Walters State Community College

Mobilization Initiative

iPad Guide

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WSCC iPad Guide
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Introduction

The iPad is redefining the use of technology in many environments. iPad technology exists somewhere between a smartphone and a laptop in terms of usefulness. The iPad is unique in that it is creating a new technological niche that faculty, staff, and students view as immensely useful in furthering educational opportunities. The iPad's intuitive interface lends itself to self-learning quickly, and the abundance of free and low-cost Apps makes these devices even more appealing for the classroom and administrative operations.

The iPad is not a phone, but it is a mobile device and, therefore, needs some form of technical support. The IET Helpdesk can provide technical assistance for your mobile device. The Instructional Design Team (IDT) will provide training for the college personnel regarding how mobile devices are used for instruction and/or with students. IET's Technology Resource Technician will assist IDT and faculty in these efforts. WSCC is implementing a mobile device management (MDM) system to provide centralized management for all institutional mobile devices. This MDM system will allow the institution to manage device security, access to features as required, facilitate the use of devices in groups by users, push updates and upgrades to the device, and push and manage application (apps) purchases. Apple is expected to provide additional MDM management features with future iPad software upgrades. This will greatly expand the capability to better manage the devices while not impeding the end users' ability to use the devices effectively.

Upon checking out your device you agreed to the following institutional guidelines:

- College issued mobile devices require that installed security and encryption remain enabled to protect institutional data. Systems are not to be modified in an attempt to circumvent security or the base installation as provided to you by the institution. If modifications are required, then a written request must be submitted for review by the vice president for your area and the executive director of IET.
- You agree to use technology only for educational purposes approved by WSCC/TBR. You agree that equipment checked out to you is the property of WSCC and will not be utilized for personal gain or to violate copyright laws. This equipment may be monitored and WSCC administration has the right to request the return of this equipment at any time.
- You also agree to abide by the purchase policies of the institution in regards to the purchase of mobile applications, software, accessories, and other items necessary to operate this equipment.
- You agree to use only appropriate language and polite responses and will not access, print, read, create, send or post unethical, illegal, immoral, inappropriate, or obscene material. You agree to not send harassing messages, pictures or information of any type to anyone resulting in 'cyber bullying'. This includes but is not limited to computers, cell phones, laptops, netbooks, PDAs, MP3 players, and other electronic devices.
- You understand that the use of this equipment is contingent upon your services/employment with the WSCC. You also acknowledge issued equipment may be provided for a specific WSCC initiative. In the event of the program ending, you agree to return all assigned equipment.
- You agree that you are responsible for any damage to, or loss of, media or equipment.

This document will address all currently known issues and currently known solutions. As such, it is a work in progress. As more is known about the device and how it is being used and supported, this document will be updated. If you have any questions, comments, or suggestions, please contact kevin.fowler@ws.edu.

Purchasing the iPad

This section will focus on what kind of iPad to buy, where to buy it, data plans and where to buy them, and accessories.

What to Buy

The iPad comes in several different models; you will need to consider the model that meets your needs. The two variables to consider are size of storage and type of connectivity.

Storage

Apple offers the iPad with internal storage of 16 GB, 32 GB, and 64 GB, and the price increases with size. WSCC has standardized on purchasing only 32 GB and 64 GB units. How much storage you buy depends on how the iPad will be used. If it will be used for email, surfing the internet, reading eBooks, and viewing/editing documents, 32 GB should be sufficient. Advanced users who have needs related to application development or heavy multimedia use may need the larger 64 GB unit.

Connectivity

Apple offers two types of connectivity for the iPad – Wi-Fi only and Wi-Fi with cellular data services. Wi-Fi only requires the availability of a wireless connection to the internet which is present on campus, in many homes and restaurants and, if traveling, most hotels and conference centers.

It is also possible to buy an iPad with Wi-Fi only and then purchase a monthly data plan/service from Verizon that includes a MiFi wireless device. The iPad connects to the MiFi wirelessly, and the MiFi connects to Verizon's cell towers providing the same internet connectivity as a Verizon smartphone. The MiFi can also connect four other devices simultaneously (e.g., a laptop, an iPod Touch, or other iPads). The MiFi wireless device is about the size of a credit card. For more information about purchasing data plans, see "How to Buy iPads – Data Plans" below.

