



User's Guide

SchoolMDM version 6.72

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Table of contents

1 Introduction	6
2 Control Tower Interface	8
2.1 Menu Navigation	8
2.2 Working with Tables	9
2.3 Accessing Help.....	10
3 Setting Up SchoolMDM	11
3.1 Overview	11
3.2 Configuring Apple Device Enrollment Program (DEP)	11
3.2.1 Create DEP account in Control Tower	12
3.2.2 Add MDM server for ASM Accounts	12
3.2.3 Add MDM server for non-ASM Accounts	14
3.2.4 Finish configuring DEP in Control Tower	16
3.2.5 Assigning devices to the TechPilot MDM server.....	17
3.2.6 Using DEP Lookup	19
3.2.7 Force ASM Roster Sync	19
3.3 Setting Up Apple Volume Purchase Program (VPP)	19
3.3.1 Adding and Configuring Apple VPP Accounts in SchoolMDM	20
3.3.2 User-Based VPP Distribution.....	22
Assigning a user to a device	23
Inviting VPP Users.....	24
3.3.3 Manually sync for VPP licenses.....	25
3.4 Enrolling iOS Devices.....	25
3.4.1 Enrolling iPads manually (non-DEP).....	25
3.4.2 Enrolling iPads using DEP	27
3.4.3 Manual enrollment using Apple Configurator 2.....	28
3.4.4 Automated enrollment using Apple Configurator 2	29
3.4.5 Checking DEP device serial numbers.....	29
3.4.6 Setting up iPads for Shared iPad Mode.....	30
3.5 Assigning Users to iOS Devices.....	31
3.5.1 Moving DEP Devices into Groups Automatically	34
3.5.2 Automatically changing device name.....	35
3.6 Enrolling Mac Devices.....	35
3.6.1 Enrolling Mac devices using DEP	35
3.6.2 Enrolling Mac devices manually (non-DEP).....	36
3.7 Enrolling Apple TVs.....	37
4 Managing Locations	39
5 Managing Devices and Device Groups	41
5.1 Adding & Configuring iOS Device Groups.....	41
5.2 Adding & Configuring Mac Device Groups	45
5.3 Adding & Configuring tvOS Device Groups	46
5.4 Cloning a device group.....	47
5.5 Assigning Access Rights to Device Groups.....	48
5.6 Viewing the Device List and Finding a Device.....	49
5.7 Moving Devices to a Different Device Group.....	50
5.8 Force Sync Installed Apps List from Devices	51
5.9 iOS Device Management.....	51

- 5.9.1 Assigning a user to a device53
- 5.9.2 Unassigning users from devices 53
- 5.9.3 Rename an iOS device53
- 5.9.4 Adding information to custom device fields.....53
- 5.9.5 Clear an iPad Passcode 53
- 5.9.6 Activation Lock Bypass on iPad..... 53
- 5.9.7 Lost Mode for iOS..... 54
 - Enable iOS Lost Mode 54
 - Disable iOS Lost Mode 56
- 5.9.8 Remote Wipe (erase) an iPad 57
- 5.9.9 Listing apps or files installed on a device..... 57
- 5.9.10 View VPP app and book licenses for a device..... 58
- 5.9.11 Viewing iOS profile information 58
- 5.9.12 Shared iPad Cached User info 58
- 5.9.13 Managing iOS updates 59
 - Finding devices that need iOS updates 59
 - Pushing out iOS updates to devices 60
 - Delaying iOS updates 60
- 5.9.14 Restarting or shutting down iPads 61
- 5.10 Mac Device Management..... 61
 - 5.10.1 Assigning a teacher or student to a device 63
 - 5.10.2 Renaming a Mac device 63
 - 5.10.3 Shutdown or Restart a Mac 63
 - 5.10.4 Managing macOS updates 64
- 5.11 Apple TV Device Management..... 64
 - 5.11.1 Renaming an Apple TV device 65
 - 5.11.2 Put an Apple TV into Conference Mode 65
 - 5.11.3 Restart an Apple TV 66
 - 5.11.4 Erase an Apple TV..... 66
- 5.12 Finding non-active or recently removed devices 66
- 6 Managing Users 67**
 - 6.1 Control Tower Users..... 67
 - 6.1.1 Importing Control Tower Users from a File 67
 - 6.1.2 Importing Control Tower Users from Google Directory 69
 - 6.1.3 Adding Control Tower Users Manually 69
 - 6.2 School Users 70
 - 6.2.1 Importing School Users from a File..... 71
 - 6.2.2 Importing School Users from Google Directory 71
 - 6.2.3 Adding School Users Manually 72
 - 6.2.4 Adding Student Photos 73
 - 6.2.5 Assigning a Device to a Student 73
 - 6.2.6 Unassigning Students From Devices 74
 - 6.2.7 Bulk Edit Grade or Location 74
 - 6.2.8 Delete (purge) Student Photos 74
 - 6.3 Apple School Manager Users..... 75
- 7 Network Profiles 76**
 - 7.1 Adding, Editing, Deleting Network Profiles 76
 - 7.2 Cloning a Restriction Profile 78
 - 7.3 Assigning Network Profiles to Device Groups 78

- 7.4 WiFi79
- 7.5 Global Proxy80
- 7.6 Certificates81
- 7.7 Apple TVs.....81
- 7.8 DNS Proxy.....82
- 7.9 Web Content Filter Plugin.....83
- 8 Restriction Profiles84**
 - 8.1 iOS Restriction Profiles.....84
 - 8.2 Mac Restriction Profiles.....85
 - 8.3 tvOS Restriction Profiles.....87
 - 8.4 Assigning restriction profiles to devices.....88
 - 8.5 Assigning restriction profiles to classes.....89
 - 8.6 Cloning a Restriction Profile90
 - 8.7 Scheduling Restriction Profiles.....91
- 9 Settings Profiles (Mac)92**
 - 9.1 Adding a Mac Settings Profile92
 - 9.2 Editing a Mac Settings Profile.....93
 - 9.3 Cloning a Mac Settings Profile94
 - 9.4 Assigning Mac Settings profiles to devices.....94
- 10 Email Profiles96**
- 11 App Requests.....98**
 - 11.1 Setting Up App Request Workflow98
 - 11.1.1 Configuring Workflow.....98
 - 11.1.2 Configuring the app request form100
 - 11.1.3 Setting app request permissions.....100
 - 11.2 Making App Requests101
- 12 Managing App Requests105**
- 13 Screen Layouts108**
 - 13.1 Creating a Screen Layouts108
 - 13.2 Cloning a Screen Layout109
 - 13.3 Editing iOS Screen Layouts.....109
 - 13.3.1 Setting a background image for a Screen Layout.....110
 - 13.3.2 Adding Apps to Home Screens.....111
 - 13.3.3 Alternate Method: Adding apps from App list.....113
 - 13.3.4 Arranging items on home screens114
 - 13.3.5 Adding a Folder to a Home Screen.....115
 - 13.3.6 Adding, removing, and rearranging screens116
 - 13.3.7 Editing Screen Layouts with List View116
 - 13.3.8 Applying Screen Layouts to Devices117
 - 13.4 Activating a Screen Layout.....117
 - 13.5 Scheduling Screen Layouts.....117
- 14 Classes119**
 - 14.1 Creating Manual Classes119
 - 14.2 Adding Devices to a Class.....120
 - 14.3 Removing Devices from a Class121
 - 14.4 Deleting a Class122
 - 14.5 Viewing apps and files assigned to a Class.....122
- 15 App Management.....123**
 - 15.1 iOS App Management123

- 15.1.1 Adding iOS VPP Apps124
- 15.1.2 Hiding old VPP apps by archiving.....127
- 15.1.3 Adding iOS Apps from the App Store127
- 15.1.4 Installing iOS apps by assigning to groups, classes, or devices129
- 15.1.5 Self-Service iOS app installation.....130
- 15.1.6 Removing apps from the iOS location apps list131
- 15.1.7 App Details131
 - Autonomous Single App Mode (ASAM)132
 - Disabling App Notifications133
 - Disabling app installation for specific roles134
- 15.1.8 Updating iOS apps.....134
- 15.1.9 Finding all devices where an app is installed.....137
- 15.1.10 Finding apps assigned to a group or class137
- 15.1.11 Pushing apps from status report139
- 15.1.12 Uninstalling iOS apps139
- 15.1.13 Blacklisting iOS Apps.....141
- 15.2 Mac App Management142
 - 15.2.1 Adding Mac VPP Apps144
 - 15.2.2 Hiding old Mac VPP apps by archiving.....145
 - 15.2.3 Adding Apps from the App Store146
 - 15.2.4 Adding Mac Packaged Apps.....148
 - 15.2.5 Installing Mac apps by assigning groups, classes, or devices149
 - 15.2.6 Removing apps from the Mac location apps list150
 - 15.2.7 App Details150
 - Disabling App Notifications151
 - Disabling app installation for specific roles151
 - 15.2.8 Finding all devices where an app is installed.....152
 - 15.2.9 Finding apps assigned to a group or class153
- 16 Book Management.....155**
 - 16.1 Adding iBooks from VPP155
 - 16.2 Adding iBooks from the App Store157
 - 16.3 Distributing books by assigning to groups or classes158
 - 16.4 Book details.....158
 - 16.5 Removing books from the School books list.....159
 - 16.6 Finding all devices where a book is installed.....159
- 17 Web Links and Web Collections.....160**
 - 17.1 Creating Web Links160
 - 17.2 Creating Web Collections161
 - 17.3 Editing Web Collections.....162
 - 17.4 Deleting Web Links162
 - 17.5 Using Web Links with iOS163
- 18 Content / Files165**
 - 18.1 Uploading Files.....166
 - 18.2 Pushing files to devices with Assign167
 - 18.3 Removing files from devices.....169
 - 18.4 Verifying which devices have a file170
 - 18.5 Deleting files from Control Tower171
- 19 Settings.....172**
 - 19.1 System Settings172
 - 19.2 Permissions.....173

19.3 Backgrounds	173
19.4 Organization whitelist and blacklist.....	174
20 Teacher Tools	175
20.1 Teacher Tools for iOS	175
20.1.1 Activating a Screen Layout	177
Activating a Layout for a Group	177
Activating a Layout for a Class	177
Removing a Layout.....	177
20.1.2 Screen Lock.....	177
20.1.3 App Lock.....	178
20.1.4 Site Lock.....	180
20.1.5 Clear Passcode	181
20.1.6 Logout User	181
20.1.7 AirPlay for Apple TV	181
21 Status.....	183
21.1 Device Status	183
21.2 Group Status	185
21.3 Class Status	186
21.4 ASM Class Status	186
22 My Account	187
23 TechPilot Locker for iOS.....	188

1 Introduction

Welcome to SchoolMDM by TechPilot, now a Securly company!

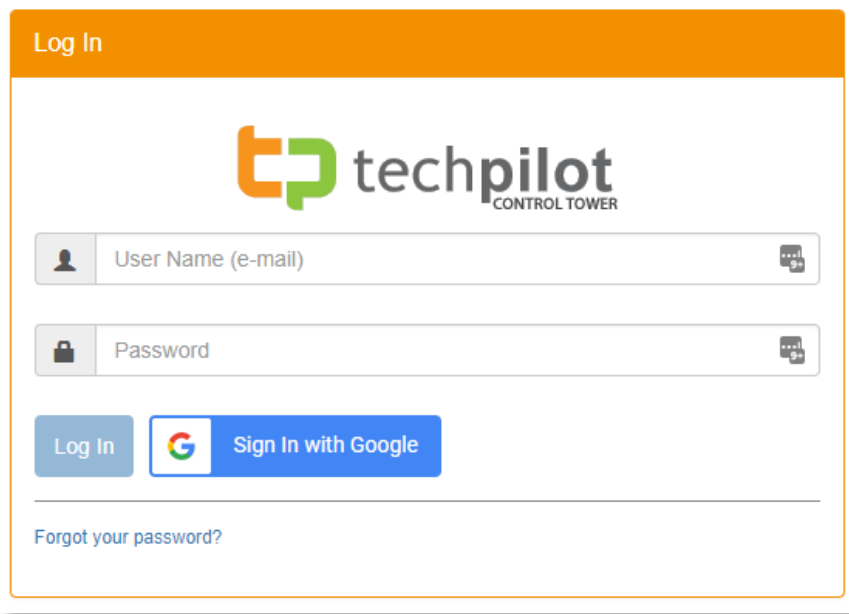
With SchoolMDM, you can manage iOS, macOS and tvOS devices. SchoolMDM is a cloud-based mobile device management system accessed through the TechPilot Control Tower web interface found at <https://ct.techpilotlabs.com>.

This is a general reference guide to all features of the system when managing all Apple platforms. For a step-by-step guide to help you get setup and running quickly, be sure to refer to the Getting Started Guide, available on the support site at <https://support.techpilotlabs.com>.

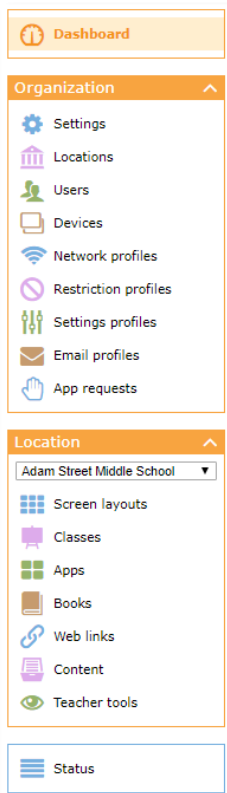
TechPilot was formerly named TabPilot, so you may still see occasional references to TechPilot in various places such as older documentation or tutorial videos.

2 Control Tower Interface

TechPilot Control Tower™ is the web-based management console for SchoolMDM. Control Tower is accessed through a standard web browser, usually from your computer. To access Control Tower, go to <https://ct.techpilotlabs.com>.



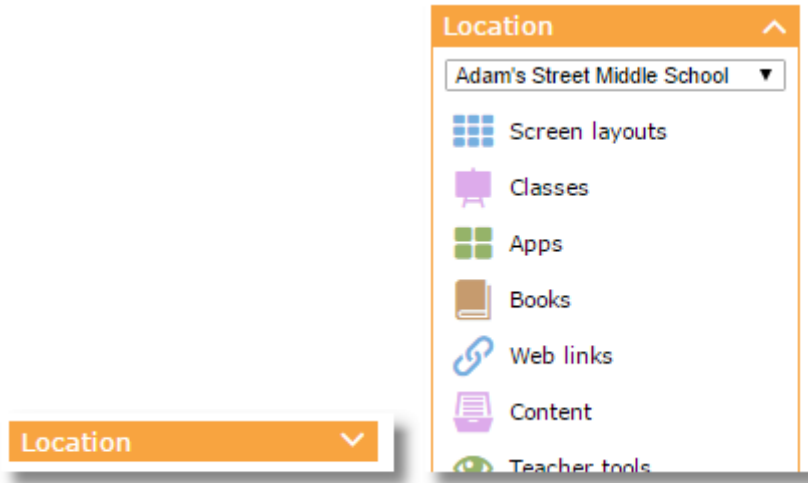
2.1 Menu Navigation



The main menu appears down the left side of the Control Tower interface.

Each section of the menu appears with an orange header. Click on the header to show or hide that section

of the menu. The up or down indicator will change to reflect the open or closed state of the menu.

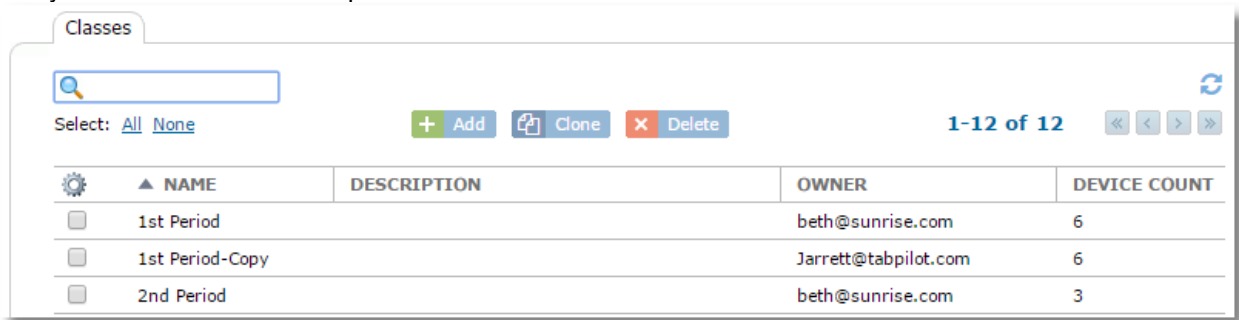


The User Menu appears at the top of the Control Tower interface. Use this menu to access the My Account area or to log out.



2.2 Working with Tables

Many areas of Control Tower present information in tables with rows and columns.



The following functions are available on most tables:

Refresh: Use this button to update the information in the table



Export: Some tables, such as the device list and app lists, offer an export feature. Use the export button to save the contents of the current table (all pages) to a CSV file.



Checkboxes: Use to select one or more items. Use the All or None links at the top to automatically select or unselect all items

Page Navigation: Use to jump forward or backwards one page at a time, or all the way to the first or last page



Sort: Click a column header to sort the table by that column. Click a second time to sort in reverse order. The indicator will show which column is in use for sorting



Resize columns: Place your pointer over the vertical divider between the column headings. When your pointer changes to a vertical bar, click and drag to resize the column

Rearrange columns: Use drag-and-drop to rearrange the order of the columns

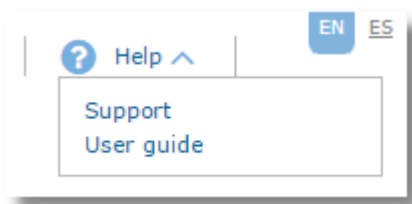
Customize Columns: Click the gear icon to display a choice of available fields that can be added or removed as columns from the table. Use the **Reset widths** button to restore column widths to their defaults



Note that table customizations will be saved to your user account, so all changes should remain in place for future sessions.

2.3 Accessing Help

Use the **Help** menu in the top left corner for a direct link to the Support site or to an HTML version of this User's Guide.



When using the support link, you will automatically be logged into the support site with the same username and password that you're currently logged into Control Tower with. If you access support.techpilotlabs.com when not logged into Control Tower, you'll be taken to a Control Tower login window to enter your CT credentials.

Note that the User's guide link jumps to a searchable HTML version of the guide. A formatted, printable PDF version is available for download from the support site.

3 Setting Up SchoolMDM

3.1 Overview

These instructions contain information on setting up and configuring SchoolMDM. They are intended for use by the administrator, or a designated user who has been assigned an account in Control Tower with administrator rights. Keep in mind that some tasks are accomplished on the devices themselves, while other tasks are accomplished through Control Tower, accessed through a web browser on your computer.

Follow these steps:

- Create or edit locations. Typically, each school is a location in SchoolMDM. Refer to the [Managing Locations](#) section of this guide.
- Set Up Users and assign access rights to locations. See the [Managing Users](#) section of this guide.
- Set Permissions for each user role in your organization. See the [Permissions](#) section of this guide.
- Create device groups for your devices and assign rights. Refer to the [Administering Device Groups](#) of this guide.
- Set up Apple VPP and Apple DEP if you use these programs. Refer to the section [Setting up DEP](#) and [Setting Up Apple Volume Purchase Program](#)
- Enroll your devices into SchoolMDM. Refer to the appropriate section of this guide: [Enrolling iOS Devices](#), [Enrolling MacOS Devices](#), or [Enrolling tvOS Devices](#).
- Assign teachers rights to manage specific device groups. Refer to the [Assigning Access Rights](#) in the Administering Device Groups section of this guide.

Refer to the Getting Started Guide for additional information on initial setup and configuration of the system.

3.2 Configuring Apple Device Enrollment Program (DEP)

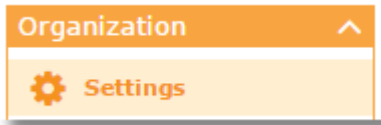
DEP is the preferred method for enrolling devices. To enroll using DEP, your school or district must already be registered for DEP with Apple. You can do this through Apple School Manager at school.apple.com. If your organization is not set up with Apple School Manager you can manage DEP through deploy.apple.com.

Only certain devices may be enrolled using DEP. Devices purchased directly from Apple should be available in DEP directly. Devices purchased elsewhere may be eligible to be added to your DEP account if they run iOS 11.0 or higher by importing them into DEP through Apple Configurator. Refer to our knowledgebase or Apple's web site for more information.

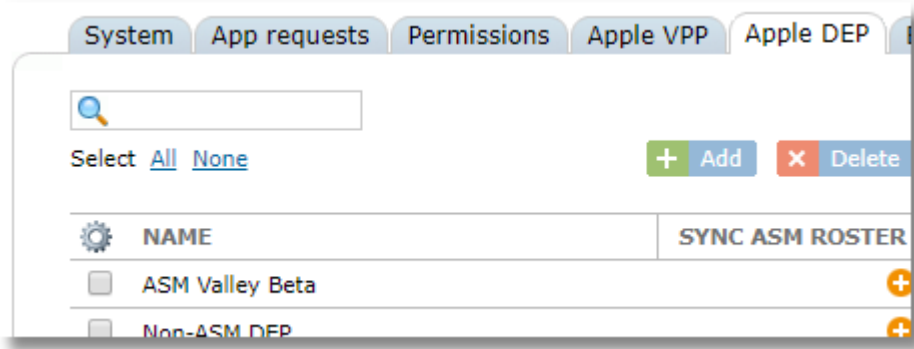
SchoolMDM allows multiple DEP accounts to be configured.

3.2.1 Create DEP account in Control Tower

1. Choose **Settings** from the Organization menu.



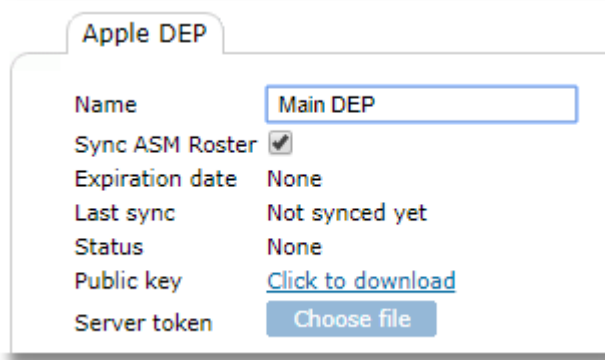
2. Switch to the **Apple DEP** tab.



3. Click the **Add** button to add a new account.



4. Enter a name for the account and choose the locations where this VPP account can be used.

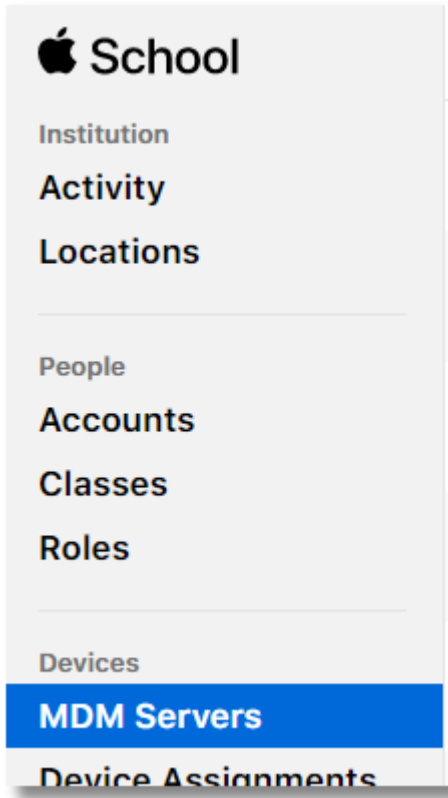


5. Use the "Click to download" link next to "Public key" to download the public key certificate that you'll upload to Apple. Save the file to a location on your computer. The file will be named dep_cert.pem.
6. Next, you'll create an MDM server on the Apple DEP site where you'll upload this key. The process looks a little different based on whether or not your organization uses Apple School Manager or the non-ASM deployment site. Choose one of the following two sections according to your account type.

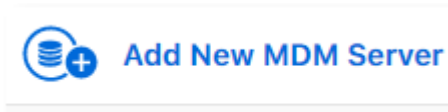
3.2.2 Add MDM server for ASM Accounts

If your organization uses Apple School Manager, follow the instructions in this section for setting up the MDM server. If not, skip to the section for non-ASM accounts.

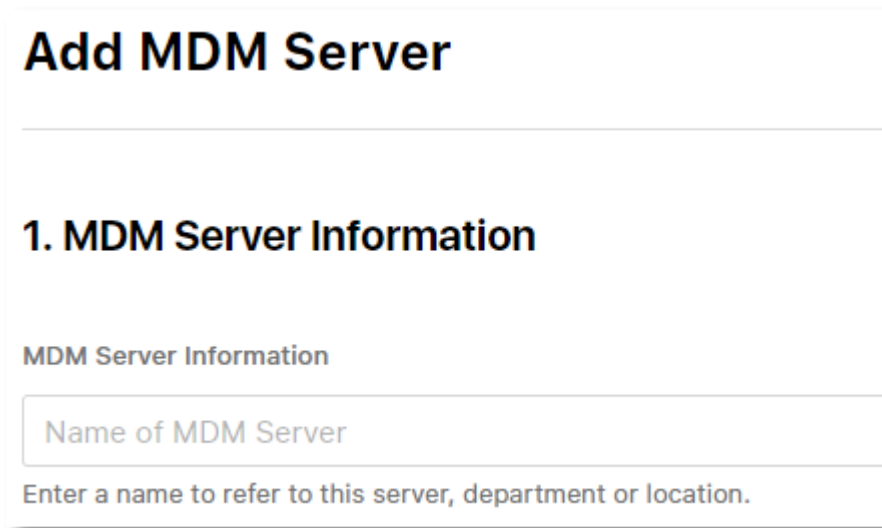
1. Login to your Apple School Manager account at school.apple.com.
2. Choose **MDM Servers** in the Devices section of the menu.



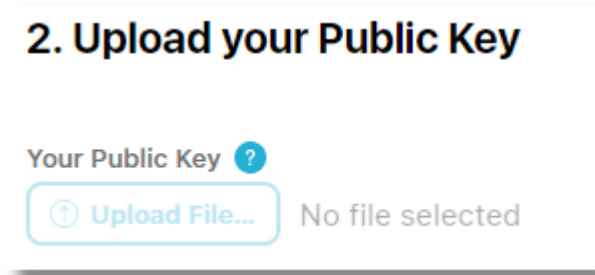
3. Click "Add New MDM Server"



4. Type a name in the MDM Server Name field, such as "TechPilot MDM Server."



5. Now upload your public key. Click the Upload File... button, then browse your computer for the dep_cert.pem file that you downloaded from Control Tower.



6. Click "Save"



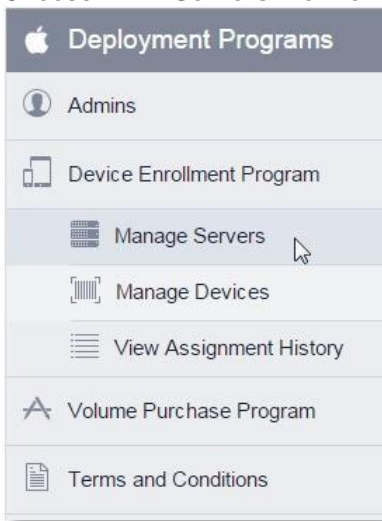
7. Look for the button to allow you to download the server token (usually labeled "your server token"). Save the token to your computer. The filename will start with the name you provided for the server in Step 4 and end with .p7m.

8. The server should now appear in your MDM servers list.

9. Upload the token to Control Tower and complete the remaining steps

3.2.3 Add MDM server for non-ASM Accounts

1. Login to your Apple DEP deployment site at deploy.apple.com.
2. Choose **MDM Servers**. For non-ASM accounts, this is under Device Enrollment Program.



3. Choose "Add MDM Server" at the top right corner.



4. Type a name in the MDM Server Name field, such as "TechPilot MDM Server." Check the box for "Automatically Assign New Devices" then click **Next**.

Add MDM Server

1. MDM Server Name.

TabPilot MDM Server

Enter a name to refer to this server, department or location.

Automatically Assign New Devices ?

Cancel Next

- Now upload your public key. Click the **Choose File...** button, then browse your computer for the dep_cert.pem file that you downloaded from Control Tower. Click **Next**.

Add "TabPilot MDM Server"

2. Upload Your Public Key.

Choose File... dep_cert.pem

The public key certificate is used to encrypt the Authentication Token file for secure transfer to your MDM Server.

Previous Cancel Next

- Download the server token from Apple and upload it into Control Tower. Click the link "Your Server Token" to save the file to your computer. The filename will start with the name you provided for the server in Step 4 and end with .p7m. Click **Done**.

Add "TabPilot MDM Server"

3. Download and Install your Server Token.

Your Server Token

Contact your MDM vendor for installation instructions.

Previous Done

- After you click **Done**, the server name should show up in the Managed Servers list.



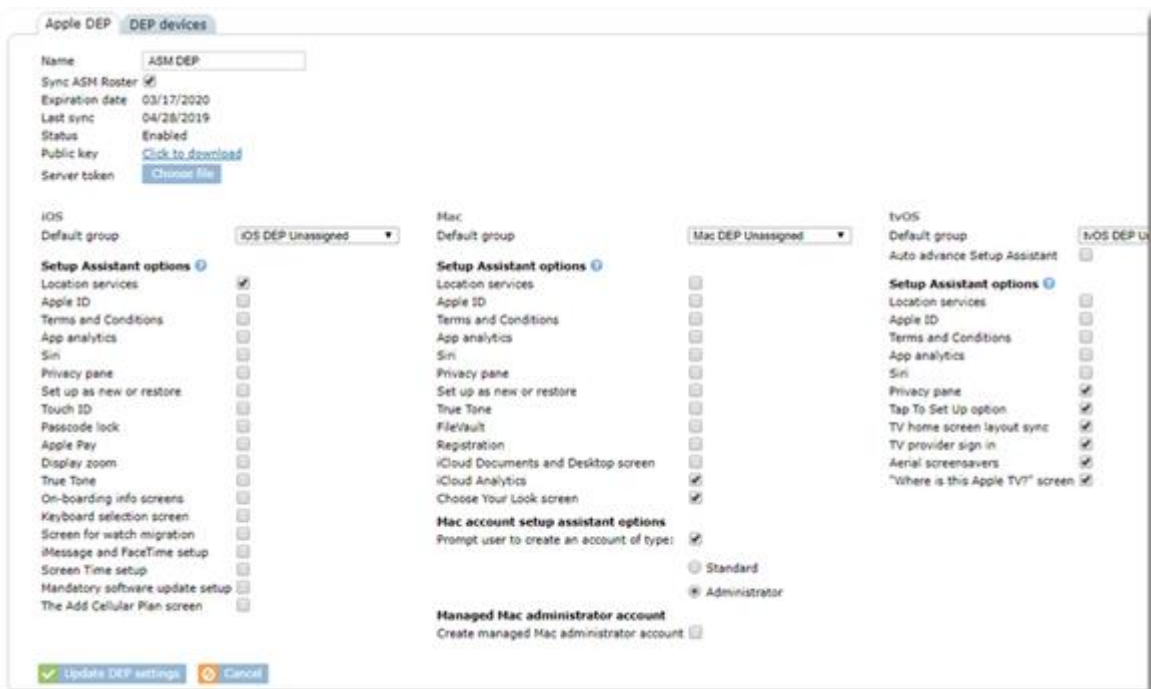
3.2.4 Finish configuring DEP in Control Tower

1. Return to Control Tower to the DEP setup area. Click the **Choose file** button to browse for the .p7m server token file you downloaded from the Apple DEP site.



2. Choose a default group for each operating system. Devices will enroll into the selected device group. You can change this to a different group at any time during your deployment.

Tip: We recommend setting this to a specific group during initial enrollment of many devices, changing the setting as you enroll each group. After enrollment, we recommend setting this to a "catch all" group, such as the system-created "DEP Unassigned" groups, where any devices that are reset during the course of the school year will be held until they can be moved to the appropriate group.



3. Choose items from the Setup Assistant that you'd like to skip during DEP enrollment. You can enroll devices very quickly by skipping most or all items.
4. Additional options are available for DEP enrollment of Mac devices.

Prompt user to create an account of type: This option can be used to prompt for account creation during setup. You can choose whether the account created will be a standard user or administrator of the device.

Managed administrator account: This option allows you to create an admin account

automatically on the device. When using this option, you can also choose whether you want that admin account to be hidden or visible when the device user looks in the Users & Groups area in Settings of the device.

5. Click **Save**.
6. If you switch back to the Apple DEP site (either ASM or non-ASM) and refresh the page, you should see the newly-configured server appear in the list. It should reflect the successful connection by showing "Today" in the Last Connected column.

Server Name	Number of Devices	Last Connected ▾	Last Connected IP
TabPilot MDM Server	0	Today	93.0.0.0.0

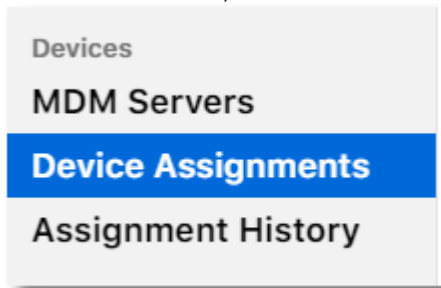
3.2.5 Assigning devices to the TechPilot MDM server

Once Control Tower and the DEP site are configured to communicate with each other, you're almost ready to begin enrolling devices.

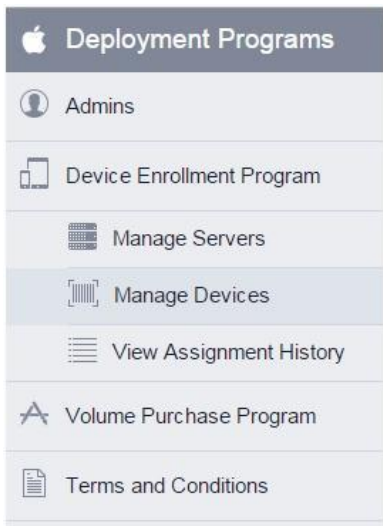
In order to enroll your devices, you first need assign your devices to the TechPilot MDM server on the DEP management page.

To Assign Devices

1. For ASM accounts, choose "Device Assignments" under the Devices section of the menu.



2. For Non-ASM accounts, choose "Manage Devices" from the Device Enrollment Program section of the menu.



3. Add devices by one of the three methods provided: Serial Number, Order Number, or Upload CSV file.

Manage Devices
Choose how to assign, unassign, or release devices

1. Choose Devices

Serial Number Order Number Upload CSV File

Serial Numbers

Comma-separated Serial Numbers

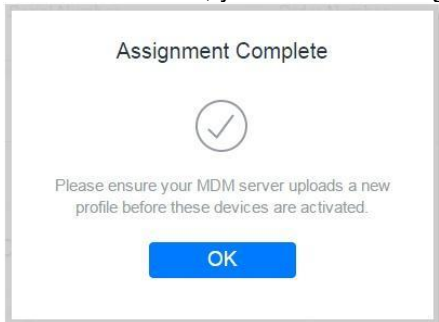
2. Choose Action

Perform Action

Select Action

Once one or more device serial numbers are in the list, choose “Assign to Server” from the **Choose Action** section and select the TechPilot MDM Server from the server list. Click **OK**.

4. When successful, you'll see the Assignment Complete confirmation. Click **OK**.



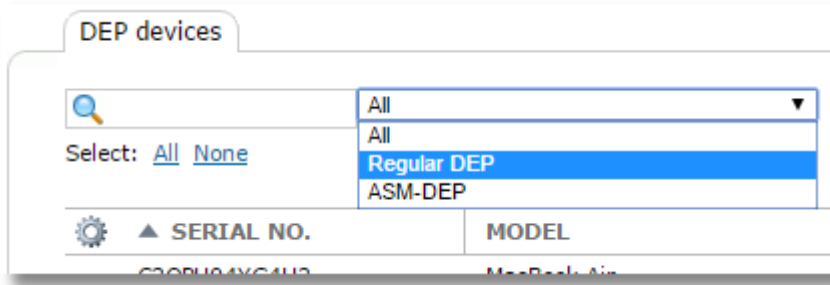
Note: It might several hours for assigned device to be available for enrollment.

3.2.6 Using DEP Lookup

The DEP Lookup button provides access to the list of devices assigned to the TechPilot MDM server by the Apple DEP account. This button does a direct lookup by querying your DEP account with Apple. This a way to ensure that devices are properly assigned and can assist with troubleshooting.

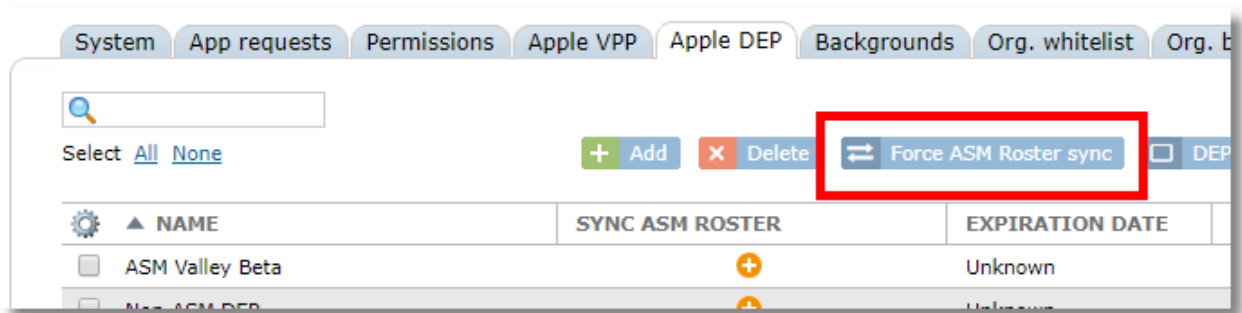
DEP device lookup

Use the filter at the top of the list to choose a specific DEP account to check, or a combined list of devices from all accounts.



3.2.7 Force ASM Roster Sync

SchoolMDM automatically syncs with your ASM roster at least once daily. The "Force ASM Roster sync" button will cause an immediate sync.



3.3 Setting Up Apple Volume Purchase Program (VPP)

To set up SchoolMDM to manage apps and iBooks purchased using Apple's Volume Purchase Program (VPP) you must first have an account setup with Apple at deploy.apple.com or in Apple School Manager at school.apple.com.

After configuring one or more VPP accounts in SchoolMDM, you can distribute apps from these accounts. SchoolMDM supports user-based VPP app distribution and device-based VPP app distribution. Device-based distribution is available on iOS 9.0 and above and is preferred over user-based distribution, however, it is only available for apps, not iBooks.

IMPORTANT! Many of the functions of SchoolMDM for iOS utilize an app on the iPad called TechPilot Locker. This is a required component of the TabPilot system. TechPilot Locker will automatically install on all devices immediately after enrollment. However, you must first add enough licenses of Locker to cover all devices on one of your VPP accounts. Don't worry, it's free.

The TechPilot Locker app is a little different than other apps in the following ways:

1. We automatically install it on every iOS device that enrolls
2. You do not need to do through the process of assigning the app to groups or devices to cause it to install
3. If you have multiple VPP accounts configured in TechPilot, it does not matter which one has the licenses. We will pull them from any available account even if the account is not configured for use in all locations.

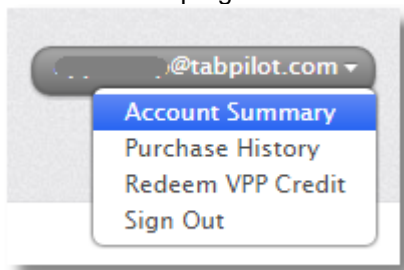
You will see a warning message on the Dashboard until we detect licenses associates with one of your VPP accounts. The warning will go away within 24 hours after you add TechPilot Locker to one of your VPP accounts.

3.3.1 Adding and Configuring Apple VPP Accounts in SchoolMDM

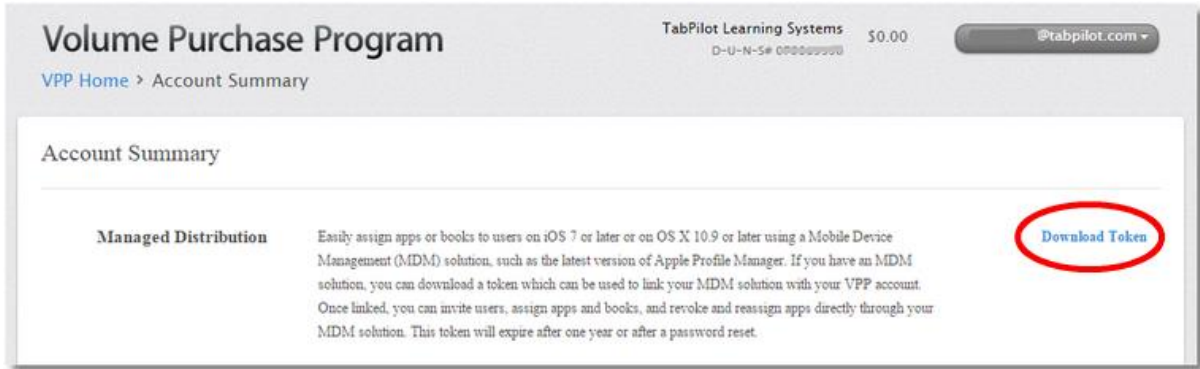
SchoolMDM allows you to configure multiple VPP accounts per school. For each account, you will need to download the VPP token from the Apple VPP site or from within Apple School Manager. Note that a single VPP account can only be configured in one MDM at a time. If your VPP account has been used in another MDM, be sure to remove it before adding to SchoolMDM.

Download the VPP token from the account you wish to use in SchoolMDM.

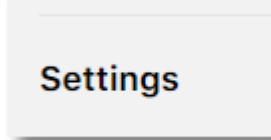
1. For non-ASM accounts, login to your Apple VPP account and choose Account Summary from the user menu on the top right.



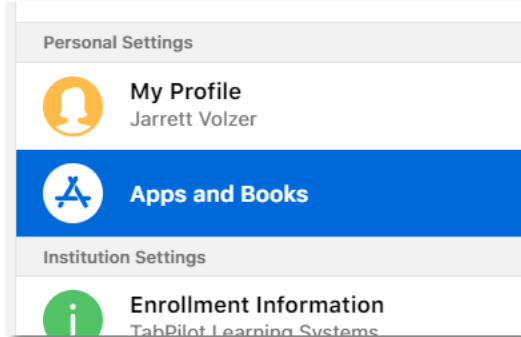
Click the link for Download Token and save the file to your computer. The filename will start with "sToken" and end with ".vptoken"



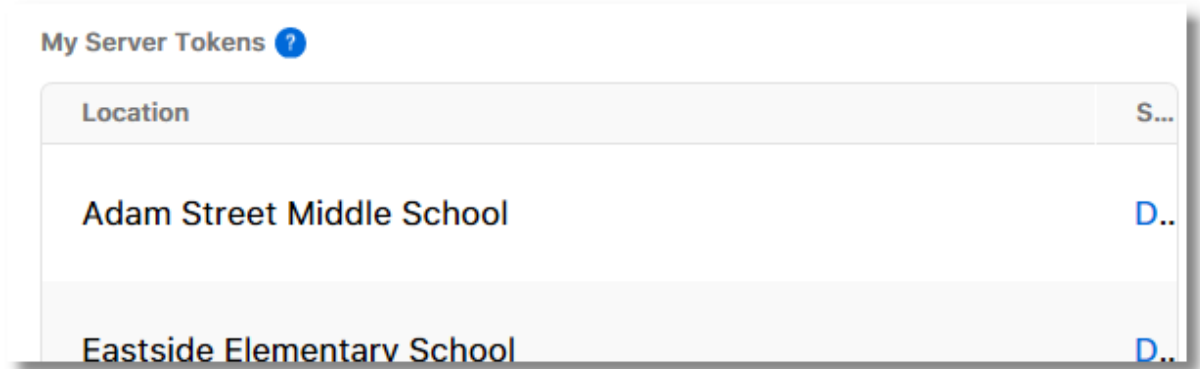
- For ASM accounts, login to ASM and click on **Settings** at the bottom of the main menu.



Click on **Apps and Books** from the Personal Settings menu.

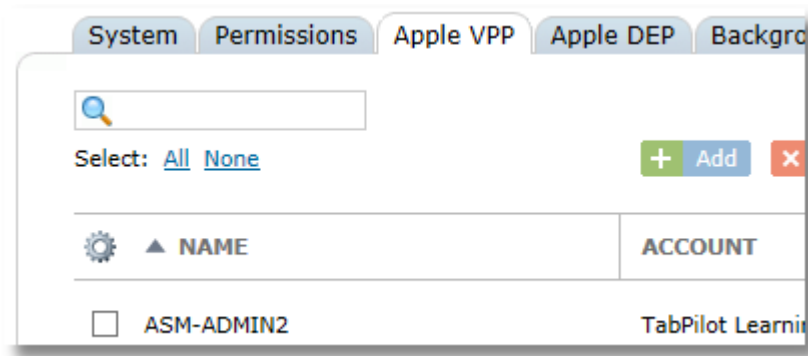


Scroll down in the right-hand window to the section labeled "My Server Tokens". Use the **Download** link for each location token you wish to load into SchoolMDM. Alternately, you can download a legacy token from the upper section of the screen. SchoolMDM supports both types.

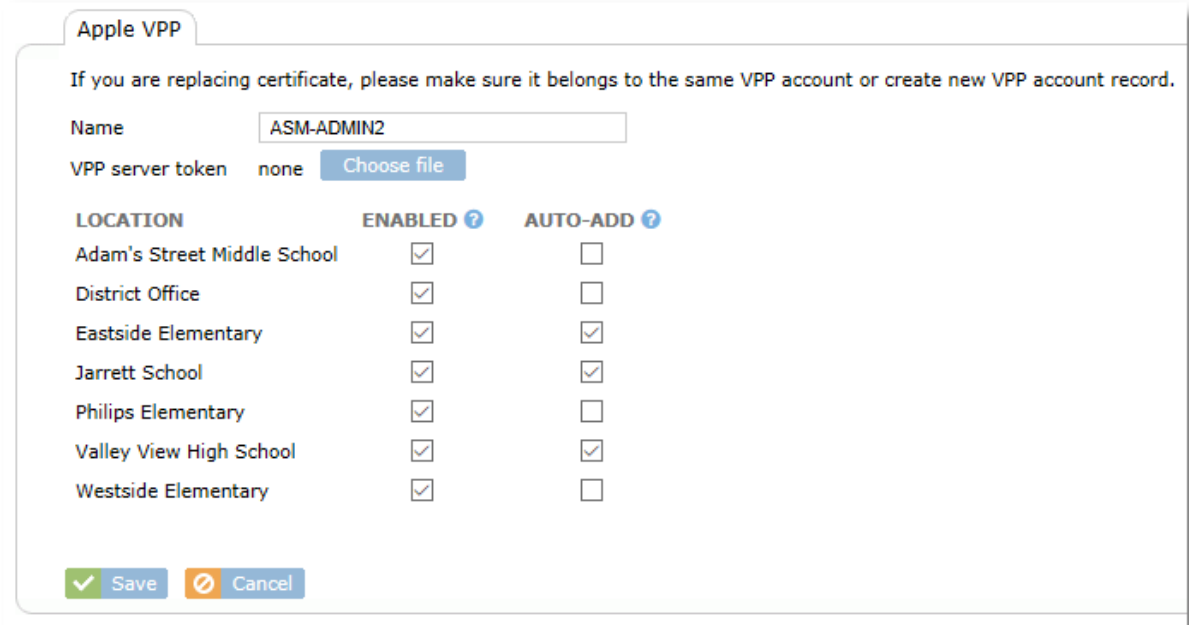


Add the VPP token to SchoolMDM and select locations.

- In Control Tower go to the **Apple VPP** tab in **Organization / Settings** and click the **Add** button.



2. Enter a descriptive name for the VPP account. Click the **Choose file** button to select the token that you downloaded from the Apple VPP site.



ENABLED: Choose the Enabled box for any location where apps and books from this VPP account can be used

AUTO-ADD: Choose this setting for any location when you want apps and books from this VPP account to be automatically added to the iOS Apps/Books list for that location. This eliminates a step in the process of preparing apps for use in those locations because they don't have to be added with the "Add" button on the location apps list, but it might also make it more difficult to find newly added apps since they'll be mixed in the list with existing ones.

Select the locations where this VPP account will be active. This VPP account will show up on the list of choices when adding apps or books to the Location Apps and Location Books for the selected locations.

Click Save.

3.3.2 User-Based VPP Distribution

User-based distribution is the more complex (and not recommended) method for distributing apps. However, it's the only method for delivering iBooks, so you may need to follow the process of setting it up if you wish to use iBooks.

With user-based distribution, the app or book is assigned to the user's Apple ID. If the user has their Apple ID configured on a device, then the assigned apps or books will be installed.

Before a user can receive the app or book assignments, they must accept an invitation to participate in the organization's VPP program. The process of sending and then having users accept the invitations can be a bit complex and is the reason that user-based assignment methods are not preferred. Once set up properly for all users, the process works smoothly, but it's the initial setup that takes some care and

planning.

There are three main steps for user-based VPP setup:

1. Assign each user to a device in Control Tower so that when apps and books are assigned to a device group, SchoolMDM knows which user the assignment should use.
2. Send VPP invitations to users (students)
3. Have users accept the VPP invitation using the same Apple ID they use on their school iPad

Assigning a user to a device

To assign a user to a device, find the user in the **School Users** list and click to display the detail page.

Click the **Add** button next to **Assigned Devices**

	▲ DEVICE ID	DEVICE NAME
<input type="checkbox"/>	F6QQK09XG5VW	Black Air2 64
<input type="checkbox"/>	F8QPK003FCM8	Map Mini
<input type="checkbox"/>	F9FOPP66GHKH	Black Mini 4

Select a device from the list and click the **Assign** button at the bottom of the window.



The assignment will then show on the user details page as well as the **Assigned Devices** column of the **School Users** list.

ASSIGNED DEVICES
Map Mini

An alternate method of making the device assignment is to use the Device Details page for a device and select a user for the assignment.

General device info

Device name: Purple Mini

Serial No.: F9FNK1N6FCM5

Last sync: 04/24/2018 11:36 AM

Group name: Adam 6th Grade

Mode: iOS DEP supervised

Model: iPad4,4

WiFi MAC address: 00:f7:6f:e7:81:29

WiFi SSID: Unifi

IP address: fe80::edc1:a2e2:5b2d:1a87

Public IP address: 98.252.160.221

Enrolled: 01/23/2018 10:30 PM

Charging status: 9%

Internal storage: 0 5G 10G 15G

Activation lock bypass code: 01VUW-LFPLG-AGEZ-Y9Z3-Y1MG-H042

Lost mode: Disabled

Teacher user: None [Set user](#)

School (VPP) user: None [Set user](#)

OS information

Inviting VPP Users

Users are invited to accept user-based VPP apps from the School Users tab.

Control Tower users | School users | Apple School Manager

Select: [All](#) [None](#) [+ Add](#) [X Delete](#) [Import](#) [X Purge photos](#) [Select VPP operation...](#) 1-32 of 3

USER ID	FIRST NAME	LAST NAME	USER NAME (E-MAIL)	LOC	DI	STATUS
<input type="checkbox"/> 12	Albert	Einsetin	albert@tabpilot.com	Valle		VPP Music VPP: Associated
<input type="checkbox"/> 13	Betty	Bop	bettybop@tabpilot.com	Valle		VPP Music VPP: Associated
<input type="checkbox"/> 14	Billy	Student	billystudent@tabpilot.c	Valley High School		

Select VPP operation...
 VPP assign
 VPP unassign
 VPP email invite
 VPP device invite

Invite users via device notification

Select the user(s) from the list and choose VPP device invite from the VPP operation menu.

