timeout settings.

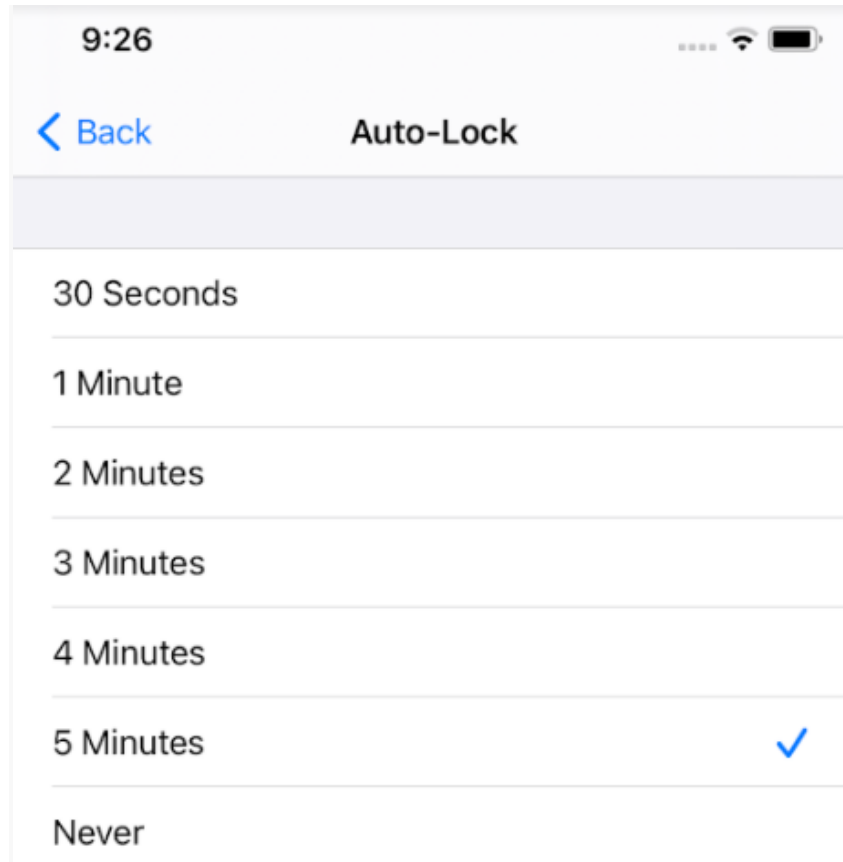
- Open Settings.
- Tap "Display & Brightness."



- Tap "Auto-Lock."

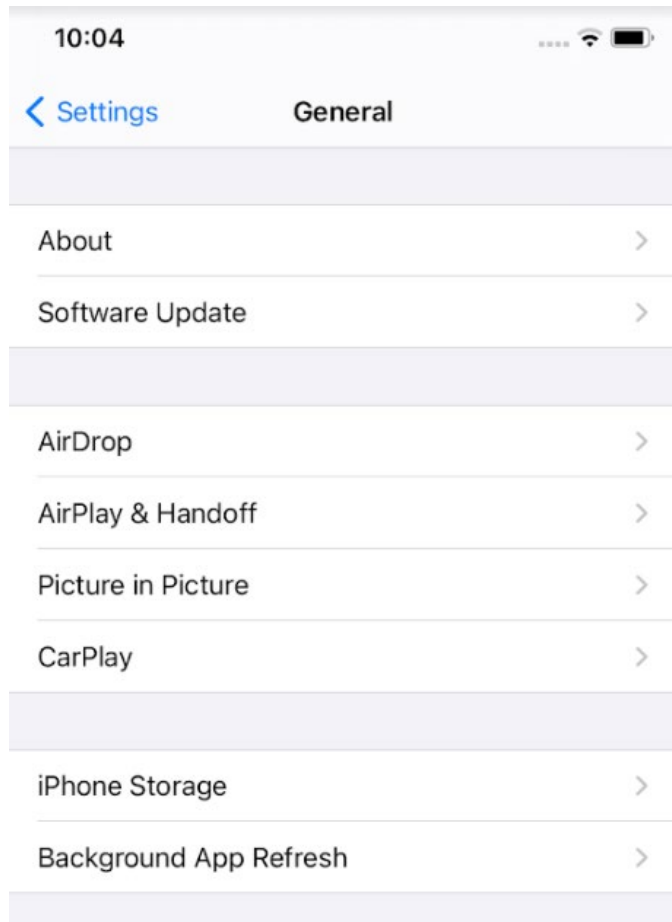


- Choose the amount of time you want your screen to stay on after you last touch your device.



