Welcome to the Heights School 2016 BYOD pilot program!

**Important Notes:**

Before commencing with these instructions, you’ll need to have obtained your personal Windows 10 Education product key by running through the procedures in “Obtain Windows 10 Product Key” document located on the Heights School Intranet under ICT Links.

It is important to note that any data and any applications you’ve installed prior to joining your device to The Heights network may become unavailable after going through this process. It is recommended that you save any documents on the device to a USB prior to going through this document.

**To begin:**

Connect your device using one of the blue network cables provided at one the BYOD setup stations located on the ground level of Middle School or in the Resource Centre. **It is important to leave the network cable connected until you’ve performed all steps contained within this document fully.** Please do not use network cables from other devices throughout the school. Do not attempt to perform this by connecting to the wireless network manually.

On your device click on the Join Heights Network icon on your desktop:

![Join Heights Network](https://example.com/join-network.png)

This will open up the application that will automatically register and join your device onto The Heights School network:

![Join The Heights Network](https://example.com/join-the-network.png)
Enter in your Windows 10 Education product key obtained through the “Obtain Windows 10 Product Key” document and your curriculum username and password (the username and password you would use to login to a school computer) into the appropriate fields.

If successful the following message will appear:

![Join The Heights Network](image)

When the computer reboots you should now be able to logon for the first time. If the correct username does not appear, click “Other User” and type in your curriculum username and password into the appropriate fields. Upon first logon it will take a few moments and may then automatically log you off. This is normal upon first login and you should then be able to re login to your device as usual.

Once you have completely logged into your computer, the blue network cable can now be safely disconnect and your device is fully setup and ready to use.

The utility should now have automatically:

- Registered your copy of Windows 10 Education
- Joined the computer to the Heights Network
- Connected to the school WIFI
- Connected all network drives and printers

At some point the device will automatically contact Microsoft to activate your copy of Windows 10 Education. If this is the second or subsequent time you are performing these steps (such as the device has been re-imaged or you’ve changed to a new device) you may receive an activation error or a “your copy of Windows is not licenced” error. Like any Windows computer that receives an activation error, you can contact Microsoft to re-activate your product. If you need help with this, come and see ICT who will be able to assist you.
Troubleshooting Steps:

Here are some common causes to errors you may receive when connecting your device for the first time:

Error:

An error occurred: -2147023541
Please ensure the computer is connected to the The Heights curriculum network and you have entered your correct curriculum username and password.

Make sure that the blue network cable is securely connected to the computer, sometimes taking it out and re connecting it can be a good idea. Once the cable has been plugged in, make sure that the network icon down in the tray on the bottom right shows the network being connected:

Check that no red cross or yellow exclamation mark is displayed.

Error:

Error: computer already exists on The Heights domain!
Please contact the ICT Helpdesk to resolve this problem.
Computer name: 'HBYO-2016test'

The utility only allows one device to be joined per curriculum username, please ensure you are using your login to join the device to the network. If you are still receiving this error, please contact ICT to resolve the problem.

Error:

Product Key invalid!
Please try again.

Please ensure you are entering in your product key for Windows 10 Education. You must use your personal product key you’ve obtained through the “Obtain Windows 10 Product Key” document. Any other Windows 10 product key will not be accepted through this dialog.