On the device, a notification badge will appear on the **TechPilot Locker** app. Instruct the user to open the TechPilot Locker, which will automatically launch Safari to a link that will open the App Store with the invitation message ready to accept. Be sure the correct Apple ID is configured on the device ahead of time.

To use device notification invitations, you need to have already assigned the VPP user to their device (see section above).

This is the preferred method of sending and accepting VPP invitations.

Invite VPP Users via e-mail

During the process of manually adding School users, you had the option of sending an invitation automatically (see section above). If you did not select this option, you can send the invitation to one or more users from the VPP Users list by choosing VPP email invite from the VPP operation menu.

When the user receives the email, they should click the link found in the invitation. If the link is selected from an email on the iPad itself, it should automatically launch the App Store, where the user can read and accept the invitation. If the user reads the email and clicks the link from a computer, it will attempt to launch iTunes on the computer, where the user can read and accept the invitation. This can lead to errors if iTunes is not installed on the computer or if the iTunes account on the computer is different from the one used for the App Store on the iPad. This is why sending invitations to the device is the preferred method.

Note: In general, VPP device invitations are preferred.

The Status column will show **Registered**, **Invited**, or **Associated** for each user.

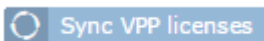
Registered: Entered, but not invited

Invited: Invitation was sent to the user or device

Associated: The user has accepted the invitation to accept apps and books from the organization

3.3.3 Manually sync for VPP licenses

SchoolMDM automatically syncs your VPP licenses every few hours, but you can use the Sync VPP licenses button to force a manual sync. The button is found at the top of the VPP accounts list.



3.4 Enrolling iOS Devices

Setting up iOS devices involves registering them in Control Tower to allow them to be managed.

Supervised iPads

Some of the best features of SchoolMDM require that your iPads be set for Supervised mode. Examples include:

- App Lock
- site lock
- Freeze student screens

There are two ways to set an iPad for Supervised mode:

1. Connecting an iPad to a Mac via USB cable and using Apple Configurator 2. This will reset the iPad, erasing everything as part of the process. It will also upgrade to the latest version of iOS. This method is not covered in this guide, but it's easy to find out how to do this with a quick Google search for articles or YouTube videos.
2. Enrolling the iPad into SchoolMDM using Apple's Device Enrollment Program (DEP). This method takes place during the initial iPad setup either on a new device, or one that has been reset. Devices enrolled with this method will automatically be set for Supervised mode during the process. This method is preferred because it has a higher level of security. Ask a TechPilot representative for details.

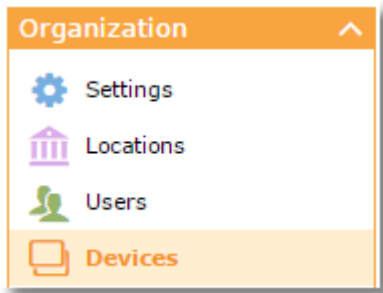
In both cases, you should first set up at least one iOS Device Group that will be used for enrolling devices. You can find instructions for setting up device groups in the [Adding and Configuring iOS Device Groups](#) section of this guide.

3.4.1 Enrolling iPads manually (non-DEP)

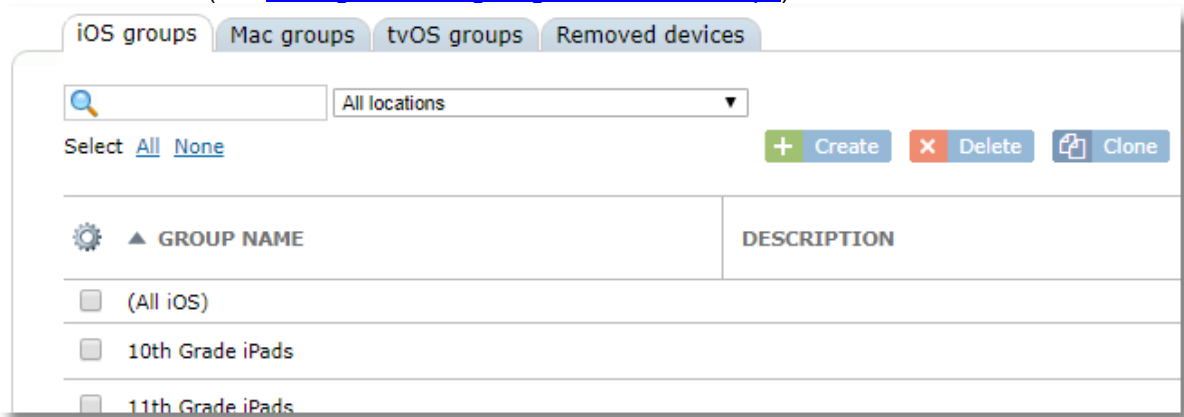
Follow these steps to manually enroll an iPad in SchoolMDM.

Make sure you have configured at least one iOS device group before proceeding.

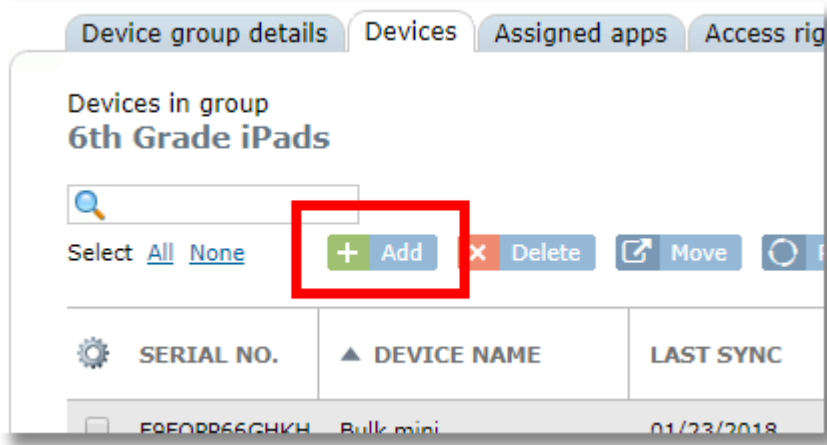
1. In Control Tower choose the **Devices** menu item from the Organization menu.



2. From the iOS groups tab, click the name of the device group where you want to enroll the iPad, or create a new one (see [Adding and Configuring iOS Device Groups](#)).



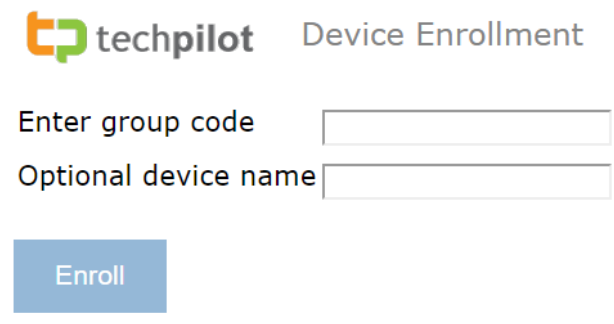
3. On the Devices tab, click the **Add** button.



- Take note of the Group Code displayed.



- On the iPad, open Safari and browse to <http://mdm.techpilotlabs.com>.

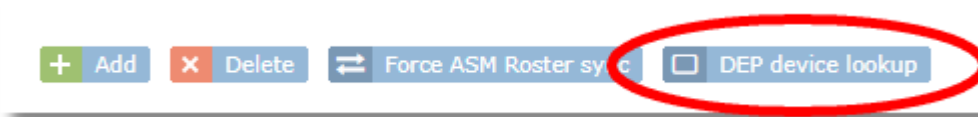


- Enter the group code as shown in Control Tower.
- Optionally, enter a device name. This might be a student name or end of an asset tag number to help identify the device. If you leave this blank, SchoolMDM will automatically name the device *iPad+Serial Number*.
- Tap the Enroll button and follow the on-screen instructions on the iPad to complete the installation of the profile.

Your iPad is now enrolled in SchoolMDM. It may take about 30 seconds for all device information to show up in Control Tower.

3.4.2 Enrolling iPads using DEP

Be sure you've completed the steps the [Configuring Apple Device Enrollment Program](#) section of this guide. If you have properly configured DEP and assigned your Apple TV device to the TechPilot server, it should show up in a DEP lookup. You can check this with the **DEP device lookup** button in DEP Settings.



Power on your device to begin the setup process. If the device has previously been set up, you can perform a factory reset on the iPad from Settings / General / Reset / Erase All Content and Settings.

Note: that if a user performs a Reset with "Erase All Settings" the TechPilot MDM profile will not be erased and the device will continue to be supervised with TechPilot.

During the setup process you will complete screens for Language, Region, and Wifi. Additional setup steps

may also be displayed based on the settings you selected in step 2. After connecting to WiFi you should see:

[Your School or District Name] will automatically configure your iPad.

and then

Installing Configuration from [Your School or District Name]

If you do not see these notifications and recently assigned the devices to the DEP server on the Apple DEP site, then you may need to wait a few more minutes for assigned devices to be available for enrollment.

At this point the TechPilot MDM profile is installed and any profile restrictions you have configured in Control Tower will be applied.

Complete any remaining steps of the setup until you see the iPad home screen after pressing **Get Started**.

Name the iPad

After completing the steps above and arriving at the iPad home screen, the TechPilot Locker app will automatically install on the device. To name the device, open the TechPilot Locker app. The first (and only first) time that TechPilot Locker is opened, it will prompt to enter a device name. For 1:1 programs, this would typically include the student name. Until this step is completed, the iPad will appear in Control Tower as "iPad + Serial Number".

You can also rename an iPad from Control Tower on the Device Details screen.

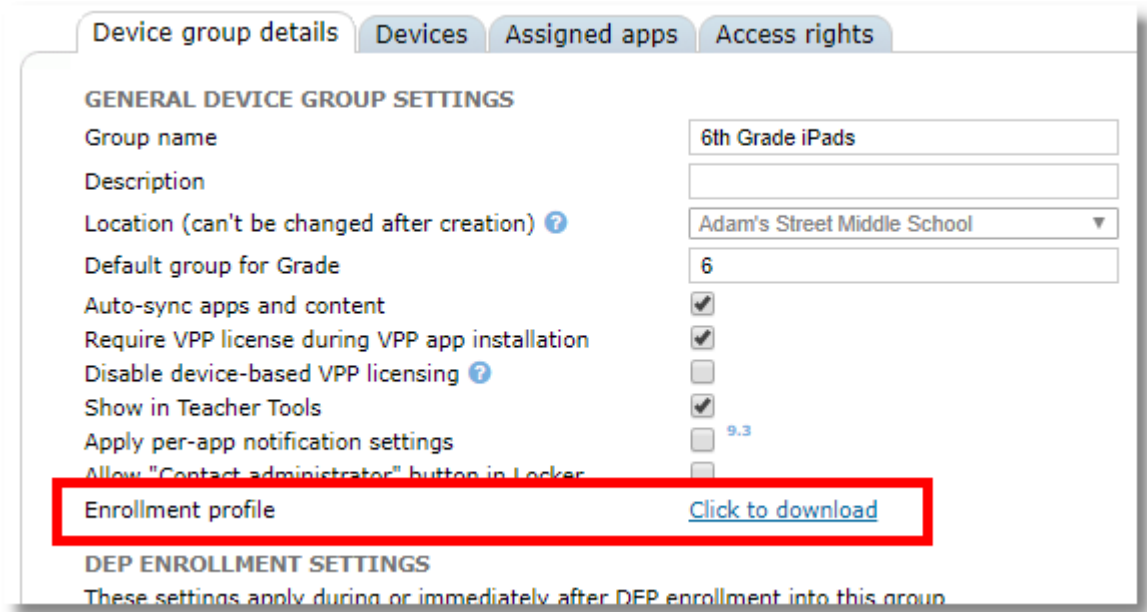
Within a few minutes the TechPilot Locker will automatically install and any restrictions configured in the profile currently active for the device group to which the iPad belongs.

3.4.3 Manual enrollment using Apple Configurator 2

SchoolMDM provides an enrollment profile that can be loaded into Apple Configurator 2. Some schools prefer to use Apple Configurator 2 because it can pre-load several gigabytes of apps onto each iPad via USB sync, which can be useful in avoiding bandwidth issues when trying to load them all wirelessly during a large roll-out.

To enroll iPads using Configurator:

1. Set up at least one device group in SchoolMDM (see the [Adding and Configuring iOS Device Groups](#) section of this guide)
2. Find the device group from the device group list and open the **Device group details** tab for the group.



3. Click the link next to "Enrollment profile" to download a profile that you can load into Apple Configurator 2. When used, the device will enroll directly into the device group selected.

3.4.4 Automated enrollment using Apple Configurator 2

There are times when it maybe advantageous to use both Apple Configurator and DEP for enrollment, taking advantage of the "Automated Enrollment" feature. This process allows you to use Configurator to do things like install the WiFi credentials on the device and bypass the initial prompts for language and country, saving even those first few steps that are otherwise necessary when doing a DEP enrollment alone.

To use Automated Enrollment, your first step is to create a WiFi profile with Configurator.

3.4.5 Checking DEP device serial numbers

In some cases, such as troubleshooting DEP enrollment, it can be useful to know whether or not a specific device serial number is properly set up on the Apple DEP site for enrollment into SchoolMDM.

The **DEP device Lookup** button on the Apple DEP tab will connect to your Apple DEP account and request a list of all devices currently assigned to the TechPilot MDM server. If a device does not appear on the list, then there is most likely a problem with that serial number on the DEP site.

Use the search box to look for a specific serial numbered device. Use the account checkboxes to choose which account(s) to display.

SERIAL NO.	MODEL	DESCRIPTION	STATUS	ACCOUNT
C2QPH...S4H2	MacBook Air	RFB MBAIR 13.3 1.4/4G/256FLASH-USA	Empty	Secondary Fund DEP
F6QK...S5VW	iPad Air Wi-Fi	RFB IPAD AIR 2 WI-FI 64GB SPACE GRAY-USA	Enrolled	District DEP (ASM)
F6QL...S5W0	iPad Air Wi-Fi	RFB IPAD AIR 2 WI-FI 64GB GOLD-USA	Enrolled	District DEP (ASM)
F8QP30...M5	iPad Mini Wi-Fi With Retina Display	RFB IPAD MINI 2 WIFI 16GB SPACE GRAY-USA	Enrolled	Secondary Fund DEP

Use the account filter to choose All DEP accounts or just a specific one.

The status column will indicate Assigned, Pushed, or Enrolled:

Assigned: the device is assigned to the TechPilot MDM server but has not enrolled

Pushed: the DEP profile has been delivered from the Apple DEP site to the device, but the device has not yet enrolled in SchoolMDM. Normally, a device will only be in this state for a moment or two because it should quickly enroll in SchoolMDM once it receives the DEP profile from the Apple site.

Enrolled: the device is already enrolled in SchoolMDM and will be available in the device list.

3.4.6 Setting up iPads for Shared iPad Mode

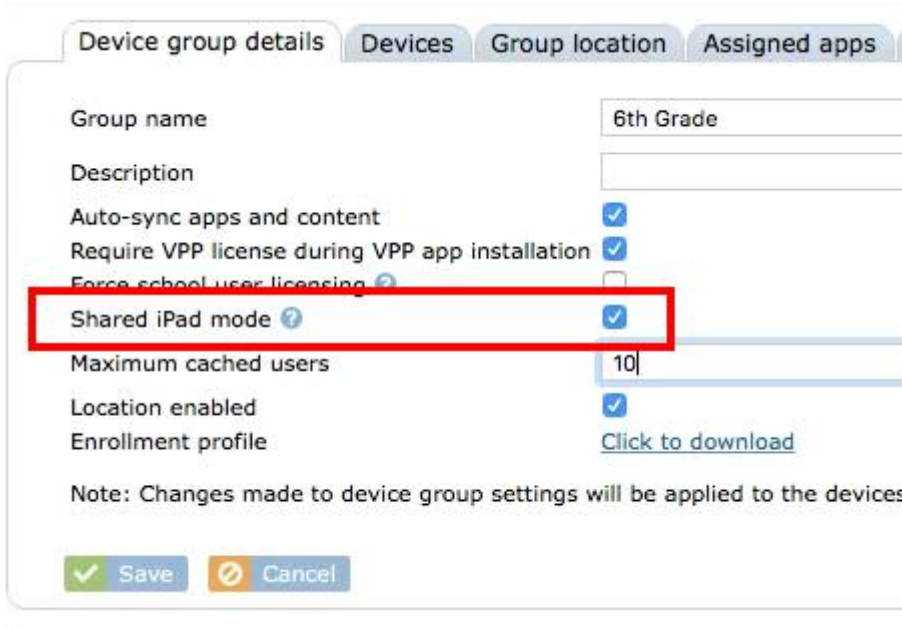
Shared iPad is a special multi-user mode that iPads can be configured for during DEP enrollment. Once configured as a shared iPad, users (students) in your organization can login to the iPad using their Managed Apple ID, created by the school using Apple School Manager (ASM). Shared iPad provides an effective way to allow a single set of iPads to be shared by various users, while still giving each user access to their own files, settings, and personalized experience.

Requirements for shared iPad:

- Devices must be running iOS 9.3 or above.
- Only 32 GB iPads or greater can be used.
- Only newer models of iPads can be used. The minimum supported models are: iPad Air 2, iPad Mini 4, iPad Pro.
- School must be using Apple School Manager.
- The only Apple IDs that can be used to login to a Shared iPad are those created in Apple School Manager.
- Devices cannot switch in and out of Shared iPad mode. They are configured for shared iPad during DEP enrollment and must be reset to get them out of Shared iPad mode.

To configure iPads for Shared iPad:

1. Make sure at least one device group is created. Use Device Group details to set the group for Shared iPad.



2. If desired, change the setting for Maximum cached users.

Device group details | Devices | Group location | Assigned apps

Group name: 6th Grade

Description:

Auto-sync apps and content:

Require VPP license during VPP app installation:

Force school user licensing:

Shared iPad mode:

Maximum cached users: 10

Location enabled:

Enrollment profile: [Click to download](#)

Note: Changes made to device group settings will be applied to the devices

This setting determines how many users will have their data cached on the iPad. The higher the number of users, the less storage space the iPad will allot for each user. When a user logs into an iPad that does not have their iCloud and personal data cached, it is downloaded from the cloud. It's beneficial to have students use the same devices as often as possible to avoid the extra time and bandwidth needed while their local data is synced with the cloud.

3. In **Settings > Apple DEP**, be sure that that the iOS group is configured for the device group where Shared iPad is enabled.

Apple DEP | DEP devices

Name: ASM DEP

Sync ASM Roster:

Expiration date: 03/17/2020

Last sync: 04/29/2019

Status: Enabled

Public key: [Click to download](#)

Server token:

iOS

Default group: **CART A**

4. Enroll your iPads using the DEP Enrollment process as usual. During the process, the iPad will reboot and configure itself for Shared iPad mode with the configured number of cached users and boot up to the shared iPad login screen.

3.5 Assigning Users to iOS Devices

If you are deploying iPads in a 1:1 environment in particular, you'll want to assign each user to a device (or a device to each user if you like to think of it that way). While this is not a required step for general usage, it will be needed for some functions, such as assigning iBooks which can only be assigned to users and not directly to devices.

There are three methods available for associating a user and a device.

METHOD 1: Manually assign the user to the device through device details in Control Tower.

From **Device details**, use the "Set user" button to assign the teacher or student (school user).

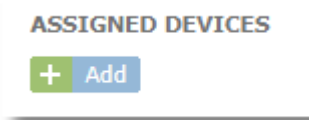


METHOD 2: Manually assign the device to the user from user details in Control Tower.

For teachers, locate the teacher in the **Control Tower users** list, then use the **Set device** button from **User details** to choose the device.

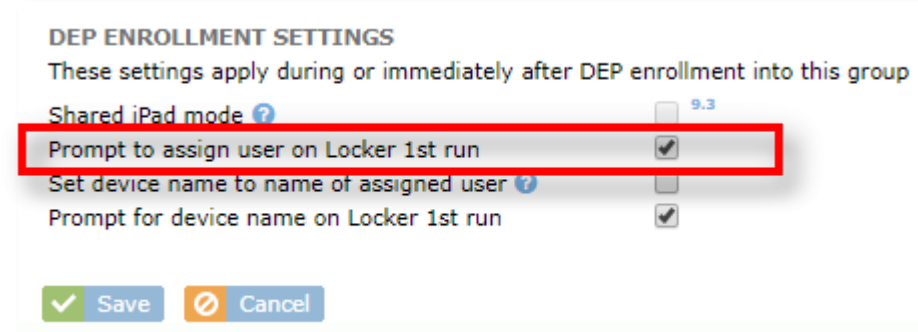


For students, locate the student in the **School Users** list, then use the **Add** button under "Assigned Devices" to choose the device.

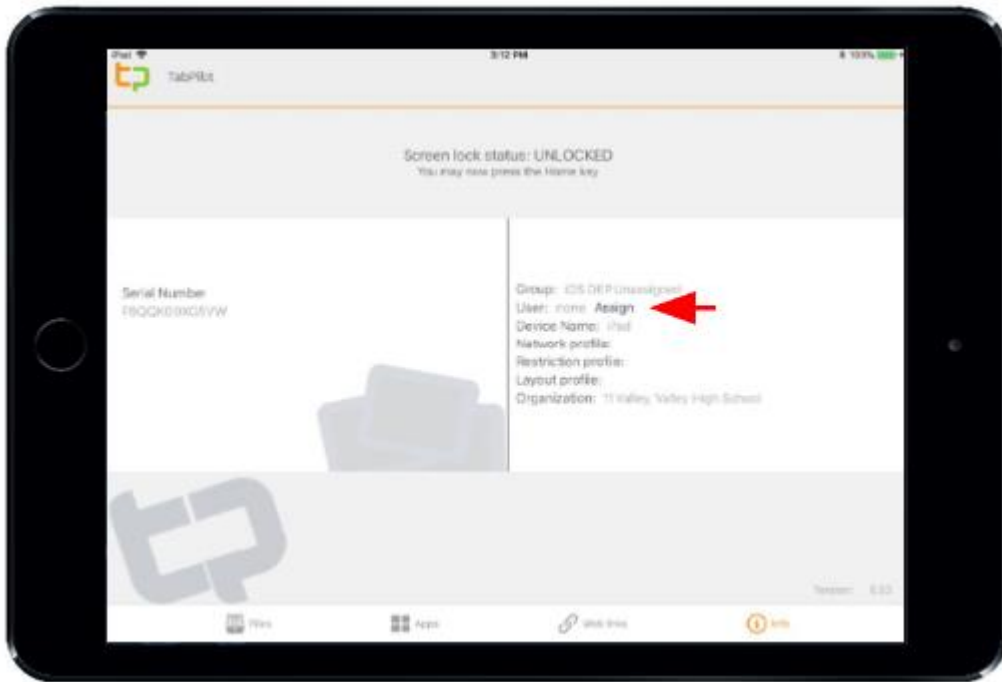


METHOD 3: Assign a student to a device using the Locker app on the device itself. This is perfect for 1:1 roll-outs for allowing the teacher or person passing out the tablets to the students to grab any enrolled device and simply select the student's name as they hand out the device.

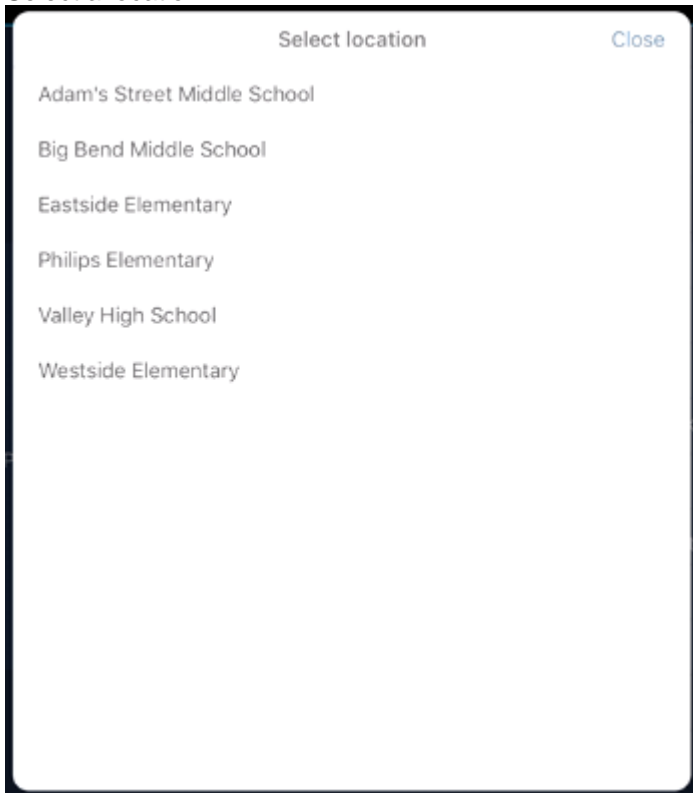
To use this method, go to the **Device group details** tab for the device group set in DEP Settings as the default where devices will enroll. Enable the setting "Prompt to assign user on Locker 1st run".



With this setting enabled, the first run of the TechPilot Locker will provide an option to assign a user. On the first run of the TechPilot Locker app, go to the **INFO** section, then tap the "Assign" link next to the User setting.



Select a location



Choose a student from the resulting list. After making a selection, the assigned student user will show in the information section.



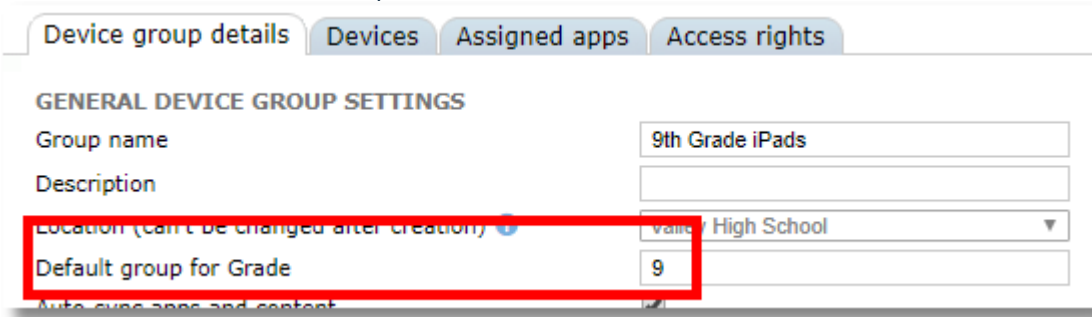
You'll also see the assigned student in Control Tower on the device list and in **Device details**.

AL NO.	DEVICE NAME	BATTERY	LAST SYNC	OS UPDATE	SCHOOL USER
6GHKH	Alice Ackerman's iPad	27%	09/05/2017	Avail. iOS 10.3.3	Alice Ackerman

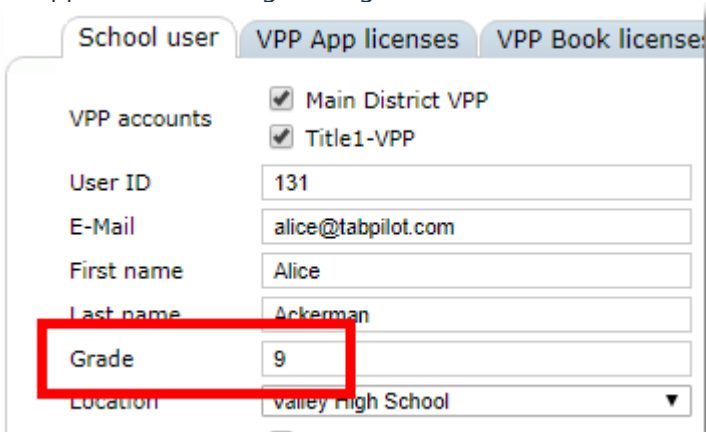
3.5.1 Moving DEP Devices into Groups Automatically

When using the feature that allows a user to be assigned to a device by selecting the location and user from the TechPilot Locker during first run (section above), SchoolMDM can automatically move the device into a default device group for the user's assigned grade. For the automatic move to work, two things must be set:

1. Choose a default device group for each grade level. Go to Device Group Details and enter the grade number in the "Default Group for Grade" field.



2. The students should have a grade level set in their user record in Control Tower. If importing from Apple School Manager, the grade should transfer automatically into SchoolMDM.



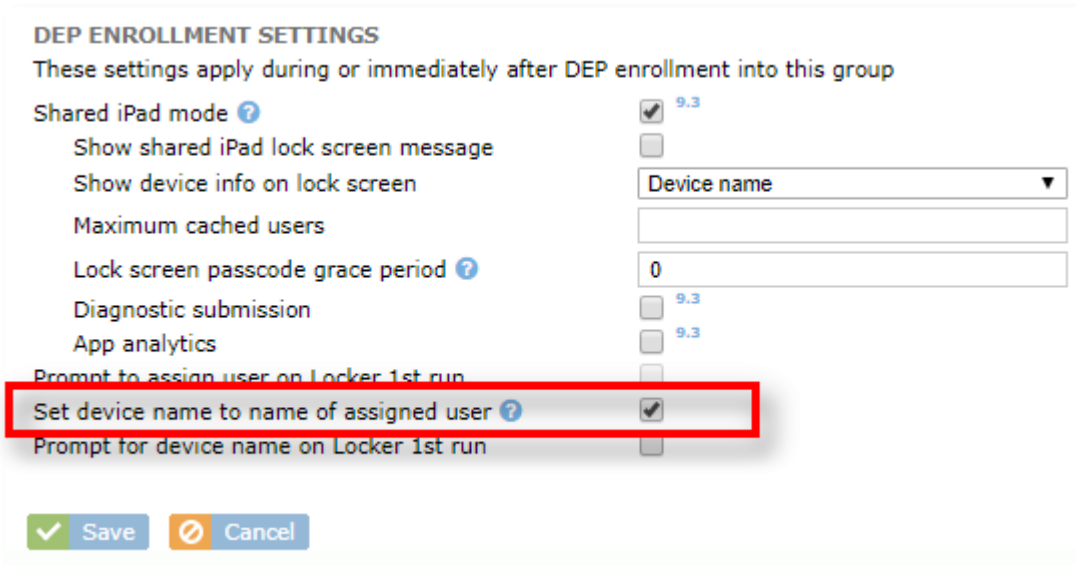
With these two items set, the automatic assignment is ready. Now, when you assign a user from the TechPilot Locker, SchoolMDM will automatically move the device to the group that set to be the default

for the grade level matching the one set for the student.

Note: If not matching groups are found, the Locker will ask for a group to be selected manually.

3.5.2 Automatically changing device name

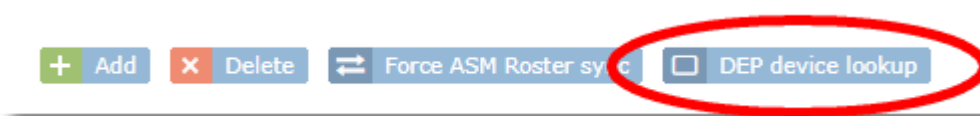
When using the feature that allows a user to be assigned to a device by selecting the location and user from the TechPilot Locker during first run (section above), SchoolMDM can automatically change the device name to match the user name. This setting is configured in the **Device group details**. If moving devices automatically based on grade level, this should be set on the destination group.



3.6 Enrolling Mac Devices

3.6.1 Enrolling Mac devices using DEP

Be sure you've completed the steps the [Configuring Apple Device Enrollment Program](#) section of this guide. If you have properly configured DEP and assigned your Apple TV device to the TechPilot server, it should show up in a DEP lookup. You can check this with the **DEP device lookup** button in DEP Settings.



Power on your device to begin the setup process.

During the setup process, you'll reach a step for choosing a WiFi connection. Additional setup steps may also be displayed based on the settings you selected in the DEP setup area in Control Tower. you will see a message that your device will be automatically configured by [Your Organization Name]. This tells you that DEP enrollment is working.

At this point the TechPilot MDM profile is installed and any profile restrictions you have configured in Control Tower will be applied.

Complete any remaining steps to complete the setup of the Mac.

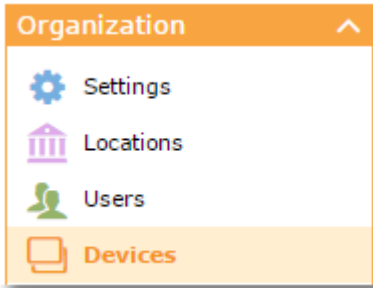
Within a few minutes the device should show up in Control Tower.

3.6.2 Enrolling Mac devices manually (non-DEP)

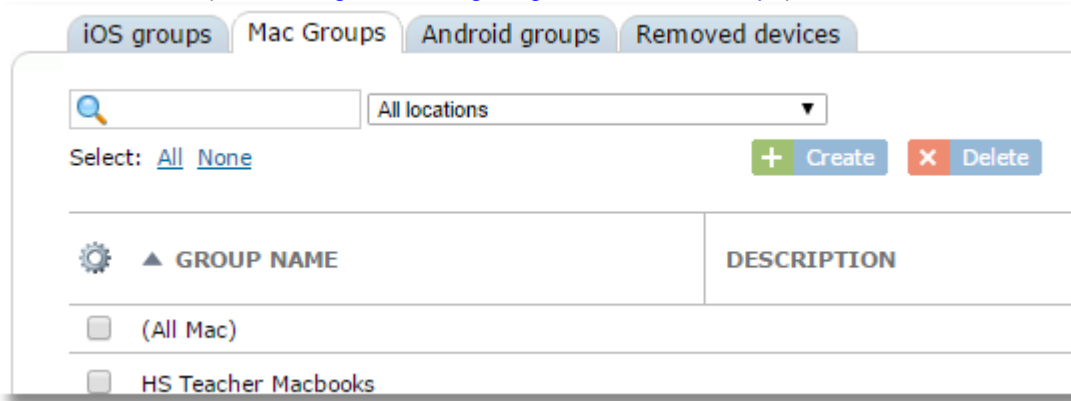
Follow these steps to manually enroll an iPad in SchoolMDM.

Make sure you have configured at least one iOS device group before proceeding.

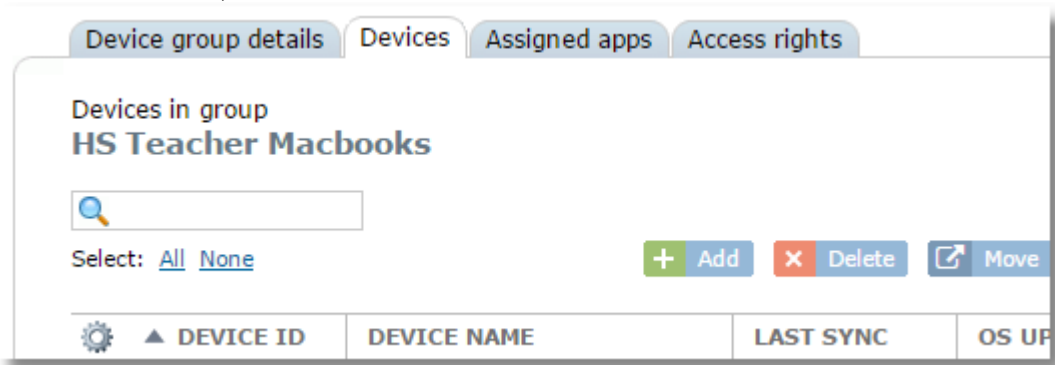
1. In Control Tower choose the Device groups menu item from the Organization menu.



2. From the Mac Groups tab, click the name of the device group where you want to enroll the device, or create a new one (see [Adding and Configuring Mac Device Groups](#)).



3. On the Devices tab, click the **Add** button.



- Take note of the Group Code displayed.

Add device

To add a device to this group open Safari on the device and browse to <http://mdm.tabpilot.com>. Follow the page to register the device using the group code below.

Register from device using Group Code

Enter the group code on the device to register.

Group code **249855**

Valid until 12/04/2016 07:18 PM

Validity

- On the Mac, open Safari and browse to <http://mdm.techpilotlabs.com>.

techpilot Device Enrollment

Enter group code

Optional device name

- Enter the group code as shown in Control Tower.
- Optionally, enter a device name. This might be a student name or end of an asset tag number to help identify the device. If you leave this blank, SchoolMDM will automatically name the device *Mac+Serial Number*.
- Click the Enroll button and follow the on-screen instructions to complete the installation of the profile.

Your device is now enrolled in SchoolMDM. It may take about 30 seconds for all device information to show up in Control Tower.

3.7 Enrolling Apple TVs

The only method for enrolling an Apple TV is through Apple DEP. Only 4th generation or newer Apple TVs can be enrolled.

Be sure you've completed the steps the [Configuring Apple Device Enrollment Program](#) section of this guide. If you have properly configured DEP and assigned your Apple TV device to the TechPilot server, it should show up in a DEP lookup. You can check this with the **DEP device lookup** button in DEP Settings.

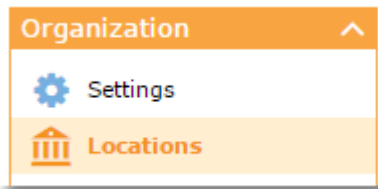
Enrollment is completely automated. Simply plug in your Apple TV to your network and to a power source. The device will:

- Automatically detect your network and connect to the Internet
- Find the record for the device in your DEP account that tells the device to enroll with SchoolMDM
- Connect to SchoolMDM to receive the enrollment profile as configured in the DEP settings are of Control Tower
- Enroll

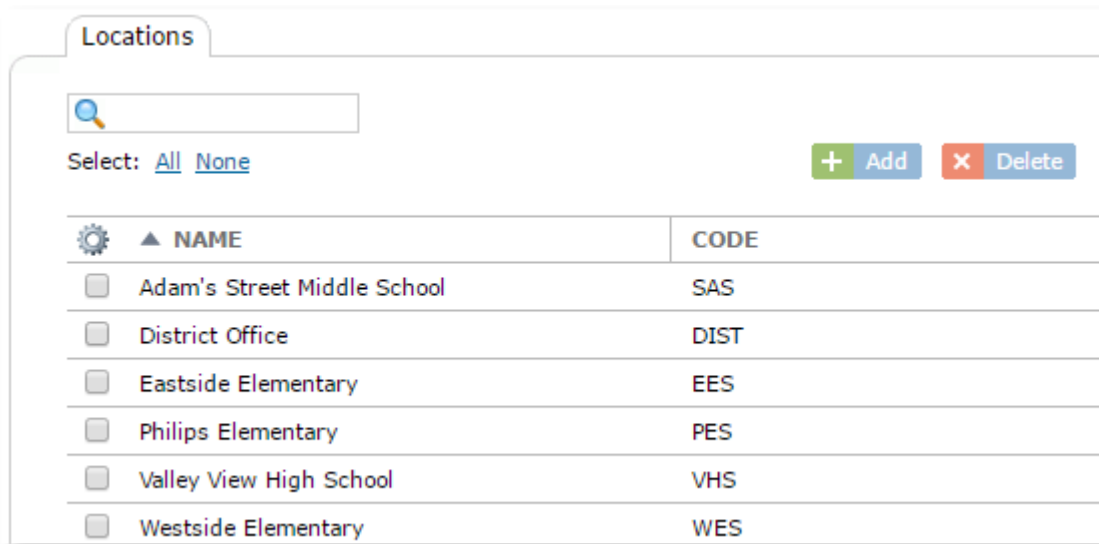
After enrollment is complete, the device will show up in the appropriate tvOS device group according to the DEP default group setting.

4 Managing Locations

Use the Locations menu item under the Organization menu to create or edit locations within your organization. A location refers to a site that manages sets of device groups independently.



New accounts will have a default location called "Main Location" already created. If you only have one location, you can use this default name. If you have multiple locations (i.e. schools within a district), you should edit the default location to become one of your school locations, then add the others.



To edit a location, click the name from the list.

NOTE: If you use Apple School Manager, locations defined with ASM will automatically be created in SchoolMDM when you sync with your ASM account.

To add a new location, use the Add button, then fill in the Location details.

Name: The name of the location

Code: A short code to uniquely identify this site. This might be the school initials or some other code that's already used throughout other systems in the district as the unique identifier for this site. Codes may come into play during data import/export functions such as CSV user import.

Shared iPad lock screen text: This text will appear at the bottom of the iOS lock screen (in tiny print) on devices that are in Shared iPad mode.

Default iOS lost mode text: This will be the default text used when putting a device into iOS Lost Mode (iOS 9.3 and greater). The text can be changed at the time Lost Mode is activated, but this will be the default text filled in.

Default iOS lost mode phone: This will be the default phone number used when putting a device into iOS Lost Mode (iOS 9.3 and greater). The can be changed at the time Lost Mode is activated.

Default class duration: This is the default class length used when activating screen layouts for classes. Choose the most common class length for this school to prevent teacher from having to change it each time they activate a layout for a class.

Access Rights for Locations: Use the Access Rights tab to find a list of users who have rights to use this location. By default, when a user is assigned to a location (when they are created or their account is edited) they will automatically be given rights to that location. You can assign multiple users rights to a single location at once by doing it from this tab and clicking the **Grant access rights** button. When a user has access to a location, it will appear in their list in the **Location** menu.

▲ USER NAME (E-MAIL)	FULL NAME
<input type="checkbox"/> adamlocal@valley.com	Adam Location Admin
<input type="checkbox"/> adam@valley.com	Adam Teacher
<input type="checkbox"/> bill@valley.com	Bill Locadmin

5 Managing Devices and Device Groups

A device group can represent any group of devices within a location in the organization such as a grade level, a classroom or a cart-full of devices. Each device can only belong to a single device group but can easily be moved to a different group later (see [Moving Devices to a Different Device Group](#) in the [Managing Devices and Device Groups](#) section of this guide).

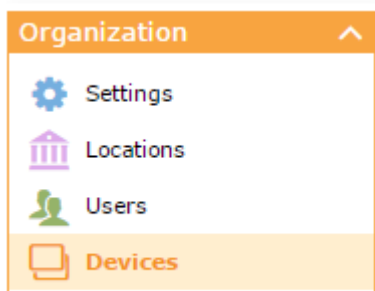
Each device must belong to one, and only one device group (although it may belong to multiple classes).

In 1-to-1 implementations, a device group is often created for each grade level (later, teachers can add specific student devices to classes). In some cases, there might be multiple groups for a grade level if different groups of students are to have different restrictions on a normal basis. For example, you might have "9th Grade Students" and "9th Grade Honors Students" as groups.

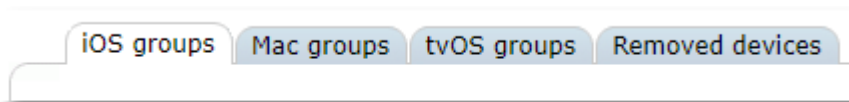
You may name the group anything you like such as: Room 107 Devices, Cart B, Science Wing, 9th Grade iPads, Library Loaners etc.

5.1 Adding & Configuring iOS Device Groups

1. Choose **Devices** from the Organization menu.



2. Choose the **iOS groups** tab



3. Click the Create button.



4. Enter a Group name and optional description and choose iOS for the Type.

The screenshot shows the 'Device group details' configuration page. It is divided into two main sections: 'GENERAL DEVICE GROUP SETTINGS' and 'DEP ENROLLMENT SETTINGS'. The 'GENERAL' section contains fields for 'Group name' (11th Grade iPads), 'Description', 'Location' (Valley High School), and 'Default group for Grade' (11). Below these are several checkboxes: 'Auto-sync apps and content' (checked), 'Require VPP license during VPP app installation' (checked), 'Disable device-based VPP licensing' (unchecked), 'Show in Teacher Tools' (checked), 'Apply per-app notification settings' (unchecked), and 'Allow "Contact administrator" button in Locker' (checked). A link 'Click to download' is provided for the 'Enrollment profile'. The 'DEP ENROLLMENT SETTINGS' section includes 'Shared iPad mode' (checked), 'Show shared iPad lock screen message' (unchecked), 'Show device info on lock screen' (Device name), 'Maximum cached users' (empty), 'Lock screen passcode grace period' (0), 'Diagnostic submission' (unchecked), 'App analytics' (unchecked), 'Prompt to assign user on Locker 1st run' (unchecked), 'Set device name to name of assigned user' (unchecked), and 'Prompt for device name on Locker 1st run' (unchecked). At the bottom, there are 'Save' and 'Cancel' buttons.

Default group for Grade: After DEP Enrollment, a student can be assigned to a device the first time the TechPilot Locker app is run on that device. The assignment is made by simply selecting the student from a list as described in the section [Assigning Users to iOS Devices](#) in the [Setting Up TechPilot chapter](#) of this guide. When enabled, the feature can also automatically move the device to a device group if the student grade matches the setting made here.

Auto-Sync apps and content: With Auto-sync turned on, apps and files will automatically install to devices in the group as soon as they are assigned to the group. They will also be removed from the devices in the group when the app is unassigned from the group. Leave this box selected unless directed by TechPilot Support to do otherwise for troubleshooting purposes.

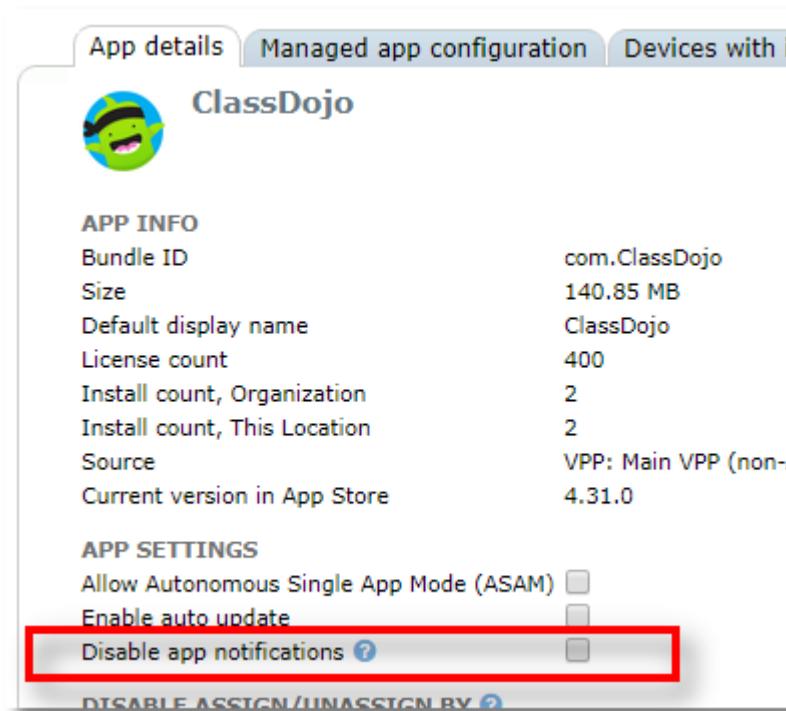
Require VPP license during VPP app installation: When installing apps with user-based VPP app assignment (as opposed to device-based app assignment), and with this item enabled, if there are not enough VPP licenses to install onto every iPad in the group, SchoolMDM will stop installing onto remaining devices until more licenses are available. However, if you disable this option, SchoolMDM will treat the installation on the remaining iPads as if it were an App Store installation. This will attempt to install using the Apple ID through the App Store on each of the remaining devices. In most

cases, this also means the user will be prompted to enter the password for the Apple ID on the device. It is recommended that you leave this item enabled.

Disable device-based VPP licensing: Enable this setting if you want apps to be assigned with user-based licensing (i.e. using the iTunes account of the local user) rather than device-based licensing, even if the app and device both support device-based licensing. It is recommended to leave this setting OFF because device-based licensing is almost always preferred. User-based licensing requires each iPad be properly configured with the user's Apple ID and all VPP user setup steps, such as sending and accepting VPP invitations must be complete.

Show in Teacher Tools: This setting is enabled by default. Disable the setting if you wish to hide this device group from appearing in Teacher Tools for selection by users who are not organizational admins. In some scenarios, particularly 1:1 deployments, an organization might grant teachers rights to a device group so that they can see devices in the group to add them to classes when building them manually, but they only want classes to show up in Teacher Tools, and not the entire device group. For example, they might have permissions for the group "9th grade iPads" but never need to control the whole 9th grade from Teacher Tools, only their specific classes.

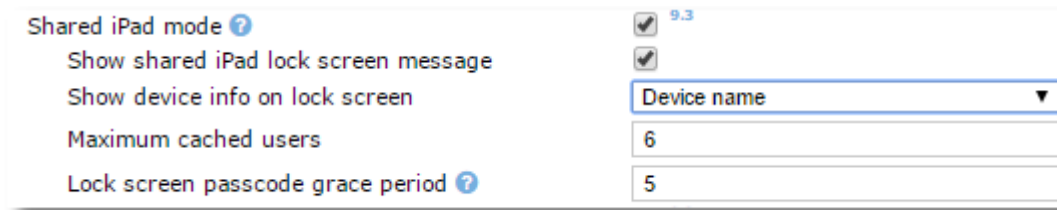
Apply per-app notification settings: When enabled for a device group, the devices in the group can have notifications for specific apps disabled as determined by the "disable app notifications" setting found on App Details for individual iOS apps. If this setting is not enabled for the group, the devices will ignore the setting from App Details.



Allow "Contact administrator" button in Locker: When enabled, the information screen in TechPilot Locker will contain a "Contact administrator" button that allows the user to send a message to the administrator. All organizational admins will receive the message as an e-mail.

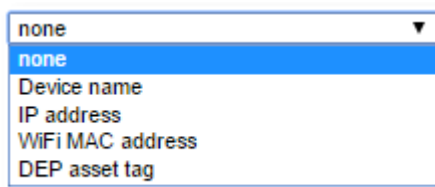
Enrollment Profile: Click the link to download an enrollment profile that can be loaded into Apple Configurator 2. See the section of this guide on [Enrolling iPads using Apple Configurator 2](#) for more details.

Shared iPad mode: Enable this settings if you want iPads enrolled through DEP to be configured in Shared iPad Mode. Changing this setting will not affect devices already enrolled in the group, nor will it affect devices moved to this group from a different one. Shared iPad mode is available in certain model iPads that have 32GB or more and run iOS 9.3 and above. If an iPad does not meet the requirements for shared iPad, it will be configured as a standard device when enrolling into a group configured for Shared iPad. A group of shared iPad settings will become visible when you enable this setting.



Show shared iPad lock screen message: With this setting enabled, a shared iPad will show a custom message in tiny print at the bottom of the lock screen (after the screen timeout). The message is configured for devices in each location with the "Shared iPad lock screen text" found on the **Location details** tab for each location. The message might be something like "This device belongs to Main Street School."

Show Device info on lock screen: This setting can be used to display one of several values on the iPad lock screen (visible after the screen timeout). Use the selector to configure which piece of information you'd like to display. It will show in tiny print at the bottom of the lock screen. Choose from Device name, IP address, or WiFi mac address or DEP asset tag.



Maximum Cached Users: With Shared iPad, iOS will set aside a certain amount of space on the iPad for each user and will intelligently cache their data to that area. This makes the login process faster when the same student uses the iPad in the future, and saves on local bandwidth since not as much of the student's data has to be pulled down from the cloud. This is also why it's recommended that the same student use the same iPad as often as possible. By default, iOS will determine how many "slots" it will set aside for caching user data, but you may wish to choose your own. It's recommended to choose a value between 2 and 10. Larger values will keep cached data for more students, but will not allocate as much space for each. Don't worry about choosing a perfect number though...if more students attempt to logon than there are "slots" for cached data, iOS will automatically delete the cached data for the student who has not logged on in the longest amount of time, and the new student will be able to log on.