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

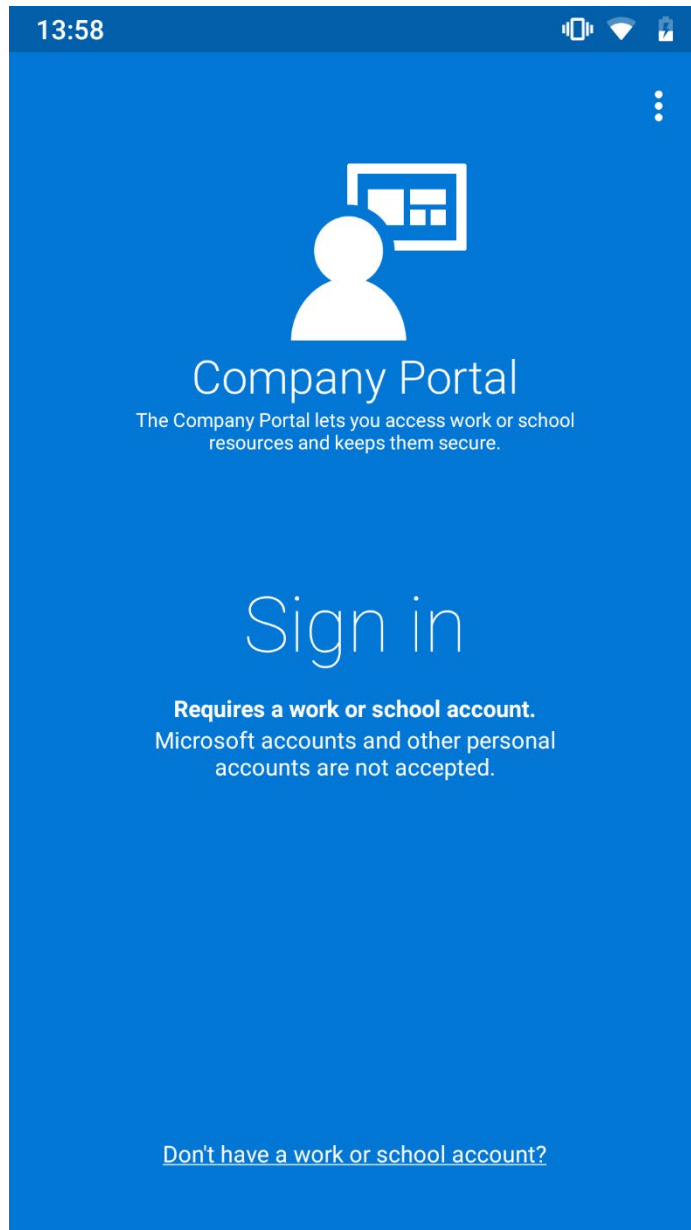
To access Shepherd applications from a personal device, you must a) confirm your device meets our minimum device requirements and b) install Intune Company Portal

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**.

Company Portal

Microsoft Intune

← First.last@shepherd.org

Enter password

Password

[Forgotten my password](#)

Sign in

Terms of use

Privacy & cookies

...

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**.



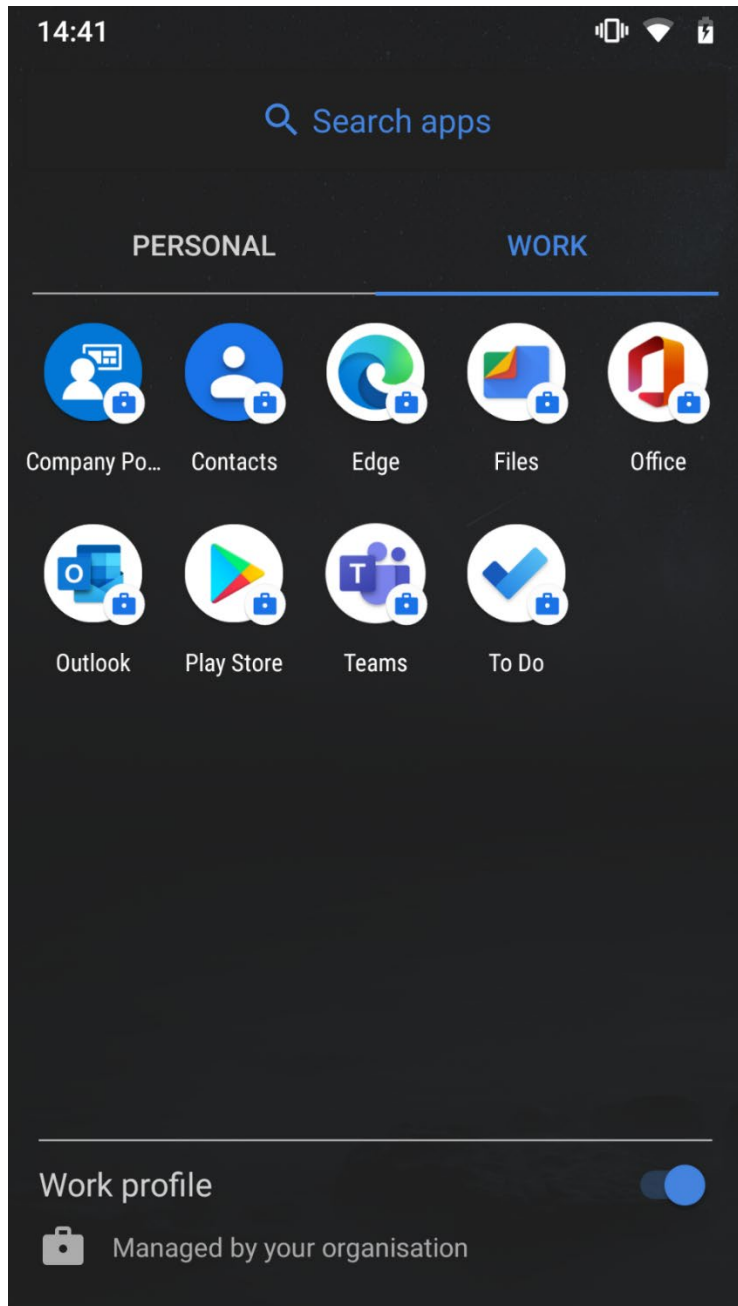
You're all set!

