

# Apple MLTI

## Slide text from Spring 2014 Tech Lead Sessions

May 16th, 2014

### Summary:

This document contains the text, lists and workflows contained in the Apple MLTI Tech Lead Session slides presented to MLTI tech leads in May 2014.

### Professional Development

- Requesting MLTI PD: <http://maine.gov/mlti/events/request.shtml>
- Add as much detail as you can.
- Be clear if date requested is firm or flexible.

### Asset Manager

- Please update your contact information
- You can request a District Level User account, contact the Apple Project Office

### New Bulk Device Assignment in Asset Manager

- Download template
- Update User ID, Location, Custom fields
- Upload edited template

### eBackpack

New, Improved iOS App

New, Improved Web Layout

Pricing for Additional Licenses at \$6 per seat per year

Account Rollover Timeframe Email coming soon

MLTI School Collaboration Feature

- Collaboration Across Schools
- Invitation by Join-Code
- Teachers & Students can join classes & groups

### Wireless Networks

Call AppleCare first with any wireless issues

Call NetworkMaine after AppleCare and only if issue requires their assistance

Guest SSID's

- Allow visitors Internet access without giving them access to your school's network
- Is open (no password)
- Can be throttled

### Caching Server

- Machines must be behind a single NAT
- Clients need to be behind the NAT
- Caching server should be connected to the MLTI MDF

- Mac mini Server needs to be powered on

## Apple TV

### Placement Recommendations:

- Keep Apple TV away from sources of interference: cordless phones, microwave ovens, radios
- Avoid placing Apple TV behind TVs
- Apple TV should be right side up
- When possible give Apple TV line-of-sight to the access point

### Conference Room Mode

- Hides the Home Screen
- Customizable
- No distracting movie posters

## AppleCare

### Repair Depot

- Call: 1-800-919-2775, PIN# 4MLTI (46584)
- Hardware & Software, iCloud, Apple ID,
- Casper, Cisco wireless networks

### Repair: DepotWorks

- Online Repair Dispatching
- Automatically Schedules Pickup
- Repair Tracking and Reporting
- Service Box Requests
- Direct Escalation to the MLTI Repair Depot
- Instructions available in MLTI Manual

## End of School Year

- Video from Immaculata - La Salle HS (<http://www.ilsipads.com/#!/a-fresh-start/c236v>)
- iPad end-of-year management
- MacBook Air end-of-year management
- Summer storage guidelines

## iPad: Options for end-of-year

### Send home for Summer

- User can update OS and apps
- No need to erase or store the device

### Collect, redistribute same device in Fall

- Process to collect device & accessories
- Storage of devices & accessories
- Users remembering Apple ID credentials

### Collect, erase & distribute different device in Fall

- iCloud backups performed
- Process to collect device & accessories
- Storage of devices & accessories
- Users remembering Apple ID credentials

### **iOS Departing Student:**

- User logs out of iCloud
- User erases all content and settings
- Tech Lead performs visual inspection
- Tech Lead collects cover, case, cable, & power brick
- Tech Lead stores devices as per Apple best practices

### **iOS Returning Student:**

- Tech Lead confirms device assignment
- Tech Lead performs visual inspection
- Tech Lead collects cover, case, cable, & power brick
- Tech Lead stores devices as per Apple best practices

### **Collect, erase & distribute different device in Fall**

- User performs manual iCloud backup
- User logs out of iCloud
- User performs 'Erase all Content and Settings'
- Tech Lead collects cover, case, cable and power brick.
- Tech Lead performs visual inspection
- Tech Lead stores devices as per Apple best practices

## **Mac: Options for end-of-year**

### **Send home for Summer**

- User can update OS and apps
- No need to erase or store the device

### **Collect, redistribute same device in Fall**

- Process to collect device & accessories
- Storage of devices & accessories
- Device updates will occur in the fall by the user

### **Collect, erase & distribute different device in Fall**

- Crashplan backup performed
- Process to collect device & accessories
- Storage of devices & accessories
- Re-imaging of devices over summer

### **Collect, redistribute same device in Fall**

#### **Departing Student:**

- Tech Lead performs visual inspection
- Tech Lead collects cover, case, cable, & power brick
- Tech Lead re-images device
- Tech Lead stores devices as per Apple best practices

#### **Returning Student:**

- Tech Lead confirms device assignment
- Tech Lead performs visual inspection
- Tech Lead collects cover, case, cable, & power brick

- Tech Lead stores devices as per Apple best practices

### **Collect, erase & distribute different device in Fall**

- User verifies CrashPlan backup of ~/Documents/ folder
- Tech Lead re-images device
- Tech Lead collects cover, case, cable and power brick
- Tech Lead performs visual inspection
- Tech Lead stores devices as per Apple best practices