How to Buy iPads

iPads are purchased via the normal purchasing processes used for all other technological institutional purchases. Apple does offer discounts at times for purchases in certain quantities. Typically this requires a minimum of 10 iPads of the same model type. IET will coordinate the combinations of individual orders to create the minimally required quantities to receive the discount. Each departmental FOAP will be charged individually at the reduced price.

Waiting to combine orders to meet the minimum quantity may delay receipt of your iPad. If you desire to order your iPad and receive it quickly, then you may enter your purchase request into Banner at the non-discounted price.

Data Plans

WSCC mobile device guidelines require that all mobile devices be purchased with external WI-FI only capabilities. Purchasing devices with built-in cellular devices may be approved only where there is a justifiable need.

WSCC does allow the purchase of Mi-Fi mobile Internet devices utilizing the WSCC/Verizon state contract. The availability of a wireless connection to the internet is prevalent in many environments in which an iPad will be used (e.g., WSCC campuses, hotels, conference centers, many restaurants, etc.). However, the purchase of an iPad with built-in cellular capability and/or a MiFi device and/or a data plan may be made if there is a justifiable need. The purchase of these devices and data plans will need to be coordinated with the purchasing department. IET will coordinate the delivery and setup of the device once it is received.

Accessories

If you have an iPad, you should also have a case and screen protector. While it is not imperative to buy all accessories at the time of purchase of the iPad, it is good to consider what is available and minimally purchase a case and screen protector to protect the device. Please see Appendix A for a list and short summary about accessories that can be used with the iPad.

Initial Setup

The initial setup of an iPad is fairly easy. In most situations IET will perform the initial setup upon delivery to the end user. The end user can then setup a meeting with IDT or IET personnel to learn more about how to use the device. Below are the steps required to for the initial setup.

1) **iTunes** – The user should setup an iTunes account.
2) **Activation** – the iPad must be plugged into a computer that has the latest version of iTunes installed

on it. iTunes works on both Macs and Windows computers.

3) **Name the iPad** – You must give your device a unique name so it can be identified in the MDM system. If you do not, it will use the default name "iPad." You will name your device using your last name followed by your first and middle initials and "'sipad" (ex: Dana A. Doe = DOEDA'siPad). If you do not have a middle name then use the letter X. You can change the name of your iPad at any time by selecting the name twice in the left column of iTunes. When the box and blinking cursor appear, you can type in a new name. Once you have set the name as instructed above, do not change the name again without consulting the IET HelpDesk.

4) **Synchronization** – There are a number of options for synchronizing your iPad with iTunes on your computer. While the iPad is connected to the computer, the sync options are listed in the lower part of the iPad window. It is recommended that you check "Open iTunes when this iPad is connected" and "Manually manage music and videos" . If you choose not to check the Manual option, all content (music, videos, podcasts, etc.) in iTunes on your computer will be copied to your iPad and synchronized each time you plug in the iPad.

5) **Universal Access** – This can also be configured while the iPad is plugged in to your computer. This gives you options for accessibility for different capabilities.

6) **Passcode** – WSCC guidelines requires that all users set and use mobile device passcodes to protect their devices and information. This deters anyone else from gaining access to your iPad. Walter State's mobile device management (MDM) system ensures that a strong passcode is applied. (A strong passcode in this instance is defined as an 8 character, alpha-numeric passcode without three or more sequential, ascending, or descending characters.) Passcodes are normally set through the MDM when a new iPad is given to a faculty/staff member. To change the passcode on your iPad, tap Settings→General→Passcode Lock.

7) **Wi-Fi Connections at WSCC** -Wi-Fi connections should show up automatically and ask you if you want to join. If nothing shows up and you don't seem to have an internet connection, tap on Settings, Wi-Fi, OFF next to Wi-Fi to turn it ON, and OFF next to "Ask to join Networks" to turn it ON.

   a. STAFFAIRNET – This is WSCC's secure wireless network for faculty and staff and is the preferred wireless connection. When you select this wireless connection, you will be required to login using your WS ID username and password one time. Your credentials will be saved, and you will be able to freely move around campus and maintain your connection as long as you are in range of an access point. If you move out of range and then back in range, your device will automatically connect when you are back in range.

   b. AIRNET – This is WSCC's unsecure wireless network that is primarily used by students. It requires that you open Safari which will give you a login screen. Type in your WS ID username and password. You will be required to login repeatedly if you move around campus or are connected without any activity for more than 30 minutes.

   c. MOBILEDEVICENET– This wireless network is set up specifically for institutionally-owned iPads in labs and on mobile iPad carts. This network only allows authenticated devices. There is no log in for the student and allows the lab devices to be up and running quickly on the network.