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

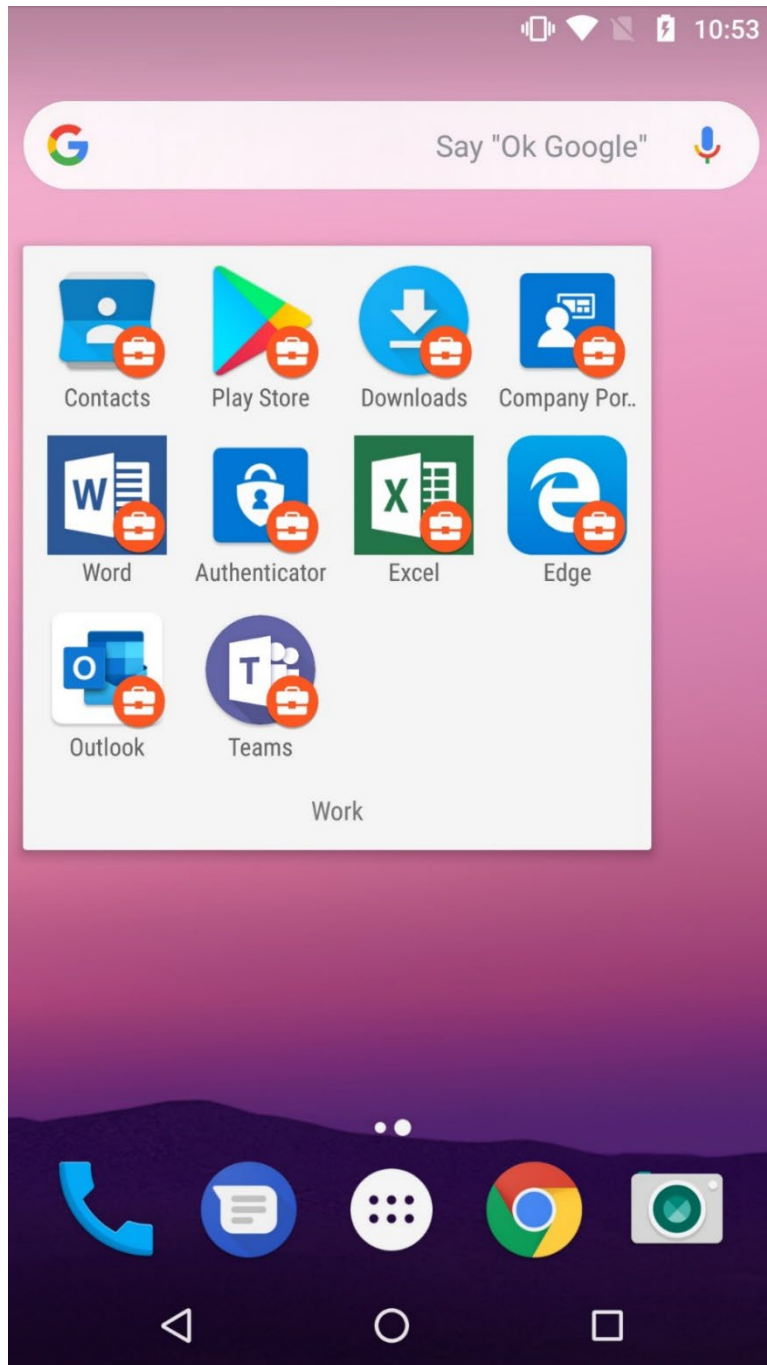
-  Create work profile
- |
-  Activate work profile
- |
-  Update device settings

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).