### **Summer Storage Guidelines**

- Charge battery to about 70% (between 50 & 80%)
- Do not fully charge
- Turn off device to avoid additional battery use
- Store in a cool, moisture-free environment

### **Key Take-aways**

Create a strategy

Develop a collection plan

Communicate to students, parents & staff

Plan for storage

## **Start of School Year**

Apple IDs

New process for MLTI schools

Enroll in Apple Deployment Programs

Manage Apple ID Requests for U13

Apple ID process for users 13 and up

## **Apple Deployment Programs**

### **Enrollment Process**

Program agent submits enrollment at [deploy.apple.com](https://deploy.apple.com)

Apple reviews request and performs verification

Apple approves or rejects request

### **Enrollment Process Best Practices**

Identify the Program Agent, who will complete the enrollment.

Must have signing authority & able to bind customer to program terms

Examples are Superintendent, Principal, Vice Principal, Director

Similar to MLTI opt-in process

Institution-based e-mail never associated to an Apple ID

Title must match publicly available information (district webpage)

After setup, Agent can create Administrators for routine tasks

### **Enrollment Process - Two-step Verification**

Mandatory for Deployment Program

No security questions

Recovery key - Print it out, keep as institution property

Requires US-based mobile phone number to receive text messages

4 digit code is sent to phone for all secure logins

### **Apple IDs**

- School requests Apple IDs for students under 13 years old
- MLTI participants 13 years of age and older can use or create their own Apple ID without a credit card
- MLTI participants with current mlti.net Apple IDs can continue to use the ID they were issued
- Users are invited into Managed Distribution to get MLTI provided apps and iCloud upgrade for iOS.

## **Apple ID Process**

### **Students under 13**

School collects student and parent email  
School imports completed template  
Parent/guardian receives temporary password  
Parent/guardian & student set up Apple ID  
Student receives completion email  
Student has working Apple ID

Apple will obtain verifiable parental consent  
Credit card not required  
Students can't opt-in to receive marketing  
Students won't receive targeted advertising from Apple

### **Apple ID Process 13+**

User launches App Store on iPad or iTunes on Mac  
User finds free app or song  
User chooses Create new Apple ID  
User enters information & valid email for Apple ID  
User selects payment option as None  
User verifies email

### **Apple ID Process Important Points**

For user 13 and up, the school does not need to know the Apple ID.  
For parents or guardians with no access to internet, a paper process is available by request.  
After this school year, Apple Project Office will not accept new Apple ID requests.  
Coming this Fall: We will add the ability for schools to request a password reset during the school day.

## **Apple ID Troubleshooting**

### **Identify the problem**

Forgot Apple ID account name and/or password  
Can't remember birthdate or security questions  
Does not have a valid recovery email (@mlti.net)  
Prompting for temporary Apple ID in the App Store  
Prompting for temporary Apple ID during iCloud restore

### **Apple ID Troubleshooting Toolkit**

### Apple ID Admin Portal

- Search by Name, Apple ID or Unique ID
- Unique ID can be found in the Asset Manager for @mlti.net accounts
- Use this to determine if correct Apple ID is being used
- AppleID.apple.com
- Once you know the Apple ID account name, have user attempt to log in.
- If unsuccessful, have user select Forgot your password.
- Enter the Apple ID and choose email authentication or Answer security questions
- MLTI AppleCare Help Desk

## **Volume Purchase Program (optional)**

- Enroll in Apple Deployment Programs
- Volume purchase re-useable app licenses
- Volume purchase books (which are not re-useable)

### **Managed Distribution Requirements**

- iOS 7
- OS X Mavericks
- Process:
- Device/User association uploaded to JSS
- User accepts invitation on device
- Apps will then be assigned to users

### **Local Participation Requirements (optional)**

Process:

- Local VPP token uploaded to JSS
- User accepts local invitation on device
- Local apps can then be assigned to users

## **Device Enrollment Program**

New process for Apple Primary Solution  
Device configured at Setup Assistant  
MLTI iPads Supervised and Enrolled  
Enrollment mandatory and non-removable

### **Preparing Devices (iPad)**

Update to iOS 7

End user completes Setup Assistant

If necessary, 'Erase all Content and Settings'

### **Preparing Devices with Configurator**

Optional for Multiple or Disabled Devices

iPad Recovery Mode

<http://support.apple.com/kb/ht1808>

Apple Configurator

Turn Supervision OFF

Select "Erase before installing"

Failure to activate is NORMAL

## Managed Distribution

Users will receive MLTI Apps by accepting Managed Distribution invitation  
Users will be updated in Casper by the tech lead  
Schools can purchase apps through VPP and distribute locally

### Managed Distribution Timeline

May 2014 - Enroll in Apple Deployment Programs  
August 2014 - Schools import users into Casper via Bulk Update Utility