8) **Email account** – IET will assist in setting up your email account.

9) **VPN access** – if you plan to access WSCC resources from off-campus, you will need to use a VPN client. This requires preauthorization from your supervisor and IET.

Backup and Synchronizing

It is very important to back up your iPad on a regular basis. You will be installing Apps and possibly downloading documents, photos, videos, books, and music. Backing up your iPad will prevent the loss of any of that data and also make it available to restore to your iPad if anything happens to it.

Plugging in your iPad to a computer with iTunes on it and synchronizing it is not the same as completely backing it up. A complete backup includes transferring all App Store purchases and importing photos to the computer during the backup.

When your iPad is plugged into a computer with iTunes installed, iTunes will recognize the iPad, and the name of your iPad should show up on the left side of the iTunes screen and start synchronizing and backing up according to how you set your options. You also need to right click and select "Transfer Purchases" to back up your Apps. To back up your photos and videos on a Mac, open iPhoto and click on Import Photos. On a Windows 7 computer, click on Start, Computer, right click on your iPad in the Portable Devices section and select "Import pictures and videos." Performing these steps will ensure that you can restore everything on your iPad as of the date your last backup was performed.

Apps

Apps are the software that makes mobile devices great to use. The iPad comes with some built-in Apps that are useful, but most people will want to add Apps for more productivity and/or fun. Some Apps are free while others cost anywhere from 99 cents to hundreds of dollars.

An important issue for paid Apps is ownership. In the regular retail world, whoever pays for the product owns the product. In the Apple App world, whatever account is used to install the App owns it no matter who paid for it. So, if you expect WSCC to pay for your Apps, it is very important for you to create a WSCC Apple ID as described in Appendix B and use it to buy and install Apps used for WSCC.

If you want Apps for your personal use, you can also purchase and install Apps with your personal Apple ID. In the App Store on the iPad, you can change the account you are using by scrolling to the bottom and tapping the **Account** button on the left and select **Sign Out**. You can then sign in with your personal Apple ID and use it to purchase and install Apps for your personal use even on a WSCC-owned device. Apps purchased with your personal Apple ID will always be available for you to download again and install on a personal device if you buy your own or leave WSCC.

Below is a summary of the different methods of purchasing and installing Apps.

Methods of Purchasing Apps

1) Apple ID and personal credit card – You may purchase and install Apps with your Apple ID and

personal credit card, and these Apps will be owned by you.

2) Apple ID and personal iTunes Gift Card – You may purchase and install Apps with Apple ID and personal iTunes Gift Card.

3) Apple Volume Purchase Program – This is a program created by Apple to enable educational institutions to buy Apps individually and/or in bulk to receive a discount. To receive a discount (usually 50%) you must purchase 20 or more licenses of an App. Not all Apps are included in the program, so you need to check the listing. This is WSCC's only method for purchasing work-related institutional Apps. If your department would like to buy Apps through this program, please see Appendix C – Instructions for Requesting and Validating Apps Purchased via the Apple Volume Purchase Program (VPP) and Appendix D – Instructions for Purchasing Apps Via the Apple Volume Purchase Program (VPP).

Recommended Apps

As we progress into our mobilization efforts, the institution may decide to make some Apps the default standard for certain tasks or operations. Other Apps may be determined to be default departmental Apps for administrative and instructional needs.

App Updates

It is recommended to update Apps whenever the updates are available. This will be apparent when a circled number shows next to the App Store icon. The number indicates how many Apps have updates to be installed. App updates include fixes and new features, so it is a good idea to install them as they become available.

To install the updates, you will need to be connected to the Internet. Tap on the App Store icon and then tap on Install Updates in the top right corner. You will be asked for the password of the Apple ID that is currently signed into the App Store. If an App was installed with a different Apple ID, you will need to know and use the password of the different Apple ID to update those Apps. This will take a few minutes and you will be able to see the updates being installed for each App. You can continue to use other Apps on the iPad while updates are being installed.