Lockscreen Passcode Grace Period: In Shared iPad, the student screens will lock after a

period of inactivity. By setting a value (in minutes) in this field, you can configure the iPads to wait a certain amount of time after the screen lock, during which the student will not be required to enter their passcode again. During the grace period, they can just swipe or press the home key to unlock (based on the version of iOS).

Diagnostic submission: This setting enables diagnostics to be sent to Apple when requested by Apple support services.

App analytics: This setting allows sharing of app analytics with the app developer.

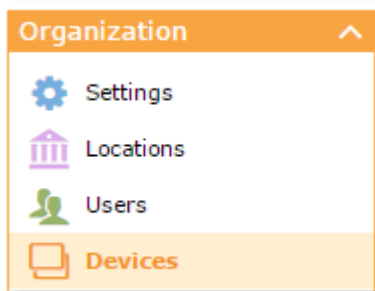
Prompt to assign user on Locker 1st run: When enabled, the TechPilot Locker app will provide an option to assign a student to the device by selecting the student from a list after DEP enrollment. The feature is described in more detail in the [Assigning Users to iOS Devices](#) section of this guide.

Set device name to name of assigned user: This setting will automatically change the device name to match the assigned user name when using the "Prompt to assign user on Locker 1st run" feature.

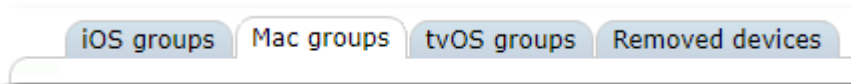
Prompt for device name on Locker 1st run: When enabled, the TechPilot Locker app will prompt the user to change the device name the first time the Locker app is opened. This feature cannot be used at the same time as the above setting "set device name to name of assigned user".

5.2 Adding & Configuring Mac Device Groups

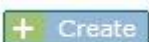
1. Choose **Devices** Groups from the Organization menu.



2. Choose the **Mac groups** tab.



3. Click the Create button.



4. Complete the configuration settings and press Save.

Device Group Settings

Group Name: Enter required group name here

Description: Optional description

Location: Choose a location where the device group should be created.

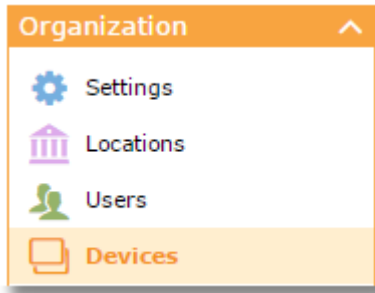
Auto-Sync apps and content: With Auto-sync turned on, apps and files will automatically install to devices in the group as soon as they are assigned to the group. They will also be removed from the devices in the group when the app is unassigned from the group. Leave this box selected unless directed by TechPilot Support to do otherwise for troubleshooting purposes.

Require VPP license during VPP app installation: When installing apps with user-based VPP app assignment (as opposed to device-based app assignment), and with this item enabled, if there are not enough VPP licenses to install onto every device in the group, SchoolMDM will stop installing onto remaining devices until more licenses are available. However, if you disable this option, SchoolMDM will treat the installation on the remaining iPads as if it were an App Store installation. This will attempt to install using the Apple ID through the App Store on each of the remaining devices. In most cases, this also means the user will be prompted to enter the password for the Apple ID on the device. It is recommended that you leave this item enabled.

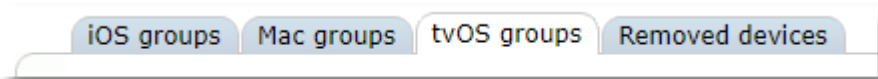
Disable device-based VPP licensing: Enable this setting if you want apps to be assigned with user-based licensing (i.e. using the iTunes account of the local user) rather than device-based licensing, even if the app and device both support device-based licensing. It is recommended to leave this setting OFF because device-based licensing is almost always preferred. User-based licensing requires each iPad be properly configured with the user's Apple ID and all VPP user setup steps, such as sending and accepting VPP invitations must be complete.

5.3 Adding & Configuring tvOS Device Groups

1. Choose **Devices** Groups from the Organization menu.



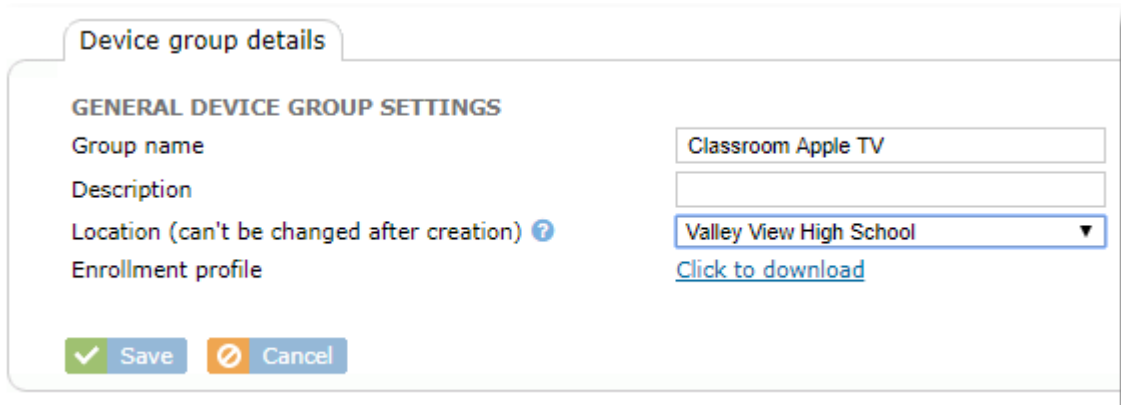
2. Choose the **Mac groups** tab.



3. Click the Create button.



4. Complete the configuration settings and press Save.



Device Group Settings

Group Name: Enter required group name here

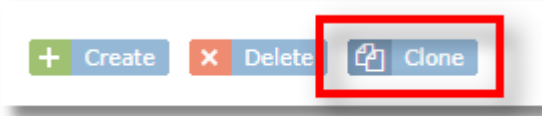
Description: Optional description

Location: Choose a location where the device group should be created.

Enrollment Profile: Click the link to download an enrollment profile that can be loaded into Apple Configurator 2.

5.4 Cloning a device group

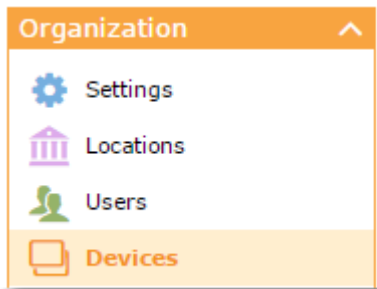
You can make a clone of a device group with the "Clone" button. The new group will have all the same apps assigned as the source group.



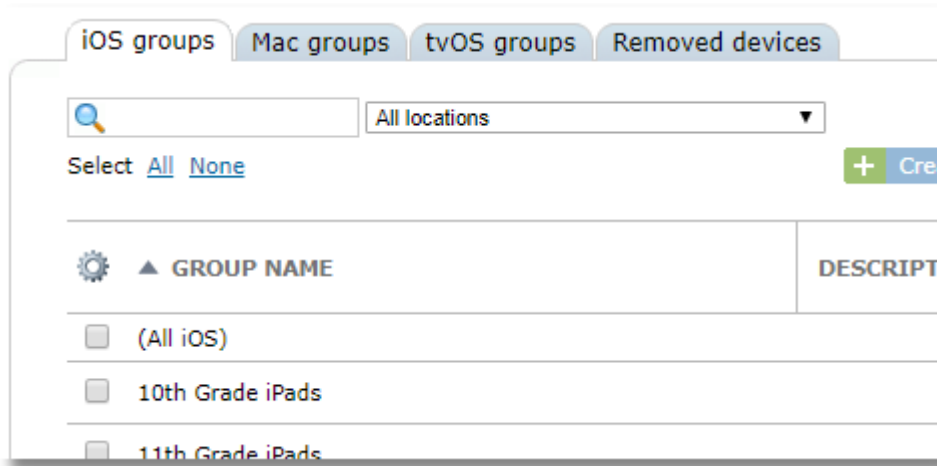
5.5 Assigning Access Rights to Device Groups

Before a teacher can manage a group of devices, including the ability to choose the group in Teacher Tools, they must be granted access rights to the group.

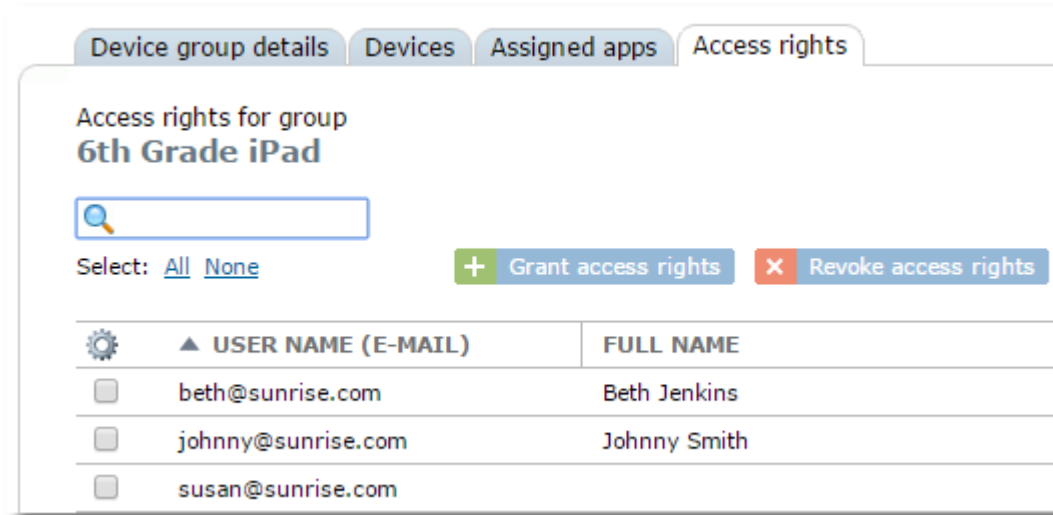
1. Choose **Devices** from the Organization menu.



2. Click on the name of the group from the list.



3. Click on the **Access rights** tab.



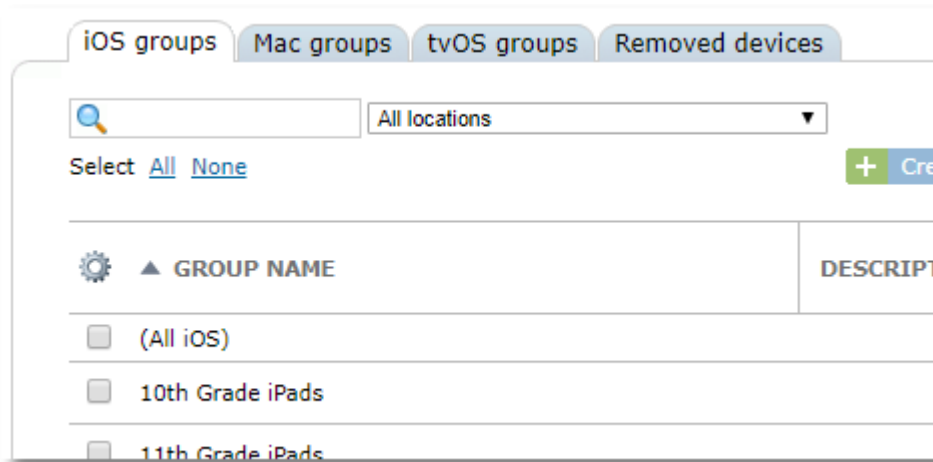
4. Use the **Grant access rights** button to add users (teachers and technicians) to the list and grant them access, or choose users from the list and use the **Revoke access rights** button to remove them.



Note: Location Admins have access to all device groups in the location(s) to which they belong, so they do not need to be added manually and do not appear in the list.

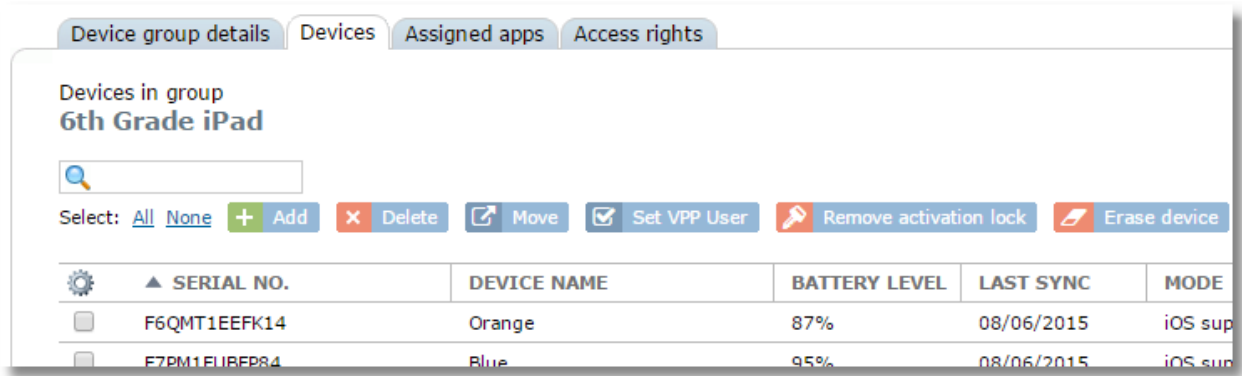
5.6 Viewing the Device List and Finding a Device

To view all devices in a group, select Device Groups from the Organization, then choose the appropriate tab.




Click any group to open it.

To view all devices for a particular device platform, use the "(All ...)" selection at the top of the groups list.



Use the search box at the top of any list to search for a device.

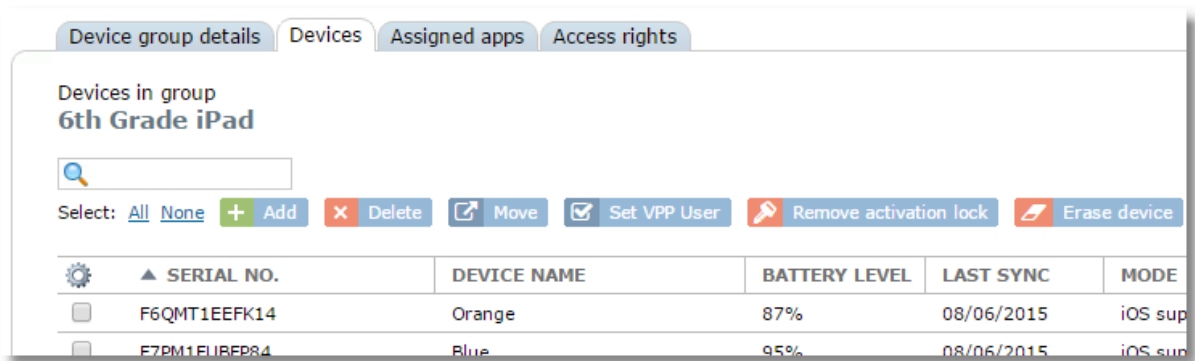
The device list table can be exported to a CSV file using the Export button: 

Use the gear icon to customize the viewable columns. Changes will be reflected in the exported CSV file.

5.7 Moving Devices to a Different Device Group

Each device can belong to only a single device group.

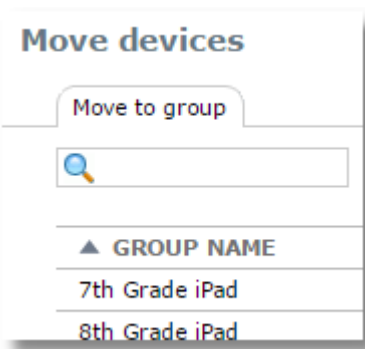
1. Select one or more devices from the device list.



2. Click the Move button.



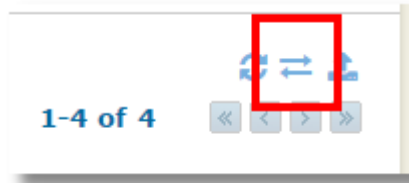
3. From the list of available device groups, click the name of the group you want to move the device(s) into.



Note: You can only move a device to a device group of the same type, Android, iOS, or Mac.

5.8 Force Sync Installed Apps List from Devices

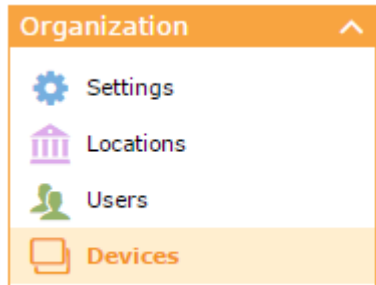
The Force Sync button is located at the top of the device groups list. This function will force SchoolMDM to contact each device in the group to get an updated list of all apps installed on the devices. This, in turn, will update the license counts on the location apps lists. SchoolMDM normally checks all devices about every four hours, but this button can force it to check immediately.



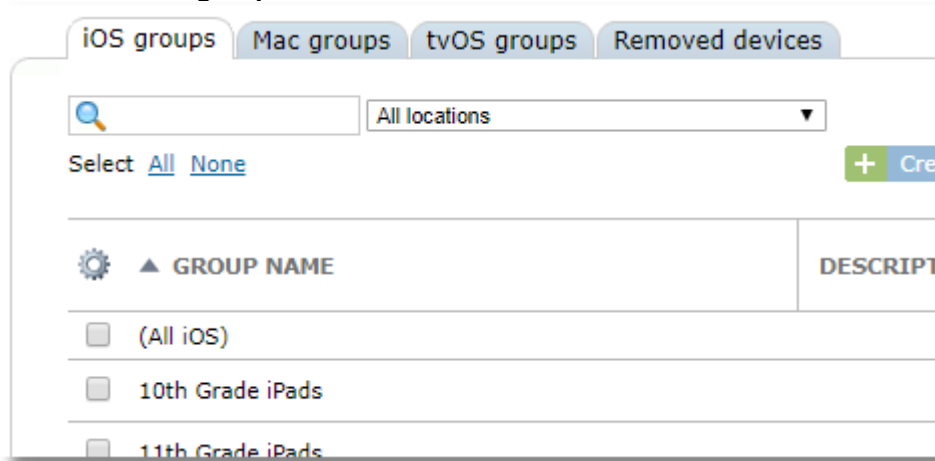
5.9 iOS Device Management

SchoolMDM gathers key information about the iPads it manages. You can check these details by selecting a device from the Device Group list.

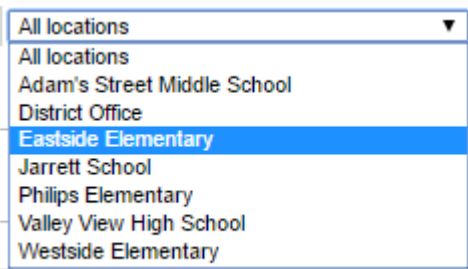
Choose **Devices** from the Organization menu.



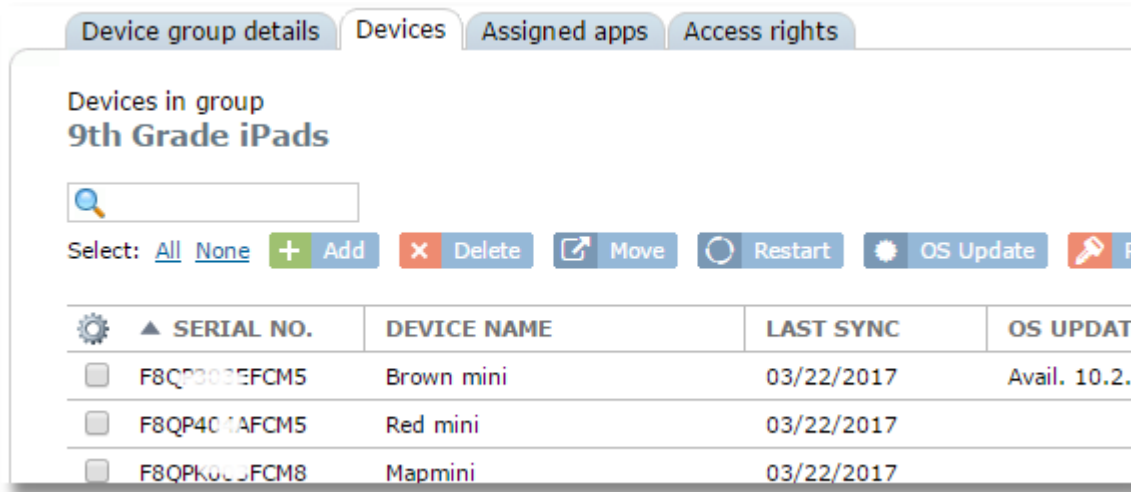
Click on the **iOS groups** tab.



From the list of groups, you can use the locations filter at the top to limit the list to show only groups from a specific location.

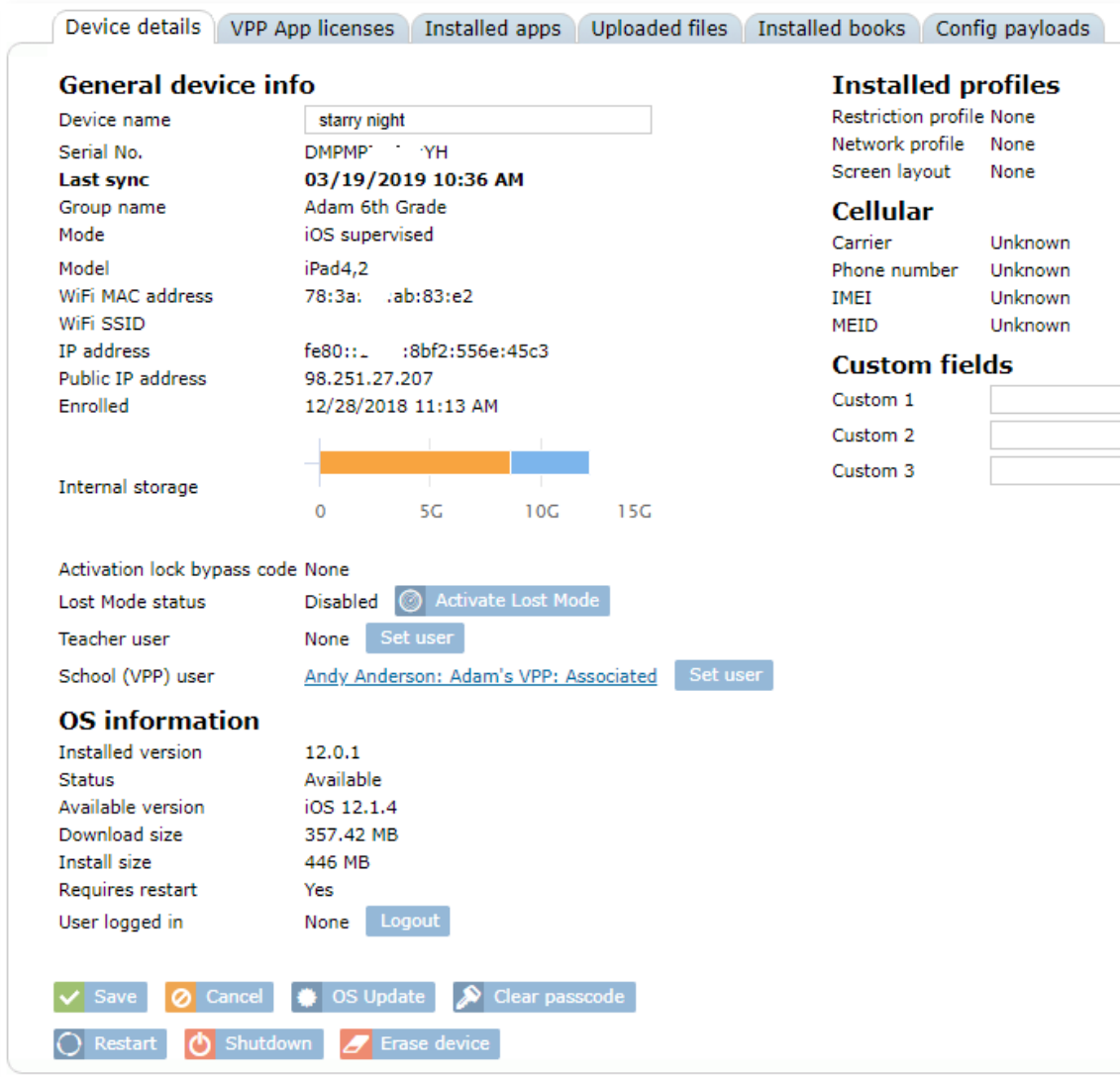


Click on any group name or use "(All iOS)" for a list of devices from all groups.



Click on any device for the device details.

Device details tab



5.9.1 Assigning a user to a device

There are three methods for assigning a teacher or a student to a device. One method, described here, is to assign the user from Device Details. To do this, simply use the "Set user" button to set the teacher or student (school user).

Teacher user	Beth Jenkins	Set user
School (VPP) user	none	Set user

The second method is to assign a device from **User details** as described in the [Managing Users section](#) of this guide.

The third method is to assign a user to a device from the Locker app on the device after initial enrollment. This method can also automatically move the device to the correct device group and automatically change the device name to match the user name. This method is described in the [Assigning Users to iOS Devices](#) chapter in the Setting Up SchoolMDM section of this guide.

5.9.2 Unassigning users from devices

To unassign a user from a device click the "set user" button next to the assignment, then click the "Unassign school user" button at the bottom of the selection window.

Teacher user	None	Set user
School (VPP) user	Ameila Richards	Set user

Unassign school user

Students can be unassigned from devices in bulk from the device list table by selecting "all" then using the "Unassign school user" button. This is useful when clearing a group of devices between school-years when they will be reassigned to new students.

Unassign school user

5.9.3 Rename an iOS device

To rename a device, type a new name in the **Device name** field on the Device Details tab and click **Save**.

5.9.4 Adding information to custom device fields

In the custom fields section you'll see a list with the custom field names that were configured in **Settings/System**. Enter or edit data for any of the fields then press the **Save** button. These fields can be included in the device list table (with the customize gear) and exported to CSV.

Custom fields	
Department	<input type="text"/>
Fund	<input type="text"/>
Condition Note	<input type="text"/>

5.9.5 Clear an iPad Passcode

To clear an iPad passcode use the **Clear passcode** button from device details. Note that you can also clear passcodes from the Teacher Tools screen.

5.9.6 Activation Lock Bypass on iPad

Activation Lock is a feature of iOS 7 and above that's designed to prevent the activation of a lost or stolen

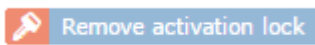
device. Activation Lock is enabled when the user enables the Find My iPad feature that is available when they enter their iCloud account in Settings.

If Activation Lock is enabled for an iPad, it can become difficult for the school to reset and use the iPad again after a student turns a device back into the school without having access to the student iCloud ID and Password. The solution is to use SchoolMDM's activation lock bypass features.

When a supervised device (DEP or non-DEP) enrolls into SchoolMDM, Control Tower will capture the activation lock bypass code and store it for later. You can view the code on the device details screen:

There are two ways to use the activation lock bypass code. If the student has already reset the device and it is prompting for the login ID and password in the starting activation process, the code can be entered manually. Just leave the ID field blank, and enter the bypass code into the password field. Note that it's case sensitive!

If the device has not already been reset and is still registered in Control Tower, then an easier way to bypass the activation lock is to use the Remove Activation Lock button in device details.



Once the code is removed, you can reset the device and will not be prompted for the previous user's account info.

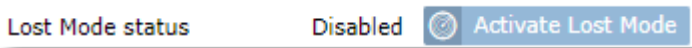
5.9.7 Lost Mode for iOS

Lost Mode helps you lock and find lost devices. When initiated, you'll be prompted to enter a phone number and custom message that will appear on the device screen. The device will be locked into the screen with your message until you release it. The device will also report its location back to SchoolMDM, even if location services are disabled on the device. Lost mode is available in iOS 9.3 and above.

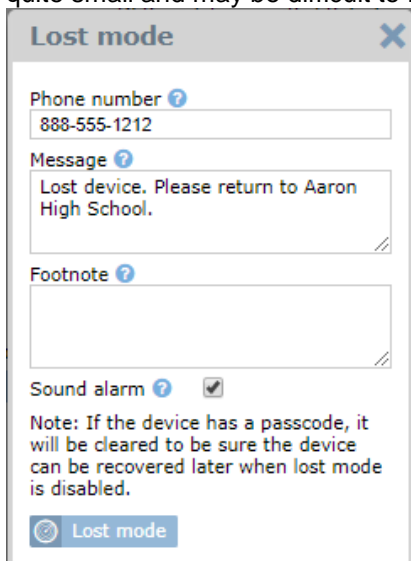
Enable iOS Lost Mode

To enable Lost Mode:

1. Go to Device Details and click the Lost mode button.



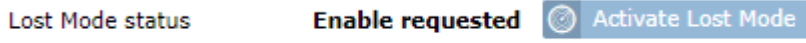
2. Enter a phone number, message, and footnote to appear on the lock screen (note that the footnote is quite small and may be difficult to read on the device).



The "sound alarm" option will cause the lost iPad to play an alert sound until the user presses the

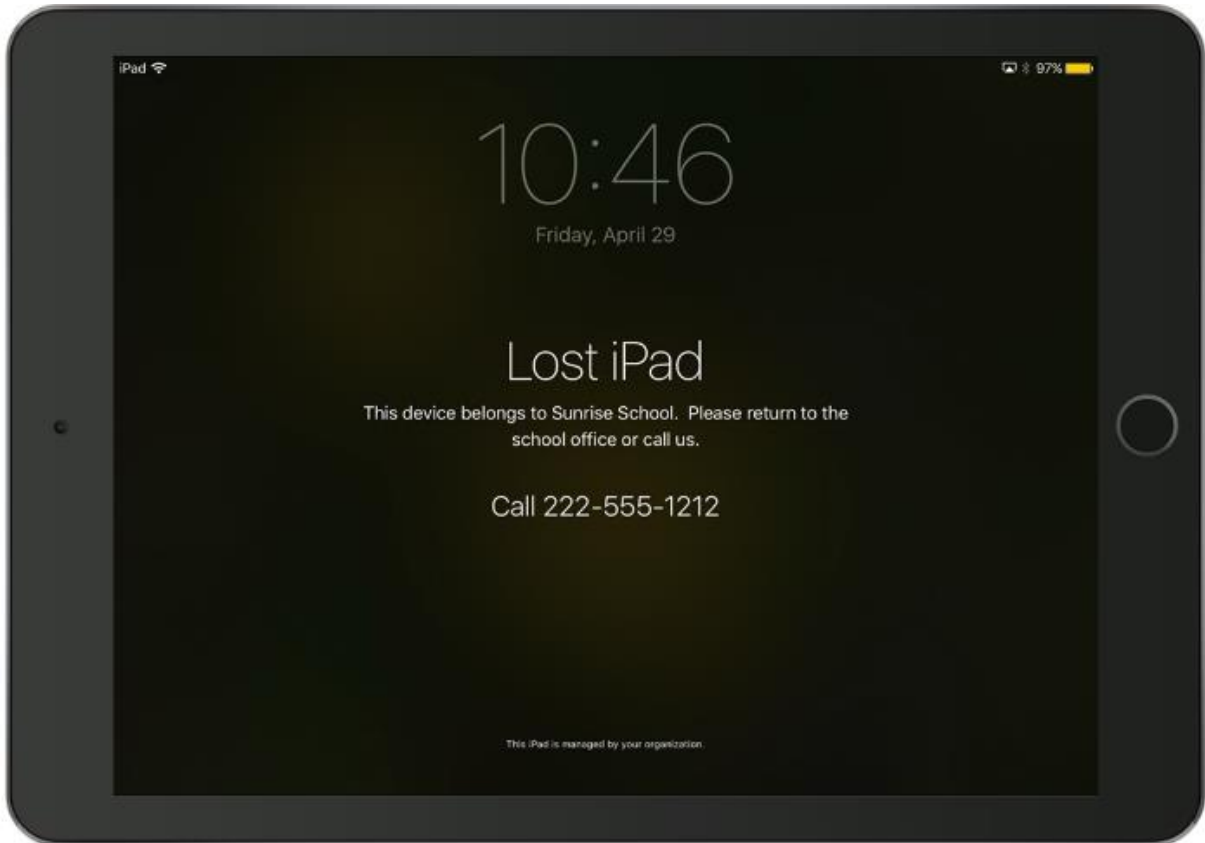
power button. The option is available for devices running iOS 10.3 or above.

3. Click the **Lost mode** button to activate.
4. The status will change to "Enable Requested" This means that the push notification was sent to the device, but the device has not yet responded by connecting to Control Tower to receive the command to enter lost mode.

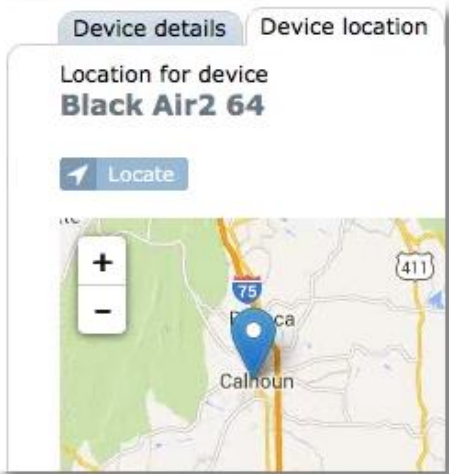


Once the command is received, the status will change to "Enabled"

5. The iPad will lock and display your custom information. It also sends its current location to Control Tower.



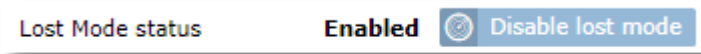
6. To find the lost iPad using a map, go to the Location tab next to Device Details. If the alert sound is playing, press the power button to silence it.



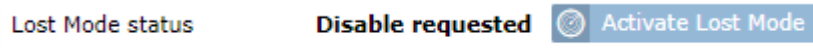
Disable iOS Lost Mode

To disable Lost Mode once a device is found:

1. From Device Details, click the **Disable lost mode** button.

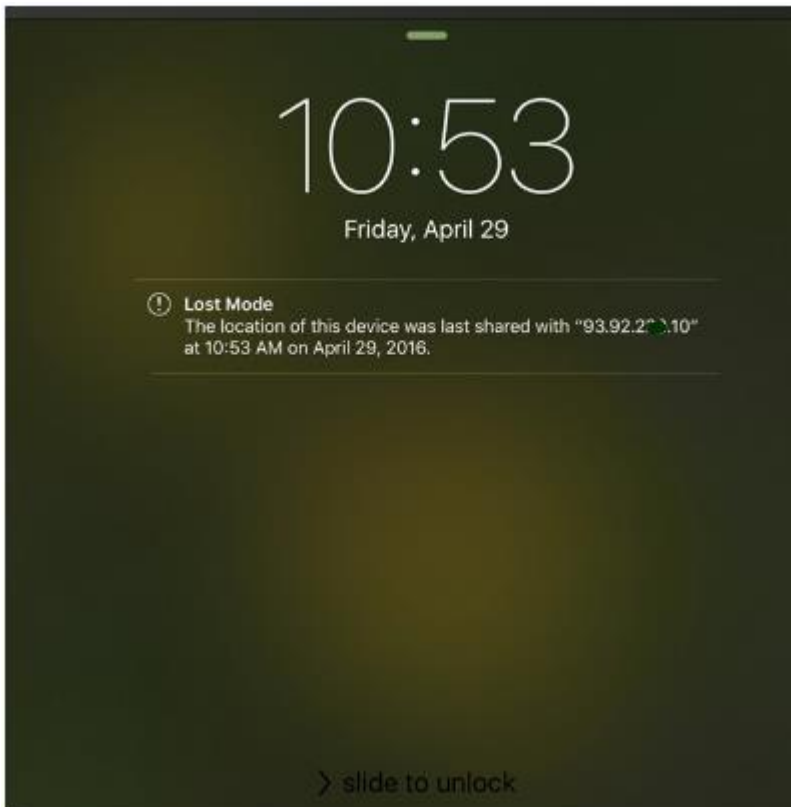


2. The status will change to "Disable requested." This means that the push notification was sent to the device, but the device has not yet responded by connecting to Control Tower to receive the command to release lost mode. This can happen if the device is powered off or not connected to the Internet.



Once the command is received, the status will change to "Enabled"

3. The iPad lock screen will display a message to notify the user that the device had been in lost mode and that the location information was shared.



4. After the iPad is unlocked by the user, another message is displayed to let the user know about lost mode, and the gathering of the device location.



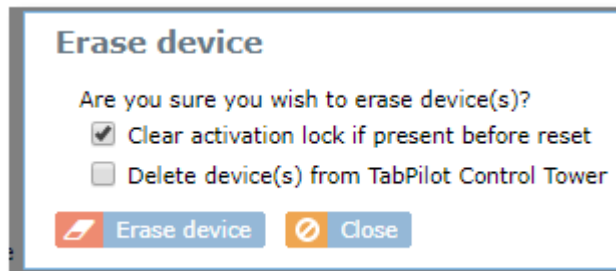
5.9.8 Remote Wipe (erase) an iPad

To remote wipe (erase) an iPad, use the **Erase Device** button from device details. Note that if Activation Lock has been enabled (i.e. the student enabled Find my iPad) you should remove the activation lock first.



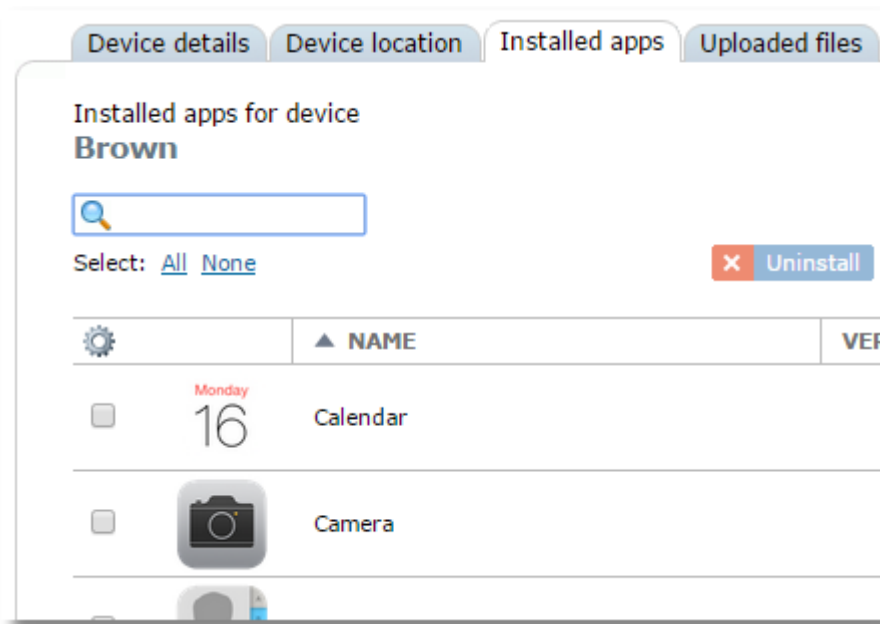
You can also erase a device or erase an entire group by using the **Erase device** button at the top of the device list.

When using the Erase device function, you'll be prompted with an option that allow you to clear any activation lock that might be on the device (i.e. the user enabled Find my iPad) and an option that will delete the device from Control Tower.

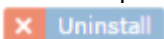


5.9.9 Listing apps or files installed on a device

Use the **Installed Apps** or **Uploaded Files** tab to find apps and files loaded on the device.



To remove an app from the Installed Apps tab: Managed apps can be removed using the **Uninstall** button on the Installed Apps tab. However, if the app is assigned to a device by way of group, class, or device assignment, and auto-sync is enabled for the group, the app will be reinstalled during the next sync. Usually, apps are removed by unassigning them from the device, group or class that caused the installation in the first place.



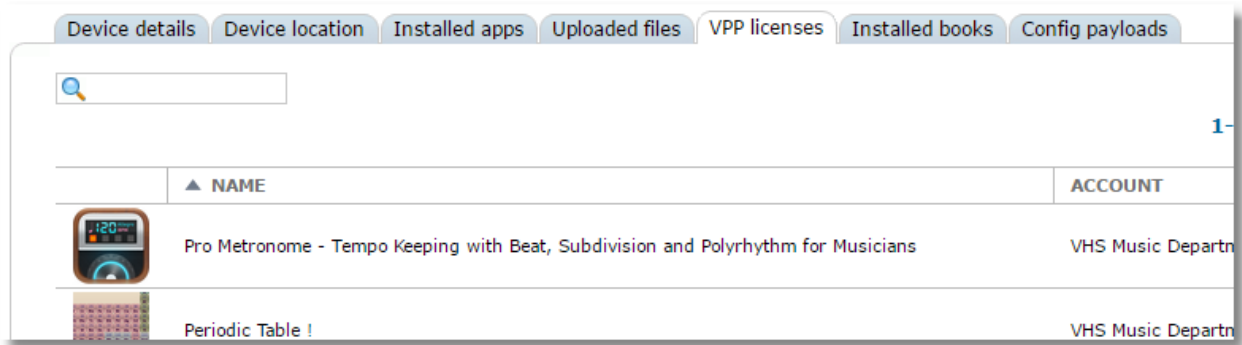
To remove a file from the Uploaded files tab: Files can be removed using the **Remove** button on the Uploaded Files tab. However, if the file is assigned to a device by way of group, class, or device

assignment, the file will be reinstalled during the next sync. Usually, files are removed by unassigning them from the device, group, or class that caused the installation in the first place.



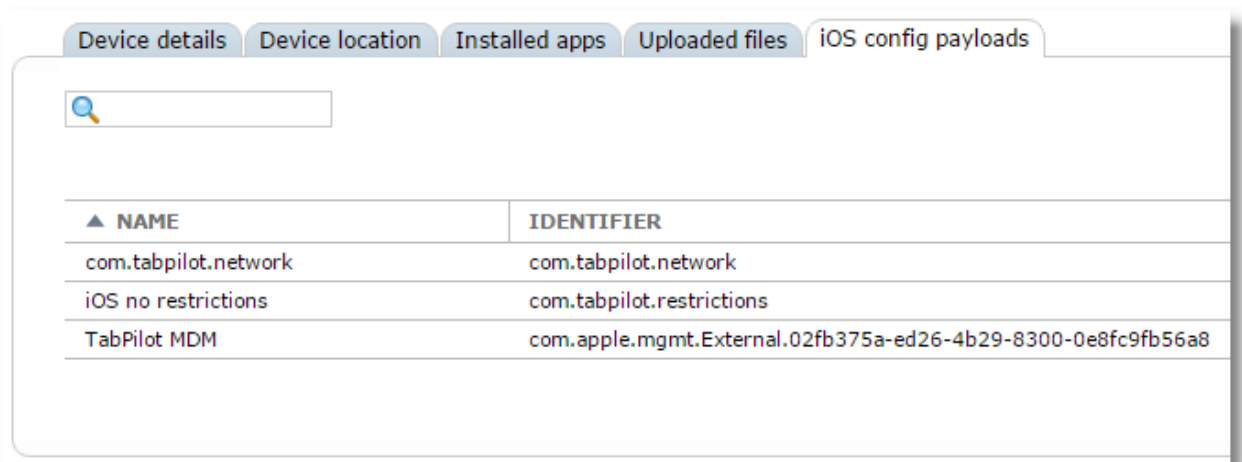
5.9.10 View VPP app and book licenses for a device

The VPP licenses tab is used to view a list of VPP app and book licenses assigned to the current device.



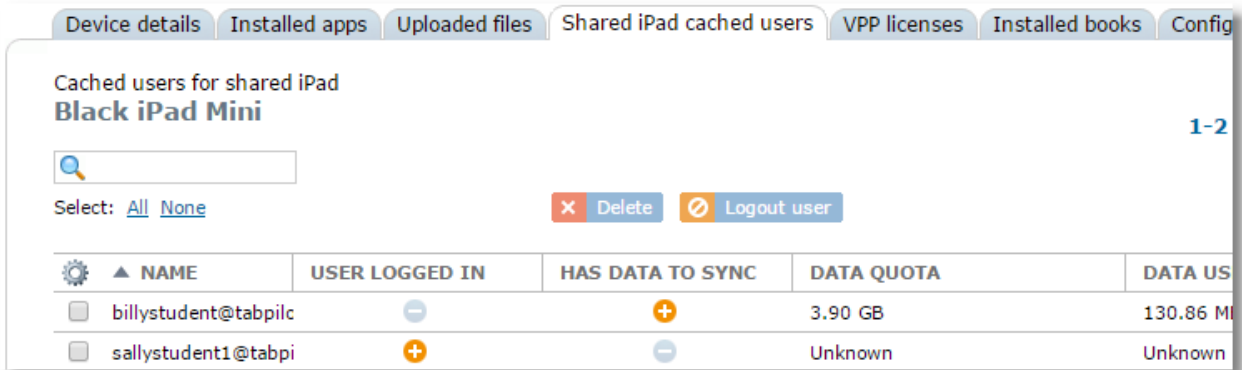
5.9.11 Viewing iOS profile information

The iOS Config Payloads tab provides technical details on installed profiles. Clicking on any profile will show the profile configuration payload details. This information can be useful for troubleshooting issues while working with TechPilot Technical Support. It can also be useful for identifying unwanted student-installed profiles.



5.9.12 Shared iPad Cached User info

The Shared iPad cached users tab will be visible for devices configured for shared iPad mode. This tab lists the users with managed Apple IDs that have logged into this device and have cached data.



Use the Logout user button for force a logged in user to be logged out.



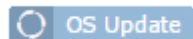
Use the Delete button to delete the cached data for the selected user. Normally this does not need to be done manually, as iOS will handle cached user data. Devices are configured to support a certain number of cached users as determined by the "max cached users" setting in device group details for a group set for Shared iPad Mode, but if more users than this attempt to login to a device, iOS should automatically delete the cache of the user with the oldest login.



5.9.13 Managing iOS updates

SchoolMDM can be used to manage updates to the iOS operating system. For devices running versions iOS prior to 11.3 the ability to remotely push an update is only available if the device was enrolled through DEP. Starting with iOS 11.3 the ability to push updates will work on non-DEP devices too.

To initiate or schedule the update choose the device(s) from the list or device details page, then click the OS Update button.



Choose whether you want the update command to be sent to the iPad(s) immediately, or at a scheduled time. When scheduling and update, you can send the command at a fixed time, or randomize it over a specified number of yours. Randomizing the update over a few hours can help avoid WiFi bandwidth problems if many devices are using the same WiFi access points.

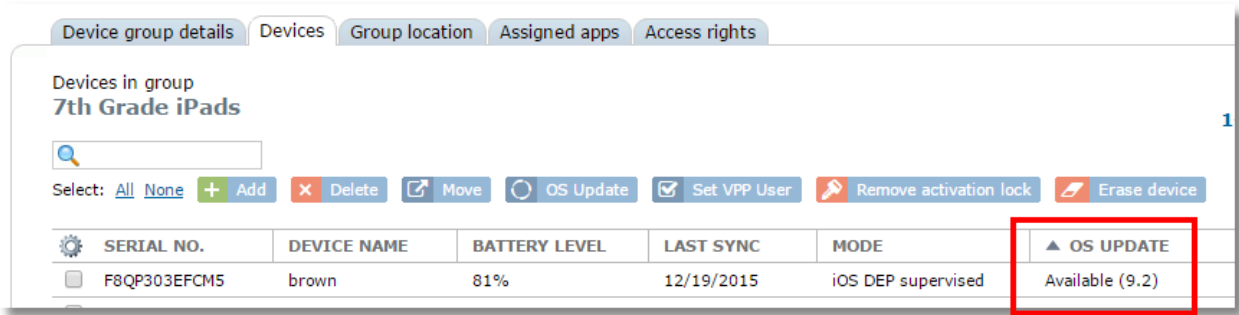
 A screenshot of a dialog box titled "Choose when to install the iOS update" with a close button (X) in the top right corner. The dialog contains the following elements:

- A warning message: "If this iPad has a passcode it will be cleared."
- Two radio button options: "Immediate" (selected) and "Later at specified".
- Under "Later at specified":
 - A "Date" input field.
 - A "Time" input field with dropdown menus for hours (01), minutes (00), and AM/PM (AM).
 - A "Randomize over" input field followed by the text "hours".
- An "Update" button with a checkmark icon in the bottom left corner.

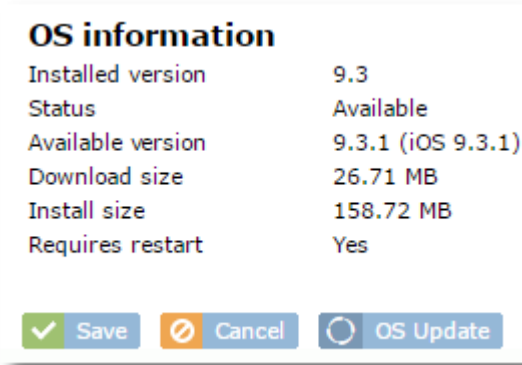
Finding devices that need iOS updates

You can find devices that have an available OS update either from the device list or device details.

To find devices that have an available update, choose the device group or "All iOS" from Device Groups. Look for the column labeled "OS UPDATE". You can sort the list by clicking the column header to bring all devices with an available update to the top. If an update is available, the version will be indicated in the update column.



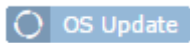
You can also find out if an update is available for a specific device in the OS information section of Device Details.



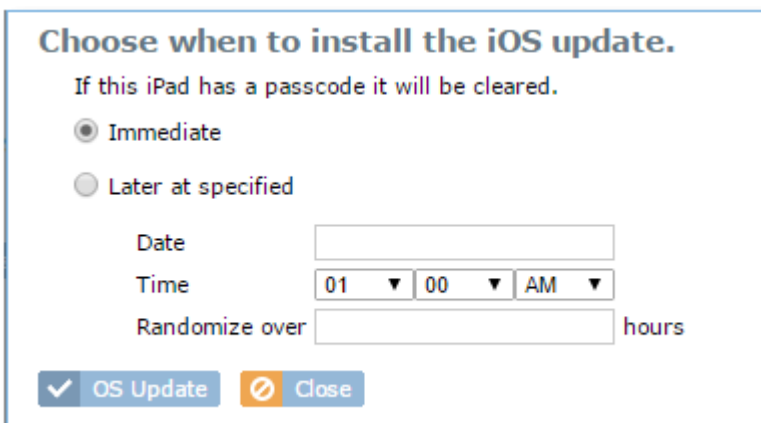
Viewing updates from this area provides additional details such as the size of the download.

Pushing out iOS updates to devices

To initiate or schedule the update choose the device(s) from the list or device details page, then click the OS Update button.



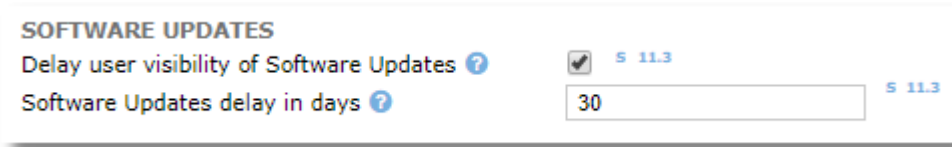
Choose whether you want the update command to be sent to the iPad(s) immediately, or at a scheduled time. When scheduling and update, you can send the command at a fixed time, or randomize it over a specified number of yours. Randomizing the update over a few hours can help avoid WiFi bandwidth problems if many devices are using the same WiFi access points.



Delaying iOS updates

There may be times when you wish to prevent devices from upgrading to the latest available version of iOS. Apple introduced the ability to delay the updates in iOS 11.3. An update can be delayed for up to 90 days. When enabled, users will not receive notification or have the option to update the OS on their device.

To configure devices to delay iOS updates, use the "Software Updates" area in Restriction Profiles.

