

eSIM activations for compatible laptops

Guide to activating your eSIM service on a DCJ laptop

An eSIM is a digital SIM that replaces the need for a physical SIM card. It only works with compatible devices. The following guide will assist you with the installation of the eSim to your laptop.

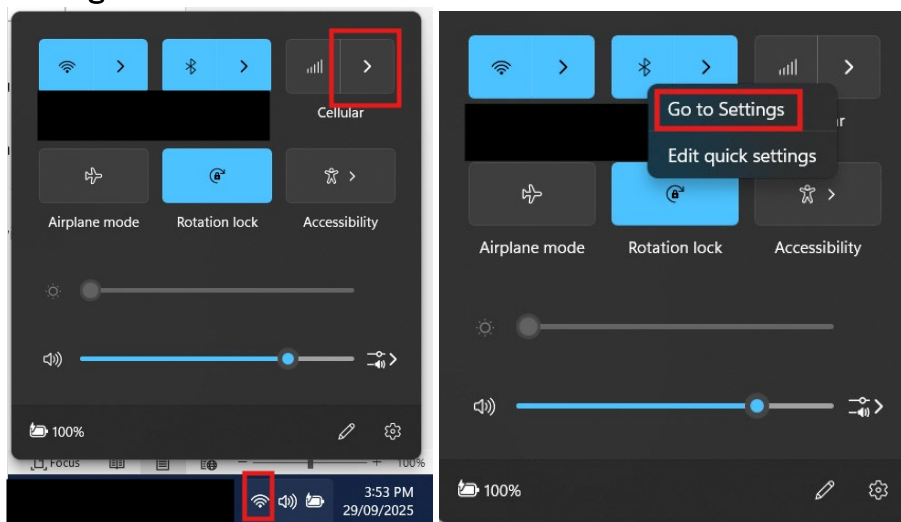
To request an eSim please use the SIM Card request form via the ServiceNow portal, direct link here: https://nswfacprod.service-now.com/facs?id=sc_cat_item&table=sc_cat_item&sys_id=8e7d2b28874abd10a7f074497bbb3596&recordUrl=com.glideapp.servicecatalog_cat_item_view.do%3Fv%3D1&sysparm_id=8e7d2b28874abd10a7f074497bbb3596

The eSIM is provided through Telestar, our Mobile Telephony Service partner.

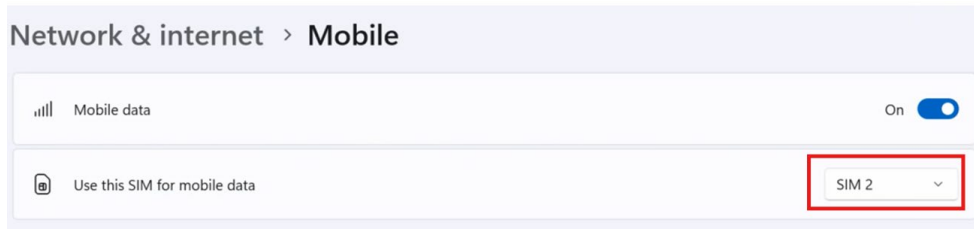
Note: The QR code can only be used once, please do not remove the profile from the laptop. If a replacement is required, please log a Sim card request form requesting a replacement eSim.

Instructions

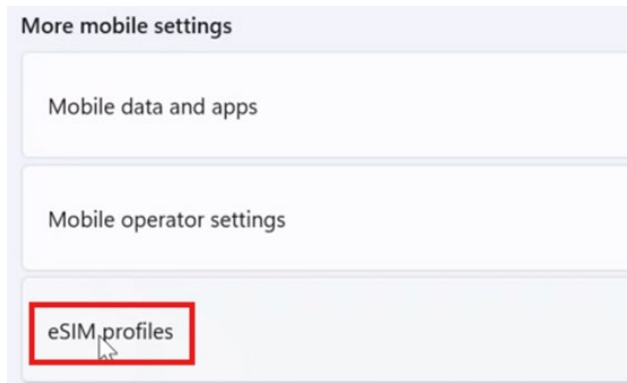
1. Log into the laptop and connect to a mobile hotspot.
2. Click the **connectivity icon** in the bottom right system tray (next to the time). This will show **Mobile** or **Cellular**. Right click on the arrow pointing to the right and then click on **Go to Settings**.



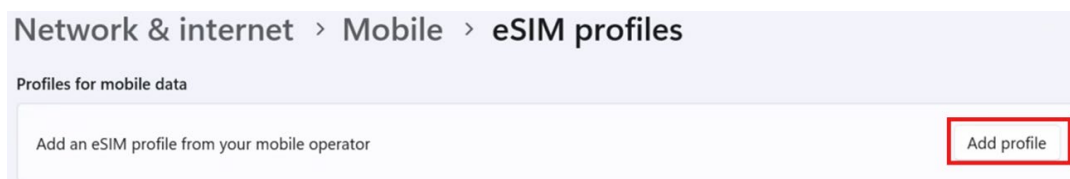
3. The next page will show the Mobile or Cellular settings page. Click on the drop-down list to select SIM 2. If this option is not available, your laptop does not support eSIM cards.



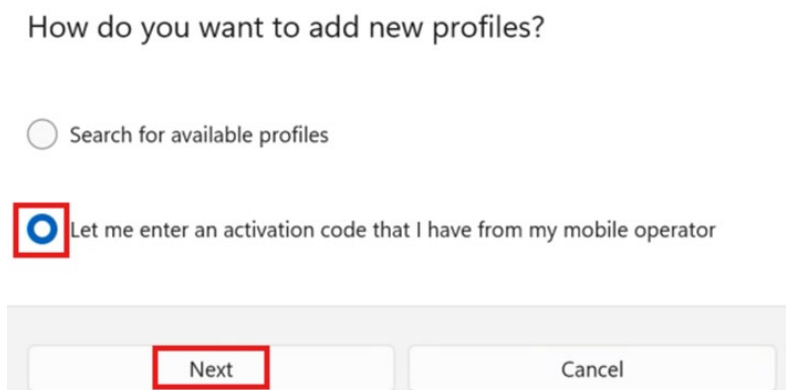
4. Scroll down to the option that shows the heading **eSIM profiles**, shown below. Click on this option.



5. Click on the **Add profile** button, shown below.

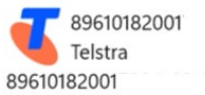


6. Select **Let me enter an activation code that I have from my mobile operator**, then click on **Next**.



7. Open the QR code which was sent via a confirmation email from Telestar and scan the QR code (A photo can be taken of the QR code via an alternative device to display it to your laptops camera).
8. Once QR code scanned, a message will show, Download this profile? Click on Yes.

Download this profile?



9. Congratulations, you have activated the eSIM service on the laptop.

If you require further support, please contact the IT Service Desk via (02) 9765 3999 or (02) 8688 1111.