Operating System Updates

Apple offers upgrades to the operating system (iOS) on the iPad and usually makes announcements ahead of time. The upgrades, much like the apps, involve fixes and new features. Before installing an iOS upgrade, it is recommended that you back up the iPad. This includes synchronizing, backup, transfer purchases, and importing photos and videos (see Backup and Synchronization section).

To upgrade the iOS, the iPad must be connected to a computer with iTunes installed. When the iPad syncs with iTunes it will inform you that an iOS upgrade is available. Once you have a current backup, you can upgrade the iOS by tapping on "Upgrade." Be prepared to let the upgrade begin and finish without using the iPad. A progress bar will appear at the top of iTunes so you will know when it is finished. Do not interrupt this progress.

Charging

One of the best features of the iPad is its battery life. Your need to recharge will depend on how you use it, and this can range from every day to one time per week. You can charge the iPad with the following methods.

1) Charger that comes with it plugged into an AC outlet – this is the fastest
2) Plugged into a USB port on a Macintosh or Windows computer
3) Plugged into a USB port on a car charger plugged into a 12V power outlet

Appendix A – Accessories for the iPad

This list is not at all inclusive, but these items have been tested by various staff on campus.

Case

There are many different kinds of cases to consider. The following cases are available at a computer store or online and have been evaluated. There are other cases that have keyboards included or are shock resistant or just have a nice look and feel. Having a case that at least covers the glass and camera apertures and switches and which creates an angle for typing seems to be the minimal consideration.

Manufacturer/Model	Features	Colors
Apple	Light, simple, unobtrusive, matte finish, easy in/out, good typing angle	Various
Apple iPad2 Smart cover	Designed to fit on the iPad and causes device to respond in different ways	Various
Kingston Bluetooth Keyboard case	Leather like covering and a quality keyboard for ease of use	Black
OtterBox Commander	Very sturdy, protective polycarbonate but only on back and sides, silicone internal case, no cover for glass, no viewing/typing angles, difficult in/out	Black
InCase Convertible Book Jacket	Sturdy, protective, leather-like, elastic strap for hand or closure, multiple viewing/typing angles, easy in/out	Black, White, Gray, Red, Blue
Griffin Survivor	Provides complete protection for the device in harsh environments	Black
Griffin Strap Case	Strap on the back makes it easy to hold while typing	Black
ZAGGmate iPad Case with Keyboard	Aircraft-grade aluminum that matches iPad, thin, light, multiple viewing/typing angles, embedded Bluetooth wireless keyboard	Silver

Keyboard

The iPad comes with Bluetooth functionality so any Bluetooth keyboard can be used. They are available from Apple and other companies. And, as stated above, there are cases that include keyboards. Apple makes a Bluetooth keyboard with a dock to hold the iPad in the portrait position. The built-in keyboard is functional for many users.

Dock

The dock provides a place to set the iPad in a portrait position while charging. It has not proven to be all that useful.

VGA Adapter

This provides a way to connect the iPad to a VGA connection (e.g., a monitor or LCD projector). The iPad2

will do video mirroring like a laptop when using the Apple Digital AV Adapter which has an HDMI connector as well as a dock connector to maintain power.

Camera Connection Kit

The kit includes two devices – 1) USB Adapter and 2) SD Card Adapter – mainly for use with a digital camera in order to import photos or videos. When using the SD Card Adapter, the iPad will not recognize any files other than photo or video so it cannot be used to transfer other types of files. The USB Adapter only recognizes cameras.

Charger

The iPad comes with a charger and USB connection cable. The iPad can be charged using the charger (contains two pieces) plugged into an electrical outlet. It can also be charged using the USB connection cable with a Macintosh or Windows computer.

Stylus

There are many styluses out there for you to choose from. They come in many different colors and sizes. Some of the more popular styluses are those sold by Griffin, Roocase, and Targus.