### Managed Distribution Workflow

Ongoing (after August 2014) - Schools add/edit/remove users in Casper via Bulk Update Utility

### Start of Year Workflow

- School downloads template from Casper
- School adds User for each device
- School uploads completed template
- Device receives MD Invitation from MLTI
- User accepts MD Invitation with Apple ID
- Apps assigned to User

### New User Workflow

- School assigns device to User
- School adds User ID to device in Casper
- User obtains Apple ID (*School requests ID for U13 or 13+ uses personal ID*)
- Device receives MD Invitation from MLTI
- User accepts MD Invitation with Apple ID
- Apps assigned to User

### Departing User Workflow

- School collects device from User
- School removes User ID from device in Casper
- Apps revoked from User's Apple ID
- Device erased & restored
- Device ready for next user

## Preparing Devices

### New iOS users

- Devices are updated to latest OS
- Verify all accessories are in good order
- Assign device to user
- User sets up iCloud services with Apple ID
- User accepts MD Invitation with Apple ID
- Apps assigned to User

### Returning iOS users

- Devices are updated to latest OS
- Verify all accessories are in good order

- Assign device to user
- User restores from iCloud Backup if device was erased
- User accepts MD Invitation with Apple ID
- Apps assigned to User

### **New OS X users**

- Devices are updated to latest image
- Verify all accessories are in good order
- Assign device to user
- User creates CrashPlan Backup
- User accepts MD Invitation with Apple ID (*School requests ID for U13 or 13+ uses personal ID*)
- Apps assigned to User

### **Returning OS X users**

Devices are updated to latest image

Verify all accessories are in good order

Assign device to user

User restores documents from CrashPlan Backup

User accepts MD Invitation with Apple ID\*

Apps assigned to User

\* School requests ID for U13 or 13+ uses personal ID.

## **Casper Suite 9.31**

- Users Tab
- Required for Managed Distribution
- Access coming with future update
- Device Enrollment Program
- MLTI devices configured automatically
- Remote Commands for Mobile Devices
- Clear Activation Lock for Mobile Devices

### **Remote Commands for Mobile Devices**

- Available from 'Actions' in list view:
- Update Inventory
- Clear Passcode
- Lock Device

### **Activation Lock Bypass**

Requirements:

- Supervised device
- iOS 7.1 and later
- Bypass Code in inventory
- Activation Lock not already enabled
- Note: Activation Lock does NOT equal passcode lock.
- Enter bypass code on device during Setup Assistant, or using iTunes when connected via Lightning cable.
- Advantage of iTunes is ability to copy/paste bypass code.

## Improved ARD Process

No need to continually update package

No action required from Project Office For current site admins

Process:

- Create new policy
- Add 'Local Account' payload
- Configure name/password etc.
- Add 'Script' payload
- Select 'Enable Apple Remote Desktop'
- Enter username in Parameter 4
- Be sure to test before deploying.
- Avoid generic usernames (e.g. 'admin').
- Full documentation available.

## MacBook Air Image Update

- Important: This process is NOT mandatory.
- Most devices should use normal process for OS X Mavericks upgrade.
- USB Flash Drive provided
- Repair existing Recovery HD
- 'update\_cdm\_recovery.pkg'
- Re-image device with new Recovery HD
- Boot to external FReD USB disk.
- Note: Erases ALL data on MacBook Air

## CrashPlan for MLTI

- 10GB storage
- Backs up files from ~/Documents/

### New User Setup

- Launch CrashPlan app
- Create new account
- Enter valid email address
- Create password

### Existing User Setup

- Launch CrashPlan app
- Sign into existing account
- Adopt prior backup
- <http://goo.gl/AIPj5o>
- Restore files as needed
- <http://goo.gl/7Evng4>
- See MLTI Specific Documentation

## Parent Night

- Develop a roll-out plan with your school leadership team
- Complete the Apple ID process for students under 13
- Communicate your school's Acceptable Use Policy

- Review expectations around care and handling of devices

## **Documentation**

<http://maine.gov/mlti/tech>

## **End of Year Checklist**

- Devices updated by user
- Devices inspected for damage
- Chargers & cables collected and inspected for damage
- Batteries charged to 50-80%
- Device erased (if user is leaving)
- Enroll in Apple Deployment Program

## **Start of Year Checklist**

- Apple IDs requested for U13
- 13+ users have an Apple ID
- Users created in Casper
- Parent Night roll-out plan
- Devices assigned to users

## **DOE Updates**

The DOE would like to thank all of the tech leads for their hard work.

New Opt-in information is available for schools looking to opt-in to MLTI.

October enrollment will now be used for billing purposes

Summer redistributions will be planned.

Summer Institute is July 22-24

A limited number of Codea licenses for iOS devices are still available.