

1. What is an Apple ID?

An Apple ID is your account for everything you do with Apple: shopping the iTunes store, signing in to iCloud for backup, buying apps, using iMessage, and more.

2. Why don't the student iDevices have Apple ID's?

Apps are pushed out to student devices from the Airwatch console.

3. How do I request Free Apps for student iDevices?

1 – Go to the iDevice App Request Form located on the district website (Departments> Information Technology Services> Forms> iDevice App Request Form (<https://www.boyertownasd.org/Page/3289>))

2 – Sign in using your network credentials (first initial last name and password)

3 – Fill out the form

1. Requestor Name: (your name)
2. Building: (your building)
3. Grade/Subject: (grade or subject you teach)
4. Name: Type "Multi"
5. Please Describe: **Type a bulleted list of apps** & links you need installed here as the Name field will not be large enough for this initial setup.
6. Please List: (N/A)
7. Cost: 0.00
8. List the Names of iDevices: Enter your room number and asset numbers of the devices you need the app(s) on.
9. ASN: type (N/A)

4. How do I request a paid app for student iDevices?

1. 1 – Go to the iDevice App Request Form located on the district website (Departments> Information Technology

Services> Forms> iDevice App Request Form (<https://www.boyertownasd.org/Page/3289>))

3. Sign in using your network credentials (first initial last name and password)

4. Fill out the form

1. Requestor Name: (your name)
2. Building: (your building)
3. Grade/Subject: (grade or subject you teach)
4. Name: Type Name of app you are requesting.
5. Please Describe: Fill in data requested
6. Please List: Fill in data requested
7. Cost: Fill in cost for 1 license
8. List the Names of iDevices:
9. ASN: type the ASN to be used if known. If not known type N/A and the principal will be contacted for an ASN and approval.

5. How do I create a Work Apple ID and not have a credit card account attached to it?

- Make sure that you are not signed into an Apple ID on your iDevice. (Settings, iTunes)
- Go to the App Store and find a free app and start to install it.
- When prompted select to create an Apple ID and use your work email as the account email.
- Answer all of the questions and when you get to a payment option select none.
- After the account is created you can go into settings and sign into iTunes, iCloud, Message and Facetime and use the settings without fear of sharing information.

6. Can I use my personal Apple ID on my district issued teacher iDevice?

Yes. You can use your personal Apple ID on your district owned device because app copyright law states that you can log into 5 owned or controlled devices with your apple id.

7. What is the copy right law for an Enterprise organization?

Enterprise copyright law is one license, one iDevice. So if you have 5 district iDevices and want to purchase a paid app and install it on all 5 devices you would need to buy 5 licenses. One for each device. If audited and apps have been installed without a district purchased license the district would accrue pricey fines for each infraction.

8. What will happen with my iDevice App Request Form once it is submitted?

The form will go to a member of the IT Instructional Media Department. The app will be verified for compliance with the device(s) it is being requested for and sent to the Administrator or Department Head for approval and payment information. Once approval is received licenses will be purchased and pushed out to devices automatically from the Airwatch console. You will receive an email stating that this is completed and the next time you swip open your device(s) the app will automatically install.

9. What restrictions are currently installed on the student iDevices used at BASD?

- Students are not able to delete apps from a device. If you have Apps you no longer use submit a Work Order to request the apps that you would like removed.
- Students will not see or be able to access Facetime or Messages.
- Students will not be able to change the Apple ID on a device.
- Student devices cannot be connected to a computer

10. Can I synchronize my district issued iDevice with my personal iTunes account?

No. Connecting a district owned device and syncing with iTunes will blow out the profiles and settings on the iDevice that the district has installed and cause the device to not connect to the district wireless network. The device would then have to be reset back to factory settings and set up to its original state that it was when it was deployed.

11. Why are profiles installed on my iDevice and am I permitted to remove them?

- Profiles have been pushed to student devices to make the devices safer for student us by setting restrictions on what the students can and can't access on them.
- Profiles have been pushed to teacher devices to sync up work email and protect the device with a passcode requirement.
- These profiles should never be removed and if they are the device will no longer be able to connect to our district wireless network.

12. What do I do if I find a student iDevice that has been changed from BASD standard settings?

Enter a Trackit Work Order and pull the device from student use.

13. What should I do if I am missing one of the student iDevices assigned to me?

Contact Support Center immediately so that we can find the device and send a signal out to it that will sound an alarm on the device and lock it from use. Once the device is found after being locked it will have to be unlocked by a member of the Instructional Media department.

14. How do I report an iDevice is in need of repair?

Create a Trackit Work Order with the device name and what is not working properly on the device and a Building Technician will touch base with you to trouble shoot the problem.

15. I have forgotten my password and am locked out of my iDevice. Can someone reset my password so I can get back into my iDevice?

Sometimes. If this happens you should contact your building technician or call Support Center #3503. This is a time critical fix. If it is unable to be unlocked the device will need to be reset to factory and set up again for the user.

16. Am I permitted to update my iDevice to the new IOS?

You should always wait to hear from the Instructional Media Team or the ITS Manager before updating to a new iOS. EX: Updating from iOS 10 to iOS 11. However, if you are running an iOS version such as iOS 10 and an update to iOS 10 is released you should update. EX: iOS 10.1.2 updates to iOS 10.1.3

17. How often should I reboot my iDevice? Can leaving too many Apps running affect device performance?

If you find that your device is running sluggish the first 2 things that Apple Support asks you to do is turn your device all the way off by holding down the power button until the slide bar appears and slide it to finish turning it off. And, close your apps completely if you have over 25 running. Apps are still running if you have not done the following:

- Double push the Home button and touch and swipe up on each of the apps showing.

You do not need to reboot your device daily.

18. What WiFi network should BASD iDevices be connected to?

District iPads and iPad minis should be connecting to BASD50.

19. How do I enter a Trackit Work Order?

Open Internet Explorer or other web browser and go to the district website www.boyertownasd.org . Navigate to the Departments and Information Technology Department. This main page goes over the process of entering a Work Order.

20. Who do I contact for help in incorporating the usin of iDevice in my classroom?

You can contact the Office of Teaching and Learning to make arrangements for professional development.