Appendix B – Creating an Apple ID

There are two different kinds of Apple account IDs you will use:

1) Personal Apple account IDs can be associated with your personal e-mail address or your WSCC email address. It is best that you only utilize a single Apple account ID. Before Apple release the iCloud WSCC required that employees separate their work activities from personal activities by maintaining two different Apple IDs. The release iCloud and other Apple features has complicated this use of multiple IDs and Apple does not offer a way to merge IDs. For this reason it is best that all users begin using a single Apple ID for their iPad or other Apple devices.

   a. You will utilize this account to:

      i. To redeem App codes for individual iPads provided by the college

      ii. Purchase Apps via your preferred purchasing method

      iii. Use iMessage to communicate with iOS Apple devices

      iv. Use iCloud to back-up your device

      v. Utilize Facetime to communicate

      vi. For other services offered via your mobile device

   b. Associated other email addresses with your Apple ID

      i. Once you have created Apple ID you can associate multiple email addresses with this ID. This will allow you to receive iMessage and Facetime messages to all of your Apple devices.

      ii. To associate multiple email addresses to your Apple ID click "Manage your account" after going to: http://appleid.apple.com

      iii. You cannot associate the email address that is currently being used with another Apple ID. If you do have another Apple ID that do not want to use anymore then log into the account using the same link above and modify the email to reflect another email that you seldom use. You cannot delete the Apple account and you must continue to keep this account active in order for any Apps purchased under this account to validate when updates for the App are released.

2) Mobile lab account IDs for redeeming App codes for iPad labs –

   Mobile lab account IDs will be used only on Apple iPad labs. These accounts will be created and assigned to labs based on need and location by IET. Some labs will share a single account ID while others will have their own, singularly used ID. These accounts should only be used when using a mobile lab iPad. Do not use these IDs on your personal or institutional iPad or iOS device.

It is important to understand that the password for the account(s) is needed to install and/or update Apps.

How to create your Apple Account ID on the iPad:

To purchase and download from the iTunes Store, you'll need to have an Apple ID. If you do not have an Apple ID, you will need to create one before you can begin using the iTunes Store.

1) From the Home Screen, tap **Settings** and then tap **Store**.
2) When a prompt appears, tap **Create New Account**.

3) Choose the appropriate store by tapping **Store**, and select the country in which you reside. Tap **Done** to confirm your selection, then tap Next to proceed to the next screen.
4) The next screen will display the iTunes Store Terms and Conditions. You can opt to have the Terms and Conditions emailed to you for easier reading by tapping **Send by Email**. To do this, enter your valid email address then tap **Send**.
5) To agree to the Terms and Conditions, tap the **Agree** button which is located in the bottom-right of the page. Tap **Agree** again when the confirmation appears.
6) Once you've agreed to the terms and conditions, you will need to enter an email address, password, and answers to some security questions. The email address you provide will be your new Apple ID (which is what you will use to log in to the iTunes Store). Enter your email address and then tap **Next**.

   Tip: If you are trying to create an account using an existing Apple ID, like your MobileMe email address, you will receive a prompt telling you that your email address is already an Apple ID. Simply tap **Continue**, then tap **Use Existing Account** on the next screen.

7) Next, you'll be required to enter your billing information. To change the default card type, tap the **Credit Card** field. Select **None** and tap **Done**.
8) Once you've filled out all the fields for your billing information, tap **Next**.
9) You'll then see a screen that says Verify Your Email Address.
10) Tap **Done** and check your email for a verification email from Apple.
11) Open the email and tap the **Verify Now** link enclosed in the email to activate your account.
12) You'll be taken to a secure page to enter your Apple ID and password to complete your account verification.
13) Once you've entered your email address and password, tap **Verify Address**.
14) To modify or change your account information such as Apple ID, payment information, or billing address, tap your account name located at the bottom of the page once you are signed in to the iTunes Store. When prompted, tap **View Account**.

Appendix C - Instructions for Requesting and Validating Apps Codes Purchased via the Apple Volume Purchase Program (VPP)