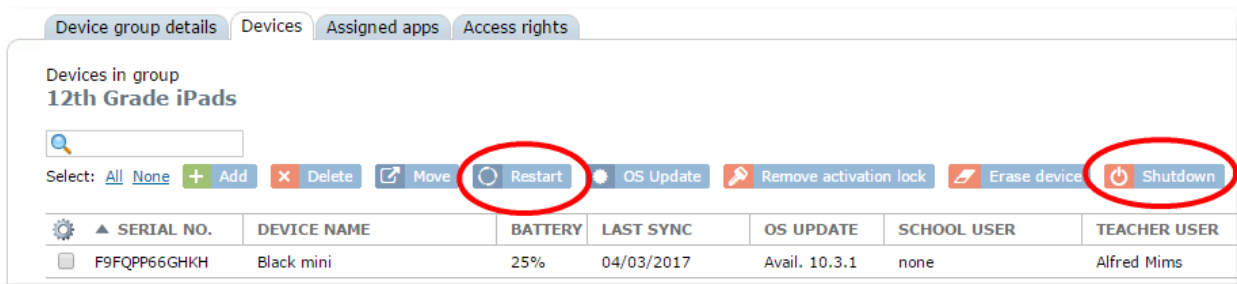


5.9.14 Restarting or shutting down iPads

Device Restart and Shutdown commands can be sent to iPads running iOS 10.3 or higher. Buttons for these functions can be found at the bottom of the device details page of iPads that support it.



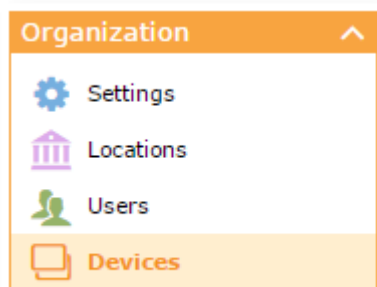
iPads can also be restarted or shutdown in bulk. This is accomplished from the Devices list for a group by selecting one or more devices then using the Restart or Shutdown command buttons at the top. This can be particularly useful when managing a stack, cart, or entire classroom full of devices.



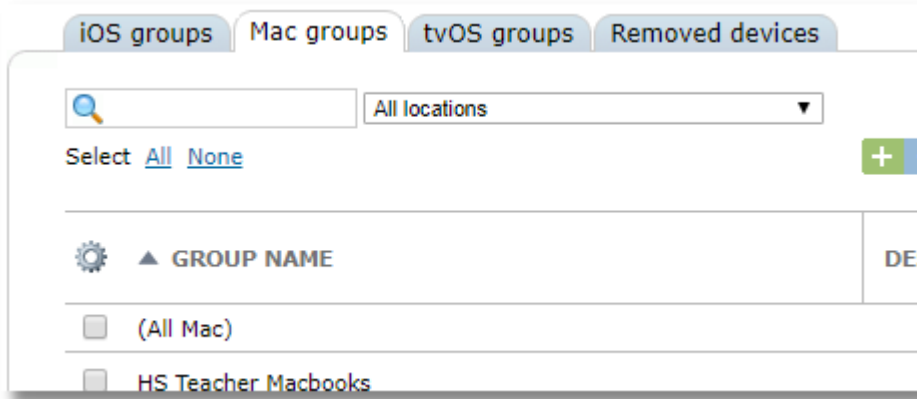
5.10 Mac Device Management

SchoolMDM gathers key information about the Mac devices it manages. You can check these details by selecting a device from the Device Group list.

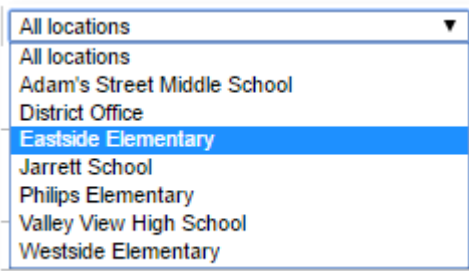
Choose **Devices** from the Organization menu.



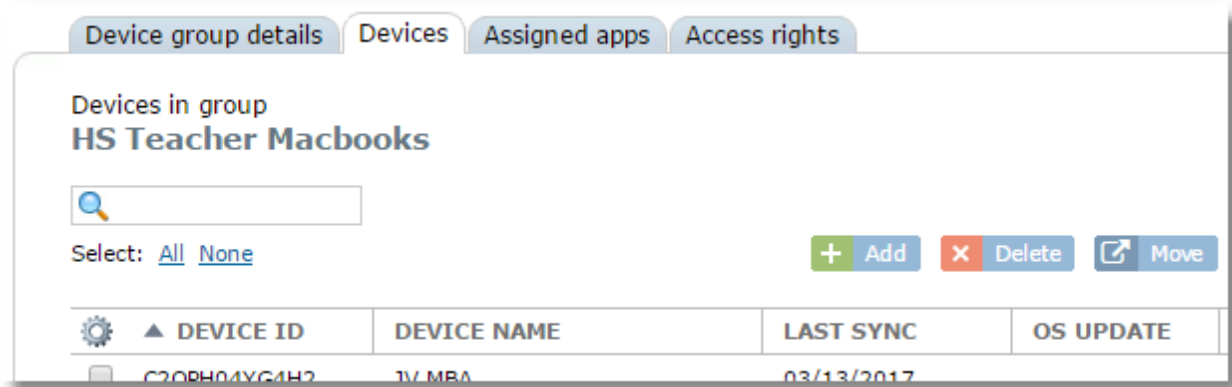
Click on the **Mac Groups** tab.



From the list of groups, you can use the locations filter at the top to limit the list to show only groups from a specific location.



Click on any device group on the Mac groups tab or use "(All Mac)" for a list of devices from all groups.



Click on any device in the list for the device details.

Device details tab

5.10.1 Assigning a teacher or student to a device

You can assign a teacher or a student to a device using one of two methods. One method is to assign the device from to the user from the user details. The other method (described here) is to assign the user from the device details. Assigning users will be helpful when using the classes feature.

Click the "Set user" button next to "Teacher user" or "School user" to make the assignment, then select a user from the list.

5.10.2 Renaming a Mac device

To rename a device, type a new name in the **Device name** field on the Device Details tab and click **Save**.

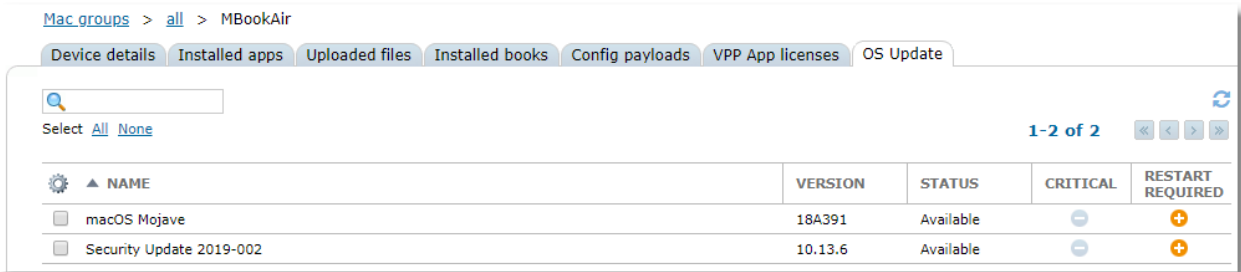
5.10.3 Shutdown or Restart a Mac

Shutdown and Restart functions are provided at the bottom of the device details page for Macs running macOS 10.13, High Sierra, and above.



5.10.4 Managing macOS updates

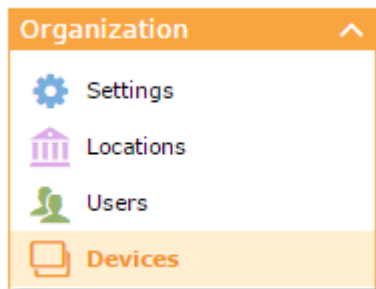
Updates for macOS, including security updates can be managed from the OS Update tab for an individual device. The device must be running macOS 10.14, Mojave, or later.



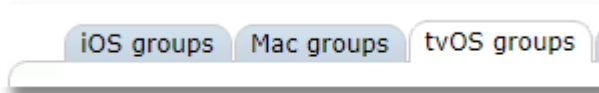
5.11 Apple TV Device Management

SchoolMDM gathers key information about the Apple TV devices it manages. You can check these details by selecting a device from the Device Group list.

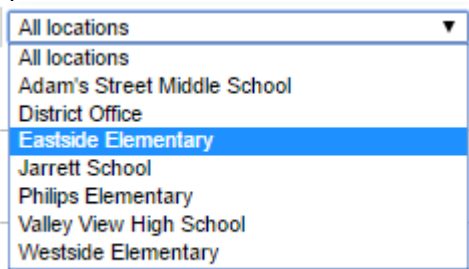
Choose **Devices** from the Organization menu.



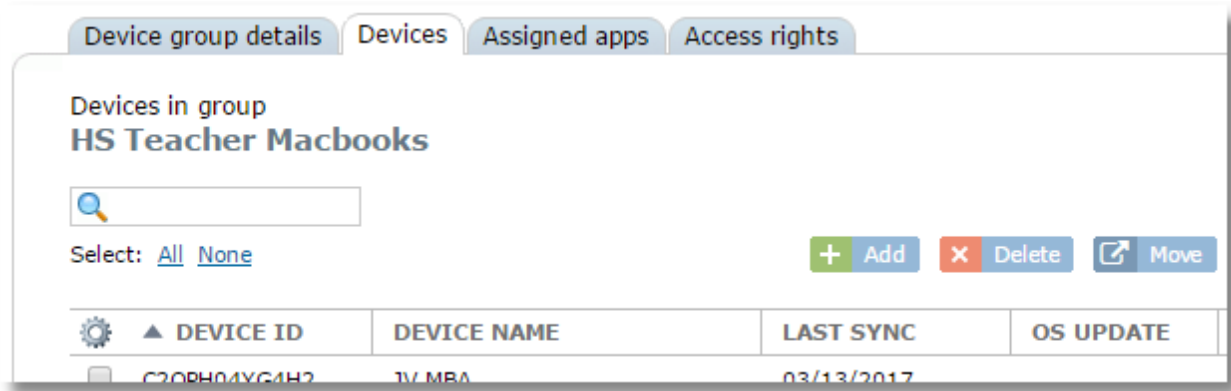
Click on the **tvOS groups** tab.



From the list of groups, you can use the locations filter at the top to limit the list to show only groups from a specific location.

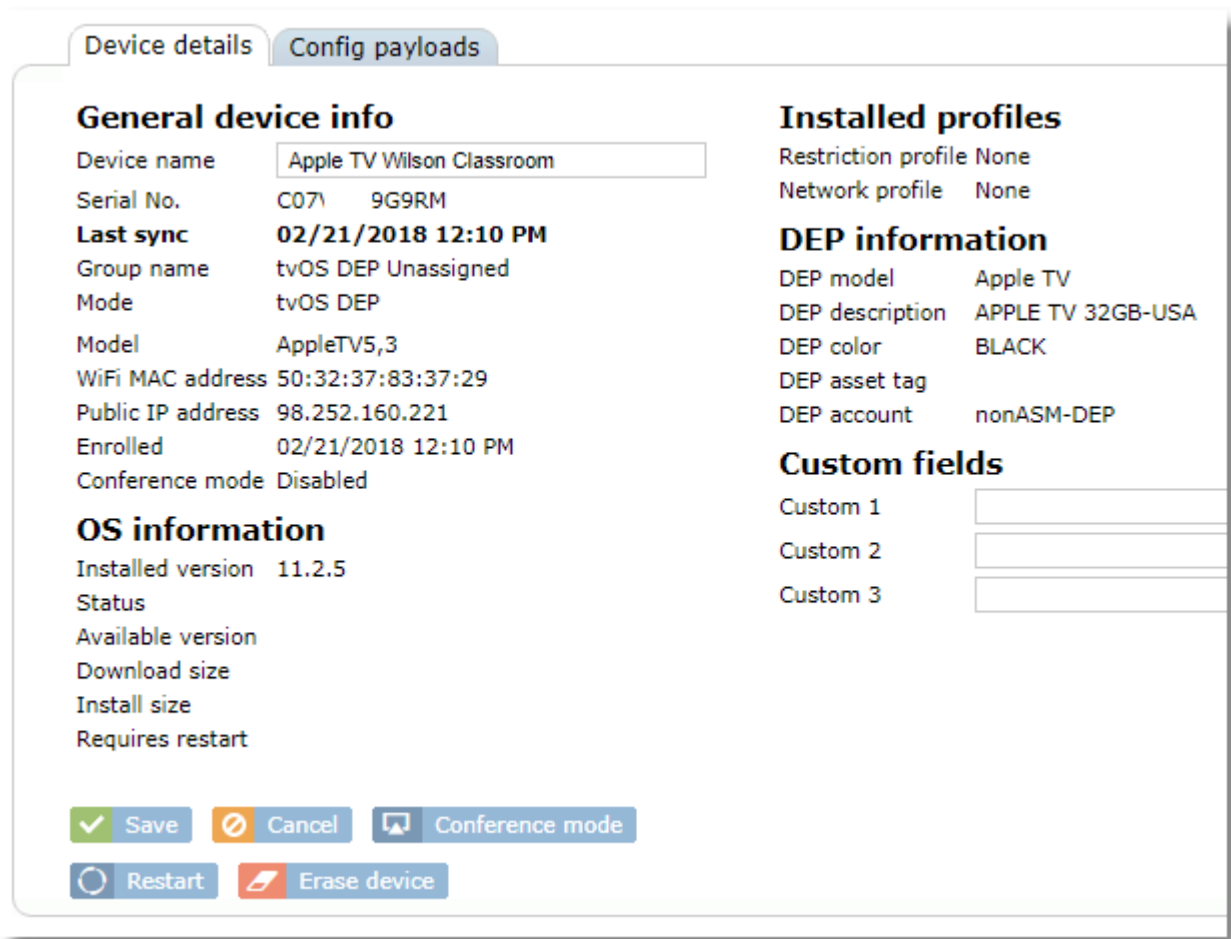


Click on any device group on the **tvOS groups** tab or use "(All tvOS)" for a list of devices from all groups.



Click on any device in the list for the device details.

Device details tab

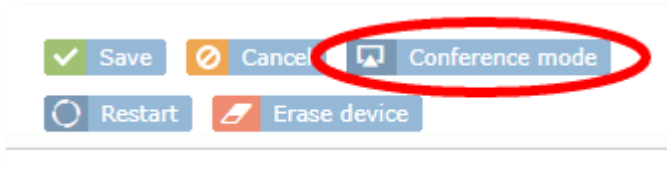


5.11.1 Renaming an Apple TV device

To rename a device, type a new name in the **Device name** field on the Device Details tab and click **Save**.

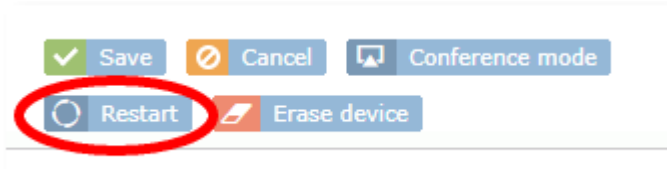
5.11.2 Put and Apple TV into Conference Mode

To put an Apple TV into Conference Mode, use the **Conference Mode** button at the bottom of the device details page.



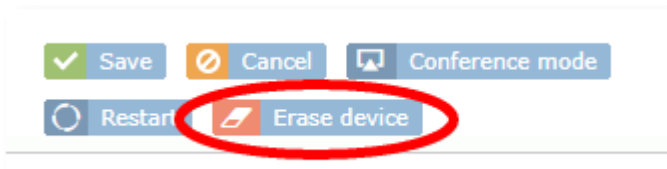
5.11.3 Restart an Apple TV

To restart an Apple TV remotely, use the **Restart** button at the bottom of the device details page.



5.11.4 Erase an Apple TV

To erase (remote wipe) an Apple TV, use the **Erase device** button at the bottom of the device details page.



5.12 Finding non-active or recently removed devices

It can be useful to know when devices have been removed from SchoolMDM, the reason they were removed and the user responsible for the removal. You can access this information from the **Removed devices** tab in the **Device Group** area.

REMOVE DATE	DEVICE ID	DEVICE NAME	REASON	INITIATOR	LAST SYNC	MODE
02/15/2018	4f43-3799-4427	Apple TV C07V75J9G9RM	Device	david@tabpilot.com	02/14/2018	tvOS DEP
02/14/2018	4f43-3799-4427	Apple TV C07V75J9G9RM	Group	david@tabpilot.com	12/06/2017	tvOS DEP
01/18/2018	F8QP303EFCM5	Brown Mini	Device	david@valley.com	01/18/2018	iOS DEP supervised
01/15/2018	F8QPK003FCM8	iPad F8QPK003FCM8	Device	david@valley.com	11/16/2017	iOS DEP supervised

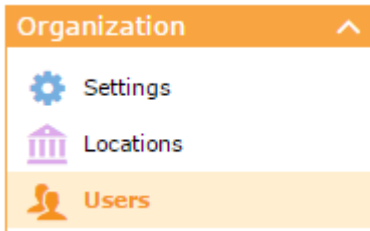
This is particularly useful for iPads that have not been locked down to prevent MDM removal because it allows you to know if the device is no longer connecting to SchoolMDM due to removal by the student. This might be more common in a BYOD environment. The **Remove Date**, **Initiator**, and **Last Sync** fields are particularly helpful in this scenario. You may wish to sort the table by **Last Sync** or **Remove Date** (click the column heading).

Reason Codes:

- MDM Profile = profile was removed on device
- Device = particular device was removed from CT
- Group = entire group was removed from CT

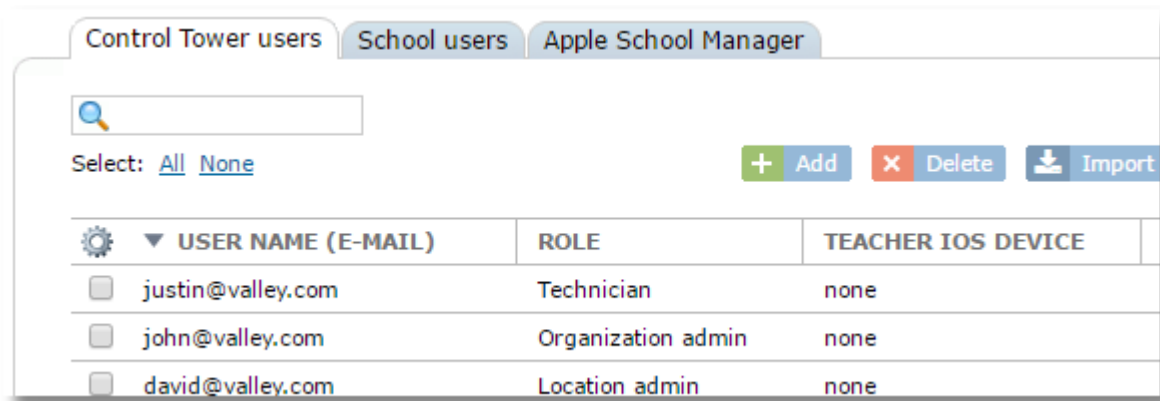
6 Managing Users

Select **Users** from the School menu for the user management area.



6.1 Control Tower Users

The **Control Tower Users** tab is for managing users who have an account for logging into Control Tower including teachers, technicians, and administrators. Each user account in this area is assigned an ID and password to log into Control Tower and access functions assigned to their role.



Users can belong to one of four roles:

- **Organization Admin:** access to all locations and all functions in the system
- **Location Admin:** access to locations and features enabled by the district admin (if any) and configured in [Settings / Permissions](#).
Location Admins have access rights to all device groups within a location, so they do not need to be granted access rights manually.
- **Technician:** access to locations and features enabled by the district admin (if any) or location admin and configured in [Settings / Permissions](#)
- **Teacher:** access to limited locations and features as set by users of higher role levels and configured in [Settings / Permissions](#)

6.1.1 Importing Control Tower Users from a File

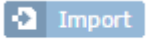
To import a list of users, you need to provide a CSV (comma separated values) file with the users. You can save to CSV from any spreadsheet program or export to CSV from most management systems.

The CSV file should have the following fields, in order:

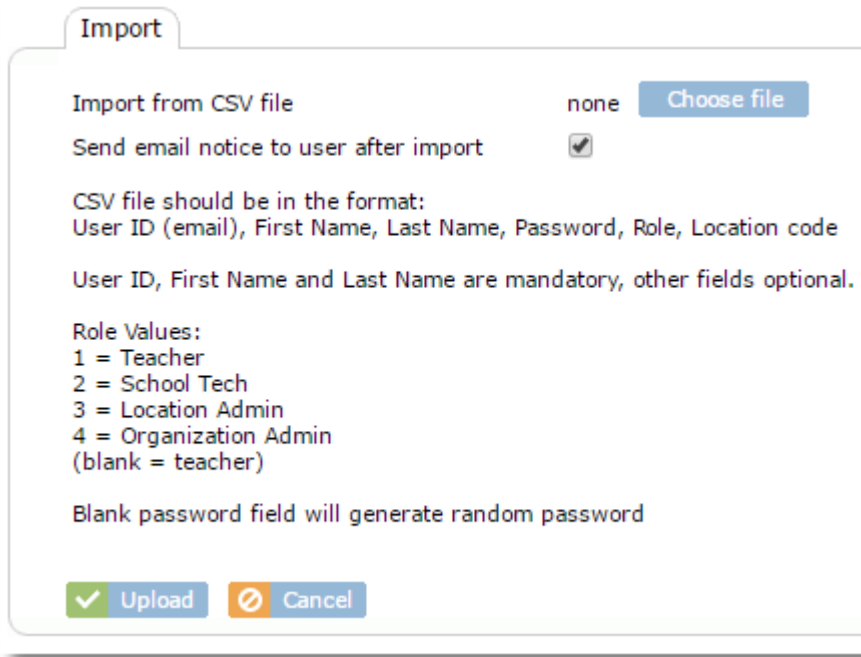
User ID (email), First Name, Last Name, Password, Role, Location code

- Do not use a header row.
- Email, First Name, and Last Name are required.
- If Role is blank, user will be assigned to the Teacher role.
- If Password is left blank, a random password will be assigned.

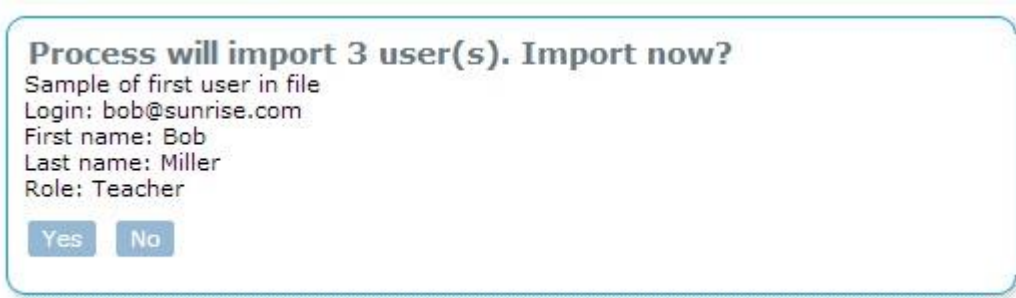
1. Click the import button.



2. Click the Choose File button.



3. Browse and select the CSV file to import
4. Control Tower will automatically send an email to each user to notify them of their login credentials and the login URL. Uncheck the box "Send email notice to user after import" if you don't want the system to do this.
5. Click the Upload button
6. The confirmation prompt will show the values of the first record in the file.

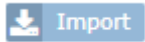


View the sample record to be sure the fields are in the correct order, then click Yes to complete the import.

6.1.2 Importing Control Tower Users from Google Directory

To import users from Google Directory:

1. Click Import from the top of the Control Tower users list



2. Switch to the **Import from Google Directory** tab.

3. Click to select an OU from Google Directory
4. To include users from all sub-OUs under the one selected, check the box "Include sub-OUs"
5. Optionally, change the location where users should be assigned
6. Click the "Import" button

6.1.3 Adding Control Tower Users Manually

Click the Add button.



Enter a user name or e-mail address for the user. We highly recommend using an e-mail address because this will allow the user to access the “forgot my password” feature if they forget their password.

Create random password: The system will generate a random password

Require password change at next login: Use this to force the user to choose a new password the next time they login.

Notify user via email: When selected, this option will send an email to the user notifying them of their login ID and password immediately after you click Save.

Role: Sets the role for the user

Notes: Use the Notes field for any additional information you wish to record, such as department or location. This information will be searchable in other areas of SchoolMDM to help you find users that meet a specific criteria.

LOCATION ACCESS: Set at least one location for the user. Users will be able to choose selected locations under the Location menu in Control Tower. They must have access to the locations with the device groups you wish for them to manage with Teacher Tools. Granting access to a location here will also assign them Access rights to the location (as shown in Locations on the Access rights tab).

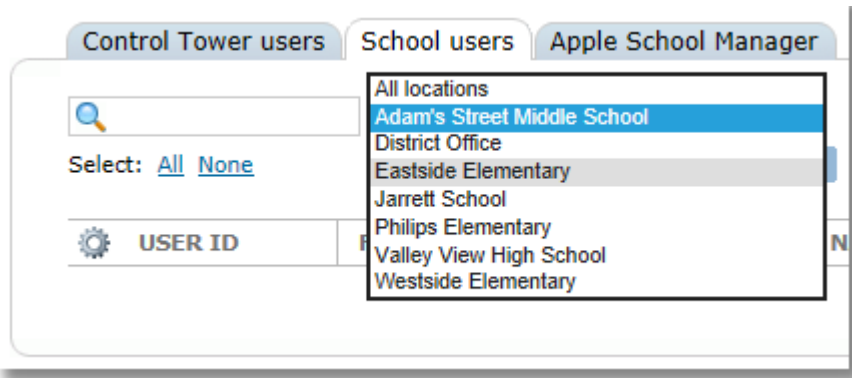
6.2 School Users

The **School Users** tab is for managing student accounts or accounts of users who only need to receive VPP app and book assignments and don't need to login to Control Tower. Typically, this would be your list of students.

The School users tab will also show users that were pulled in from your Apple School Manager account. When users are added from ASM, SchoolMDM will automatically associate them with all VPP accounts so that they can receive app assignments. Only users who are not set as "Instructor" in ASM will be pulled into the School users list.

USER ID	FIRST NAME	LAST NAME	USER NAME (E-MAIL)	LOCATION	GRADE	STATUS
12	Albert	Einsetin	albert@tabpilot.com	Valley High School	8	VPP Music V Associated
103	Andy	Anderson	andyanderson@tabpilot.com	Adam's Street Middle School	9	VPP Adam's Associated, Music VPP: Associated

Use the Locations filter to choose a specific location or all locations.



6.2.1 Importing School Users from a File

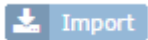
To import a list of users, you need to provide a CSV (comma separated values) file with the users. You can save to CSV from any spreadsheet program or export to CSV from most management systems.

The CSV file should have the following fields, in order:

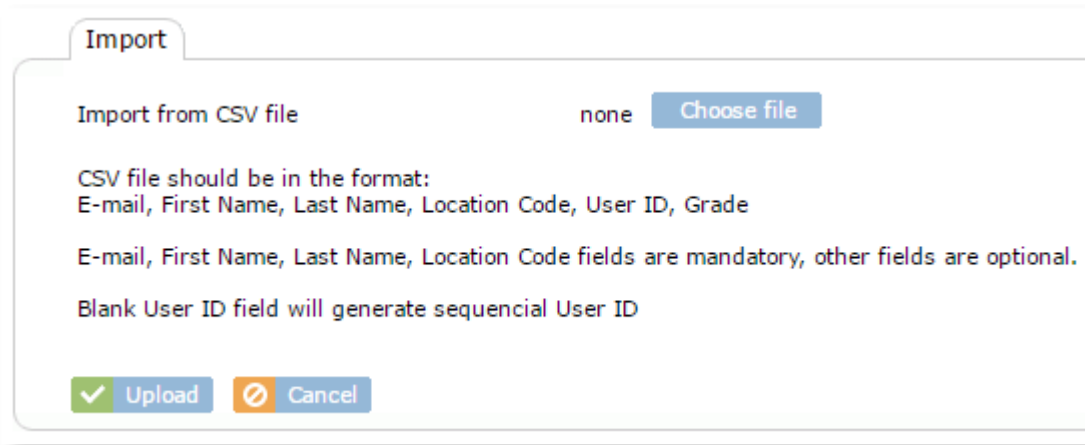
E-mail, First Name, Last Name, Location Code, User ID, Grade

- Do not use a header row.
- Email, First Name, and Last Name are required.
- If the User ID field is left blank, SchoolMDM will generate sequential ID numbers during import.

1. Click the import button.



2. Click the Choose File button.



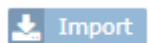
3.

4. Browse and select the CSV file to import then click the **Upload** button.

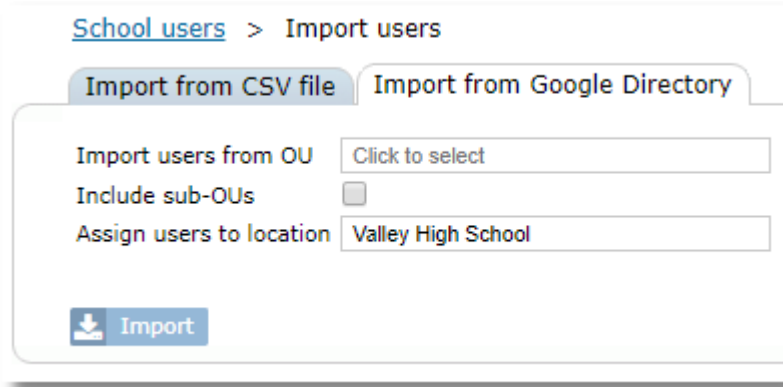
6.2.2 Importing School Users from Google Directory

To import users from Google Directory:

1. Click Import from the top of the School Users users list



2. Switch to the **Import from Google Directory** tab.



3. Click to select an OU from Google Directory
4. To include users from all sub-OUs under the one selected, check the box "Include sub-OUs"
5. Optionally, change the location where users should be assigned
6. Click the "Import" button

6.2.3 Adding School Users Manually

1. Click the Add button.



2. If the user will receive an invitation to accept user-assigned VPP apps or iBooks, check the box for the VPP account to use. Note: this is not the preferred method for app assignment, as device-based assignments are recommended.
3. The system will automatically generate a User ID, but you can replace it if desired.
4. Enter a first and last name (required).
5. Optionally, enter a grade.
6. If you wish to send an email invitation to accept user-assigned VPP apps or iBooks, check the box for "Send VPP email invite". This is not the preferred method for app assignment. Also, if you do need to send invitations, device-based invitations are preferred to email invitations in most cases since they must be accepted on the correct device.

6.2.4 Adding Student Photos

To add a student photo, select the student account from the School Users tab. Click the Set photo button and browse to add a photo. You will be able to rotate or zoom to a selected area of the photo before saving.

The screenshot shows the 'School user' form with the 'VPP licenses' tab selected. The form includes the following fields and controls:

- VPP accounts:** Primary
- User ID:** 106
- E-Mail:** joe@here.com
- First name:** Joe
- Last name:** Here
- Grade:** 8
- Assigned devices:** + Add
- Photo area:** A large box containing the text "No photo" and a "Set photo" button with a person icon.
- Navigation:** Save (green checkmark), Cancel (orange circle with slash), Prev, and Next buttons.

6.2.5 Assigning a Device to a Student

There are two ways to assign a device to a student. One method is to assign the student from the device details. The other method is to assign the device from the student details.

1. Select a student from the School Users list to view student details.

The screenshot shows the 'School user' form for a student named Adam. The 'VPP licenses' tab is selected. The form includes the following fields and controls:

- VPP accounts:** Primary
- User ID:** 2
- E-Mail:** adam2@notrealemail.com
- First name:** Adam
- Last name:** 2
- Grade:** (empty field)
- Assigned devices:** + Add

2. Click the Add button next to "Assigned devices"
Assigned devices
3. From the list of devices, select the device to assign and click Save.

The screenshot shows the 'Devices' list with a search bar and a table of devices. The table has the following structure:

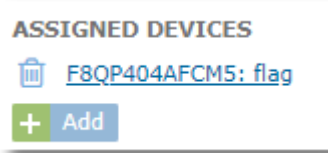
Devices in group		Select: All None
<input type="text"/>		
	▲ DEVICE ID	DEVICE NAME
<input type="checkbox"/>	F6QQK09XG5VW	big bk
<input type="checkbox"/>	F6QQL07RG5W0	Big RED
<input type="checkbox"/>	DMPMPBBCE4YH	Back in Black

Students can be unassigned from devices in bulk from the device list table by selecting "all" then using the "Unassign school user" button. This is useful when clearing a group of devices between school-years when they will be reassigned to new students.



6.2.6 Unassigning Students From Devices

To unassign a student from a device, click the trash can icon next to the device assignment on the school user detail tab.

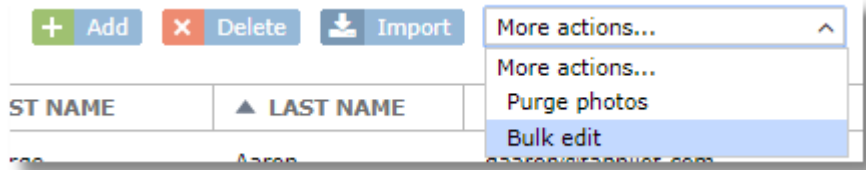


Students can be unassigned from devices in bulk from the device list table by selecting "all" then using the "Unassign school user" button. This is useful when clearing a group of devices between school-years when they will be reassigned to new students.

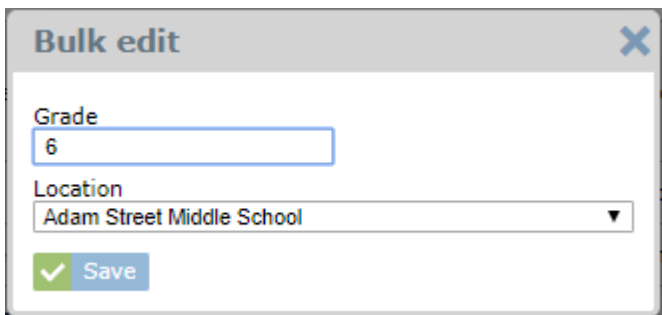
6.2.7 Bulk Edit Grade or Location

The Bulk Edit feature allows the Grade or Location to be changed for multiple users at one time.

Select one or more users from the list, then choose "Bulk Edit" from the "More" menu.



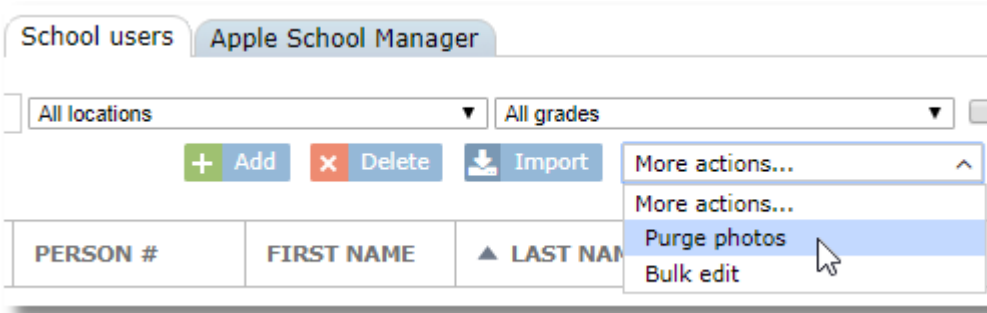
The Grade and Location can be changed.



Click **Save**.

6.2.8 Delete (purge) Student Photos

To delete one or more student photos, select the student(s) from the School Users list and use the Purge Photos button.

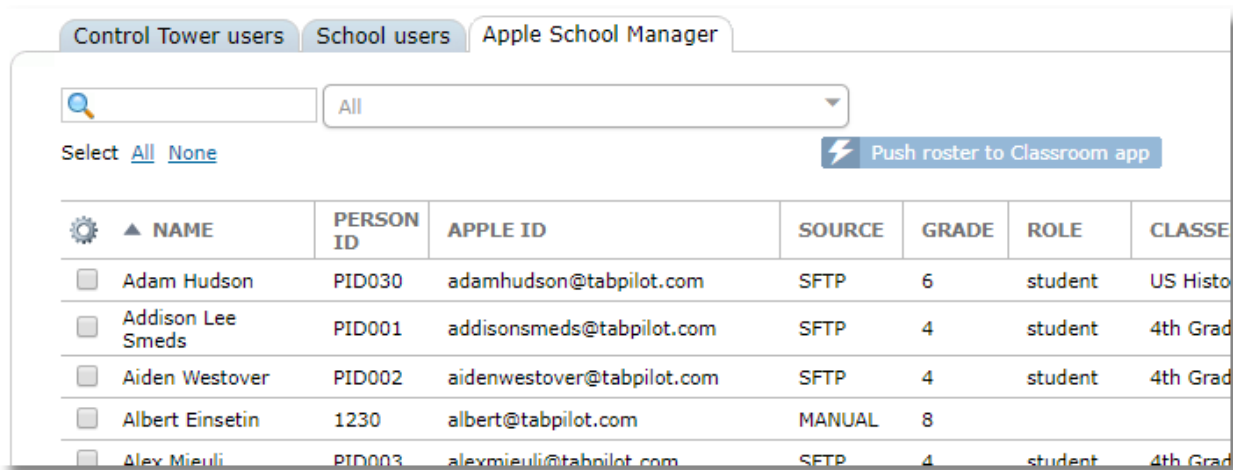


You can also delete an individual photo from the school user detail page.



6.3 Apple School Manager Users

After configuring the DEP account from your Apple School Manager account, SchoolMDM will pull in your ASM class roster and populate the Apple School Manager tab. This list is for reference only. The IDs themselves are managed through ASM.



Because each user also needs to receive VPP app assignments, SchoolMDM also adds these IDs to the School users tab and associates them with all VPP accounts.

The **Push roster to Classroom app** button will force-push any changes to class rosters out to the appropriate student and teacher devices to make the Apple Classroom app for iOS work properly. This button is only for backup purposes though. Normally, SchoolMDM automatically pushes out roster changes any time a change is made in a class roster including adding or removing students or assigning student and teacher devices.

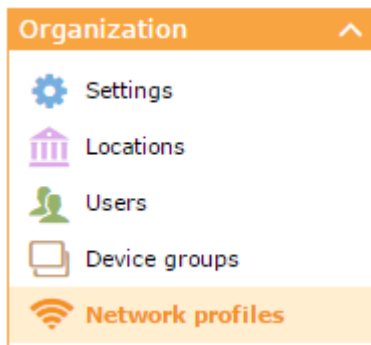
7 Network Profiles

Network Profiles allow for the configuration of WiFi Networks, Global Proxies, Certificates, and Apple TV devices.

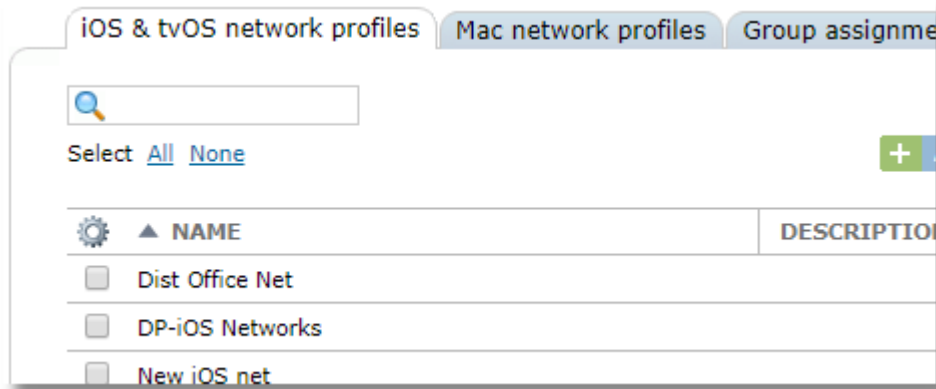
Each Network profile can consist of multiple WiFi Network definitions (SSIDs, passwords, etc.) in combination with the Proxies, Certificates and Apple TV definitions. Each device group can then be assigned to use a specific Network Profile. Once assigned, all defined items are pushed to the devices in the group.

Only one Network Profile can be assigned to a device group.

To configure Network Profiles, choose **Network Profiles** from the School menu.



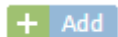
Tabs are available for creating network profiles for different operating systems.



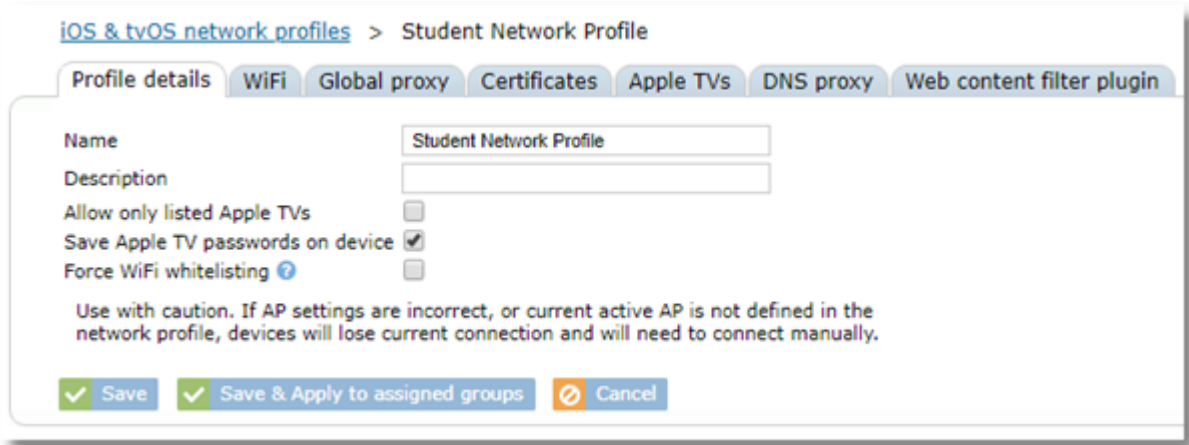
7.1 Adding, Editing, Deleting Network Profiles

To add a Network Profile:

Click the Add button.



Complete the fields and click **Save**.



Settings with "iOS" marked next to the box only take effect on iOS devices.

Name: enter a descriptive name, such as Student Network

Description: enter an optional description

Allow only listed Apple TVs: When selected, devices will not be able to browse for Apple TVs, but will only see the ones configured through SchoolMDM when the iPad user launches AirPlay from the device. This setting only takes effect on iOS devices.

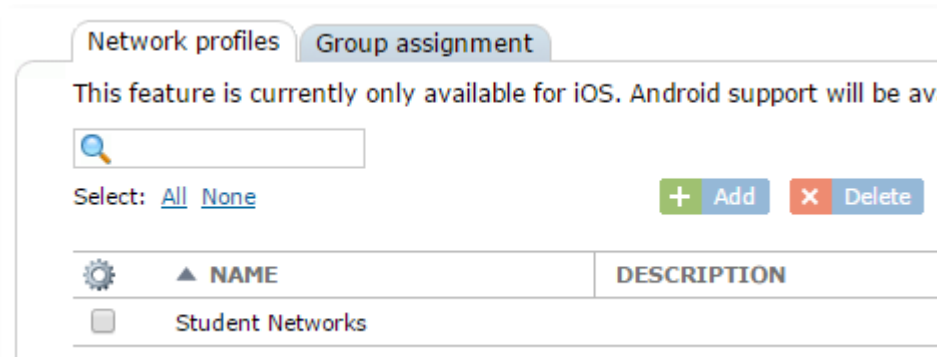
Save Apple TV passwords on iPads: If checked, passwords for each configured Apple TV in the profile will be saved to the iPads. This will allow the iPad user to launch AirPlay on their iPad and connect to any Apple TV in the list. In most cases, this setting should be disabled for profiles assigned to student iPad groups. Even if this setting is disabled, teachers will be able to use the AirPlay feature in Teacher Tools to connect a student iPad to a selected Apple TV. In this case, the password will be entered to make the connection, but will not be stored on the iPad for future use directly by the student. It might be handy to have this setting enabled for teacher iPads groups.

Force WiFi whitelisting: When checked, devices with this network profile will only be allowed to connect to SSIDs defined on the WiFi tab. This setting should be used with caution. If a network profile is pushed to devices with this option checked and the settings on the WiFi tab are incorrect, the device will drop the current connection and won't be able to connect to any network.

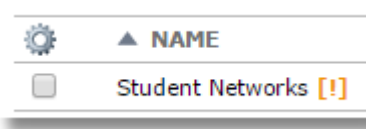
After creating a Network Profile, it will appear in the Network Profile list. Click the name of the profile to edit available options.

To Edit a Network Profile:

Click the Network Profile name from the list:



Note: When you make changes to a network profile, such as adding or changing an SSID or proxy setting, the changes do NOT take effect on devices in the assigned device group until you reapply the network profile to that group. You can do this by simply clicking Assign & Apply button again on the Group Assignment tab. A warning symbol will appear next to changed profiles that need to be reassigned to help remind you.



To Delete a Network Profile:

Select the checkbox next to the Network Profile to delete and use the Delete button.



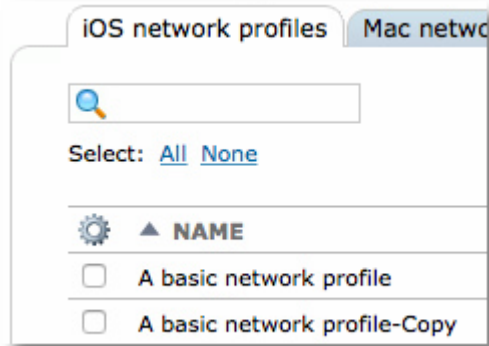
7.2 Cloning a Restriction Profile

If you wish to create a network profile based on another profile, it's helpful to simply clone the previous one, then make changes.

1. Select the network profile you would like to clone from the restriction profiles list.
2. Click the **Clone** button.



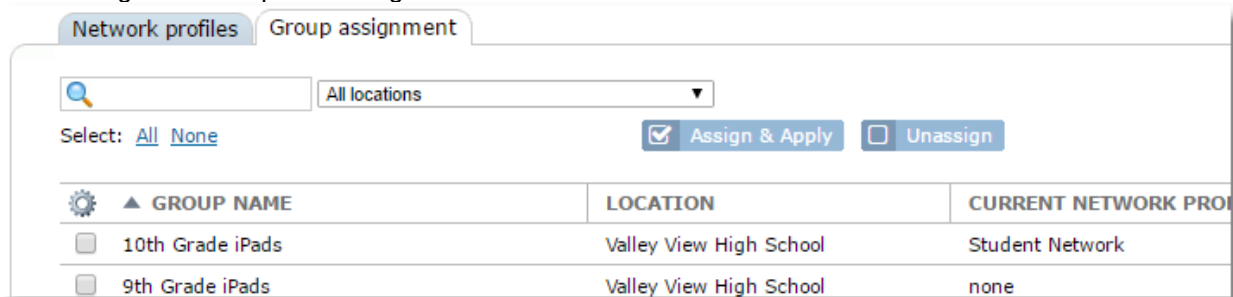
3. You will now see the duplicate profile in the profile table with the text "-Copy" added to the end.



4. Click the name of the new profile to change the name, edit the details and save your changes

7.3 Assigning Network Profiles to Device Groups

Network profiles are assigned to device groups on the Group assignment tab. Each device group may only have a single network profile assigned.



Click the group name(s) and use the Assign & Apply button to choose which profile should be assigned to

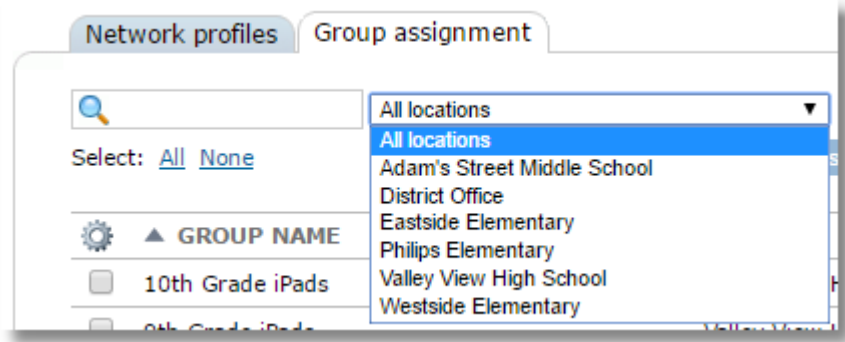
the group(s).



Use the Unassign button to remove a network profile from a group.



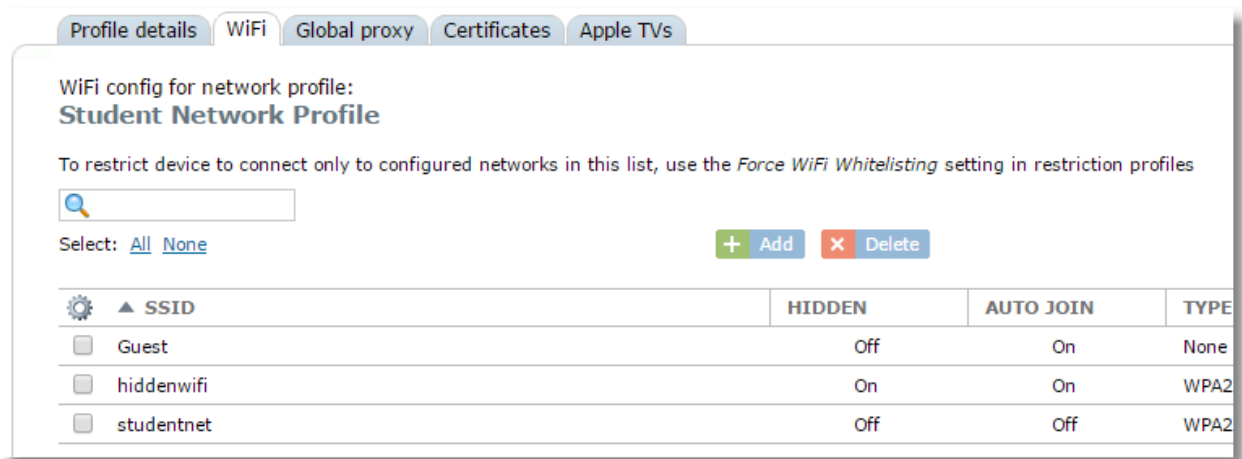
You can filter the list to show only groups in a specific location using the location filter at the top of the list.



7.4 WiFi

Click the name of any Network Profile from the list, then choose the **WiFi** tab to configure WiFi settings.

Use the **Add** button to set up a single WiFi SSID. Use the **Add** button additional times to configure more SSIDs.



For each SSID, complete the fields on the Details tab, then click **Save**.

Details

SSID: Student Net

Hidden:

Auto join:

Type: WPA/WPA2

Password:

Password again:

Proxy

Proxy: None

Proxy server:

Proxy port:

Proxy username:

Proxy password:

Proxy password again:

Proxy PAC URL:

Proxy PAC fallback:

Note that the Proxy settings on the **Details** tab are for configuring a proxy that only applies when using that SSID. This is NOT the same as a Global Proxy, which will take effect on all network connections and is configured on the Global Proxy tab instead.

7.5 Global Proxy

Use the **Global Proxy** tab of a Network Profile to configure a global proxy for the current Network Profile.

