

Apple MLTI

Slide text from Spring 2015 Tech Lead Sessions

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 2015.

Professional Development

- Request MLTI PD: <http://www.maine.gov/mlti/events/request.shtml>
- Apple Catalog of offerings: http://images.apple.com/education/docs/APD_Catalog.pdf
- Add as much detail as you can
- Be clear if requested date is firm or flexible

Asset Manager

- Verify contact information is correct
- Escalate requests for district level accounts
- Bulk device assignment
- Site and building updated in JAMF when transfer received in Asset Manager

Support

- Help Desk: 1-800-919-2775, PIN# 4MLTI (46584)
- Hardware & Software, iCloud, Apple ID
- JAMF Management System, CrashPlan, Cisco wireless networks

Preparing for End of School Year

- Develop your end-of-year plan
- Communicate to students, parents, and staff

Options for End-of-Year

Send home for summer

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

Same user in fall

- Collect, distribute same device in fall
- Process to collect device & accessories
- Storage of devices & accessories
- Users remembering Apple ID credentials

Different user in fall

- Collect, erase, distribute different device in fall

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

Madawaska Middle High School Summer Take Home Policy

- 90% of devices go home for summer
- Conditional on zero AUP violations
- Increased sense of student ownership
- <https://www.youtube.com/watch?v=FvVL42uQmSY&feature=youtu.be>

Summer Storage Guidelines

- Charge battery to about 70%
- Do not fully charge
- Turn off device to avoid additional battery use
- Store in a cool, moisture-free, secure environment

Preparing for Start of School Year

Apple IDs

Enroll in Apple ID For Students

- School requests Apple ID 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

Manage Apple ID Requests for U13 Students

Alternate Apple ID For Students Process

- Must enroll in Apple ID for Students first
- Request alternate process through Apple Project Office
- No email sent to parent/guardian
- School downloads unique URL & password
- Parent/guardian completes process at the school
- Start with parent email process, finish with URLs at school

Students Under 13

- 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

Parent Workflow

- Parent receives email with link and temporary password
- Parent completes form and provides consent
- Apple ID account created and verified
- Apple ID jointly owned by parent and student

Resetting Apple ID Passwords

- Only available for Apple IDs requested through Apple ID for Students
- Admin and Agent accounts can reset student Apple ID passwords
- Teacher Apple IDs can be added to reset student Apple IDs (not mlti.net)
- Need to know the Apple ID and the birthdate to reset

Apple ID Process for Users 13+

Student Workflow During Setup Assistant

- At setup, create a free Apple ID
- Complete Apple ID creation process
- Complete setup assistant
- User opens App Store and signs in with Apple ID
- User completes billing information and verifies email
- User accepts VPP invitation in Self Service

Apple ID Process for Users 13+

Student Workflow Outside of Setup Assistant

- 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 and valid email for Apple ID
- User selects payment option as None
- User verifies email

Volume Purchase Program

Local participation process (optional)

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

Device Enrollment Program

- Devices are configured at Setup Assistant
- MLTI iPad is supervised and enrolled
- MLTI MacBook Air is enrolled

Preparing Devices

- Update to latest release of iOS 8
- If necessary, 'Erase all Content and Settings'

- End user completes Setup Assistant

iPad Recovery Mode

- <http://support.apple.com/kb/ht1808>
- Apple Configurator
- Turn Supervision OFF
- Select “Erase before installing”
- Failure to activate is NORMAL

User Management

Managed Distribution

- Users will receive MLTI Apps by accepting VPP invitation
- Users will be updated in JAMF Management System by the tech lead
- You can purchase apps through VPP and distribute locally

JAMF Managed Distribution Workflow - Start of Year

- Download template from Asset Manager
- Add User for each device
- Upload completed template
- Device receives VPP Invitation from MLTI
- User accepts VPP Invitation with Apple ID
- Apps assigned to User

Bulk Un-assignment

- MLTI VPP Apps are revoked
- User disassociated from device
- User is disassociated from site
- Serial # placeholder user assigned

Upload Template Do's

- Create unique User ID for each user
- Assign single user to multiple devices (where applicable, e.g. Faculty)
- Add additional information (optional)
- Remove lines for unassigned devices (e.g. Spare, Apple TV & Mac mini units)

Upload Template Don'ts

- Don't use commas within values in .csv files (Comma Separated Values)
- Don't use non-email characters in User ID (e.g. Space # ~ ! \$ & ' () * , ; = :)
- Don't create multiple User IDs for one user
- Don't create 'Spare' or 'Loaner' users

Documentation

<http://maine.gov/mlti/tech/index.shtml#manual>

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 JAMF Management System
- Parent Night roll-out plan
- Devices assigned to users

Sales Update

Apple Solution Pricing (Opt-in 2015)

	Price Per Seat	Teacher Only	Network
Apple Primary (iPad)	\$217	\$408	\$49
Apple Alternate (Mac)	\$273	\$296	\$46
Pricing reflects payment per seat per year for 4 years.			

MacBook Air (Early 2015)

- All-day battery life
- Fifth-generation Intel Core processors
- Fast graphics
- PCIe-based flash storage
- Next-generation Wi-Fi

JAMF Licenses for Non-MLTI devices

- HFCV2LL/A: 1 year \$5.40
- HFCX2LL/A: 3 years \$16.20
- HFCU2LL/A: 1 year \$8.60
- HFCW2LL/A: 3 years \$25.80

Bulk Pricing

- STM DUX Case: 10+ \$29.95
- Lightning Keyboards: 10+ \$45.00