1) The end users will determine the App they desire to use and have purchased.
2) Free Apps will be directly downloaded by the end user and requires no approval. Free Apps cannot be purchased via the VPP program.
3) For Apps for which WSCC must pay, the end user will send an e-mail to his/her supervisor requesting the purchase.
4) The purchase request to the supervisor will include:
   a. Name of the App / cost of the App / quantity to purchase/brief description of how the App will be used
   b. Designate if the iPad version or iPhone version is required. This will depend on if the App is available for the iPad. Some Apps are only available for the iPhone but will run on the iPad.
5) The supervisor will approve or deny the request. Approved requests will be sent to the appropriate Academic or Administrative VPP facilitator.
6) The facilitator will then purchase the App code from the requesting supervisor's VPP account.
7) The APP code will then be distributed directly to the original requesting end user via one of the following methods:
   a. The code will be emailed to the end user.
      i. The end user's iPad must be connected to the Internet.
      ii. The end user will locate the email on his or her iPad.
      iii. Tapping the link inside the email will prompt the end user to log into the App store.
      iv. The end user will verify that he or she is logged into the WSCC Apple Account ID.
      v. Once logged into the WSCC Apple Account ID, the validated App will begin to install without any further action.
      vi. Once the App is installed it is ready to be used.
   b. Through the use of Mobile Device Management (MDM), the authorizing App link will be placed on the requesting end user's iPad.
      i. Once an install icon appears on the user's iPad Home Screen or other page, he/she will tap the icon.
      ii. Tapping the install icon will prompt the end user to log into the App store.
      iii. The end user will verify that he or she is logged into their WSCC Apple Account ID.
      iv. Once logged into the WSCC Apple Account ID, the validated App will begin to install without any further action.
      v. Once the App is installed, it is ready to be used.

Appendix D -Instructions for Purchasing Apps via the Apple Volume Purchase Program (VPP) – Applies to VPP Facilitators Only

Please note that this process involves a number of steps to get set up and can take some time to complete. Also, the Volume Purchase Program (VPP) advertises discount pricing for Apps, but this only applies to particular Apps and only in a quantity of 20 or more.

Step 1

Authorized Purchaser at WSCC

There must be an Authorized Purchaser (AP) as defined by Apple; the purchasing department will act as the AP for WSCC.

Step 2

Designate a Program Facilitator (PF)

The Program Facilitator, as defined by Apple, is the person responsible for actually buying the Apps and distributing codes that allow the users to install the Apps. The Library has been designated as the single facilitator for Academics while IET has been designated as the single facilitator for the administrative areas.

Step 3

Purchase a Volume Voucher

Budget managers will enter purchase requests to Apple for vouchers in the amounts of $100, $500, or $1,000. The AP will purchase the Volume Voucher.

Step 4

Redeem Volume Voucher

When the voucher arrives it will be forwarded to the correct PF who will then redeem the card to the appropriate departmental VPP account.

Step 5

Purchase Apps

When the PF receives an App purchase authorization, he or she will access the department's VPP account in the iTunes store. The following steps will then occur:

1) Search for and select the App you want to purchase
2) Enter the quantity

3) Click on Buy.
4) The account will say "Processing" next to the purchase. In a few minutes "Processing" will change to "Download Spreadsheet."
5) Click on "Download Spreadsheet" and save the spreadsheet. This file includes information about what was purchased and a link with a code for each license purchased. An email is also sent to the email distribution list with a receipt for the purchase.
6) It is very important to save the information on the spreadsheets as Apple puts the responsibility on the purchaser to maintain records about what is purchased and how it is distributed.

PFs will be required to maintain a spreadsheet listing all codes and who received those codes for validation. Multiple codes distributed to deans become the responsibility of dean to track and monitor. It is imperative that ownership of App codes be maintained so App codes can be revoked and reissued when faculty and staff leave the institution.

Step 6

Installing Apps

Apps can be installed in different ways using the VPP. How you install them will depend on how you manage your iPads. It is important to document where the license codes are installed.

1. Synchronize with iTunes – If one person is managing all the iPads, the Apps can be purchased through the App Store on iTunes on a computer and each iPad can be synched with the computer.

2. Distribute license codes through email – License codes can be emailed to users with the link from the spreadsheet. While using the iOS device on which the App will be installed, the user can then click on the link in the email which will go directly to the App in the VPP store and install the App. The user may be asked to sign in to the App Store with an Apple ID.

3. Install directly on iPad -While using the iOS device on which the App will be installed, the user can go to the App Store and click on Redeem. The user may be asked to sign in to the App Store with an Apple ID. The user will be asked to enter a code to redeem and once the code is entered, the App will automatically be installed. Whenever a code is redeemed, it will automatically ask if there is another code to redeem. Therefore, if a user has multiple codes, the codes can be entered one at a time and the corresponding App will be automatically installed.

Again, it is important to document who received the code for your records as Apple does not do this. If an App needs to be reinstalled, it can be done using the same Apple ID that was used in the original installation.