Profile details | **WiFi** | **Global proxy** | Certificates | Apple TVs

Global proxy for network profile:
Student Networks

Proxy: Manual

Proxy server: server.proxy.org

Proxy port: 8080

Proxy username:

Proxy password:

Proxy password again:

Proxy PAC URL:

Proxy PAC fallback:

Proxy captive login:

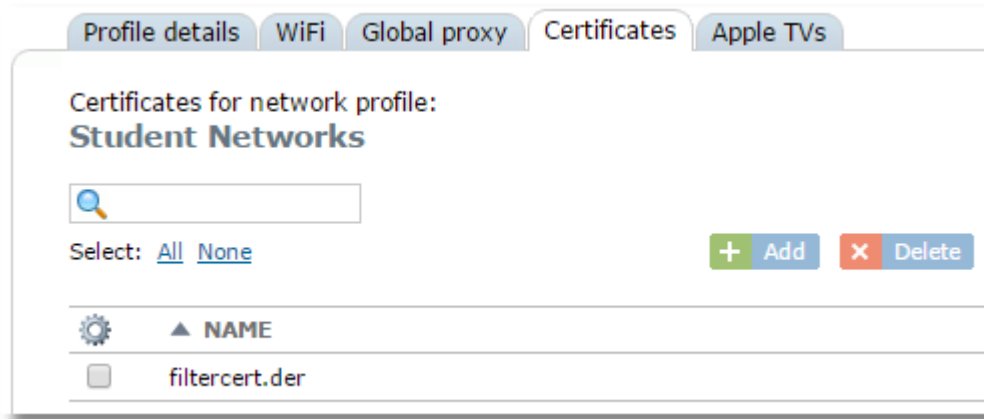
There can only be a single Global Proxy per profile.

Once sent to the iPad, the Global Proxy will be in effect regardless of which WiFi network the iPad user connects to. For schools, this is the solution for forcing all Internet traffic back through your filter even when the iPads are used off-site.

CAUTION: Be careful when configuring a Global Proxy. If you configure the Global Proxy in error and then send that to the devices, they can get locked out of the Internet completely, which can prevent them from receiving any correction from Control Tower.

7.6 Certificates

Use the **Certificates** tab of a Network profile to upload any certificate that you would like to distribute to the devices. This is often used in schools for the web filter certificate for filters that need to decrypt HTTPS traffic.

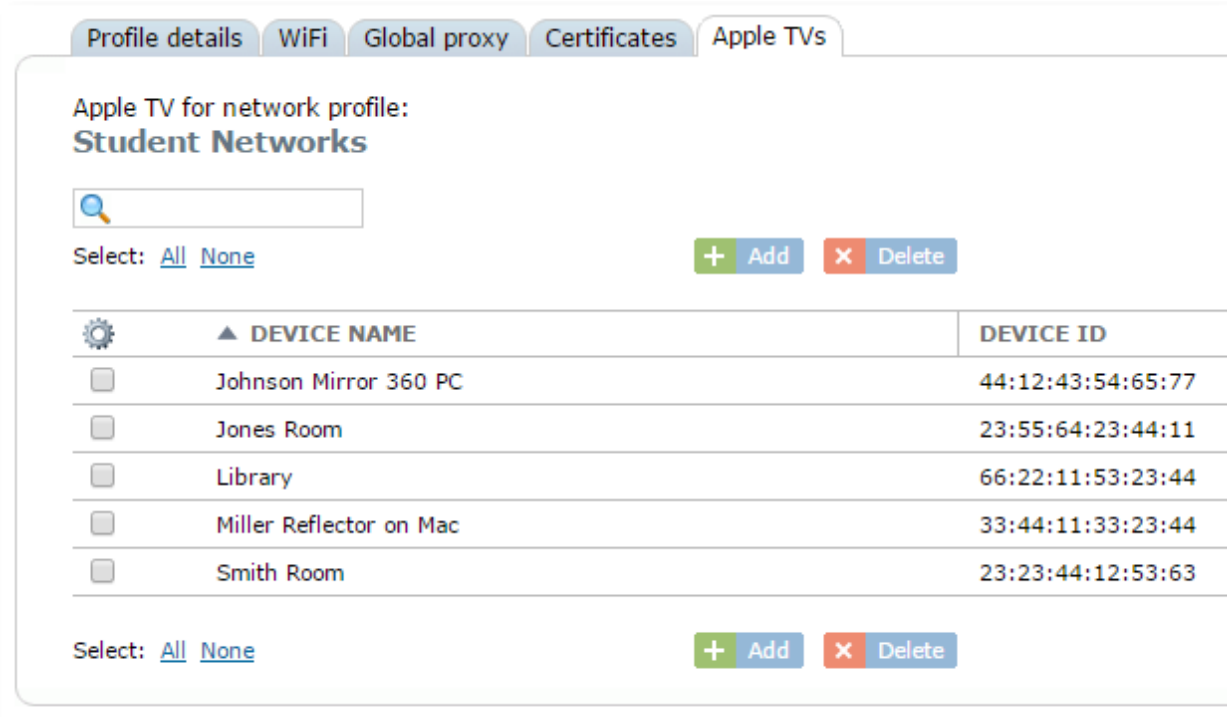


Download the necessary certificate to your computer, then upload it here using the **Add** button.

The certificate will be distributed to devices once the Network Profile is assigned to the device group.

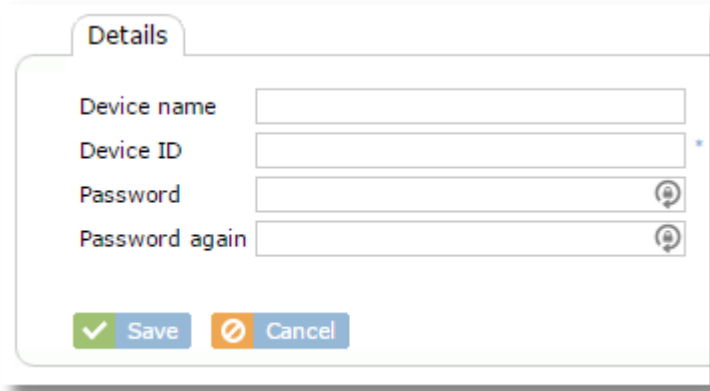
7.7 Apple TVs

Use the **Apple TVs** tab of Network Profiles to configure each Apple TV device whose credentials you would like to send to the iPads using the Network Profile. This allows the iPads to connect to an Apple TV device using AirPlay without the need to know or enter the password of the Apple TV. This also allows the teacher to use the AirPlay function in Teacher Tools to choose a student device and send a command to the device to start broadcasting to a selected Apple TV to display the student iPad to the class.



Add or remove Apple TV devices to the list with the Add and Delete buttons.

When adding an Apple TV, you will need to enter the Device ID. The ID is found from the device itself and is in the form xx:xx:xx:xx:xx:xx.



TIP: Want to use your computer and projector to display a student iPad without an Apple TV? Look for third-party apps that allow iPad mirroring to computers such as Mirroring 360 from Splashtop and Reflector from Squirrels. Some apps even allow multiple iPads to be on your screen (and projector) at the same time. When using one of these apps, you'll use the network card's physical address as the Device ID. On Windows, this can be found from the command prompt with IPCONFIG /ALL.

7.8 DNS Proxy

DNS Proxy settings are available on the DNS proxy tab.

Profile details | WiFi | Global proxy | Certificates | Apple TVs | DNS proxy

App bundle ?

Provider bundle ?

.plist file ? [test.plist](#)

7.9 Web Content Filter Plugin

Some web filters use a content filter plugin on the device. This section allows you to configure the device to use the plugin, which can help avoid the need to manually configure the plugin on each device.

iOS & tvOS network profiles > Student Network Profile

Profile details | WiFi | Global proxy | Certificates | Apple TVs | DNS proxy | Web content filter plugin

Name ?

Plugin bundle ?

Server address ?

Username ?

Password ?

Password again

Organization ?

Filter browsers ?

Filter sockets ?

.plist file ? None

Two variables are available for use in the settings fields as well as in PLIST files. They are:

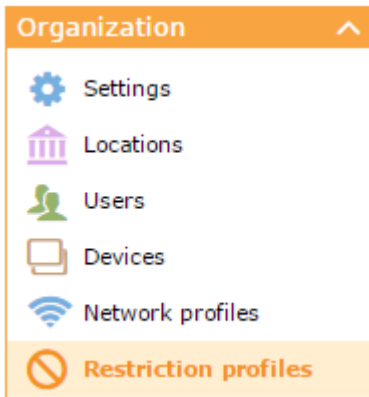
\$udid: substitute the UDID of the device

\$email: substitute the user's email address as defined by their username in the School Users list for the associated user

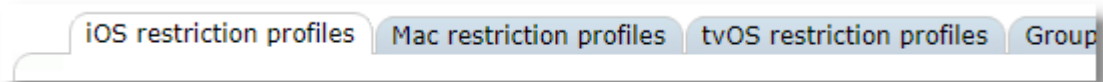
8 Restriction Profiles

8.1 iOS Restriction Profiles

Access iOS Restrictions profiles by choosing **Restriction profiles** from the Organization menu.



Click the tab for **iOS restriction profiles**



To create a profile:

1. Click the **Add** button.



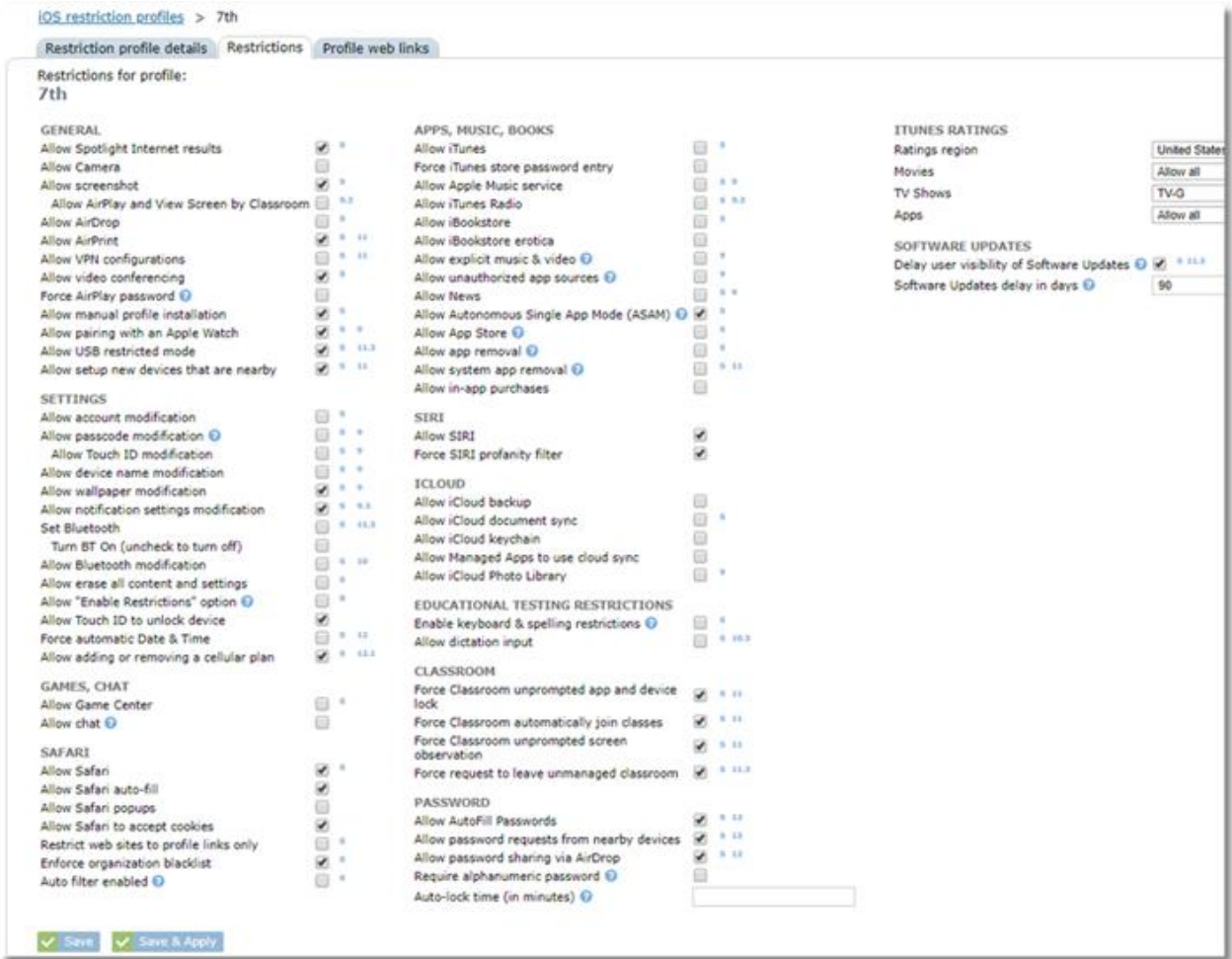
2. Enter a name and optional description for the profile. Click **Save**.

 A screenshot of a form titled 'Restriction profile details'. It contains three input fields: 'Name' (with a cursor), 'Description', and 'Type' (pre-filled with 'iOS'). At the bottom, there are two buttons: a green 'Save' button with a checkmark and a blue 'Cancel' button with a red circle and slash.

3. Your new profile will now be available in the profile list.

To set iOS Restrictions:

Choose a restriction profile from the list to edit the settings on the **Restrictions** tab.



Use the checkboxes to select or deselect items, then click **Save**.

Items marked with a small 's' are only available on supervised devices.

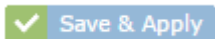
Items marked with a small number require that version of iOS or higher.

Use the "?" icon next to items for a further description of the restriction.

Use the ITUNES RATINGS area to choose an allowed level of media that can be downloaded from the App Store or iTunes. Items with higher ratings will be excluded from searches and thus cannot be installed.

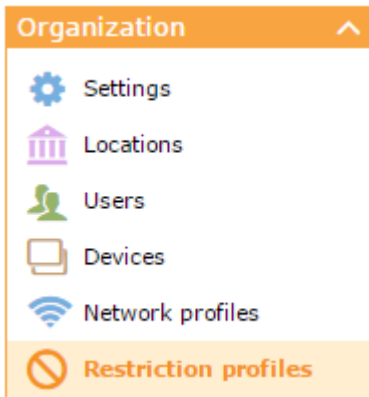
Note that the "Allow unauthorized app sources" setting is sometimes called the "enterprise app restriction" setting. This setting will prevent users from accepting 3rd party app stores as sources of apps, as they are often illegal and/or dangerous.

Use the **Save & Apply** button when making changes to an existing profile to force the changes to immediately be applied to all device groups where the profile is already assigned.

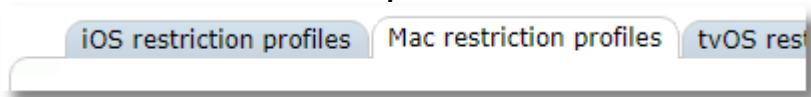


8.2 Mac Restriction Profiles

Access Mac Restrictions profiles by choosing Restriction profiles from the Organization menu.

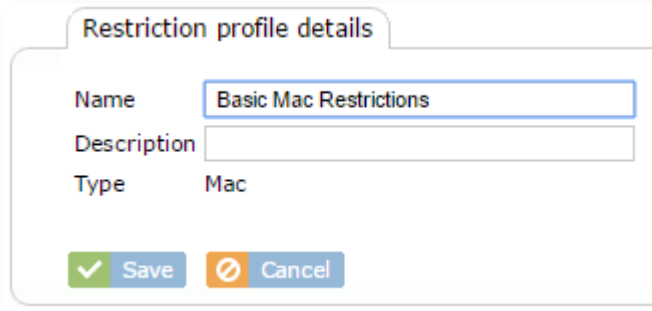


Click the tab for **Mac restriction profiles**



To create a restriction profile:

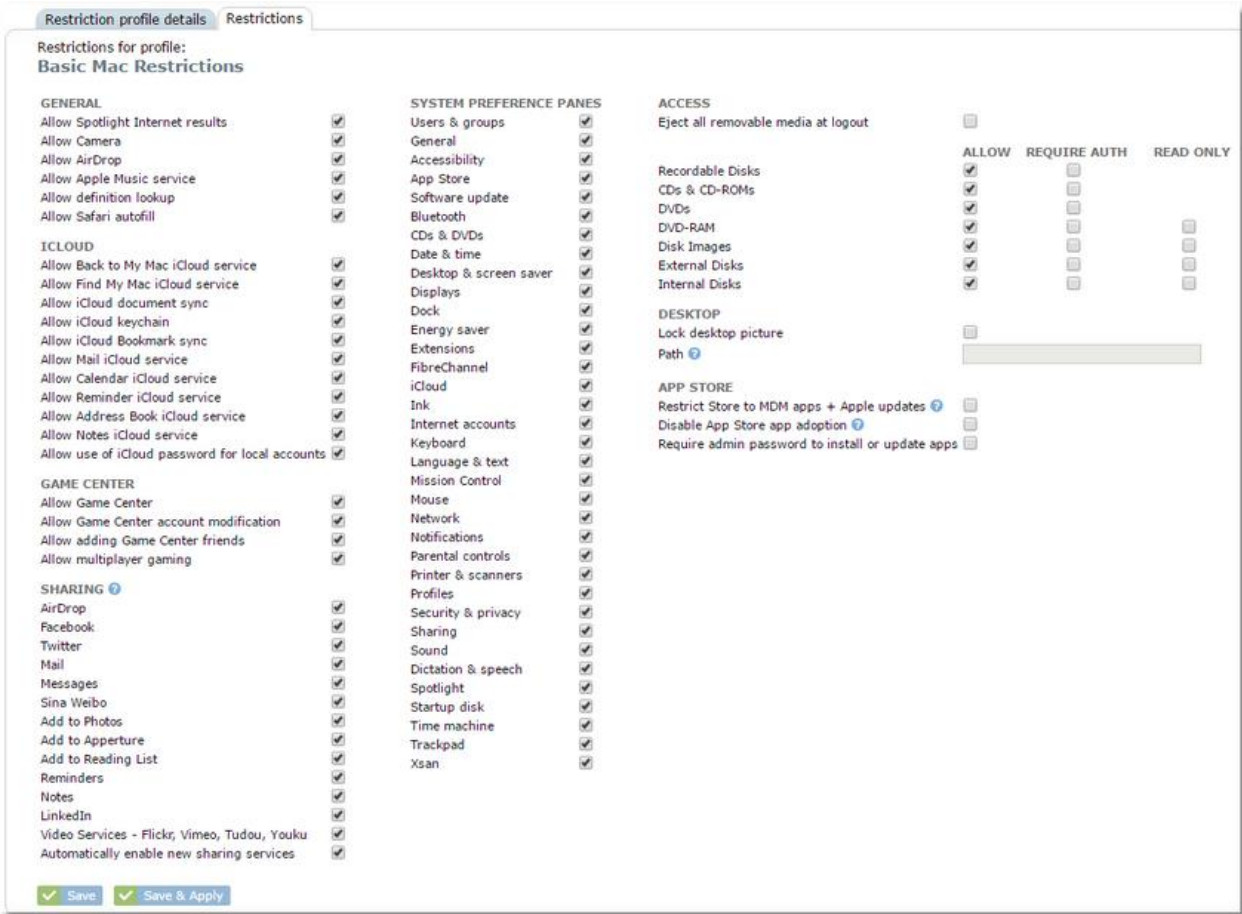
1. Click the **Add** button.
2. Enter a name and optional description for the profile. Click **Save**.



3. Your new profile will now be available in the profile list.

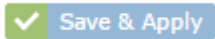
To set Mac restrictions:

Choose a restriction profile from the list to edit the settings on the **Restrictions** tab.



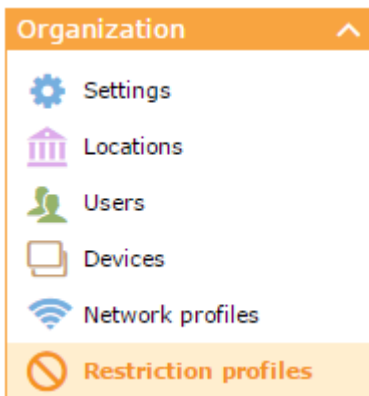
Use the checkboxes to select or deselect items, then click **Save**.

Use the **Save & Apply** button when making changes to an existing profile to force the changes to immediately be applied to all device groups where the profile is already assigned.

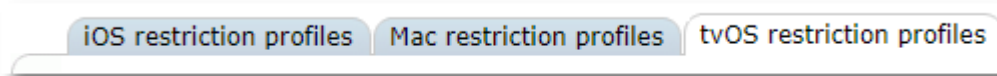


8.3 tvOS Restriction Profiles

Access tvOS Restrictions profiles by choosing **Restriction profiles** from the Organization menu.



Click the tab for **Mac restriction profiles**



To create a restriction profile:

1. Click the **Add** button.



2. Enter a name and optional description for the profile. Click **Save**.

 A dialog box titled "Restriction profile details" with a sub-tab "Restrictions". It contains three input fields: "Name" with the text "Classroom tvOS restrictions", "Description" which is empty, and "Type" with the text "tvOS". At the bottom, there are two buttons: a green "Save" button with a checkmark icon and an orange "Cancel" button with a close icon.

3. Your new profile will now be available in the profile list.

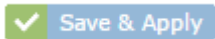
To set tvOS restrictions:

Choose a restriction profile from the list to edit the settings on the **Restrictions** tab.

 A dialog box titled "Restriction profile details" with a sub-tab "Restrictions". The title "Restrictions for profile: Classroom tvOS restrictions" is displayed. Under the heading "GENERAL", there are four items with checkboxes: "Allow request to pair Apple TV with iOS Remote.app", "Allow device name modification", "Allow iBookstore", and "Allow iBookstore erotica". Under the heading "AIRPLAY", there is one item with a checkbox: "Enable AirPlay receiver on Apple TV". At the bottom, there are two buttons: a green "Save" button with a checkmark icon and a blue "Save & Apply" button with a checkmark icon.

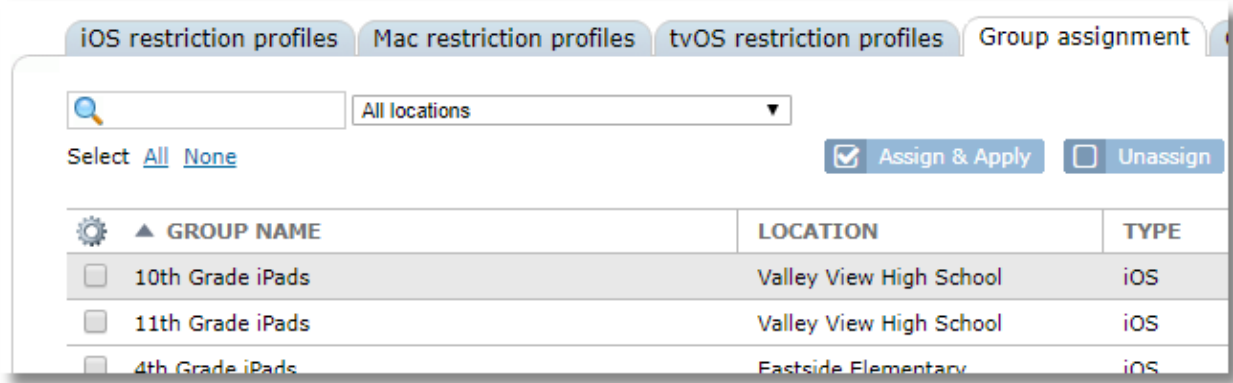
Use the checkboxes to select or deselect items, then click **Save**.

Use the **Save & Apply** button when making changes to an existing profile to force the changes to immediately be applied to all device groups where the profile is already assigned.



8.4 Assigning restriction profiles to devices

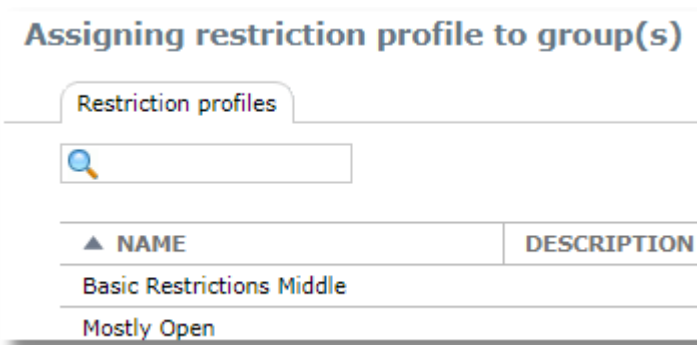
To assign a Restriction Profile to a Device Group, click on a profile from the list and choose the Group assignment tab.



Select the group(s) from the list, then click the Assign & Apply button



From the list of restriction profiles, click to choose the one you would like to assign.



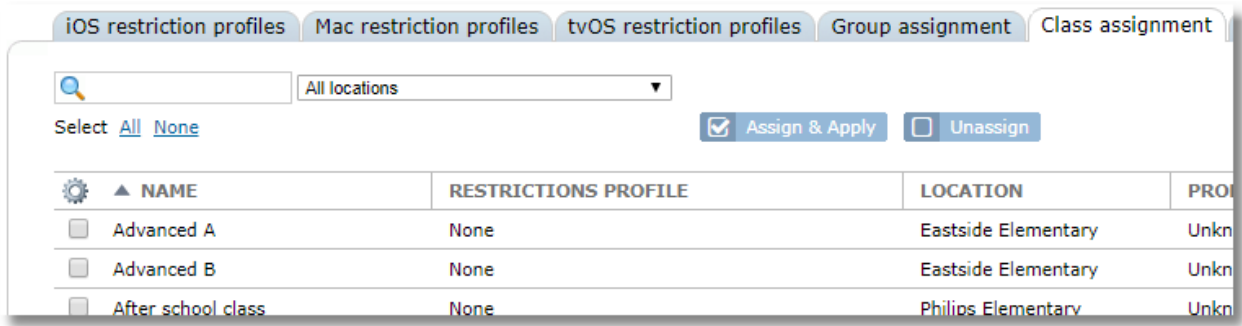
The assignment takes effect immediately on all affected devices. If devices are off-line, they will pick up the new assignment when they come online again.

8.5 Assigning restriction profiles to classes

Restriction profiles work a little differently when applied to classes. When you assign a restriction profile to a class, it is only active for a configured length of time (typically a class period). You will have an option to set the length of time during the assignment.

***IMPORTANT CONCEPT:** When a restriction profile is assigned to a class, it replaces the restrictions that were applied to the group. In other words, the device will be governed only by the restrictions assigned to the class, and not a combination of both. At the end of the scheduled time, the class restriction profile is removed and the one assigned to the device group is activated on the device again.*

To assign a Restriction Profile to a Class, click on a profile from the list and choose the Class assignment tab.



Select the group(s) from the list, then click the Assign & Apply button



Choose either the length of time (in minutes) that the profile should remain active, or set a specific end date and time.



Click to choose a profile to assign to the class.

The assignment takes effect immediately on all affected devices in the class. If devices are off-line, they will pick up the new assignment when they come online again.

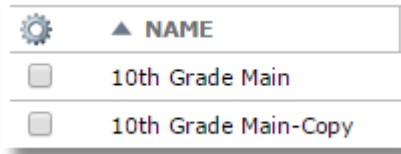
8.6 Cloning a Restriction Profile

If you wish to create a restriction profile based on another profile, it's helpful to simply clone the previous one, then make changes.

1. Select the restriction profile you would like to clone from the restriction profiles list.
2. Click the **Clone** button.



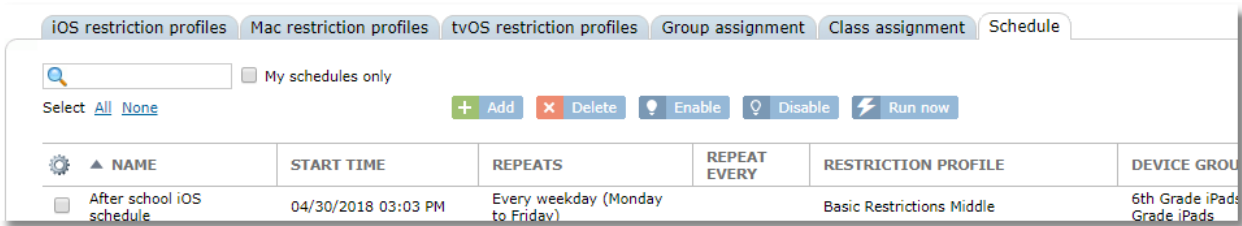
3. You will now see the duplicate profile in the profile table with the text "-Copy" added to the end.



4. Click the name of the new profile to change the name, edit the details and save your changes

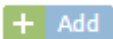
8.7 Scheduling Restriction Profiles

Restriction Profiles can be scheduled to be activated on one or more device groups from the **Restriction Profiles / Schedule** tab.

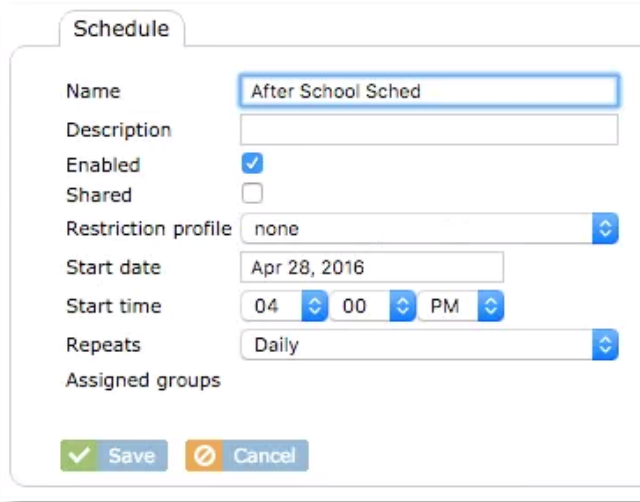


To add a scheduled restriction profile activation:

Use the **Add** button

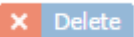


Complete the fields on the form and click **Save**. You can set the scheduled task to repeat daily, weekly, weekdays, or monthly at a fixed time. Choose one or more device groups for the selected Profile to be activated to.



To delete a scheduled restriction profile task:

Select the schedule(s) to delete and click the **Delete** button



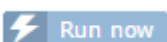
To temporarily prevent a scheduled task from running:

Use the **Disable** button to disable a scheduled task and prevent it from running. Select the schedule(s) then click the **Disable** button. Use the **Enable** button to re-enable the task later.



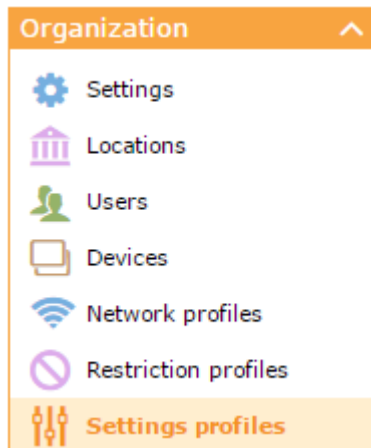
To force a scheduled task to run immediately:

The **Run Now** button will allow you to force a task to run immediately, even though it's not yet the scheduled time. This will activate the configured profile on the configured device groups immediately.



9 Settings Profiles (Mac)

Settings Profiles apply only to macOS. They are accessed from the **Settings profiles** menu item on the Organization menu.



 A screenshot of the 'Profile details' dialog box. It has a title bar 'Profile details' and two input fields: 'Name' with the text 'Basic Mac Settings Profile' and 'Description' which is empty. At the bottom, there are two buttons: a green 'Save' button with a checkmark icon and an orange 'Cancel' button with a close icon.

9.1 Adding a Mac Settings Profile

To add a new settings profile, use the Add button at the top of the Mac settings profile list.

 A screenshot of the 'Mac settings profiles' section. It has two tabs: 'Mac settings profiles' and 'Group assignment'. Below the tabs is a search bar and a 'Select: All None' dropdown. To the right are '+ Add' and 'x Delete' buttons. Below is a table with columns 'NAME' and 'DESCRIPTION'. The table contains one row: a checkbox, 'Default Mac Settings Profile', and an empty description field.

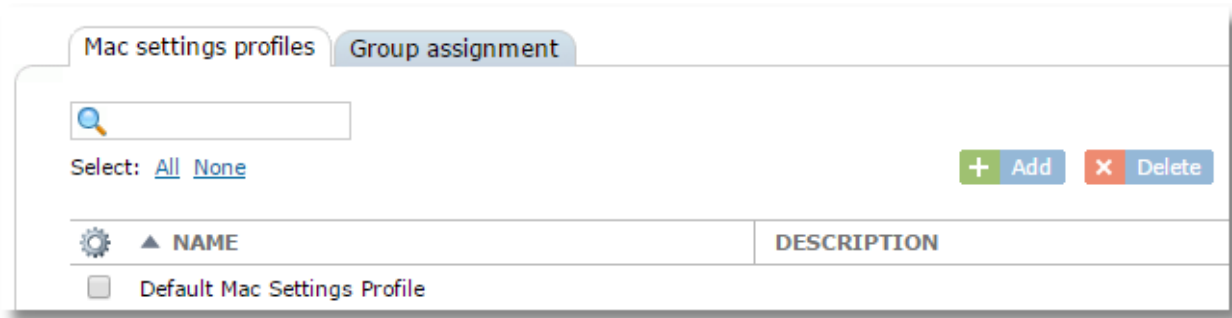
Enter a Name and optional description, then click **Save**.

 A screenshot of the 'Profile details' dialog box, similar to the one above. The 'Name' field now contains the text 'Teacher Mac Settings Profile'. The 'Description' field is empty. The 'Save' and 'Cancel' buttons are at the bottom.

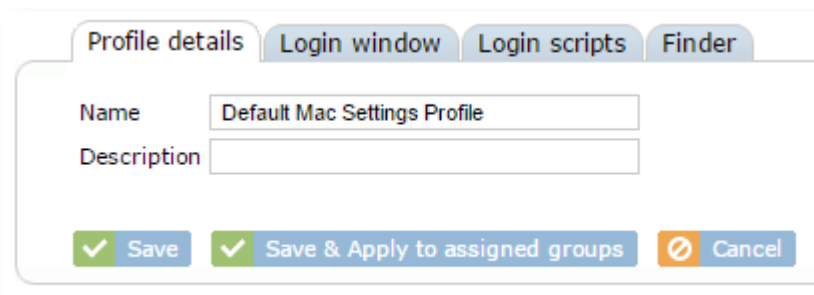
Control Tower will switch to the **Login window** tab where you can begin to edit the profile settings.

9.2 Editing a Mac Settings Profile

To add a new settings profile, use the Add button at the top of the Mac settings profile list.

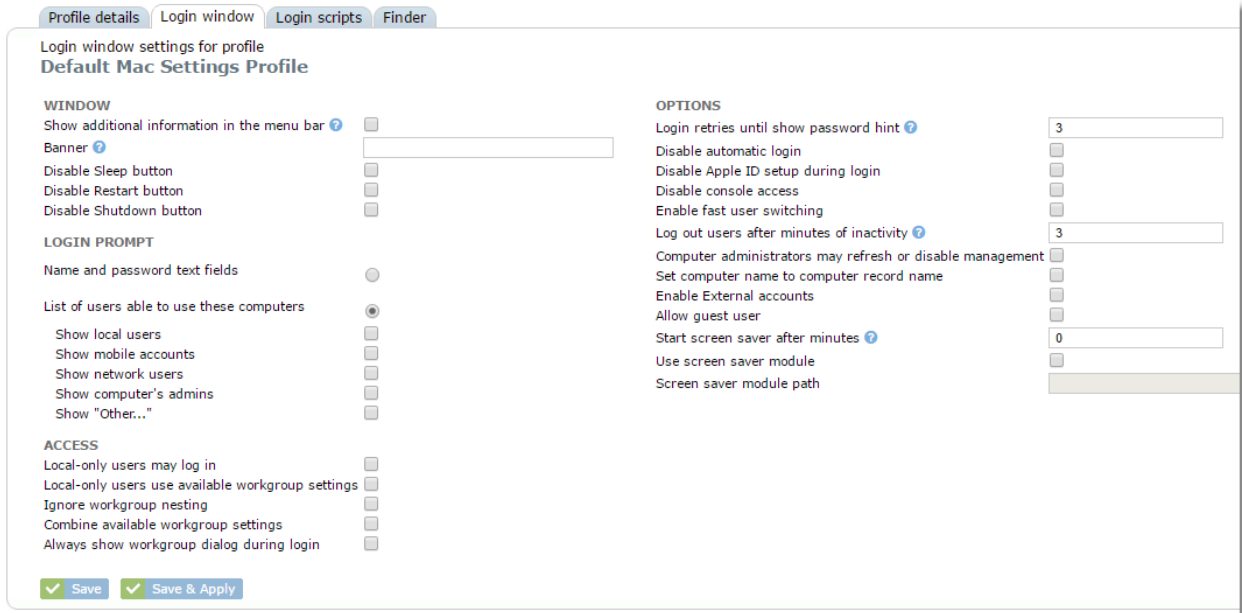


To edit a profile, click the profile name.

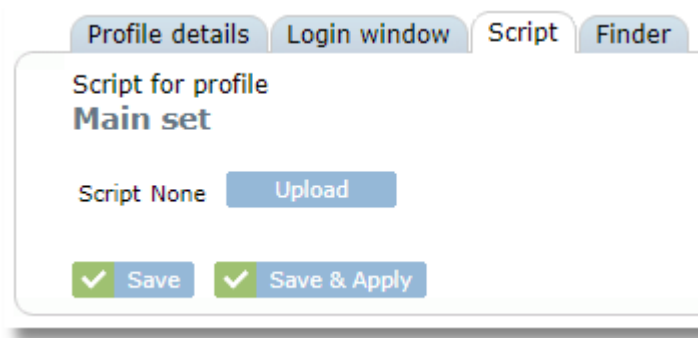


The **Profile details** tab displays the name and description.

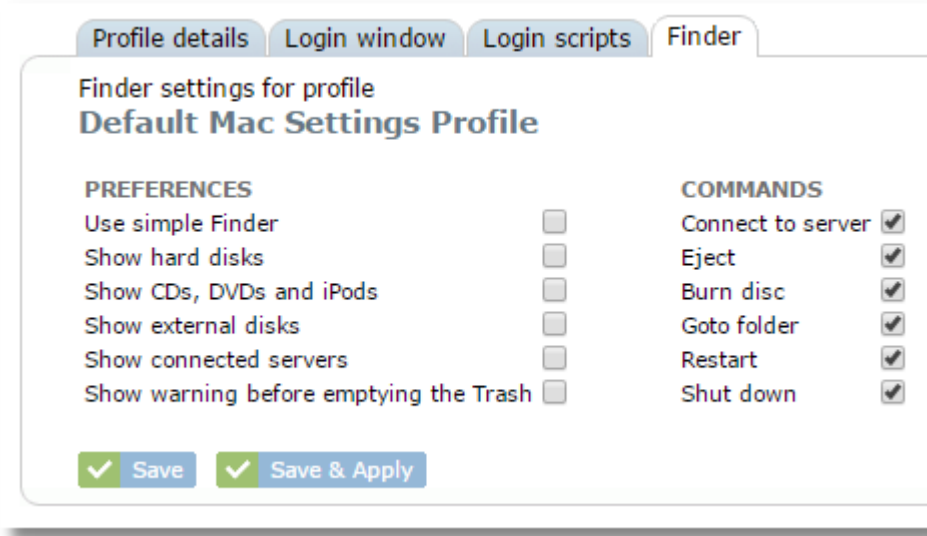
The **Login window** tab contains a number of settings that affect the login of Mac computers.



The **Script** tab allows a script to be uploaded to execute on a Mac device. Use the "Upload" button to choose a script file from your computer. The script will execute the next time the profile is applied to the device group. To force the script to execute immediately, use the "Save & Apply" button.



The **Finder** tab allows for configuration of some of the features in Finder.

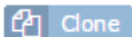


When changing settings on any tab of the profile, click **Save** or **Save & Apply** when finished.

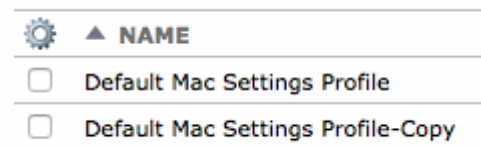
9.3 Cloning a Mac Settings Profile

If you wish to create a settings profile based on another profile, it's helpful to simply clone the previous one, then make changes.

1. On the Mac settings profiles list, select the profile you'd like to clone.
2. Click the **Clone** button.



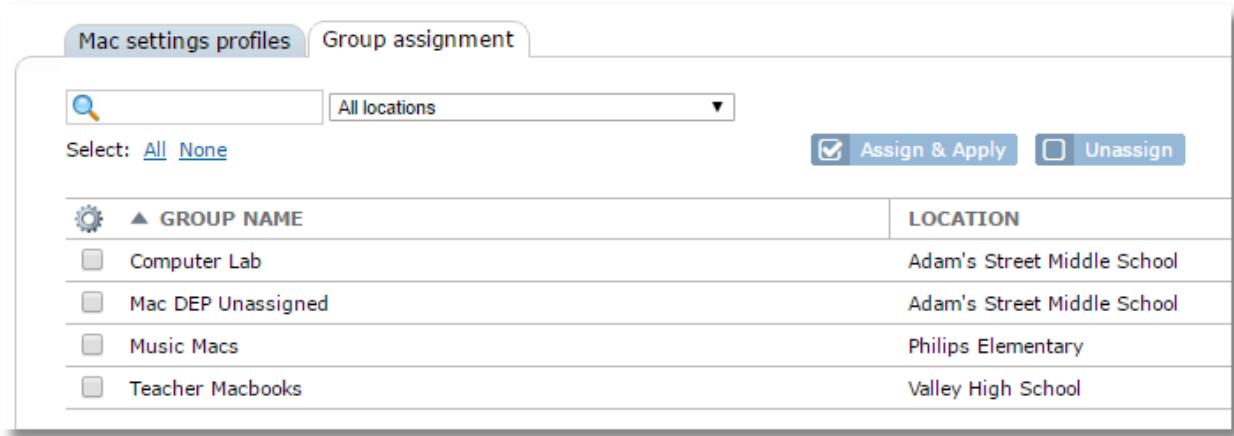
3. You will now see the duplicate profile in the profile table with the text "-Copy" added to the end.



4. Click the name of the new profile to change the name, edit the details and save your changes.

9.4 Assigning Mac Settings profiles to devices

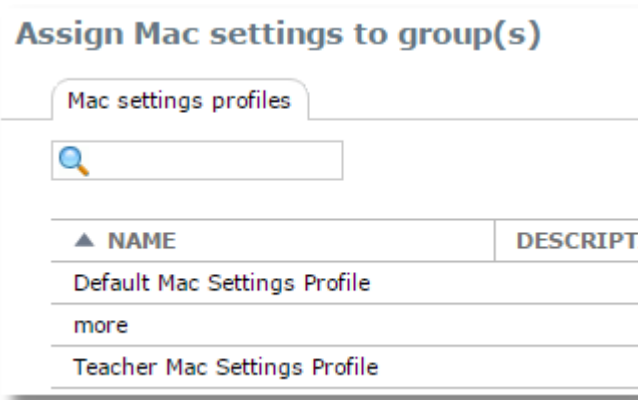
To assign a Settings Profile to a Device Group, click on a profile from the list and choose the Group assignment tab.



Select the group(s) from the list, then click the Assign & Apply button



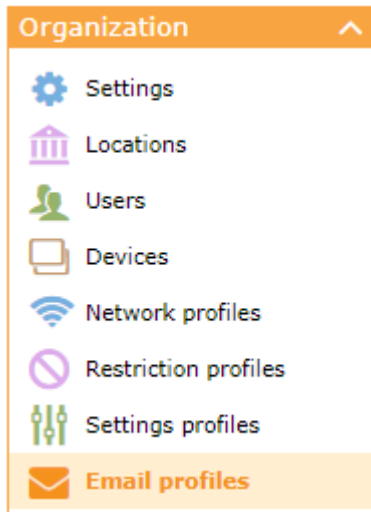
From the list of restriction profiles, click to choose the one you would like to assign.



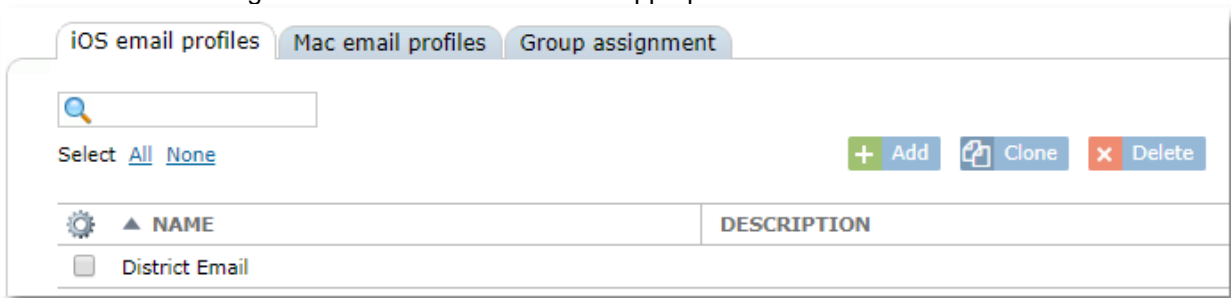
The assignment takes effect immediately on all affected devices. If devices are off-line, they will pick up the new assignment when they come online again.

10 Email Profiles

Email profiles can be created and applied to iOS and macOS devices. Email profiles are accessed under the **Organization** menu.



Profiles can be managed for iOS and macOS on the appropriate tabs.



Profiles are added, cloned, deleted using the buttons at the top of the profiles lists.

When creating profiles, use the variable "\$email" (without the quotes) to substitute the user's actual email address, which is their username from the School Users list. Leave the password field blank to prompt the user for their password on the device.

Profile details

Name ?	<input type="text" value="District Email"/>
Description	<input type="text"/>
E-Mail	<input type="text" value="Semail"/>
Exchange host ?	<input type="text" value="exch.mydistrict.com"/>
Use SSL for Exchange host	<input checked="" type="checkbox"/>
Username ?	<input type="text"/>
Password ?	<input type="text"/>
Password again	<input type="text"/>
OAuth	<input type="checkbox"/>
Allow Mail Drop	<input checked="" type="checkbox"/>
Disallow user to move messages from this account	<input type="checkbox"/>
Use only in Mail	<input type="checkbox"/>
S/MIME signing enabled	<input type="checkbox"/>
The user can toggle S/MIME signing on or off in Settings	<input checked="" type="checkbox"/>
The user can select the S/MIME signing identity	<input checked="" type="checkbox"/>
S/MIME encryption is enabled by default	<input type="checkbox"/>
The user can toggle the encryption by default setting	<input checked="" type="checkbox"/>
Enable per-message encryption switch	<input type="checkbox"/>
The user can select the S/MIME encryption identity	<input checked="" type="checkbox"/>
Account is excluded from address Recents syncing	<input type="checkbox"/>
Past days of mail to sync ?	<input type="text" value="0"/>

✔ Save
✔ Save & Apply to assigned groups
⊘ Cancel

Use the **Group assignment** tab to assign and unassign email profiles to device groups.

iOS email profiles
Mac email profiles
Group assignment

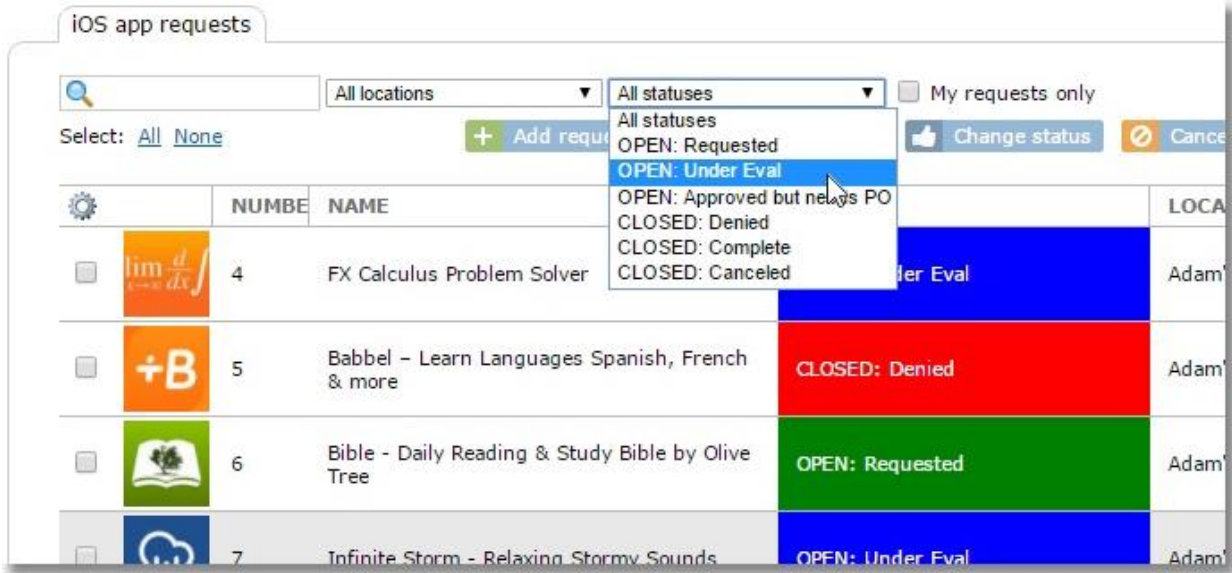
All locations

Select [All](#) [None](#)
 Assign & Apply
 Unassign

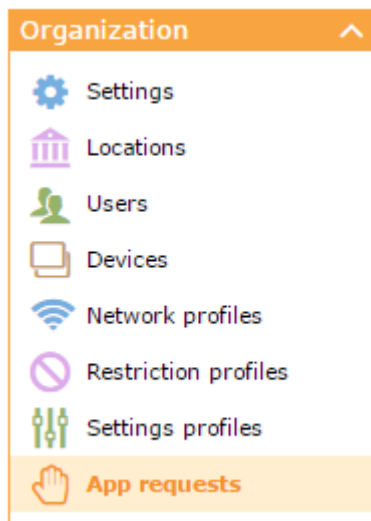
	GROUP NAME	LOCATION	TYPE	CURRENT PROFILE
<input type="checkbox"/>	11th Grade iPads	Valley High School	iOS	None
<input type="checkbox"/>	7th Grade iPads	Adam Street Middle School	iOS	None

11 App Requests

SchoolMDM includes an integrated system for managing app requests and the workflow followed for evaluating and approving or rejecting apps. Teachers can submit app requests which are then reviewed and evaluated according to the processes configured by the organization.



The App Requests area is accessed from the main menu under Organization.



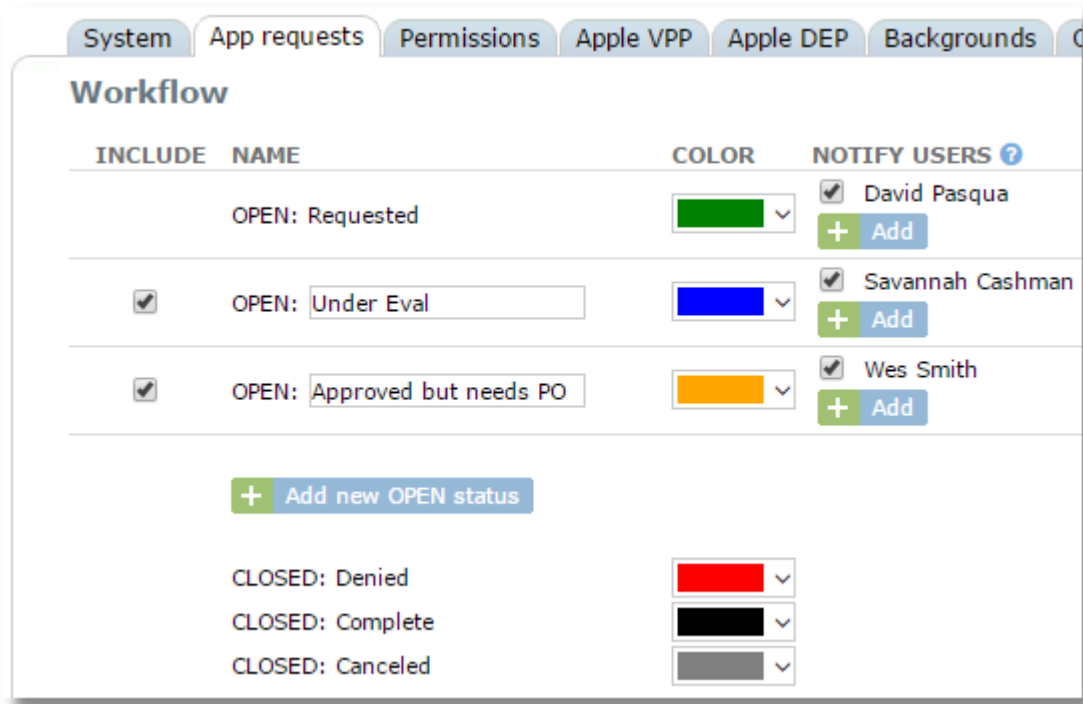
11.1 Setting Up App Request Workflow

Configure the app request workflow for your organization by completing the following steps:

1. Configure the workflow
2. Configure the request form
3. Set Permissions

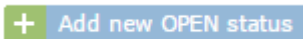
11.1.1 Configuring Workflow

Define the workflow for app requests in your organization from **Settings/App Requests** in the Workflow section.



Four required statuses are pre-configured and cannot be removed: OPEN: Requested and all three CLOSED statuses. They represent the simplest workflow of opening a request, then marking it closed with one of the three outcomes.

Use the **Add new OPEN status** button to insert as many additional steps (statuses) as desired. Each step should represent movement of the request through the process of evaluation, approval/denial, and completion. In the example above, we added a status for "Under Eval" and one for "Approved but needs PO". In this case, paid apps might go through the "needs PO" stage, but free apps could simply skip that step.



Include: If this box is checked, the status will be available in the workflow. If unchecked, the status will be deleted once the save button is pressed.

Rename: You can rename a custom status by clicking in the name box, changing the name, and clicking Save.

Color: Choose a color for each status

Notify Users: When a user is added to the notification list for a status, they will receive an e-mail notification any time an app request is changed to that status. This list would show the person(s) responsible for that step. You can add multiple users for each status.

Note that a user will *only* be notified of requests if the requester (teacher) is in the same location that the notify user has access to manage. Example: If a district has an instructional coordinator for each school vet the app requests from teachers at the same school before passing it along to the district admin, then the "Open: Requested" would have all ICs in the district in the notification list. However, the IC for each school will only get notified if new requests are opened by teachers at their specific school.

Complete Status: This status might mean different things for different districts. In some districts, the admin or technician will install all apps for teachers, but let the teachers add them to their screen layouts as needed. Other times, the admin/tech will install the apps and add to a default screen layout for the grade. If your district gives teachers access to install their own apps, then "Complete" for your district might mean that the app has been purchased through VPP and added to the iOS location apps list, ready for teachers to install. We recommend that you use the "Special Instructions" box in settings to clarify this for your users.

11.1.2 Configuring the app request form

Define the information you'd like to request from teachers when they fill out the app request form from **Settings/App Requests** in the Fields section.

Fields

INCLUDE	REQUIRED	Field Name
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Have you previously tested this app?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Grades
<input type="checkbox"/>	<input type="checkbox"/>	Classes
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Reason or use case
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Date needed by
<input type="checkbox"/>	<input type="checkbox"/>	Devices for installation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Requested comment
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Custom 1 Department
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Custom 2 PO# if paid and approved
<input type="checkbox"/>	<input type="checkbox"/>	Custom 3

SPECIAL INSTRUCTIONS ?

New requests will be evaluated every Wednesday. Once an app is marked complete, it will be available for you to add to your screen layouts.

Save

For each field, use the INCLUDE checkbox to set the field to be included on your form and use the REQUIRED checkbox to set the field as a required one for submitting a request.

The last three fields can be custom-named.

The **Special Instructions** box is used to add informational text to the request form.

11.1.3 Setting app request permissions

Set permissions for App Requests from **Settings/Permissions**

APP REQUESTS	Permission 1	Permission 2	Permission 3
Create app request	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage app request status	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Create app request: If checked, users in this role can create new app requests

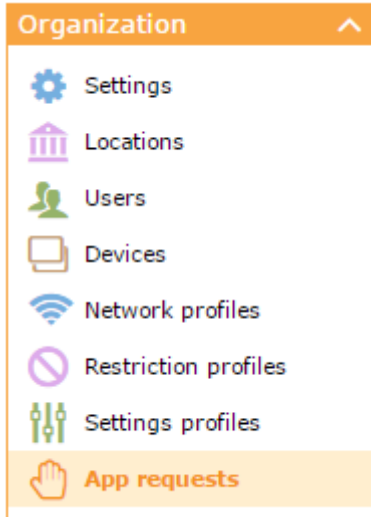
Manage app request status: If checked, users in this role can manage requests by changing the status as the request progresses through the workflow. If a user is responsible for one of the stages in the workflow, they will edit the request and change the status to the next stage when they have completed their step.

Note that users are not restricted to only a specific status/step. If granted this permission, they can change the status to any stage. Also, teachers have the ability to cancel a request, even though they typically are not assigned this permission for managing the status. In general, it's the people who will work the request (technicians, instructional coordinators, financial people, administrators, etc.) who are granted this permission. They should be set up in a Technician, Location Admin, or Organization Admin role.

11.2 Making App Requests

Once your App Request features are configured, teachers may submit app requests, or technicians or admins can create them on behalf of a teacher. All parties will receive e-mail notifications throughout the process of a request.

App requests are accessed under **Organization** on the main menu.



The App requests area has a separate tab for iOS requests and Mac requests.

The screenshot shows the "Mac app requests" tab selected. At the top, there are filters for "All locations" and "All statuses", and a checkbox for "My requests only". Below the filters are buttons for "Add request", "Remove requests", "Change status", and "Cancel request". A table lists three requests with columns for NUMBER, NAME, CREATED, MODIFIED, CLOSED, LOCATION, and STATUS.

	NUMBER	NAME	CREATED	MODIFIED	CLOSED	LOCATION	STATUS
<input type="checkbox"/>	30	Mathway - Math Problem Solver	05/31/201	05/31/201		Valley View High School	OPEN: Requested
<input type="checkbox"/>	29	Microsoft Word	05/31/201	05/31/201		Adam's Street Middle School	OPEN: Requested
<input type="checkbox"/>	27	Brain Ecology Mind Game to train your brain	05/31/201	05/31/201	05/31/201	Valley View High School	CLOSED: Canceled

Use the **Add request** button to start a new request.

App request

+ Select app

REQUEST DETAILS

Requests evaluated every Wednesday. Once an app is marked complete, it will be available.

Requester name Select a user ▼

Location []

Quantity 1

Have you tested this app?
 Yes
 No

Grades []

Reason or use case []

Requester comment []

Department []





PO# if paid & approved []

✓ Save
✗ Cancel

Click the **Select app** button to search for or enter the desired app.
 Use the **App Store** tab to search for apps directly from the Apple App Store.

App Store
App Store URL

Free only
1-50 of 50

	NAME	DESCRIPTION
	Calculator% 4.0 Free	This calculator has a perfect design that maximizes the size of the buttons and display, with a great layout for fast and easy calculations. Retina Display. Download now and see how truly great this basic calculator is.
	The Calculator - Free and Easy Calculating! 4.7.2 Free	<p>* THE #1 CALCULATOR ON APP STORES WORLDWIDE *</p> <p>The Calculator combines the Standard and Scientific calculator for Free! Join millions of users by downloading The Calculator on your iPhone, iPad or Apple Watch.</p> <p>FEATURES</p> <ul style="list-style-type: none"> * History Tape: all Calculations are Saved and can be Copied and Forwarded; hide and open with one simple click * Quick Equation Preview: Your current Equation is displayed <p>More...</p>
	MyScript Calculator - Handwriting calculator 1.3.2 Free	<p>** Featured by Apple as "Essentials" **</p> <p>** Tabby Awards 2015 - Personal productivity application winner **</p> <p>** CES 2013 - Mobile App Showdown Winner **</p> <p>With MyScript® Calculator, perform mathematical operations naturally using your handwriting.</p> <p>** The Free handwriting calculator for your iPhone or iPad **</p> <p>More...</p>
	Calculator Pro for iPad Free - Smart Calculator 4.9 Free	<p>Calculator Pro for iPad - reliable and simple calculator! Optimized for iOS 10! Calculator Pro main features:</p> <ul style="list-style-type: none"> - Basic calculator in Portrait Mode - Scientific calculator in Landscape Mode - Universal converter for Currency, Length, Time, Weight, Pressure, Temperature, Fuel Consumption, Speed and many more categories - Multitasking mode: use Calculator Pro and any other app simultaneously <p>More...</p>
		Simply point your camera toward a math problem and Photomath will magically show the result with detailed step-by-step instructions.

+ Add
✗ Close


If you have a link to an app in iTunes you can use the **App Store URL** tab to enter it directly instead of searching.

App Store App Store URL

URL ?

Use the Add button to add the app to your request.

App request



Sight Words Learning Games & Reading Flash Card

Publisher: CFC s.r.o.
Cost: Free

+ Select app

DESCRIPTION

***** WONDERFULLY EDUCATIONAL READING PROGRAM FOR BEGINNING READERS (A
***** Developed in cooperation with educational specialists by an award-winning educ
Basic Skills and reading program Phonics: Fun on Farm, to best prepare your children

* Entirety of 220 SIGHT WORDS from the popular Dolch list (with [Show more...](#))

REQUEST DETAILS

Requests evaluated every Wednesday. Once an app is marked complete, it will be availa

Requester name:

Location:

Quantity:

Have you tested this app? Yes No

Grades:

Reason or use case:

Requester comment:

Department:

PO# if paid & approved:

✓ Save ✗ Cancel

If the request is being made by an administrative user, she choose a "requester" and "location", making the request on behalf of a teacher.

Requester name:

Location:

Fill out all required fields and click **Save** to submit your request.

The requesting party will receive an e-mail notification any time the status of the request is changed.

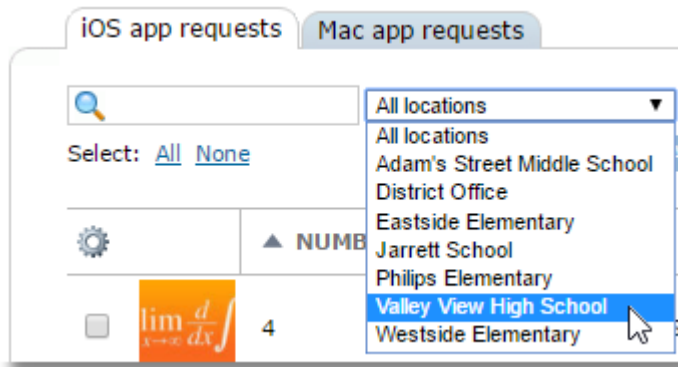
The status of a request as well as any notes or history can be viewed by returning to the app request list, or by clicking a request from the list to display the details page.

Comments or notes can be added to the request at any time.

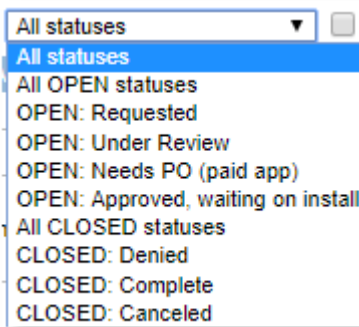
12 Managing App Requests

Viewing the requests list

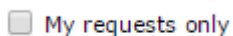
When viewing the App requests list, the locations filter can be used filter the list to show a single location or all locations. Only locations to which the user has permission will be shown.



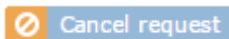
The status filter can be used to limit the list to requests of a single status or to show all of them.



The My requests checkbox is enabled for teachers by default and disabled for other roles by default since teachers typically are only concerned with viewing their own requests, but users of other roles typically need to manage requests made by other users.

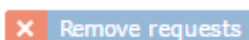


Canceling a request



All users with access to the app request area, including the teacher/requester, has the ability to cancel a request with the **Cancel request** button at the top of the list. Canceling a request will change the status to "CLOSED: Canceled", notify the users configured to receive notifications for the previous status that it has been canceled, and make a note in the history/timeline.

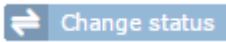
Removing a request



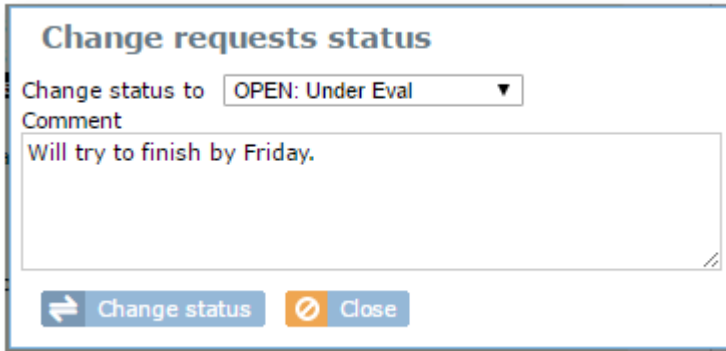
Removing a request deletes it from the system completely. No notifications are sent. This function is only available to users with permissions to manage request statuses (typically not teachers). It's generally a better idea to cancel a request and make an appropriate comment as to the reason than to

actually delete the request with this button.

Changing the status of a request



Users with permissions to manage app request statuses can use this button to move the request through the process by changing the status.

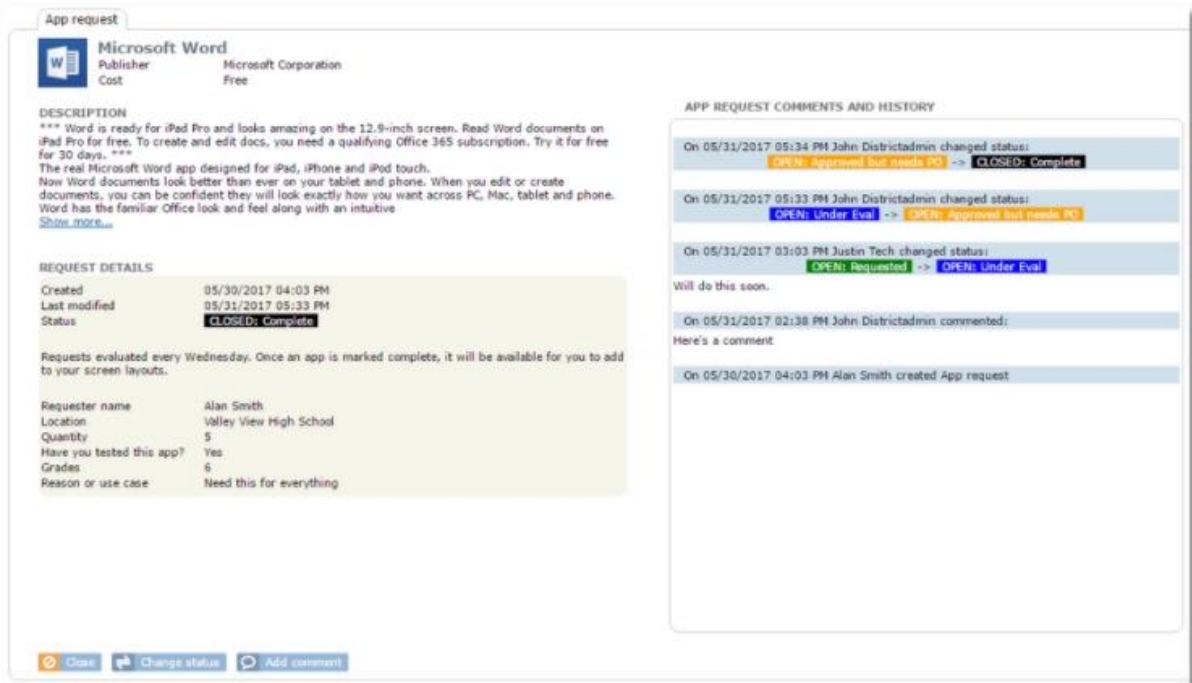


Multiple requests can be changed at the same time. The status can also be change for a single app from the request details page.

Viewing Request Details

Click on any request from the list to view the details page. The left side contains app information in the top box (pulled from the App Store), and the request details at the bottom.

The left side contains the history of the app request, showing all changes in status as well as all comments.



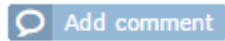
The status can be changed or a comment added by using the appropriate buttons from this screen. They function the same as when used from the requests list.

Changing the request status

It's possible to change the status of the request from this page, as well as from the request list.

Adding a comment to the app request

All users (requester and admins) are able to use the **Add Comment** button to add a note to the history area for the app request.



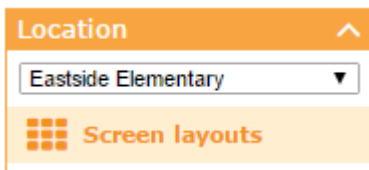
*Tip: to make a comment to multiple apps, go back to the requests lists, select multiple apps, use the **Change status** button and set the status to "keep current" while adding your comment to the comments box.*

13 Screen Layouts

Screen Layouts allow teachers and administrators to choose specific apps to appear on device screens. All other apps and links are hidden. A background image can also be selected as the wallpaper for each layout.

Note: Adding apps to layouts does not automatically install apps onto devices. It simply shows or hides ones that are already on the device. Apps are installed by assigning them from the Apps area. See the [App Management](#) section of this guide for more information.

Screen Layouts are accessed from the Location menu. Users with access to more than one location can choose a location from the location selector to manage layouts from a specific location.



Note: Screen Layouts are location-specific. They can only be used in the same location where they are created. However, the "Clone" function will allow a layout to be copied to another location.

13.1 Creating a Screen Layouts

From the Screen Layouts area, choose the iOS tab.

Click the Add button at the top of the layouts list.



Complete the fields on the Layout details screen.

 A screenshot of a 'Layout details' form. The form has a title bar 'Layout details' with a close button. It contains several fields: 'Name' with the text 'Morning Math Layout', 'Description' which is empty, 'Type' set to 'iOS', 'Shared' with an unchecked checkbox, and 'Owner' set to 'johnny@sunrise.com'. At the bottom, there are two buttons: a green 'Save' button with a checkmark and a blue 'Cancel' button with a close icon.

The "Shared" setting allows the layout to be available for use by teachers who are not the owner of the layout. However, only the owner or an administrator can edit or delete a layout.

Administrators will be able to choose another user (such as a teacher) as the owner of the layout. Teachers will not be the owner of any layout they create and will not be able to change it.

13.2 Cloning a Screen Layout

To make a copy of a layout, select the layout from the list then use the **Clone** button.



Select one or more locations where you'd like for the clone to be created.

Select locations to clone screen layout

Locations

Select [All](#) [None](#)

▲ NAME	CODE
<input type="checkbox"/> Adam's Street Middle School	SAS
<input type="checkbox"/> Eastside Elementary	EES
<input type="checkbox"/> Philips Elementary	PES
<input type="checkbox"/> Valley View High School	VHS
<input type="checkbox"/> Westside Elementary	WES

If the selected location already has a layout with the same name, the text "-Copy" will be appended to the name of the new copy. Once a clone is made, they layout can be renamed and edited.

Note: When cloning a layout to a different location, any apps that are not in the location apps list of the destination location will be excluded from the layout. It's a good idea to check the destination location to be sure it has all desired apps before making the layout clone.

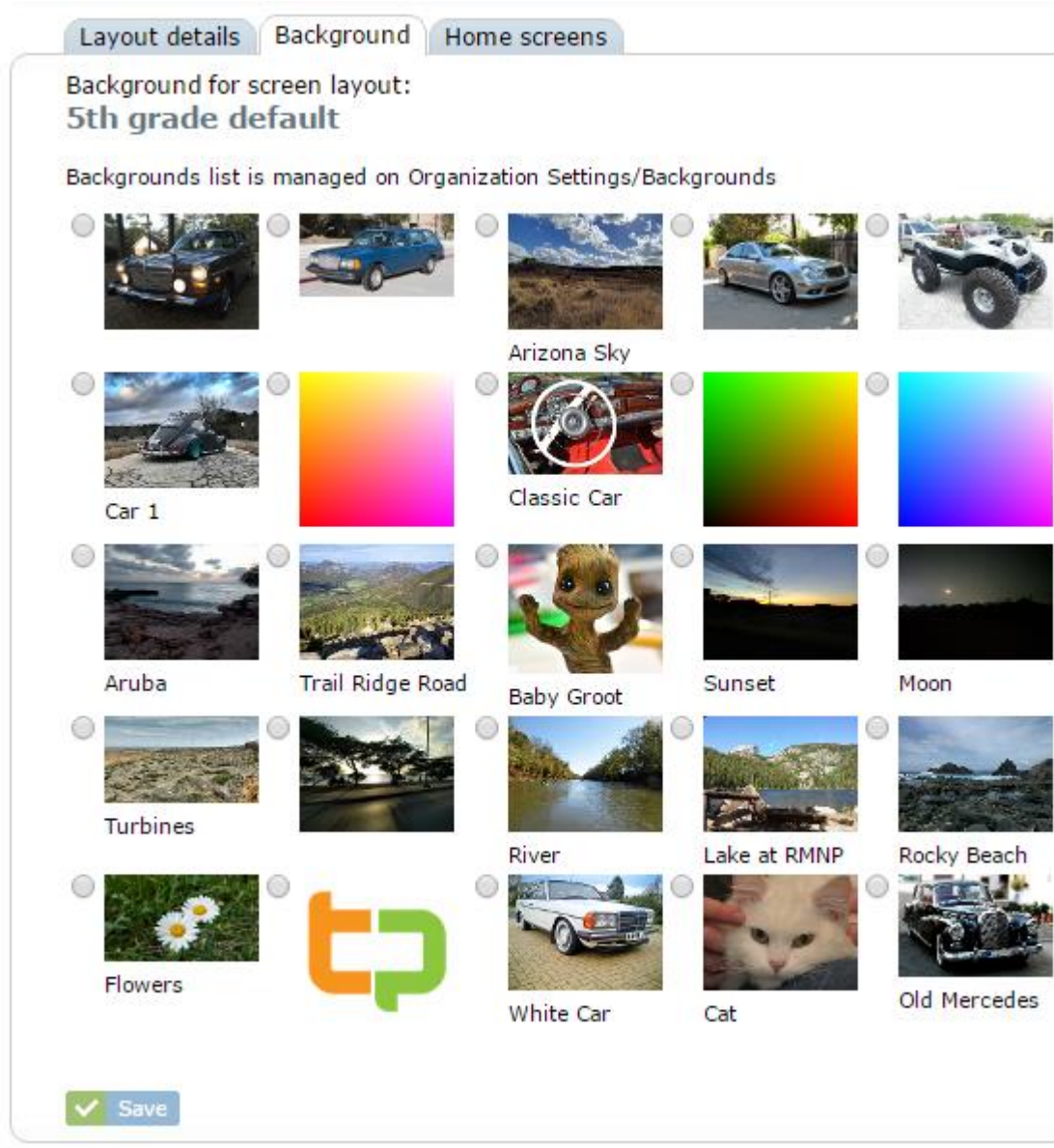
13.3 Editing iOS Screen Layouts

After creating a new, empty screen layout or cloning an existing one, you can select it from the layouts list to change details, backgrounds, and home screens.



13.3.1 Setting a background image for a Screen Layout

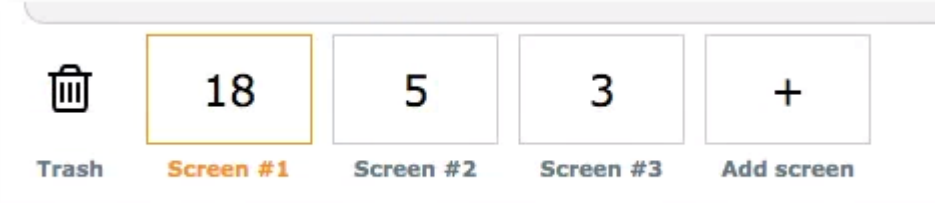
When creating or editing a screen layout, the Background tab can be used to select an image.



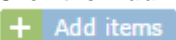
Select an image from the list and click Save. To upload new images, use the [Settings / Backgrounds](#) area.

13.3.2 Adding Apps to Home Screens

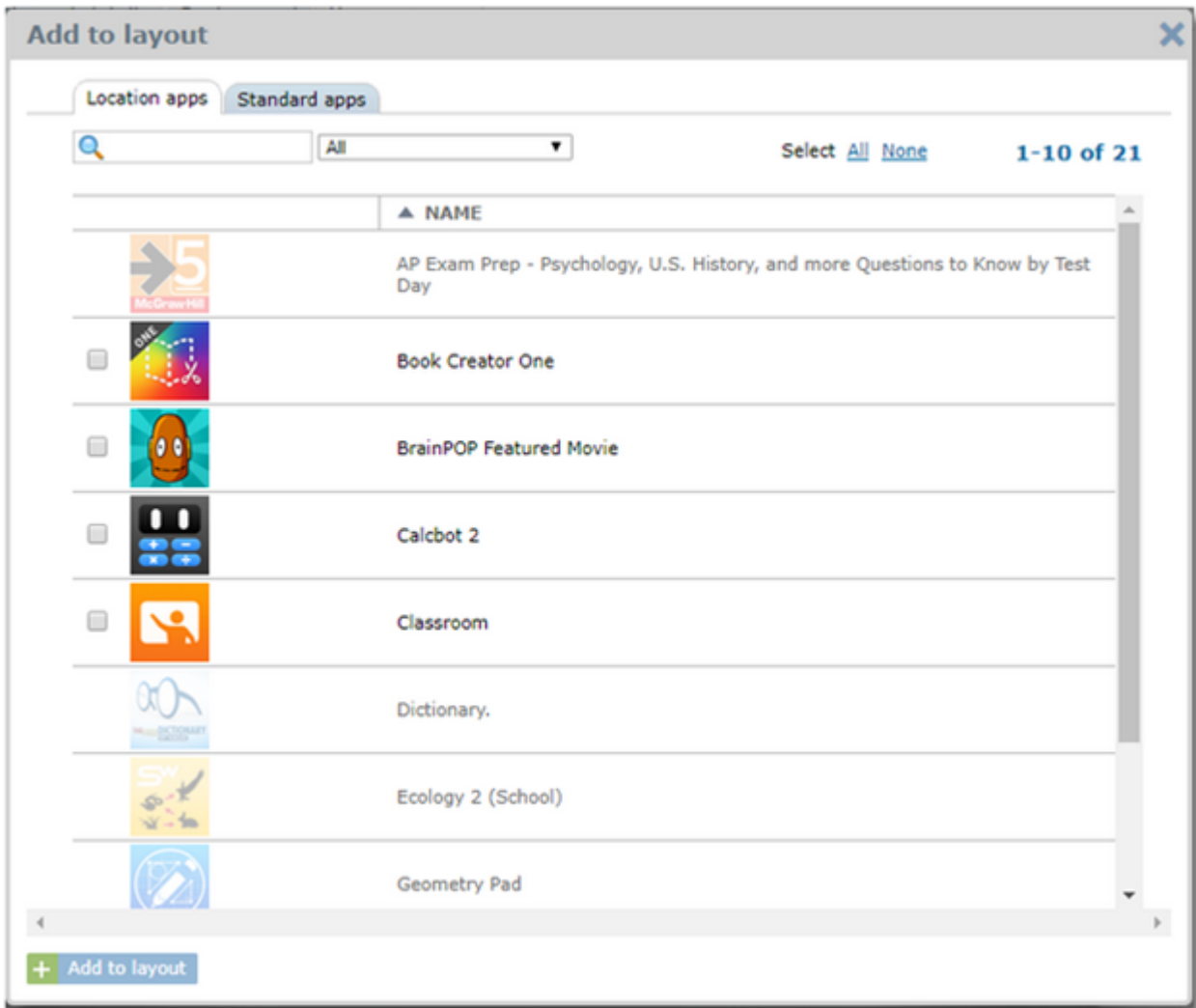
Select a screen using the screen selector boxes at the bottom. The orange highlight will indicate the currently selected screen. The number inside the box indicates the number of items on that screen.



Click the **Add items** button.



From the **Add to layout** window, choose **Location apps** or **Standard apps**.



Location Apps tab: These are the app from your iOS Location Apps list. When using the Location Apps list, use the filter next to the search box to limit the list to only those that are assigned to a specific group or class. This makes it easier to find and select only the apps that you've already installed onto a specific set of iPads.

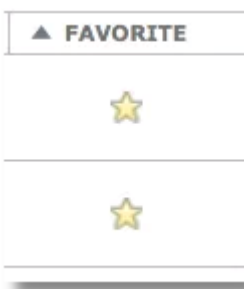


Note: The list of location apps will now only include apps that are assigned to device groups that the user (i.e. teacher) has permissions to manage.

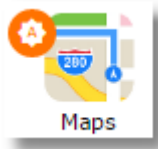
Standard Apps tab: These are built-in apps such as contacts, calendar, and Safari

Apps and links that are greyed out are already added to the current layout, so they cannot be selected.

You can use the star icon in the Favorites column to mark an app as a favorite. Later, you can click on the Favorite column header to sort the list so that your favorites appear at the top of the list, easy to find or use the "My favorites only" selector.



When adding multiple apps, if you add more apps than the current screen can hold, the extras will automatically flow to the next screen and be flagged with the "auto" symbol to show that they were auto-assigned. Once you drag them to a new position, the indicator will disappear.



13.3.3 Alternate Method: Adding apps from App list

Rather than adding apps to layouts from the Screen Layouts area, you can add them directly from the **iOS location apps** list using the **Add to screen layouts** button found at the top of the location apps list. This can be handy if you are already working in the apps list area.

Choose one or more apps from the iOS Location apps list then click the **Add to screen layouts** button

The screenshot shows the 'iOS location apps' interface. At the top, there are tabs for 'iOS location apps', 'iOS blacklist apps', 'Android location apps', and 'OS X location apps'. Below the tabs is a search bar and a dropdown menu set to 'All groups'. There are also checkboxes for 'My favorites only' and 'Select: All None'. A row of action buttons includes '+ Add app', 'x Remove app(s)', 'Assign', 'Unassign', and 'Add to screen layouts'. The 'Add to screen layouts' button is circled in red. Below the buttons is a table with columns: NAME, FAVORITE, INSTALL COUNT, LICENSE COUNT, USED SCHOOL USER LICENSES, USED VPP DEVICE LICENSES, DEVICE ASSIGNABLE, and SOURCE.

	NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED SCHOOL USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE	SOURCE
<input type="checkbox"/>	BrainPOP Featured Movie	☆	5	1200	0	4	✓	VPP: Elementary (ASM) VPP 1
<input type="checkbox"/>	BrainPOP Jr. Movie of the Week	☆	5	4000	0	4	✓	VPP: Elementary (ASM) VPP 1

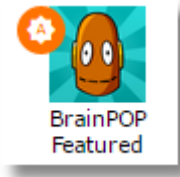
Select one or more screen layouts where you want the selected apps to be placed

The screenshot shows the 'iOS screen layouts' interface. It has a search bar and a checked checkbox for 'My screen layouts only'. Below is a table with columns: NAME and DESCRIPTION.

NAME	DESCRIPTION
<input type="checkbox"/> After School Layout	
<input type="checkbox"/> Jones 2nd Period Layout	
<input type="checkbox"/> Regular Class Layout	

The advantage of adding apps with this method is that you can quickly add one or more apps to multiple layouts at the same time.

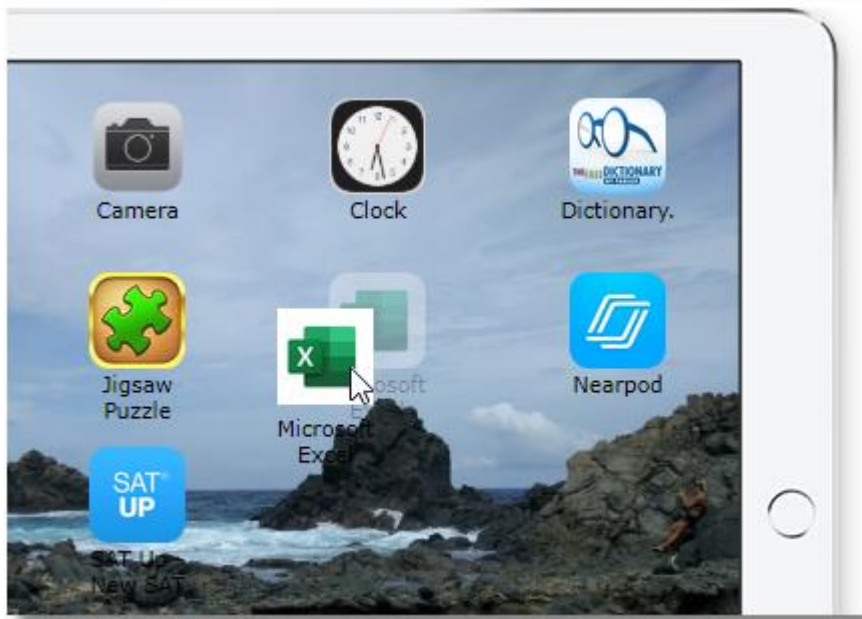
The disadvantage of adding apps to layouts with this method is that the apps are set to "auto" for screen assignment. If you wish to add them to a specific home screen or place them in a folder on a home screen, you will need to edit the screen layout from the Screen Layouts area. Later, you'll be able to identify the apps set for "auto" by the symbol placed on the icon in the layouts area.



13.3.4 Arranging items on home screens

Arranging items is simple with drag-and-drop. You can:

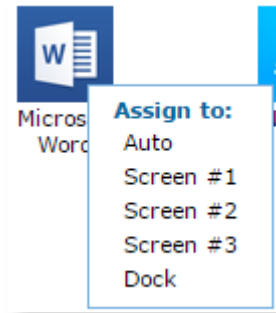
- Move items to a new position on the current screen. Other icons will be repositions to make room.



- Move items to a new screen by dragging to the screen indicator boxes at the bottom



Alternately, you can assign an item to a home screen or the dock by right-clicking the item and making a selection from the pop-up menu.



- Remove items from a screen layout by dragging to the trash can



- Move items onto the dock by dragging and dropping onto the dock area at the bottom

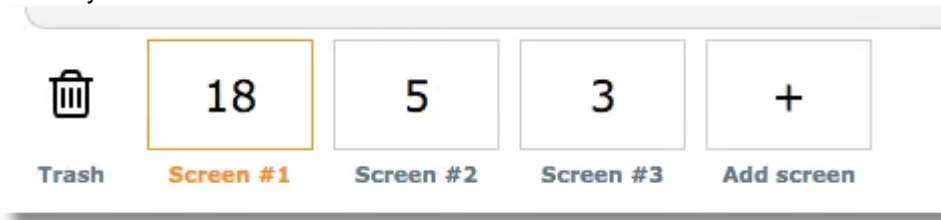


- Move items into a folder by dragging and dropping onto the folder

13.3.5 Adding a Folder to a Home Screen

You can create folders on home screens that will hold apps and web links.

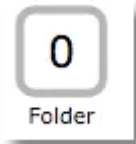
Select a screen using the screen selector boxes at the bottom. The orange highlight will indicate the currently selected screen.



Click the **Add folder** button.

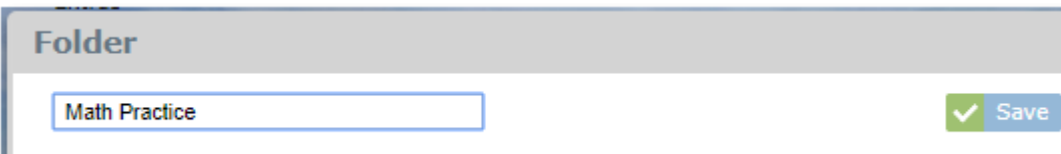


A new folder will be created on the current screen.



The 0 inside the folder indicates that there are no items currently in the folder.

Click the folder icon to display the folder editing window and give the folder an appropriate name, then click Save.

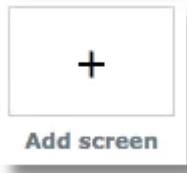


Add apps and web links to the folder by dragging them from a screen and dropping them in the folder. The number in the folder icon will indicate the number of items inside the folder.

You can move the folder to a new position on the current screen or move it to a different screen with drag-and-drop.

13.3.6 Adding, removing, and rearranging screens

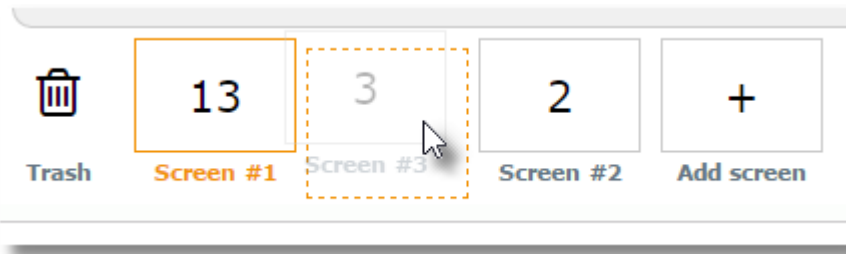
To add a screen, click the Add Screen box.



To remove a screen, remove all icons from the screen. The counter in the screen box will change to the minus sign. Click to remove the screen.



To change the order of the screens, drag the screen box to a new location along the bottom.

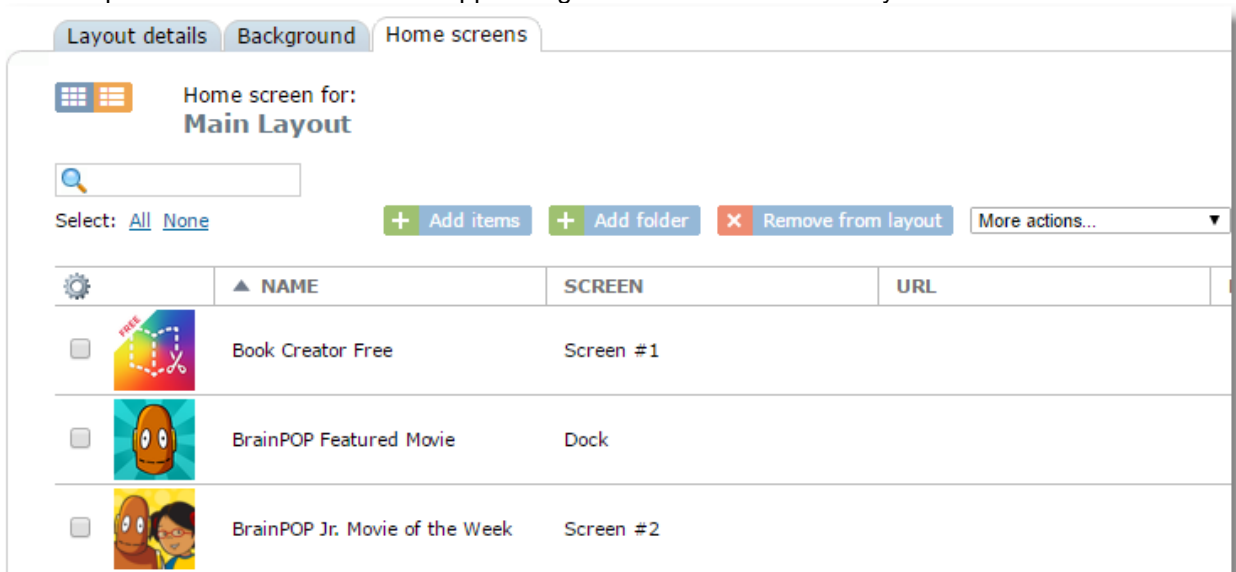


13.3.7 Editing Screen Layouts with List View

In addition to the default, drag-and-drop, graphical editor for screen layouts, a list view is also available. Switch between views with the button at the top.



List view provides a list that shows all apps assigned to all screens in the layout.



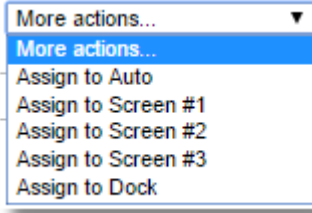
An advantage of list view is that it can make it easier to perform bulk functions by selecting multiple apps.

For example, if you wanted to move a group of apps from Screen 1 to Screen 2, you could sort the list by Screen so that all of the Screen 1 items are together, then select multiple items with the checkboxes and

use "move to..." on the More actions menu.

Another example is for bulk deletion. You could do this by selecting multiple items and using the **Remove from layout** button at the top.

To move items between screens in list view, select the items you wish to move, then select a function from the "More actions..." selector.



13.3.8 Applying Screen Layouts to Devices

Screen Layouts are applied to Device Groups and Classes from the Teacher Tools area. Refer to the [Teacher Tools section](#) of this guide.

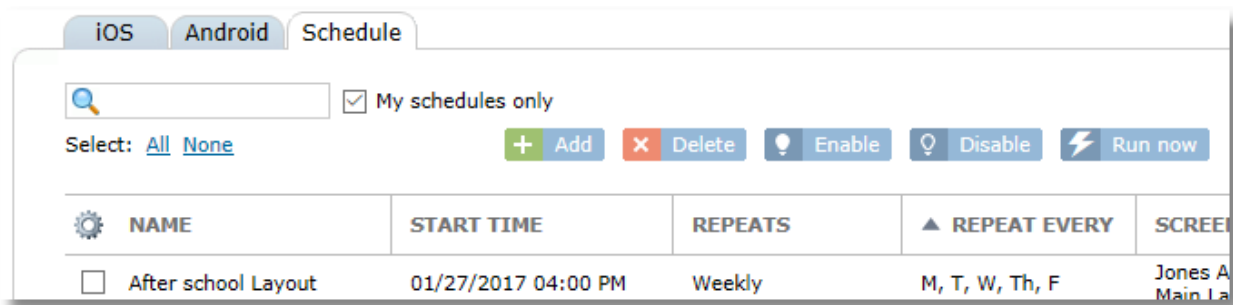
13.4 Activating a Screen Layout

To activate a screen layout on a group of devices, use the Activate function in Teacher Tools. Details are provided in the [Teacher Tools](#) section of this guide.

Note that activating a layout does not automatically install apps onto devices. It simply shows or hides ones that are already on the device. Apps are installed by assigning them from the Apps area. See the [App Management](#) section of this guide for more information.

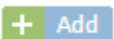
13.5 Scheduling Screen Layouts

Screen Layouts can be scheduled to automatically activate on one or more device groups from the **Screen Layouts / Schedule** tab.



To add a scheduled screen layout activation:

Use the **Add** button



Complete the fields on the form and click **Save**. You can set the scheduled task to repeat daily, weekly, weekdays, or monthly at a fixed time. Choose one or more device groups for the selected Profile to be activated to.

Schedule

Name x

Description

Enabled

Shared

Screen layout

Start date

Start time

Repeats

M T W Th F Sa Su

C2

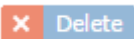
Assigned groups iOS DEP Unassigned

Mr. Cusick Class Set

✔ Save
⊘ Cancel

To delete a scheduled screen layout task:

Select the schedule(s) to delete and click the **Delete** button



To temporarily prevent a scheduled task from running:

Use the Disable button to disable a scheduled task and prevent it from running. Select the schedule(s) then click the **Disable** button. Use the **Enable** button to re-enable the task later.



To force a scheduled task to run immediately:

The **Run Now** button will allow you to force a task to run immediately, even though it's not yet the scheduled time. This will activate the configured profile on the configured device groups immediately.



14 Classes

The Classes feature allows teachers to group devices into classes so that they can manage or monitor just the tablets in the classroom at given time, even if those devices belong to different device groups.

A class can represent a group of devices or it can represent a group of students logged into shared iPads that are in shared iPad Mode (introduced in iOS 9.3).

Another use for classes is to create a sort of "sub group" of devices for the purpose of assigning specific apps. For example, you might create a "Special Ed" class and add the devices of the students who need a specific app. Even though the students don't meet together as a "class" during the same period, the class structure provides a place for you to assign the app to be installed.

Classes are secondary to Device Groups. That is, all tablets still belong to a Device Group, even if it's just one large device group for the whole school. A typical scenario though might be to have one device group for each grade.

Teachers can take control of a class from Teacher Tools performing functions like freezing screens, or applying screen layouts.

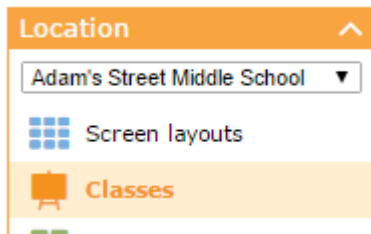
Note that screen layouts and restrictions profiles for classes override layouts and restrictions applied to device groups. When these items are applied to a class, they replace the ones applied to the group, but only for the configured length of time, after which they go back to the layouts or restrictions applied to the group.

Classes from Apple School Manager will automatically appear in Teacher Tools in SchoolMDM and do not need to be imported or created manually. This chapter describes how to create manual classes.

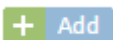
14.1 Creating Manual Classes

To create a class

1. Choose a location from the selector and click **Classes** from the Location menu.



2. Click the **Add** button.



If you want to make a copy of an existing class, that will include all the same devices already added, use the **Clone** button.



A new class will be added to the class list with the same name as the copied class and the word "copy" at the end. You can then [add](#) or [remove](#) devices from the copied class.

3. Enter a name for the class (description is optional), choose the type of devices for the class. Use the "Add" button to add one or more teachers for the class. When finished, click **Save**.

- Your new profile will now appear in the Profiles list.

NAME	DESCRIPTION
<input type="checkbox"/> Advanced Math	
<input type="checkbox"/> English 1st Pd	
<input type="checkbox"/> World History	

- Continue with the next section to add devices to your class

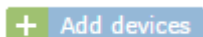
14.2 Adding Devices to a Class

To add devices to a class

- Click the class name from the class list table.

DEVICE ID	DEVICE NAME	CLASSES
-----------	-------------	---------

- Click the **Add devices** button.



- Use the checkboxes to choose the devices you wish to add to the class then click the Add devices

button at the bottom of the window.

Add devices

All devices

All groups Select: [All](#) [None](#) 1-6 of

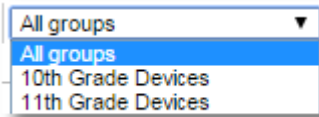
<input type="checkbox"/>	▲ DEVICE ID	DEVICE NAME	CLASSES	STATUS	LAST SYNC
<input type="checkbox"/>	F5H9-U49T-F8JR	s7	2nd Period, 3rd Period	Offline	09/29/2014
<input type="checkbox"/>	28J6-QZYA-BTRS	Sally Smith 54429	World History Class	Offline	12/09/2014
<input type="checkbox"/>	25SK-4YYK-C86E	Java Joe 33245	2nd Period, World History Class	Offline	12/09/2014
<input type="checkbox"/>	4GR1-192C-K3NT	Jeremy Jones	2nd Period, World History Class	Offline	12/09/2014

Notice that the Classes column indicates other classes that each device belongs to.

- To find student devices faster, try searching for part of the student name in the search box. This assumes that your device names include the student name.



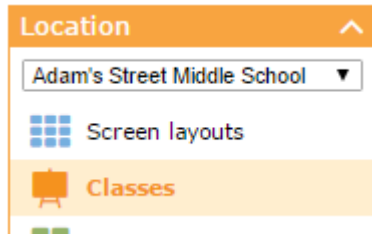
Narrow the device list by choosing a specific device group from the drop-down selector at the top.



14.3 Removing Devices from a Class

To remove devices from a class:

- Choose a location from the selector and click **Classes** from the Location menu.



- Click the name of the class to edit

Classes

Select: [All](#) [None](#) + Add Clone × Delete

<input type="checkbox"/>	▲ NAME	DESCRIPTION
<input type="checkbox"/>	Advanced Math	
<input type="checkbox"/>	English 1st Pd	
<input type="checkbox"/>	World History	

Select: [All](#) [None](#) + Add Clone × Delete

- Put a checkmark in the box of the devices you wish to remove, then click the **Remove from Class** button

Class details | **Class devices**

Devices for class:
1st Period

Select: [All](#) [None](#) + Add devices x Remove from class

	▲ DEVICE ID	DEVICE NAME	CLASSES
<input type="checkbox"/>	F5H9-U49T-F8JR	s7	2nd Period, 3rd Period, 1st Period
<input checked="" type="checkbox"/>	28J6-QZYA-BTRS	Sally Smith 54429	1st Period, World History Class
<input checked="" type="checkbox"/>	25SK-4YYK-C86E	Java Joe 33245	2nd Period, 1st Period, World Histo
<input type="checkbox"/>	4GRJ-J92C-K3NT	Jeremy Jones 81276	2nd Period, 1st Period, World Histo

14.4 Deleting a Class

To delete a class:

- Choose Classes from the Manage Menu
- Put a checkmark next to the class to delete.
- Click the **Delete** button.



14.5 Viewing apps and files assigned to a Class

You can view which apps and files have been assigned to a given class from the Class Apps and Class Files tabs. This area is for informational purposes only. To actually make assignments of apps and files, use the Apps and Content areas of Control Tower.

Class details | Class devices | **Class apps** | Class files

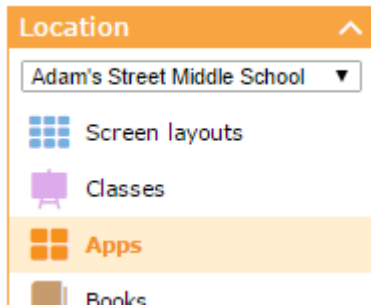
Apps for class
Advanced Class

My favorites only

	▲ NAME	RESTRICTED	FAVORITE	INSTA COUN
	Excel	⊖	☆	0
	My Math Flash Cards App	⊖	☆	0
	SAT Flashcard	⊖	☆	0

15 App Management

The Apps area of SchoolMDM provides functions for managing app details, licensing, remote installation of apps to devices, and more. Access is provided from the main menu in the Manage section.



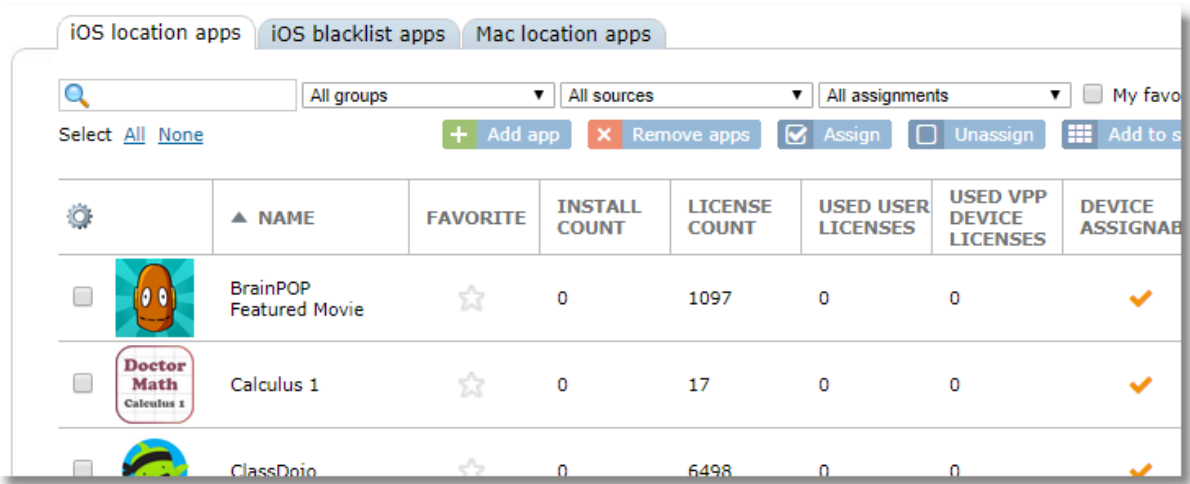
Note: The apps list is location specific. The apps in the location apps list can only be assigned to groups and classes in the same location as the list. To assign an app to groups in another location, the same app needs to be added separately to the location apps list for that location.

15.1 iOS App Management

The iOS Location Apps List

The iOS location apps list represents school-managed apps. The list starts out empty. Each location maintains its own list of apps and distributes those apps by assigning them to device groups and classes within that location only.

After apps are added to the iOS location apps list, they can be assigned to devices, groups, or classes in order to install the apps on those devices.



Finding and Filtering the Apps list

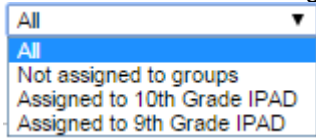
Use all the standard table tools for [sorting](#), [resizing/rearrange](#) columns, and [customizing visible columns](#) (the gear icon) with the apps list. (See [Working with Tables](#) in [Control Tower Interface](#) section of this guide)

Use the search box to find a specific app by typing all or part of the app name then pressing Enter.

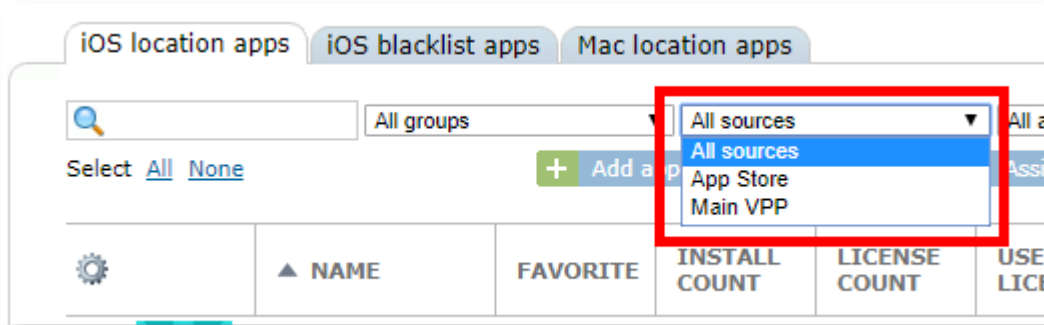


Use the **groups** selector to filter the list to show only apps assigned to a specific device group.

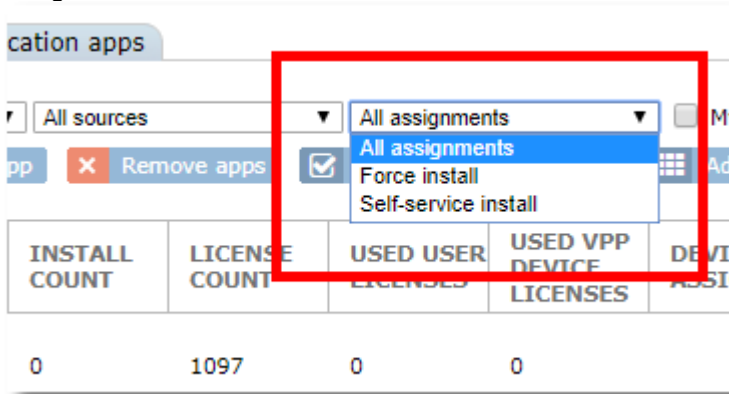
This is a convenient way to see a list of all apps assigned to a group to select multiple apps and remove them all from the group at once.



Use the source filter to limit the list to only those apps from a specific source.

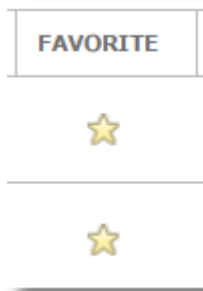


Use the assignments filter to limit the list to show only apps assigned as "Force install" or only apps assigned as "Self-service install".



Setting an app as a Favorite

Set an app as a favorite by clicking the star icon in the Favorite column.



Device Assignable Column: This column will have a checkmark when the app developer has allowed the app to be licensed to devices rather than just users. If an app is not device assignable, then a VPP user license must be used, which requires an Apple ID on the device that has accepted the VPP invitation. It's recommended to always use device assignable apps.

15.1.1 Adding iOS VPP Apps

Using VPP apps is the preferred method for app distribution for both free and paid apps. The reason is that VPP apps can install silently in the background on the iPads without prompting the user to enter their Apple ID and password for the App Store.

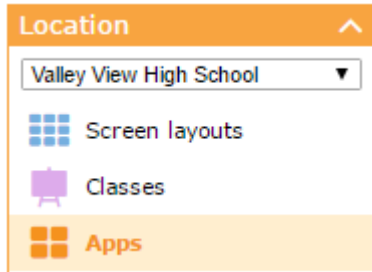
To add VPP apps to the iOS location apps list, you need to have already linked SchoolMDM to your VPP account. If you have not done this, please refer to [Setting Up Apple Volume Purchase Program](#) in the

Setting Up SchoolMDM section of this guide.

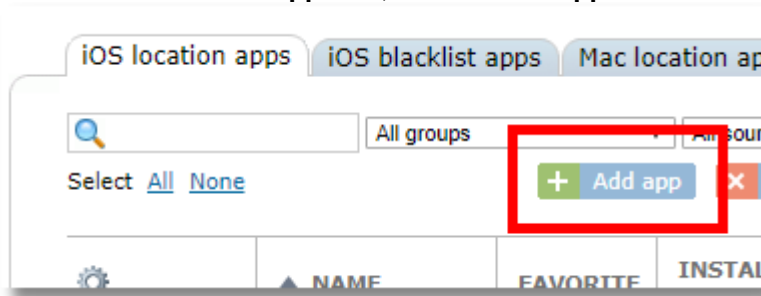
In order to add VPP apps into SchoolMDM, you must first purchase them through Apple's VPP site (even free apps) at deploy.apple.com or school.apple.com.

To add VPP apps to your iOS School apps list:

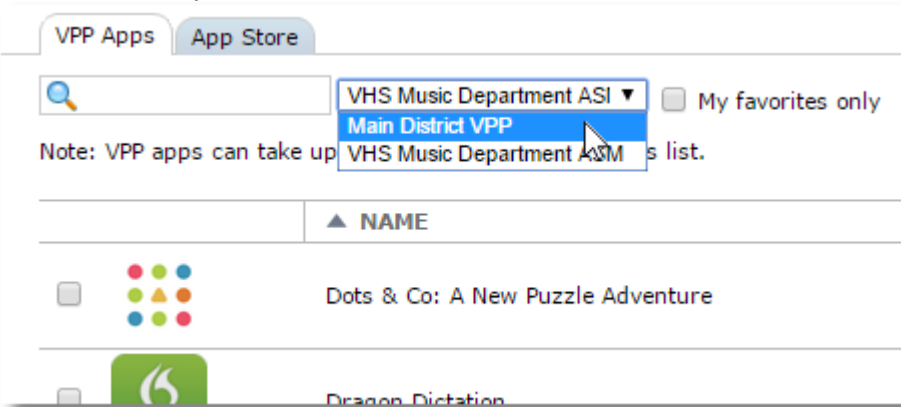
1. Choose a location then select **Apps** from the **Location** menu.



2. From the **iOS location apps** tab, click the **Add app** button.

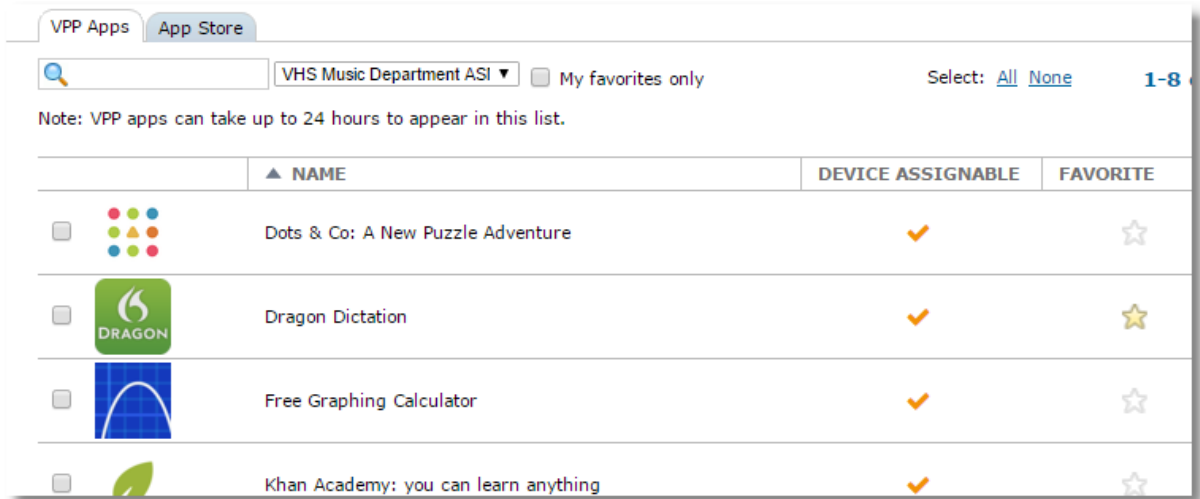


3. If you have more than one VPP account, choose the account with the apps you wish to add from the selector at the top.

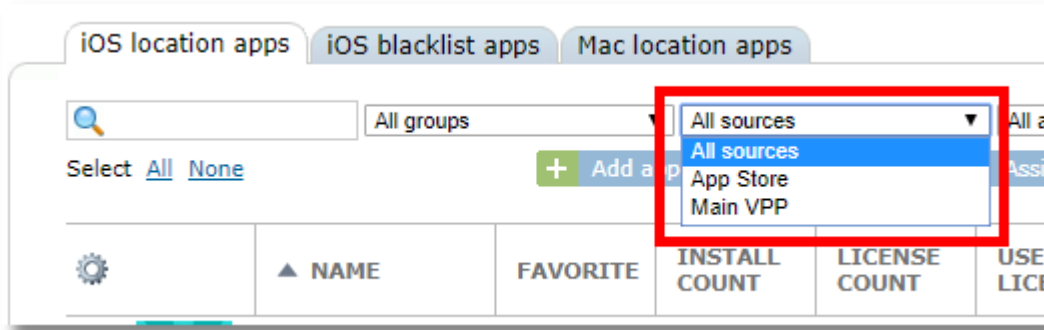


The DATE column will show the date we first saw this app in your VPP account, making it easier to find your newest apps. You may wish to sort by this column by clicking the column heading.

4. Make note of the **Device Assignable** column. If an app contains a checkmark in this column, the app can be assigned directly to devices using device-based VPP app assignment, rather than assigning to a VPP User. If you have not set up VPP Users for user-based assignment, then you should look for apps that allow device-based assignment.



A "source" filter at the top allow you to filter the list to show only apps added from a specific VPP account (useful when you have more than one) or from the App Store.



- Use the checkboxes to select the apps you would like to add.
- Use the **Add to current location** button at the bottom of the window to add the app to the current location list, or the **Add to multiple locations** button to choose more than one location for adding the app.



When using the button for multiple locations, a list of locations that the current user has permissions to will be displayed.

- The app(s) will be added to the iOS location apps list. The **Source** column will indicate the VPP account of the app.

	NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED SCHOOL USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE	SOURCE
<input type="checkbox"/>	Algebra Genie	☆	0	60	0	0	✓	VPP: Main District VPP

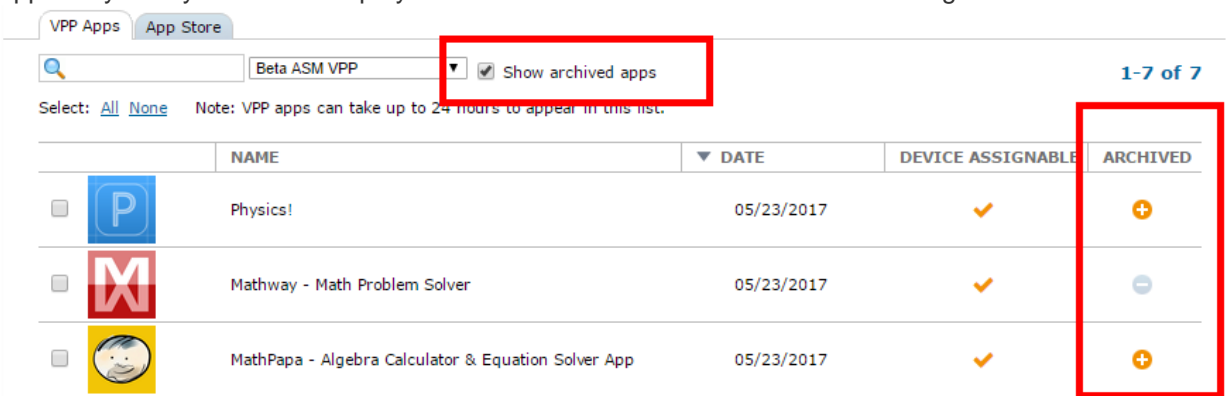
*TIP: It's possible to add the same app from multiple VPP accounts. This is useful for paid apps where some licenses are purchased from a specific fund under a specific VPP account. By adding the app from each VPP account, you can then choose a specific device group or class for each set of licenses. For example, if a paid app was purchased out of Title I funds, and you have a separate VPP account for Title I, you can assign those licenses to a class that contains the devices of the Title I students. This guarantees that apps purchased with those funds are only used by those students. When adding an app from multiple VPP accounts, the app will show up multiple times in the **iOS location apps** list, where the source column can be used to identify the source account.*

TIP: You can configure SchoolMDM so that apps from any individual VPP account will automatically get added to the iOS Location Apps list for any location. To do this, configure the Auto-Add setting on the VPP account as described in the section: [Configuring Apple VPP Accounts in SchoolMDM](#).

15.1.2 Hiding old VPP apps by archiving

Have you ever been annoyed that every app, free or paid, that you've ever ordered on your VPP account continues to appear on your VPP account forever? We have certainly heard your suggestions on this one! We can't help you clear them from your Apple account, but we CAN help you hide them from showing up in the VPP Apps list in SchoolMDM.

When adding apps to the location apps list, you have a choice to mark apps as "Archived" by clicking the icon in the Archived column. By default, the apps list won't show archived items. Use the "Show archived apps" any time you want to display the archived items or the column for switching one.



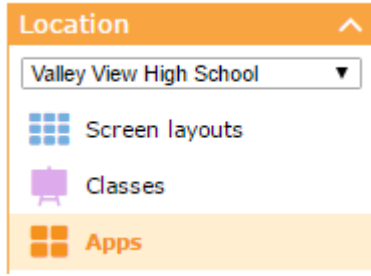
15.1.3 Adding iOS Apps from the App Store

You can add apps to the iOS location apps list from the App Store, then assign them to device groups or classes for installation. Apps assigned from the App Store will install using the Apple ID on each iPad by prompting the user for the App Store password for that device. If you wish to install silently and avoid the prompt, you'll need to install VPP (Volume Purchase Program) apps instead. Only use the App Store tab if you want apps to originate from the user's own Apple account (through their Apple ID) rather than the organization's VPP account.

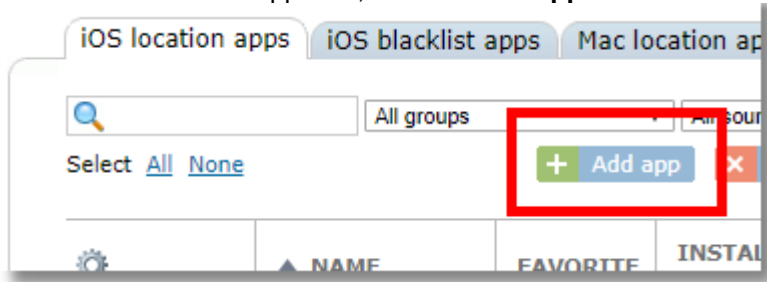
Tip: iPad users that have iOS version 8.3 and above can avoid being prompted for their password for free apps by changing a setting in Settings / iTunes & App Store / Password Settings / Free Downloads / Require Password.

Note: It's almost always preferred to use VPP Apps and Device-Based App Assignment, rather than adding apps from the App Store.

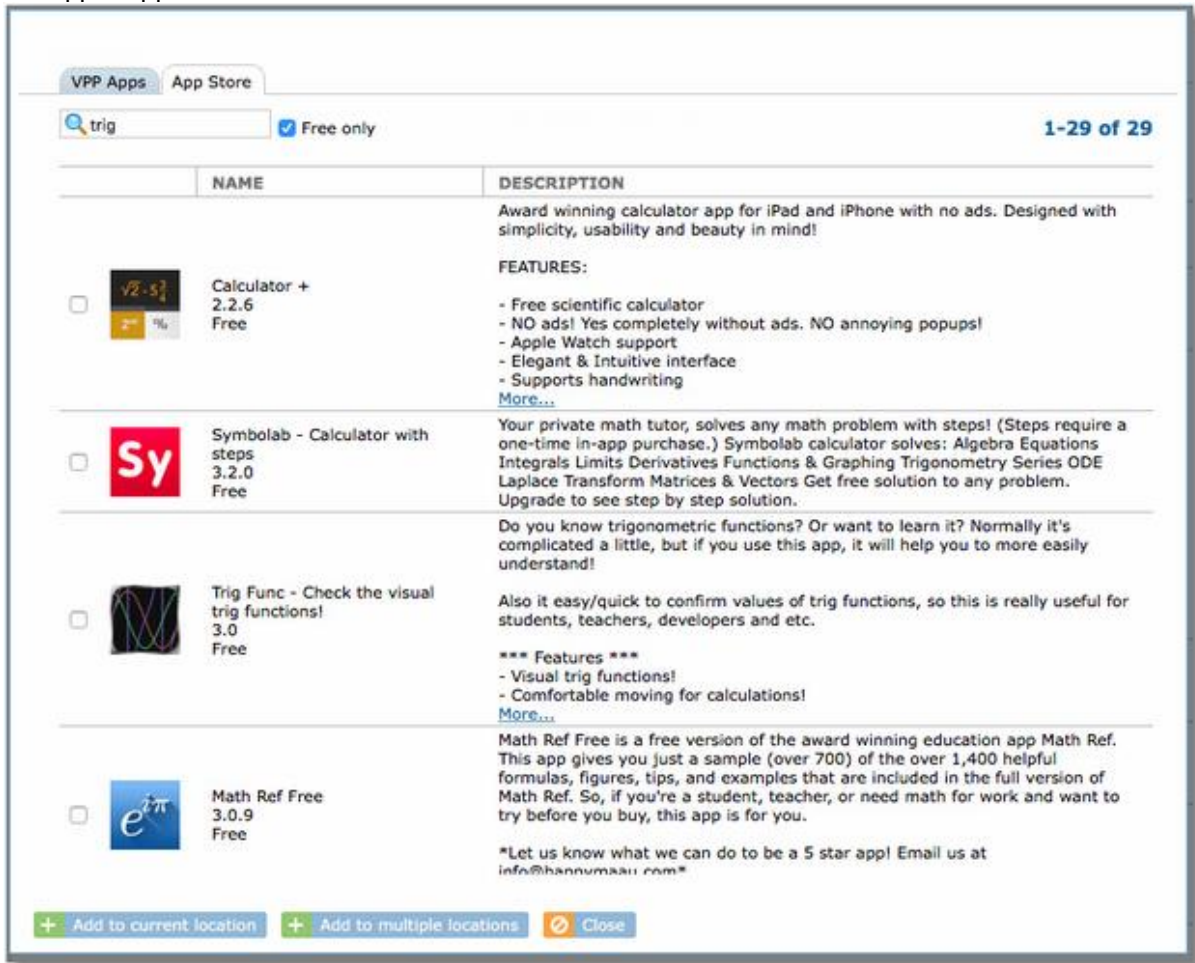
1. Choose a location then select **Apps** from the **Location** menu.



2. From the iOS location apps tab, click the **Add app** button.



3. Choose the App Store tab in the pop-up window then enter a search term in the search box to search the Apple App Store.



TIP: To limit the search to show only free apps, check the box "Free apps only"

4. Put a checkmark in the box of any app you wish to add.

- Use the **Add to current location** button at the bottom of the window to add the app to the current location list, or the **Add app to multiple locations** button to choose more than one location for adding the app.



When using the button for multiple locations, a list of locations that the current user has permissions to will be displayed.

- The app will be added to your iOS location apps list. The Source column will indicate "App Store".

	▲ NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	AVAILABLE VPP LICENSES	VERSION	SOURCE
	Chess Free	☆	0	0	0		App Store

15.1.4 Installing iOS apps by assigning to groups, classes, or devices

Apps are installed by assigning them to a device group, class, or individual device.

VPP apps and App Store app assignments are possible. Only VPP app assignments install silently in the background without prompting for the Apple ID password is the VPP method. App Store assignments, on the other hand, will prompt the user for their Apple ID and install the app from their personal App Store account.

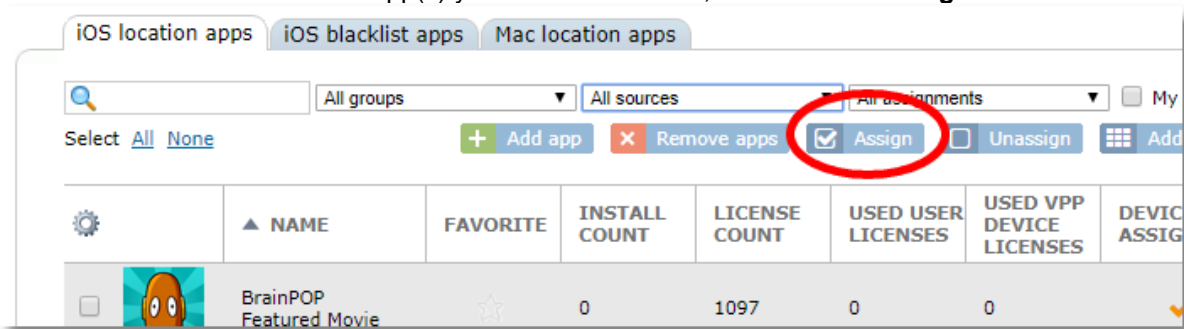
TWO METHODS OF ASSIGNING APPS

Device-based app assignment: with iOS 9 and above, apps can be assigned directly to devices, rather than to users. This makes it possible to assign apps to devices even if they don't have an Apple ID configured on the device. This newer method is the recommended method of distributing VPP apps because it saves the complexity of the VPP user invitation system.

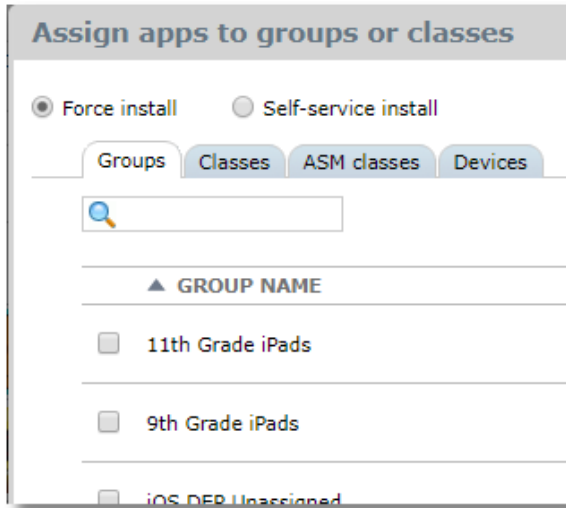
User-based app assignment: this method requires that each device have an Apple ID configured and the owner of the ID must accept an invitation to accept apps from the organization and associate their Apple ID. This also requires you to assign a VPP User to each device so that when an app is assigned for installation, SchoolMDM will know which users to assign the app to. This older method requires more setup and is more complicated than device-based assignment. See the setup section of this guide for instructions on setting up VPP users and invitations.

Follow these steps to assign an app:

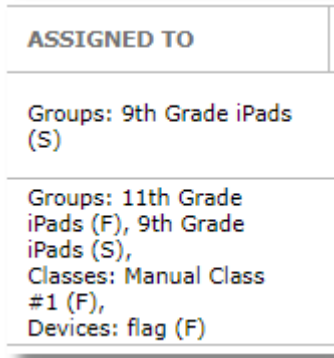
- Select the checkbox beside the app(s) you wish to distribute, then click the **Assign** button



- Choose Force install or Self-service install for the installation method you'd like to use. Force installed apps will install without any choice by the user. Self-service installed apps will be made available for users to optionally install from the Resource Locker app on their device. These installation types are described in more detail in the next section of this guide.



3. Choose the tab for **Device groups**, **Classes**, **ASM Classes**, or **Devices** then make your selection and click **Assign** button at the bottom of the window.
4. The **Assigned To** column will update to show the name of the newly assigned groups and/or classes. The (F) or (S) next to each group indicates the installation type of Forced or Self-service.



Device-based licensing is the default: The app will be assigned using a device-based license as long as

- the app is Device Assignable and
- the device is in a Device Group that is *not* configured for "Disable device-based VPP app installation"

For non-VPP apps (those added from the App Store) if the user is prompted for the password and cancels the request, the app will not install. You can attempt to send it again by pushing the app to the device from the missing apps list on the Status page.

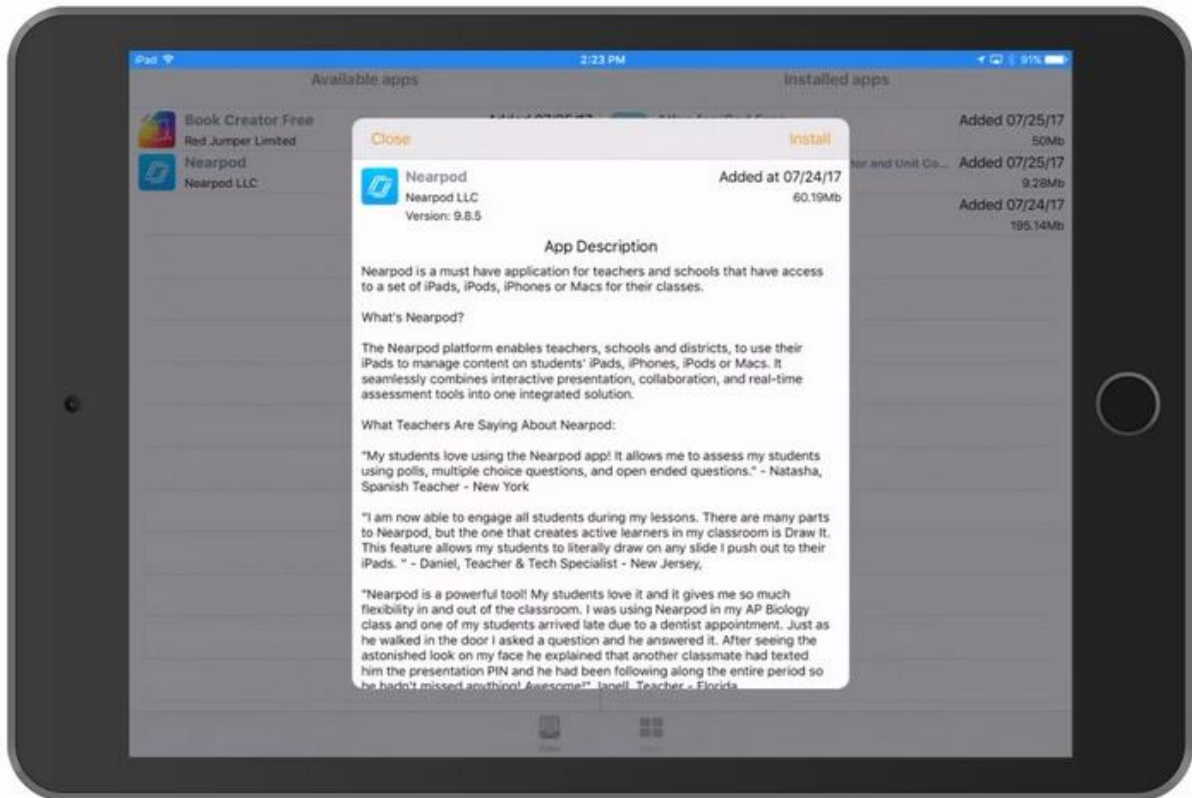
15.1.5 Self-Service iOS app installation

When assigning apps to groups and classes for installation (see above section), there is a choice for Forced installation or Self-service installation.

Forced Installation

When apps are set for Forced installation, SchoolMDM immediately assigns the app license to the appropriate devices through Apple (for VPP apps), or sends the app installation command to the device (for App Store apps). Apple will then automatically install the app to the device. Users do not have a choice on installation and are unable to remove the app from their devices once installed.

Self-service Installation



When apps are set for Self-service installation, SchoolMDM does not assign app licenses to any devices, nor begin any installation process. Instead, the app will be shown to the user in the TechPilot Locker app on their device. From Locker, the user can install or uninstall the self-service apps assigned to them.

When a user selects an app to install in Locker, the process of assigning the license and initiating the installation begins. It's at this time that the license actually gets used.

When the user uninstalls the app through Locker, the app is uninstalled and the VPP license is returned to the organization so that it can be used elsewhere. This means that it's possible to have more devices with a self-service app assigned than there are licenses available. If enough users choose to install the app that all licenses are used, the installation will fail for additional users until someone uninstalls the app, which releases the license.

If the self-service app is an App Store app, rather than a VPP app, then licensing is NOT taken from the organization's VPP account, but rather, the app will install through the user's own Apple ID account on the device. The user will be prompted for their App Store password and will need to pay for the app if it is a paid app. The app will show in the user's purchase history.

15.1.6 Removing apps from the iOS location apps list

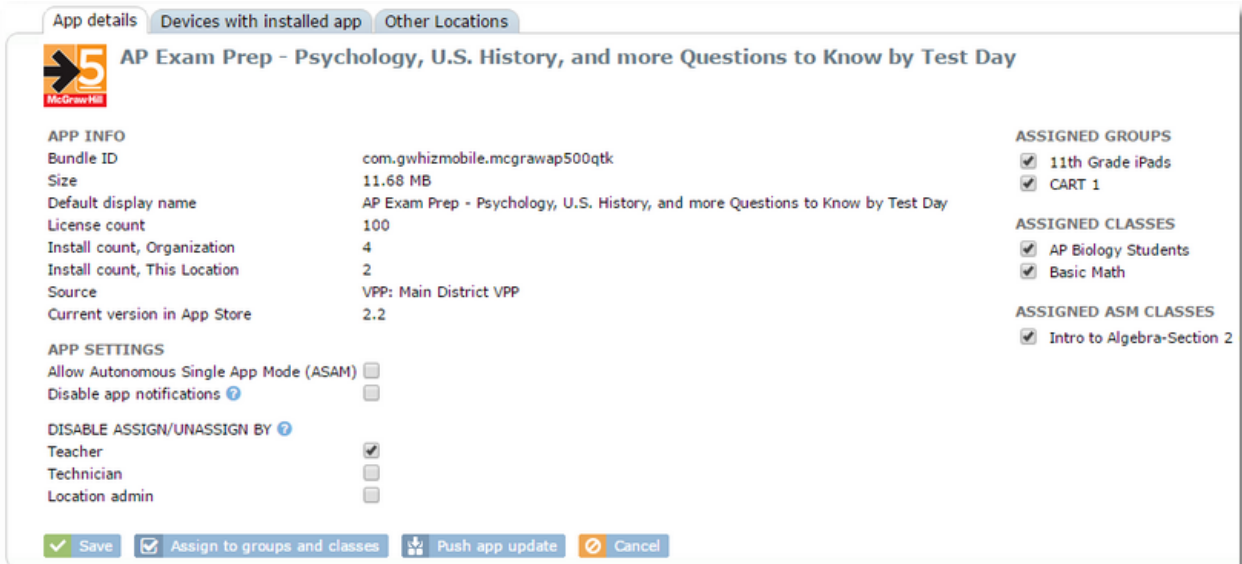
To remove an app from the iOS school apps list, select the app(s) from the list and click the "Remove app" button.



If an app is assigned to a device, group or class, it will not be deleted from the list until it has been unassigned from the device, group(s) or class(es).

15.1.7 App Details

Click any app from the iOS school apps list to display the App Details page



You can also assign or unassign the app from device groups and classes from the details tab.

Autonomous Single App Mode (ASAM)

ASAM is an iOS feature that allows an app to put itself into Single App Mode. When in Single App Mode, other apps are prevented from running, effectively locking the user into that single app.

What's the purpose of ASAM?

ASAM is most often used for test-taking apps in a school environment. For a device to be secure during testing, the student needs to be prevented from accessing things like the web browser or other apps.

Can I use ASAM with any app?

No. An application's developer must specifically built this feature into their app. Apps such as Pearson's TestNav are designed for this.

How is ASAM started?

When an app that is designed to use ASAM is launched by the user, it should send a request to iOS to enter ASAM mode, then enter it immediately. However, this only works if the MDM has configured iOS to allow that specific app to use ASAM.

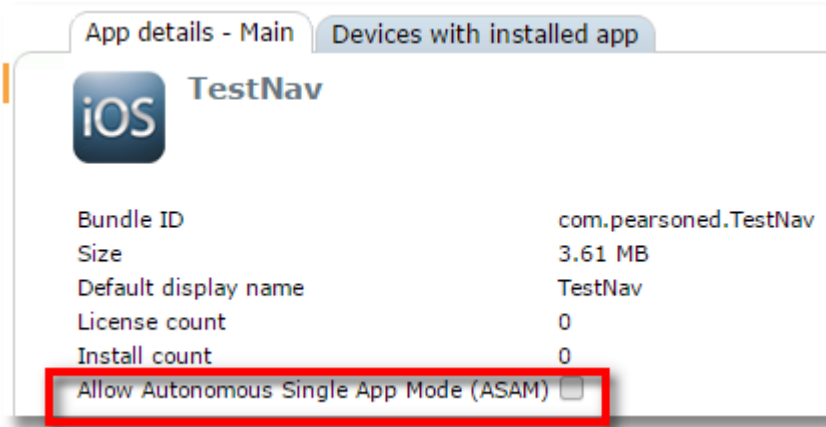
What's the difference between ASAM and App Lock that's available in SchoolMDM?

App Lock does, indeed, put an app into Single App Mode, similar to what happens with ASAM. Actually, App Lock in SchoolMDM will do this for any app, so the app doesn't have to be specifically designed for it. The difference between App Lock and ASAM is that App Lock is initiated by the teacher through SchoolMDM and the app is automatically launched on the selected student devices. It will remain locked until the teacher releases it. ASAM on the other hand, is initiated by the app itself, as soon as the student launches it. An administrator can enable ASAM for a given app and then any time the student starts the app, it will use ASAM, without the teacher having to do anything. Also, as of iOS 9.3.2, ASAM will no longer require an iPad to be in Supervised mode, whereas Screen Lock does.

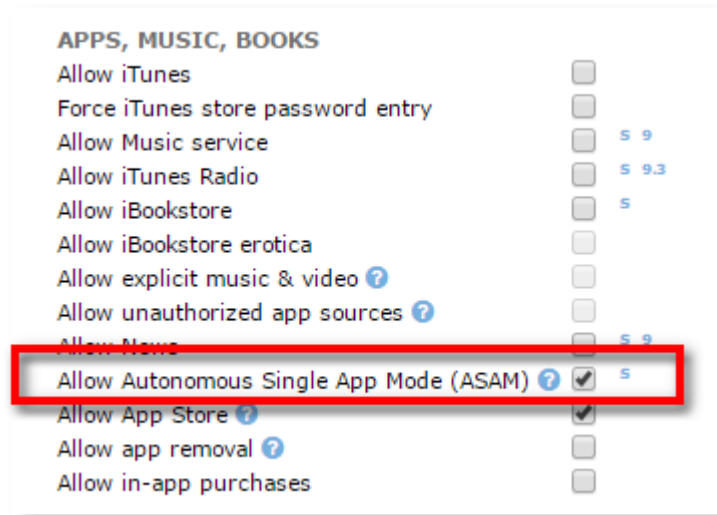
How do I set an app for ASAM in SchoolMDM?

Two things have to be configured to use ASAM. Here's how:

1. The app has to be enabled for ASAM in App Details. Choose the app from the iOS School Apps list and put a check in the box for "Allow Autonomous Single App Mode (ASAM)."



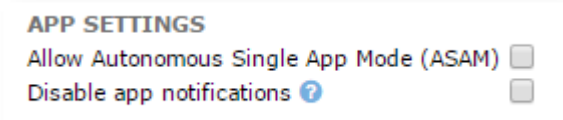
2. The Restrictions Profile that's applied to the device(s) should have the setting enabled for for "Allow Autonomous Single App Mode (ASAM)" enabled. Be sure this setting is selected and the restriction profile applied to the correct device group or class.



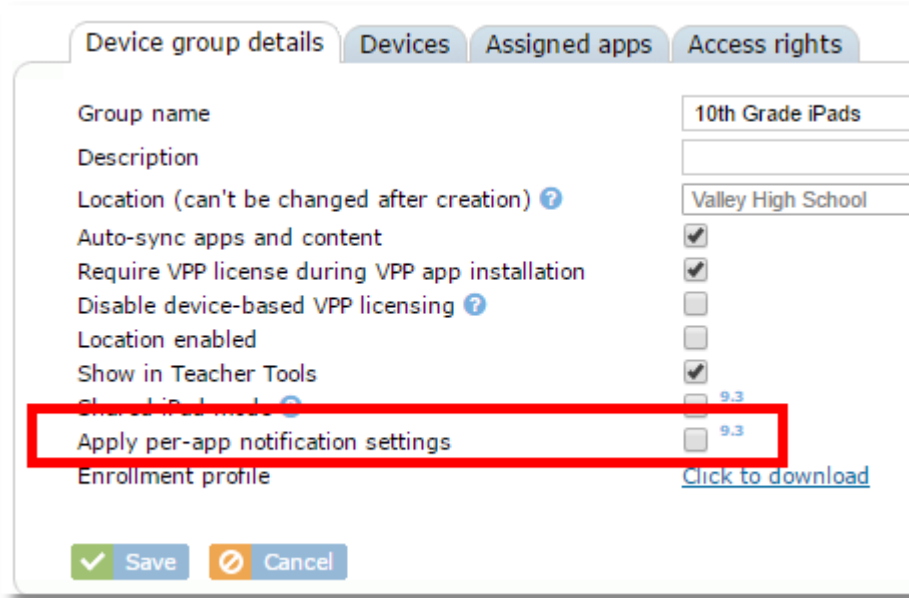
IMPORTANT NOTE! In late-2016 Apple introduced a replacement for ASAM called Automatic Assessment Configuration, or AAC. One difference between the two is that the developer's app can put itself into AAC without any setting from an MDM. Apple is working on getting all major test vendors to switch to AAC. We continue to offer ASAM features for those apps that don't switch. You can learn more on Apple's web site: <https://support.apple.com/en-us/HT204775>.

Disabling App Notifications

Use the **Disable app notificaitons** setting to prevent this app from displaying notifications on the device.



The setting will only take effect on devices that belong to a group that has the setting for "Apply per-app notification settings" enabled in **Device group details**.

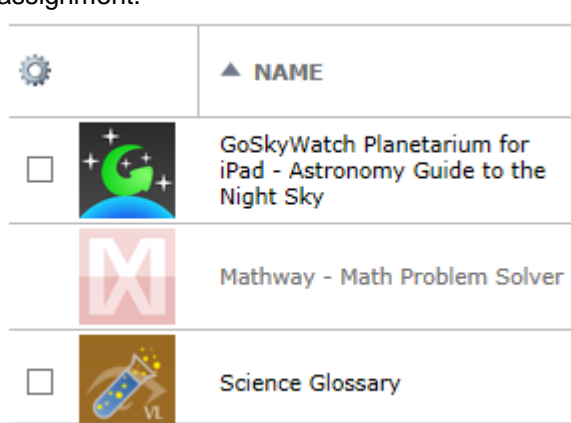


Disabling app installation for specific roles

The settings for DISABLE ASSIGN/UNASSIGN BY allow you to choose which roles are permitted to assign or unassign this app. This means that even if your system settings grant app installation permissions to users in a certain role, this app will be excluded for them. A typical use for this feature is when teachers are granted permissions to install apps, but you want to restrict them from installing a certain paid app so that they don't do so accidentally and use up a paid license that was purchased only for a specific department or teacher. By disabling assign/unassign from teachers, only a technician or admin will be able to install the app, assuring it gets installed only to the proper devices.



If an app has been disabled for a specific role that otherwise has installation permissions, the app will still show up in the iOS school apps list for the user, but it will be ghosted out and unable to be selected for assignment.



15.1.8 Updating iOS apps

Apps with available updates will be indicated in Status on the missing apps list for a given device.

Missing items for Brown Mini

Missing items assigned to device group: Adam 6th Grade

Upgrade

Classroom

Upgrade

Amazon Kindle

Clicking the "Upgrade" button will cause the app to be updated.

You can also update an app on all devices where the app is installed from the **App details** page for the app. This function downloads and installs the latest version even if a device is already current. If the device has local app data stored on the device, it will be retained.

App details
Managed app configuration
Devices with installed app
Other loc...

ClassDojo

APP INFO

Bundle ID	com.ClassDojo	AS
Size	140.85 MB	
Default display name	ClassDojo	
License count	400	
Install count, Organization	2	
Install count, This Location	2	
Source	VPP: Main VPP (non-ASM applecorp)	
Current version in App Store	4.31.0	

APP SETTINGS

Allow Autonomous Single App Mode (ASAM)

Enable auto update

Disable app notifications [?](#)

DISABLE ASSIGN/UNASSIGN BY [?](#)

Teacher

Technician

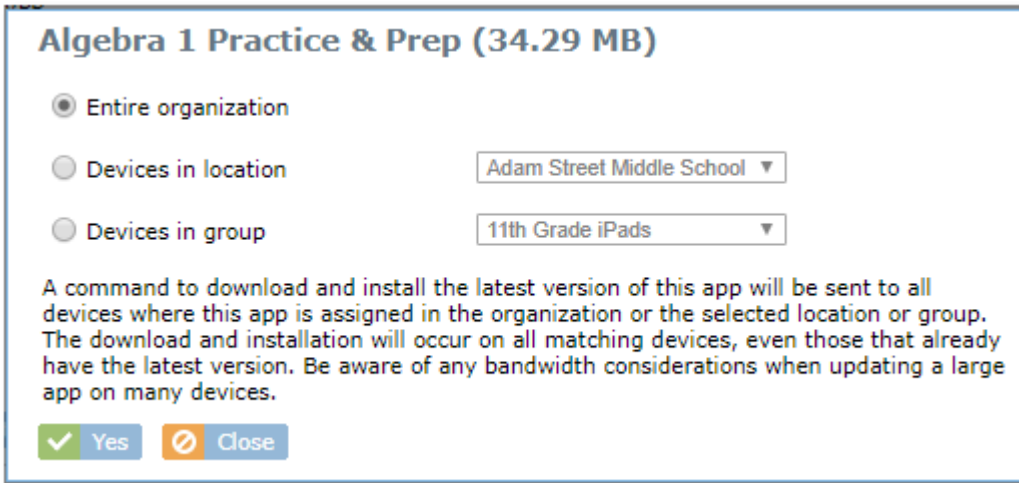
Location admin

Save
 Assign to groups and classes

Push app update

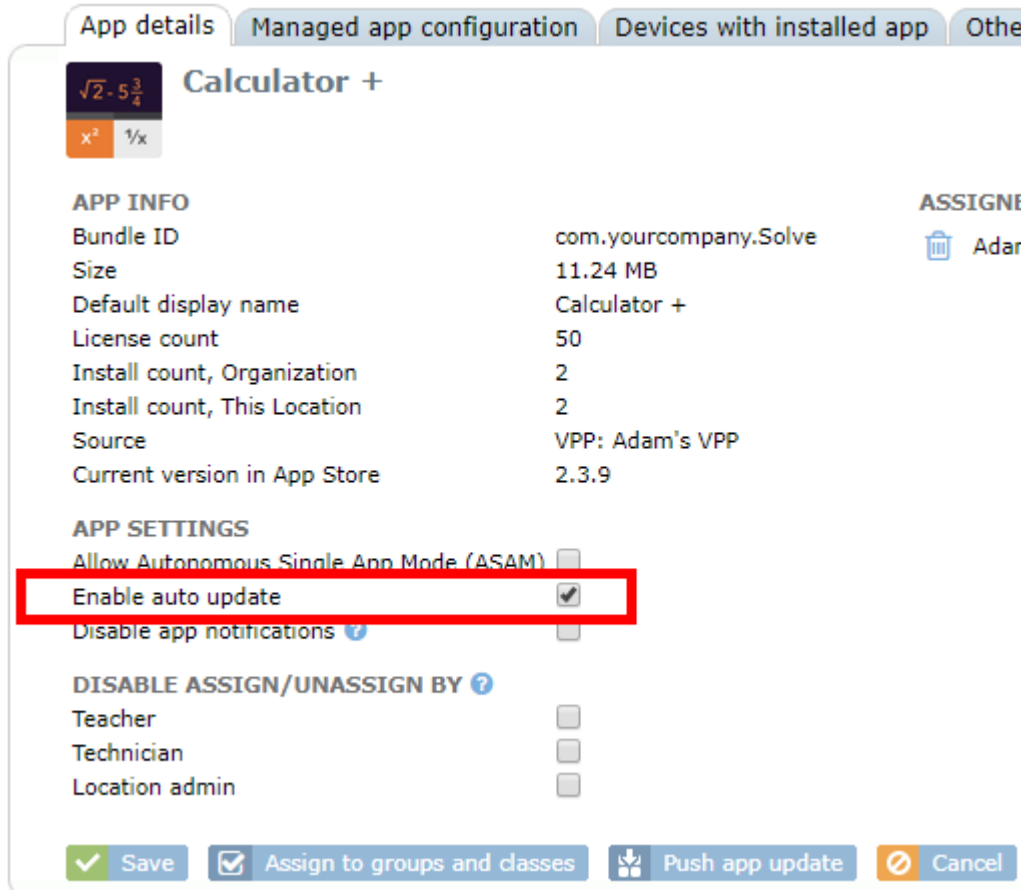
 Cancel

When using the update function from app details, you can choose to push out the app to all devices in the organization where the app is installed, or limit the installation to just devices in a specific location or device group. Be aware of bandwidth limitations when using this function with a large group of devices.



Automatic App Updates

An app can be set to automatically update any time an update is available. To set auto-update, use the setting "Enable auto update" on the **App details** tab.



When enabling auto-update, you will be prompted as to whether you want to turn on auto update for just the current location, or for all locations. When selecting "all locations" the system will enable or disable auto-update for other locations that have the app in the location apps list.

Warning

Would you like to turn on auto-update for this location or for all locations?

This location only All locations

IMPORTANT! Use auto-update selectively and with caution! Some apps have frequent updates and/or are very large in size. Setting too many large apps for auto-update could cause bandwidth problems, particularly in school environments where many devices often connect to the same WiFi access point. We recommend that you **DO NOT** attempt to turn on auto-update for all apps.

15.1.9 Finding all devices where an app is installed

To find out all devices with a particular app installed, click the app from the iOS location apps list and then switch to the **Devices with app installed** tab. This shows devices from the *current location*.

SERIAL NO.	DEVICE NAME	VERSION	GROUP NAME
DMPMPBRCF4YH	Tangerine Dream	4.6.6	Mr. Cusick 6th Grade

You can use the Uninstall button to remove an app from a device. However, if the app is assigned to the device group or class that the device belongs to, and auto-sync is turned on, the app will automatically reinstall during the next sync.

To find out which other locations have devices that are using licenses for the app, switch to the **Other Locations** tab. Only locations that the user has access to manage will be shown in the list. The Device Count column indicates the number of devices in that location that have the app installed.

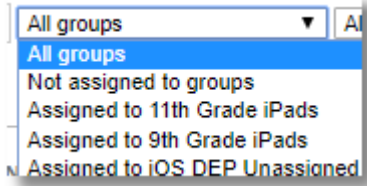
LOCATION	DEVICE GROUP	CLASS	DEVICE COUNT
Philips Elementary	Pasqua - Shared		1
Philips Elementary	Mr. Pasqua - iOS		3
Valley High School	9th Grade iPads		3

15.1.10 Finding apps assigned to a group or class

Find assigned apps assigned to a group by filtering the apps list

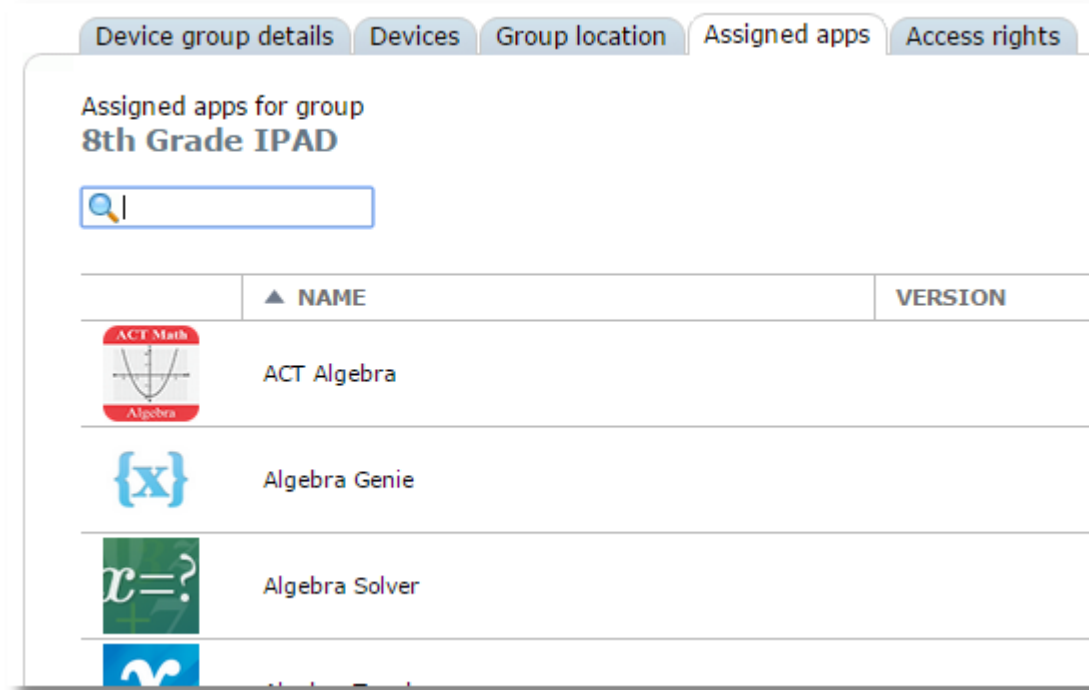
Select a location then choose **Apps** from the **Location** menu. At the top of the Apps list, use the group selector to choose a single device group.

Now the apps list will show only apps assigned to the selected device group



Find assigned apps assigned to a group from Device Group Details

Choose **Device Groups** from the **Organization** menu, then click on the device group to check. Switch to the Assigned Apps tab




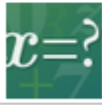

Find apps assigned to a class

From the **Classes** menu, click a class name to display the **Class details** page, then switch to the **Class apps** tab.

Class details | **Class devices** | Class apps | Class files

Apps for class
Pasqua - 1st Pd Math

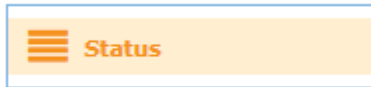
My favorites only

	▲ NAME	RESTRICTED	FAVORITE	INSTAL COUNT
	ACT Algebra	⊖	☆	1
	Algebra Solver	⊖	★	1
	Algebra Touch	⊖	☆	1

15.1.11 Pushing apps from status report

If SchoolMDM was unable to install an app to a device to which it was assigned, it will show on the missing apps list on the Device Status tab of the Status area.

Choose **Status** from the main menu.



Check the Status column for missing apps.

Device status | **Group status** | Class status

Current profile
none

9th Grade IPAD Refresh


1-3 of 3 ⏪ ⏩

⚙	▲ SERIAL NO.	DEVICE NAME	STATUS
	F7PM1FUBFP84	mini blue 2	OK
	F8QP303EFCM5	iPad F8QP303EFCM5	1 app(s) missing (show)
	F8QP404AFCM5	iPad Red case	OK

Click "show" in the status column, then click the Push button next to the app to install.

Missing items for iPad F8QP303EFCM5

Missing items assigned to Device Group: 9th Grade IPAD

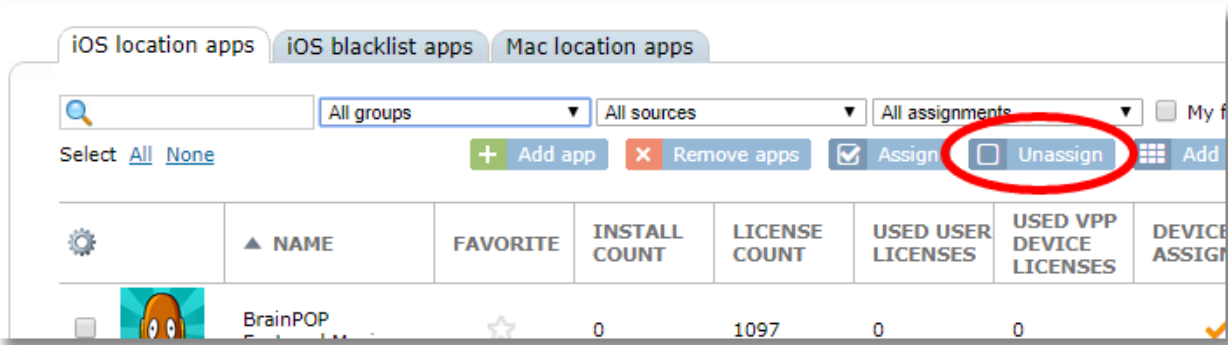
[Push](#)  1st Grade Math: Splash Math Worksheets App for Numl

15.1.12 Uninstalling iOS apps

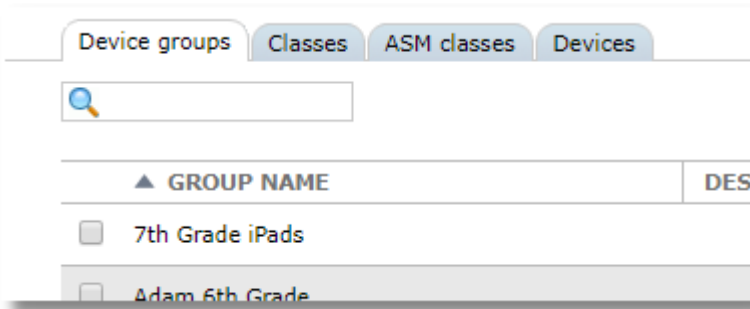
Apps can be uninstalled from devices if they are "Managed Apps." These are apps that were originally installed from SchoolMDM. This would include VPP apps as well as App Store Apps (with a source of App

Store or Device). All managed apps are automatically removed from a device if the device is unenrolled (removed) from SchoolMDM, deleting the MDM profile from the device.

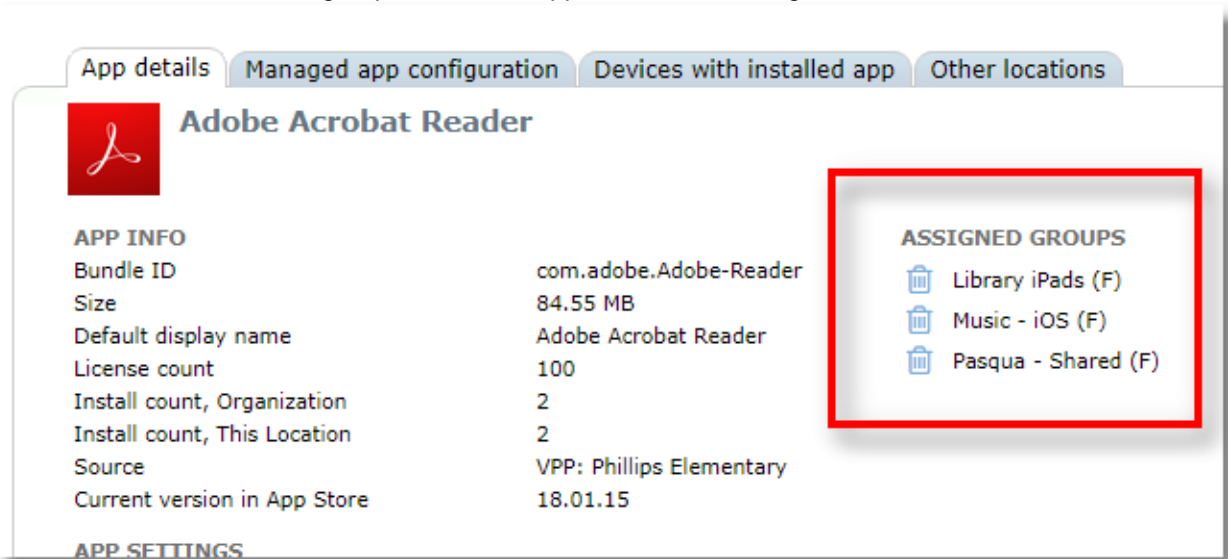
To remove an app from a group of devices, simply unassign the app from the device, group or class. To do this, select the app(s) from the iOS School Apps list and click the Unassign button.



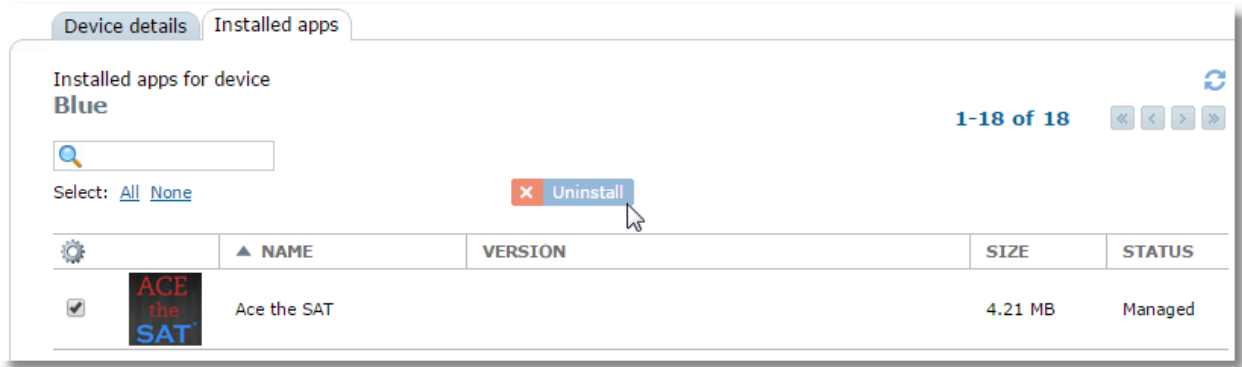
On the pop-up window, select the appropriate tab and click the **Unassign** button at the bottom of the window.



Another way to unassign an app from a group is from the App Details tab. Simply click the trash can icon next to the device, class, or groups where the app should be unassigned and removed.



You can also manually remove a single app from a single device from the Device Details area by accessing the **Installed Apps** tab. Select a managed app from the device and click the **Uninstall** button.



Note, however, that if the app is still assigned to the device by way of a device, group or lass assignment and is set for auto-sync, the app will reinstall during the next device sync. Removing a device in this manner is usually only done in special circumstances.

15.1.13 Blacklisting iOS Apps

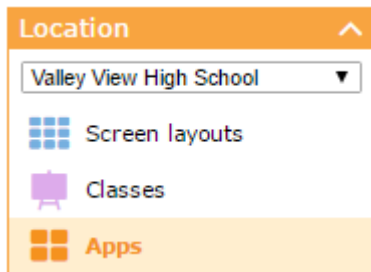
Apps can be blacklisted in order to prevent them from showing or running on a device. SchoolMDM allows blacklist app assignments to apply only to specific device groups or classes.

Blacklisting iOS apps was introduced in iOS 9.3 and is available only on supervised devices.

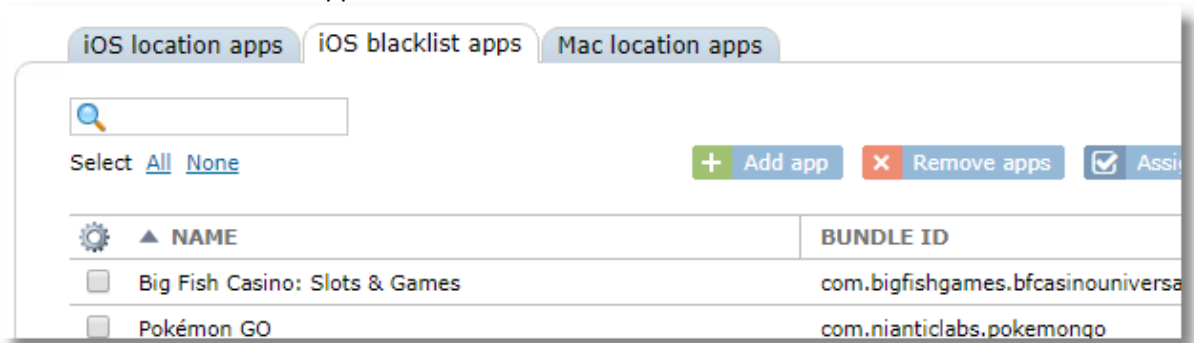
Note that the Screen Layouts feature also functions as a type of blacklist because it automatically hides (and thus blacklists) all apps that are not part of the layout. Screen Layouts is the preferred method for teachers to prevent students from accessing certain apps, whereas app blacklisting would be more commonly used for administrators to prevent apps from running. In most cases, teachers would not have access to the app management area, and thus would not use the blacklist feature.

To blacklist an app:

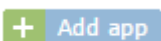
1. Choose a location then select **Apps** from the **Location** menu.



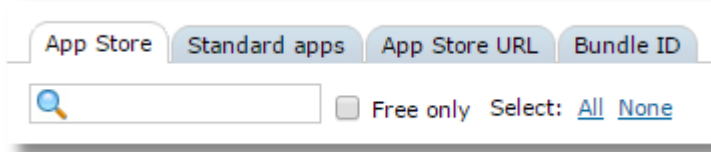
2. Switch to the iOS blacklist app



3. Click the Add app button



- There are four ways to find or enter the app you wish to blacklist. Choose the tab for the option you'd like to use.



App Store: Search the app store to find the app you wish to blacklist

Standard Apps: Choose from the standard apps like calendar, clock, camera, contacts, etc.

App Store URL: If you have the URL of the app from iTunes, enter it on this tab

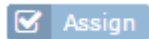
Bundle ID: If you have the Bundle ID of the app, enter it on this tab

You can add the app to the blacklist for the current location or multiple locations by choosing the appropriate button at the bottom.

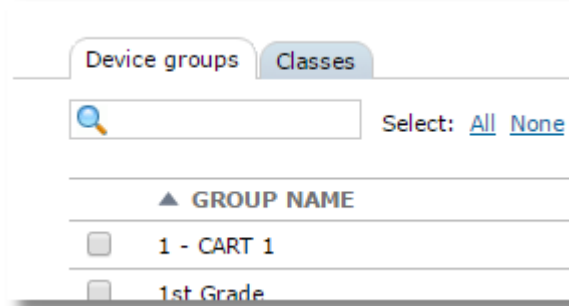


Regardless of which method you choose, the result is the same. The app will be added to the table of blacklisted apps, but they are not blacklisted on any devices just yet. The remaining step is to assign the blacklisted app to a device group or class.

- Click the Assign button at the top of the blacklisted apps list



- Choose one or more device groups or classes.



- The Device Groups (or classes) column will immediately show the assignment and it will take effect immediately. If the blacklisted apps are already on home screens of iPads, they will disappear.

DEVICE GROUPS	CLASSES
1st Grade	
1 - CART 1, 1st Grade, Ms. Johnson	

Blacklisted apps will be unable to run on all tablets where the assignment is in effect.

15.2 Mac App Management

The Mac Location Apps List

The Mac location apps list represents school-managed apps. The list starts out empty. Each location maintains its own list of apps and distributes those apps by assigning them to device groups and classes within that location only.

SchoolMDM can manage and distribute two types of apps:

- VPP Apps: These are App Store apps purchased through one of the VPP (Volume Purchase Program) accounts for the organization

2. Package Apps: These are non-App Store apps that are packaged by the administrator by pulling the necessary files from an existing Mac where the app is currently installed and uploading the package to Control Tower for distribution.

After apps are added to the Mac location apps list, they can be assigned to groups or classes in order to install the apps on those devices.

	NAME	FAV	INSTALL COUNT	LICENSE COUNT	USED USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE	SOURCE	DEVICE GROUPS	CLASSES	ASM CLASSES
<input type="checkbox"/>	2048 2048 Tile!	☆	0	15	0	0	✓	VPP: Main District VPP	Computer Lab (F)		
<input type="checkbox"/>	CalcMadeEasy Free - Scientific Calculator + Auto Notes	☆	0	13	0	0	✓	VPP: Main District VPP	Computer Lab (F)		

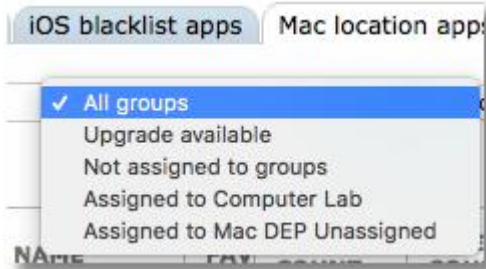
Finding and Filtering the Apps list

Use all the standard table tools for [sorting](#), [resizing/rearrange](#) columns, and [customizing visible columns](#) (the gear icon) with the apps list. (See [Working with Tables](#) in [Control Tower Interface](#) section of this guide)

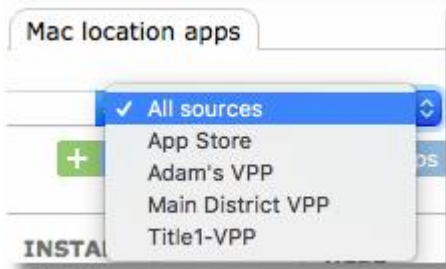
Use the search box to find a specific app by typing all or part of the app name then pressing Enter.



Use the groups selector to filter the list to show only apps assigned to a specific device group. This is a convenient way to see a list of all apps assigned to a group to select multiple apps and remove them all from the group at once.

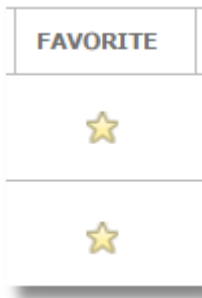


Use the source filter to limit the list to only those apps from a specific source.



Setting an app as a Favorite

Set an app as a favorite by clicking the star icon in the Favorite column.



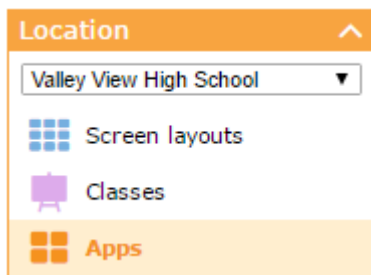
Device Assignable Column: This column will have a checkmark when the app developer has allowed the app to be licensed to devices rather than just users. If an app is not device assignable, then a VPP user license must be used, which requires an Apple ID on the device that has accepted the VPP invitation. It's recommended to always use device assignable apps.

15.2.1 Adding Mac VPP Apps

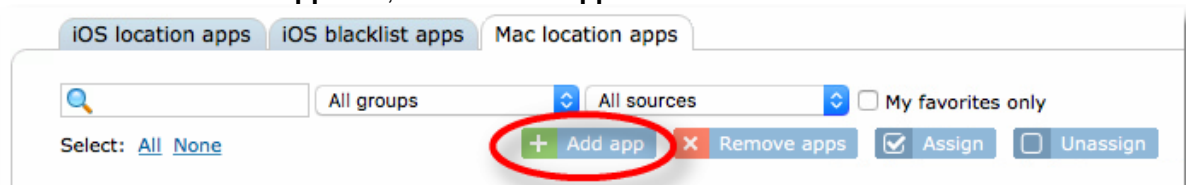
To add Mac VPP apps for distribution you need to have already linked SchoolMDM to your VPP account. If you have not done this, please refer to [Setting Up Apple Volume Purchase Program](#) in the Setting Up SchoolMDM section of this guide.

To add VPP apps to your Mac School apps list:

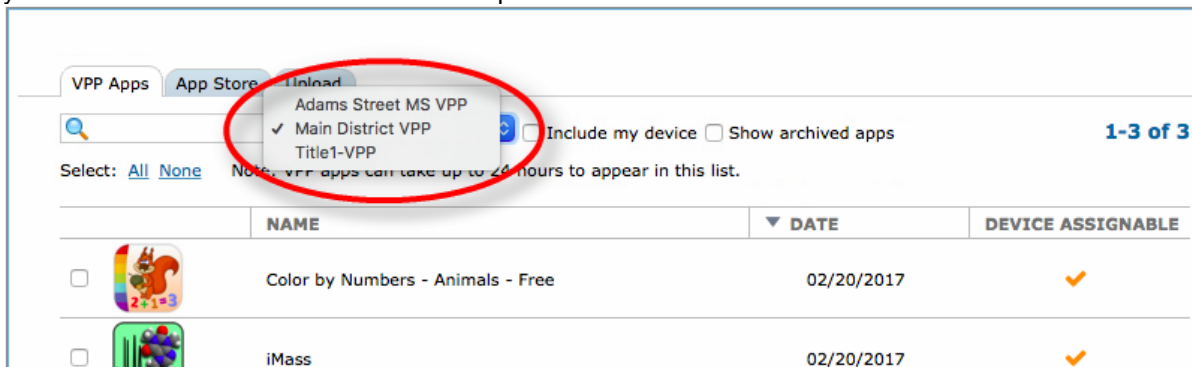
1. Choose a location then select **Apps** from the **Location** menu.



2. From the **Mac location apps** tab, click the **Add app** button.



3. Use the VPP Apps tab. If you have more than one VPP account, choose the account with the apps you wish to add from the selector at the top.

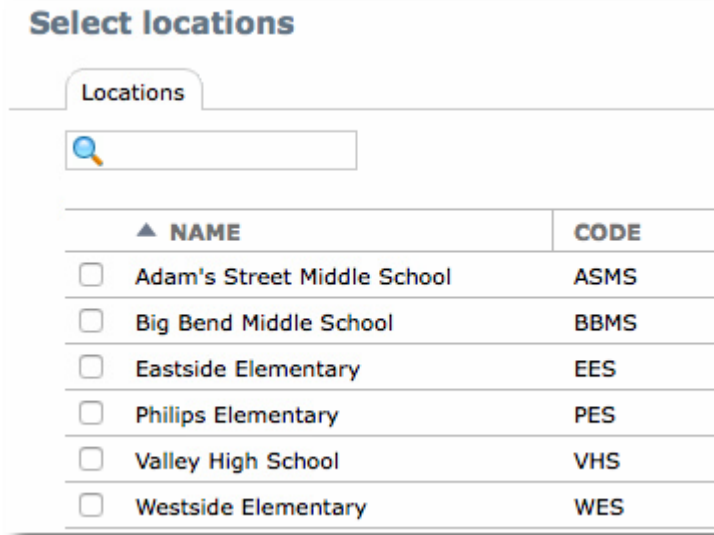


The DATE column will show the date we first saw this app in your VPP account, making it easier to find your newest apps. You may wish to sort by this column by clicking the column heading.

4. Make note of the **Device Assignable** column. If an app contains a checkmark in this column, the app can be assigned directly to devices using device-based VPP app assignment, rather than assigning to a VPP User.
5. Use the checkboxes to select the apps you would like to add.
6. Use the **Add to current location** button at the bottom of the window to add the app to the current location list, or the **Add to multiple locations** button to choose more than one location for adding the app.



When using the button for multiple locations, a list of locations that the current user has permissions to will be displayed. Select the desired locations and use the Add button at the bottom of the window.



7. The app(s) will be added to the Mac location apps list for the location or locations selected . The **Source** column will indicate the VPP account of the app.

NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED SCHOOL USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE	SOURCE
Algebra Genie	<input type="checkbox"/>	0	60	0	0	<input checked="" type="checkbox"/>	VPP: Main District VPP

*TIP: It's possible to add the same app from multiple VPP accounts. This is useful for paid apps where some licenses are purchased from a specific fund under a specific VPP account. By adding the app from each VPP account, you can then choose a specific device group or class for each set of licenses. For example, if a paid app was purchased out of Title I funds, and you have a separate VPP account for Title I, you can assign those licenses to a class that contains the devices of the Title I students. This guarantees that apps purchased with those funds are only used by those students. When adding an app from multiple VPP accounts, the app will show up multiple times in the **Mac location apps** list, where the source column can be used to identify the source account.*

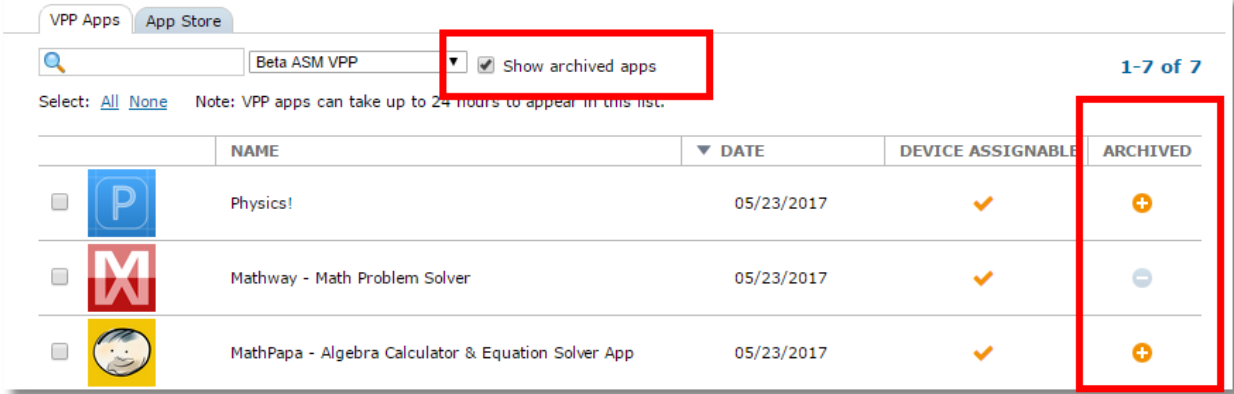
TIP: You can configure SchoolMDM so that apps from any individual VPP account will automatically get added to the Mac Location Apps list for any location. To do this, configure the Auto-Add setting on the VPP account as described in the section: [Configuring Apple VPP Accounts in SchoolMDM](#).

15.2.2 Hiding old Mac VPP apps by archiving

Have you ever been annoyed that every app, free or paid, that you've ever ordered on your VPP account continues to appear on your VPP account forever? We have certainly heard your suggestions on this

one! We can't help you clear them from your Apple account, but we CAN help you hide them from showing up in the VPP Apps list in SchoolMDM.

When adding apps to the location apps list, you have a choice to mark apps as "Archived" by clicking the icon in the Archived column. By default, the apps list won't show archived items. Use the "Show archived apps" any time you want to display the archived items or the column for switching one.

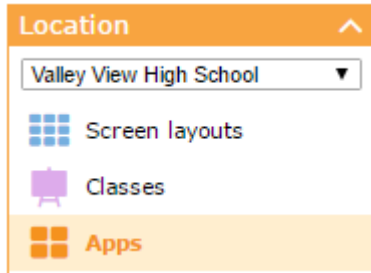


15.2.3 Adding Apps from the App Store

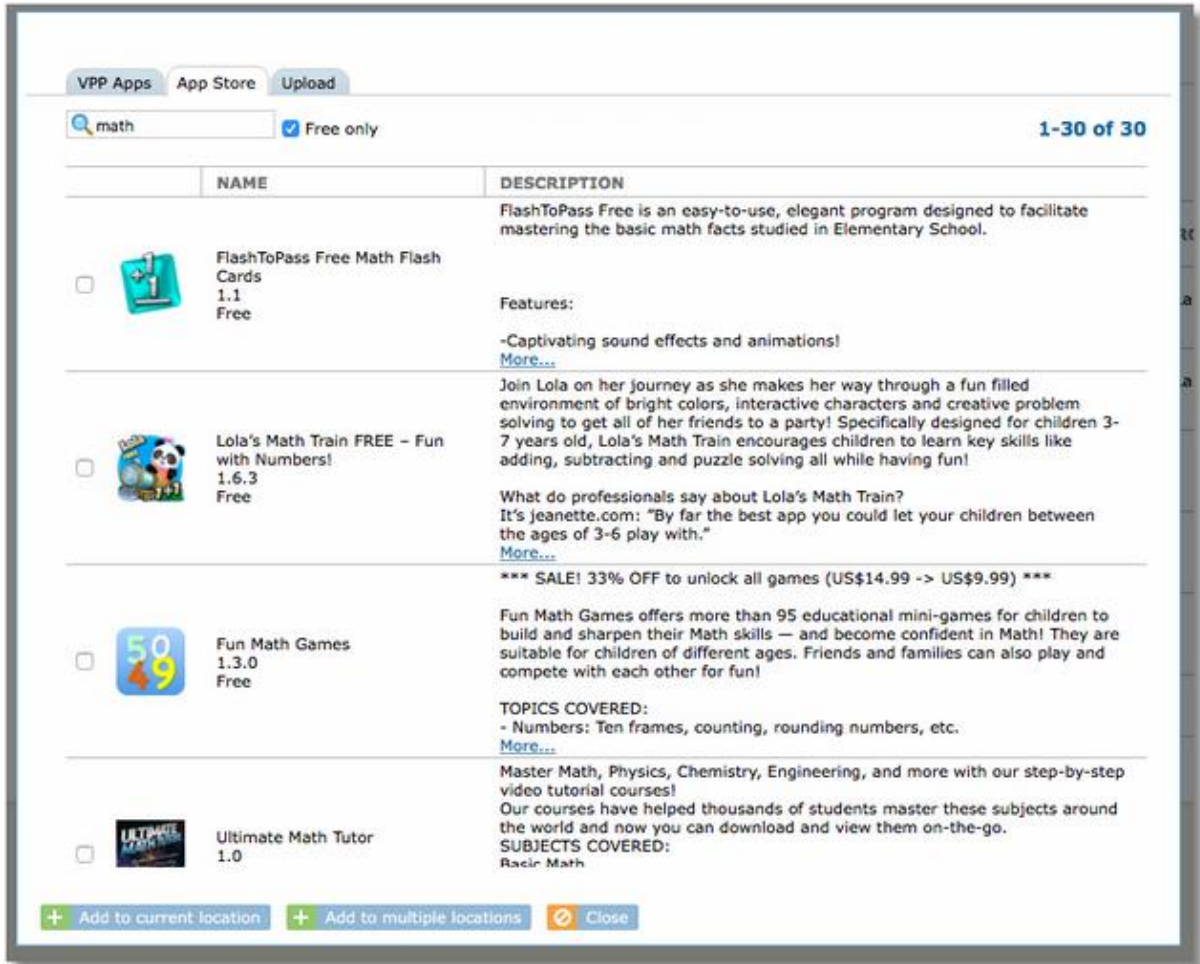
You can add apps to the Mac location apps list from the App Store, then assign them to device groups or classes for installation. Apps assigned from the App Store will install using the Apple ID on each iPad by prompting the user for the App Store password for that device. If you wish to install silently and avoid the prompt, you'll need to install VPP (Volume Purchase Program) apps instead. Only use the App Store tab if you want apps to originate from the user's own Apple account (through their Apple ID) rather than the organization's VPP account.

Note: It's almost always preferred to use VPP Apps and Device-Based App Assignment, rather than adding apps from the App Store.

1. Choose a location then select **Apps** from the **Location** menu.



2. From the **Mac location apps** tab, click the **Add app** button.
3. Choose the App Store tab in the pop-up window then enter a search term in the search box to search the Apple App Store.

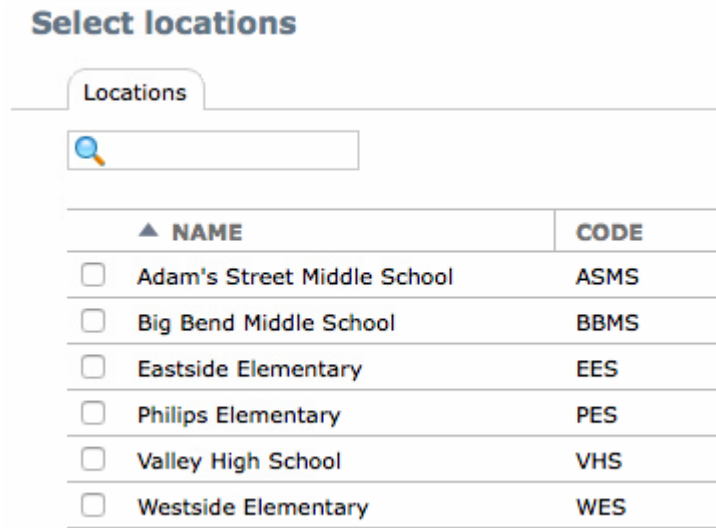


TIP: To limit the search to show only free apps, check the box "Free apps only"

- Put a checkmark in the box of any app you wish to add.
- Use the **Add to current location** button at the bottom of the window to add the app to the current location list, or the **Add app to multiple locations** button to choose more than one location for adding the app.



When using the button for multiple locations, a list of locations that the current user has permissions to will be displayed. Select the desired locations and use the Add button at the bottom of the window.



- The app will be added to your Mac location apps list. The Source column will indicate "App Store".

15.2.4 Adding Mac Packaged Apps

Mac software that does not originate from the Mac App Store or VPP can be distributed as a Mac package. A package is created from a Mac where the software is already installed. The package is then uploaded into Control Tower where it can be distributed to other devices through the normal assignment method.

SchoolMDM supports unsigned, bundle-style packages, not raw packages.

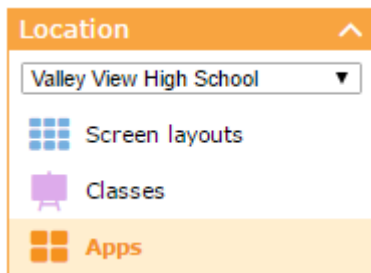
IMPORTANT! SchoolMDM only supports UNSIGNED package files. The package must be in PKG format (DMG and raw files are not supported)

Files of up to 600 MB may be uploaded. Keep in mind, however, that installation through SchoolMDM means that the each Mac has to download the application before installation. Due to bandwidth limitations, your organization might be better served by distributing large apps using a method utilizing the local network, rather than a cloud service. A popular free solution for distributing files locally is Munki.

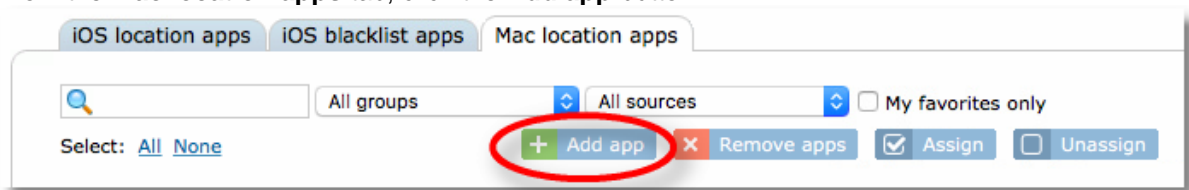
There are various software programs on the market for creating Mac package files. One free option is a program simply named "Packages", available here: <http://s.sudre.free.fr/Software/Packages/about.html>. Look for a video and KB article on the TechPilot support site on creating package files with the Packages app.

The goal is to create a PKG file, ready to upload into SchoolMDM. SchoolMDM will distribute packages that are "unsigned." If your packaging software provides options for signed or unsigned, be sure to choose unsigned.

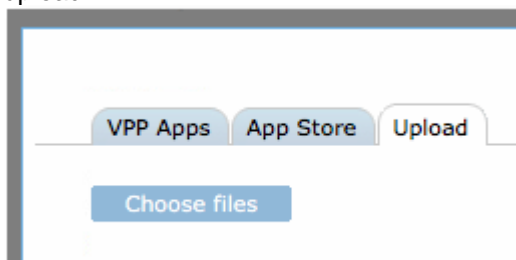
- Choose a location then select **Apps** from the **Location** menu.



- From the **Mac location apps** tab, click the **Add app** button.



- Select the **Upload** tab at the top, then use the **Choose file** button to find and select the package file to upload.

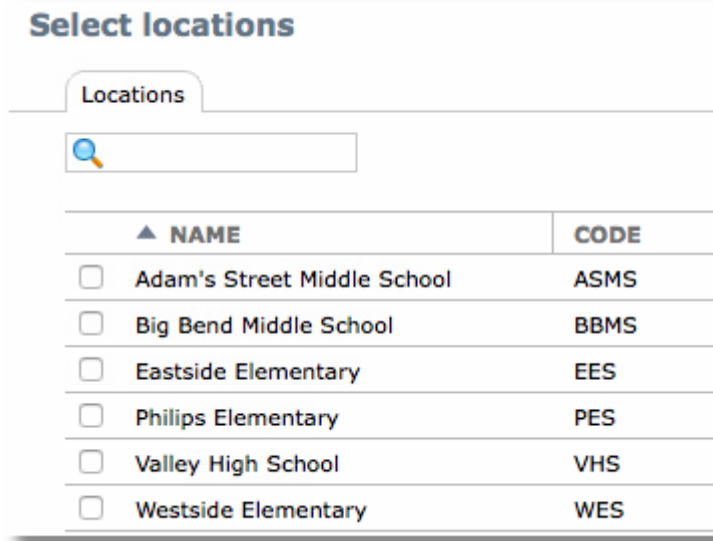


- Use the **Add to current location** button at the bottom of the window to add the app to the current

location list, or the **Add to multiple locations** button to choose more than one location for adding the app.



When using the button for multiple locations, a list of locations that the current user has permissions to will be displayed. Select the desired locations and use the Add button at the bottom of the window.



- The app(s) will be added to the Mac location apps list for the location or locations selected .

15.2.5 Installing Mac apps by assigning groups, classes, or devices

To distribute apps to Mac OS computers, first add the app to the Mac location apps list using one of the methods above in this chapter.

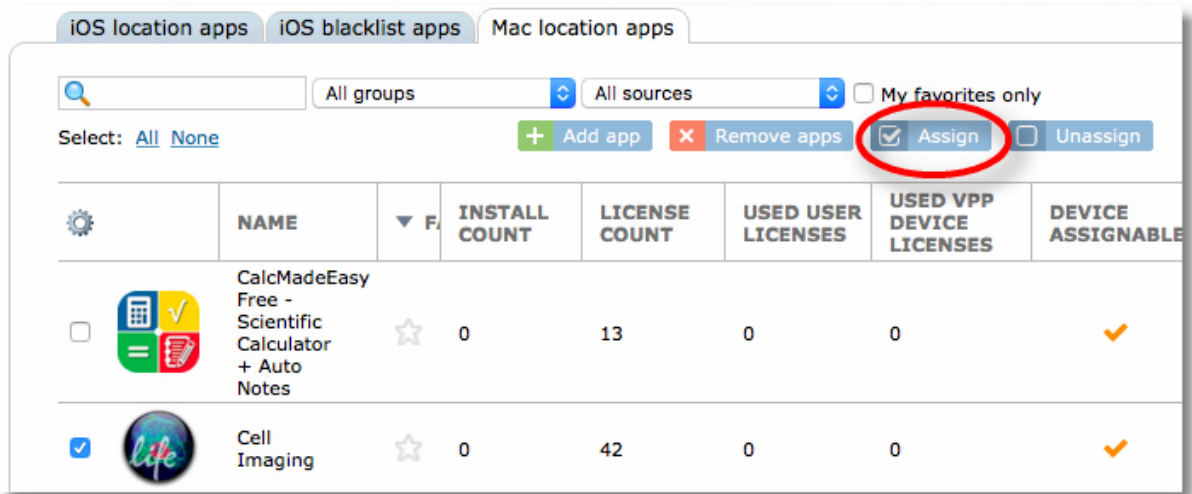
Apps are distributed to devices when you assign the apps to a device group, class, or individual device.

TWO METHODS OF ASSIGNING APPS

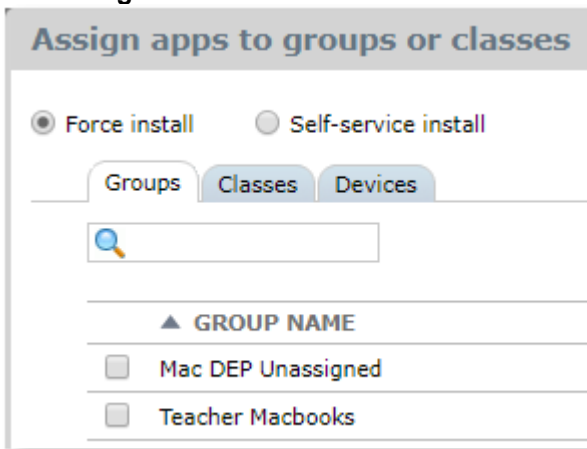
Device-based app assignment: macOS allows apps to be assigned directly to devices, rather than to users. This makes it possible to assign apps to devices even if they don't have an Apple ID configured on the device. This newer method is the recommended method of distributing VPP apps. By default SchoolMDM will always use device-based assignment if it is supported by the app and the OS.

User-based app assignment: this method requires that each device have an Apple ID configured. This also requires you to assign a VPP User to each devices so that when an app is assigned to a device, SchoolMDM will know which users to assign the app to. When you distribute an app with this method, the app comes from the user's own Apple account rather than the organization's VPP account.

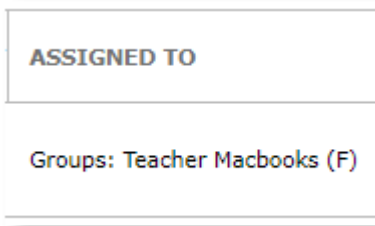
- Select the checkbox beside the app(s) you wish to distribute, then click the **Assign** button



2. Choose the tab for **Device groups**, **Classes**, **ASM Classes**, or **Devices** then make your selection and click **Assign** button at the bottom of the window.



3. The Assigned To column will change to show the name of the new assignments. Force installed apps will be marked with "(F)" and self-service apps with "(S)."



After a short delay, the app(s) should begin to install on the devices.

15.2.6 Removing apps from the Mac location apps list

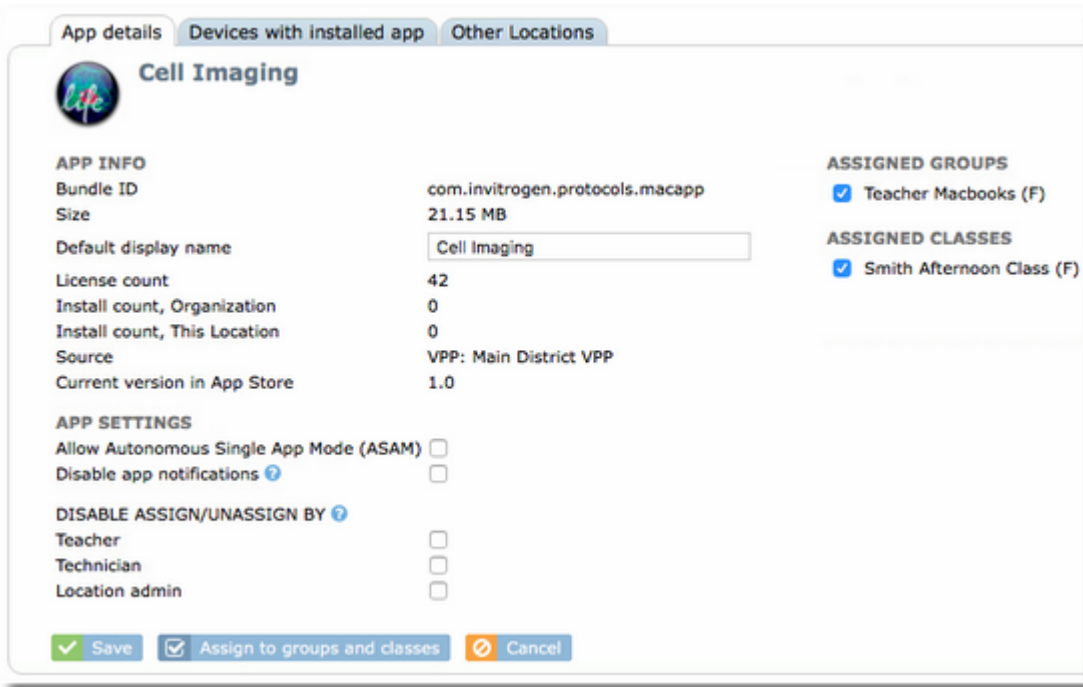
To remove an app from the Mac location apps list, select the app(s) from the list and click the "Remove app" button.



An app can't be removed if it's currently assigned to a device, group or class.

15.2.7 App Details

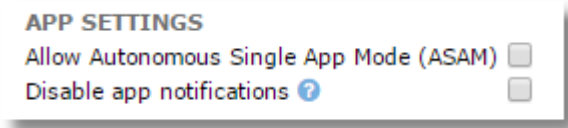
Click any app from the Mac school apps list to display the App Details page



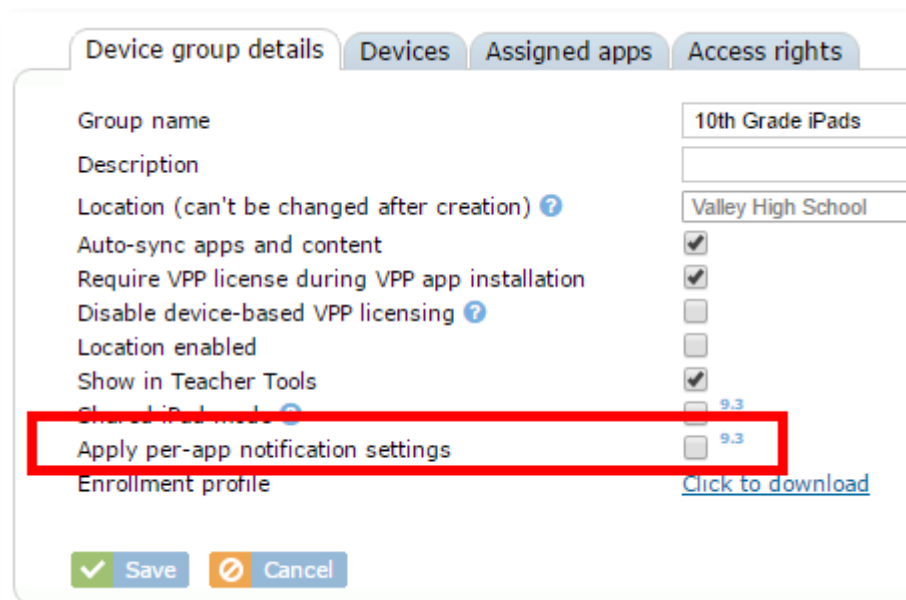
You can also assign or unassign the app from device groups and classes from the details tab.

Disabling App Notifications

Use the **Disable app notificaitons** setting to prevent this app from displaying notifications on the device.



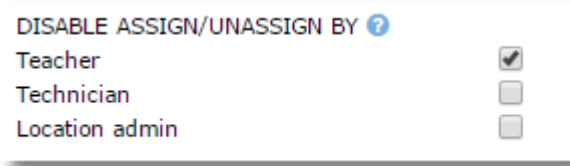
The setting will only take effect on devices that belong to a group that has the setting for "Apply per-app notification settings" enabled in **Device group details**.



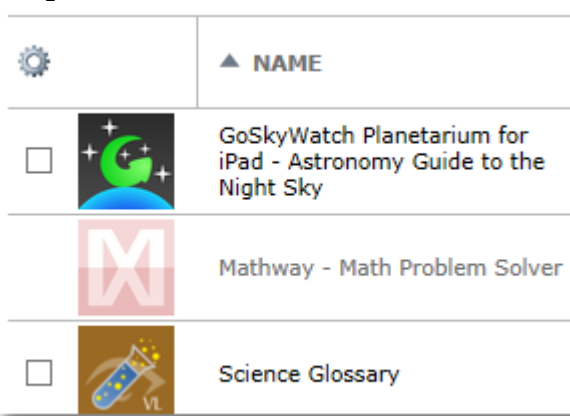
Disabling app installation for specific roles

The settings for **DISABLE ASSIGN/UNASSIGN BY** allow you to choose which roles are permitted to assign or unassign this app. This means that even if your system settings grant app installation permissions to users in a certain role, this app will be excluded for them. A typical use for this feature is when teachers are

granted permissions to install apps, but you want to restrict them from installing a certain paid app so that they don't do so accidentally and use up a paid license that was purchased only for a specific department or teacher. By disabling assign/unassign from teachers, only a technician or admin will be able to install the app, assuring it gets installed only to the proper devices.

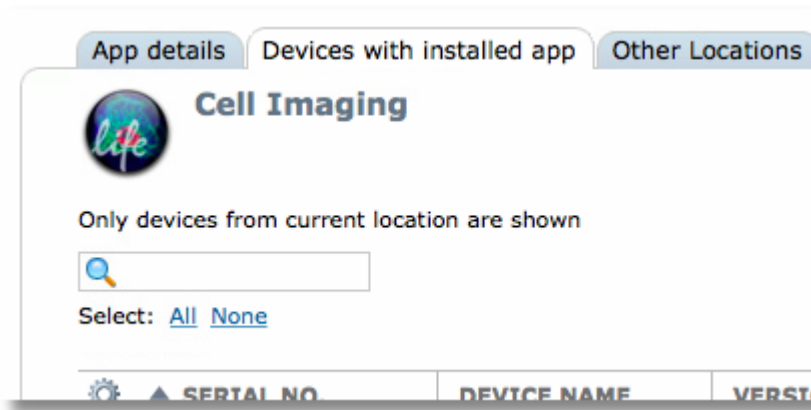


If an app has been disabled for a specific role that otherwise has installation permissions, the app will still show up in the iOS school apps list for the user, but it will be ghosted out and unable to be selected for assignment.

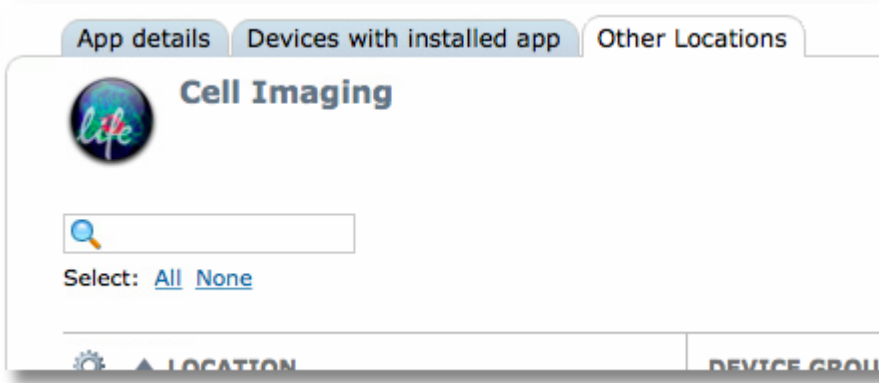


15.2.8 Finding all devices where an app is installed

To find out all devices with a particular app installed, click the app from the Mac location apps list and then switch to the **Devices with app installed** tab. This shows devices from the *current location*.



To find out which other locations have devices that are using licenses for the app, switch to the **Other Locations** tab. Only locations that the user has access to manage will be shown in the list. The Device Count column indicates the number of devices in that location that have the app installed.

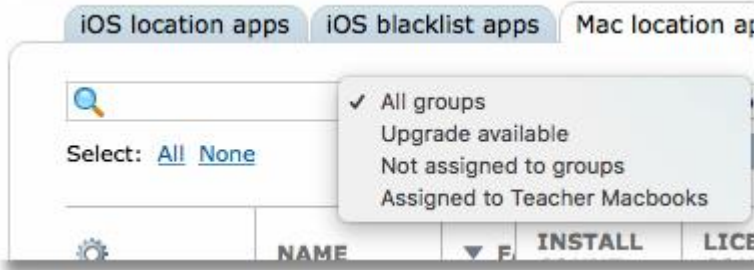


15.2.9 Finding apps assigned to a group or class

Find assigned apps assigned to a group by filtering the location apps list

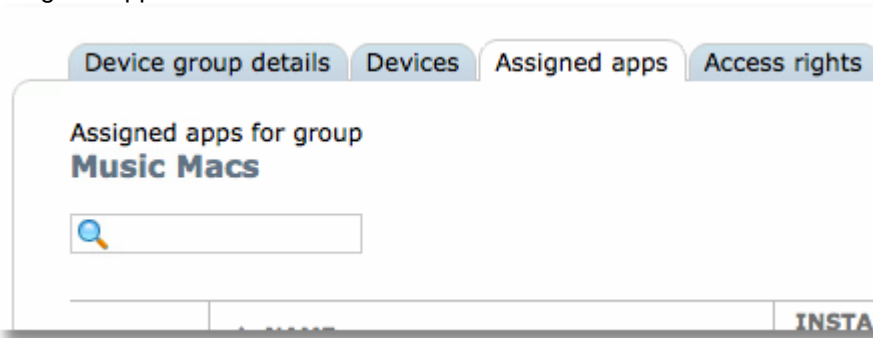
Select a location then choose **Apps** from the **Location** menu. At the top of the Apps list, use the group selector to choose a single device group.

Now the apps list will show only apps assigned to the selected device group



Find assigned apps assigned to a group from Device Group Details

Choose **Devices** from the **Organization** menu, then click on the device group to check. Switch to the Assigned Apps tab






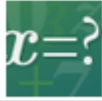





Find apps assigned to a class

From the **Classes** menu, click a class name to display the **Class details** page, then switch to the **Class apps** tab.

Class details Class devices Class apps Class files

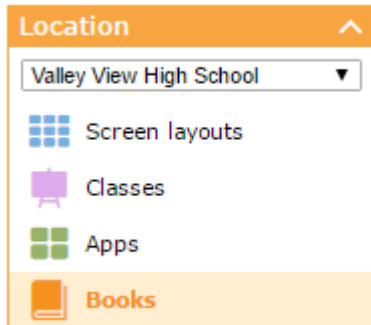
Apps for class
Pasqua - 1st Pd Math

My favorites only

	▲ NAME	RESTRICTED	FAVORITE	INSTAL COUNT
	ACT Algebra			1
	Algebra Solver			1
	Algebra Touch			1

16 Book Management

The Books area of SchoolMDM provides functions for managing Apple iBooks.



Note: The books list is location specific. The books in the location apps list can only be assigned to groups and classes in the same location as the list. To assign a book to groups in another location, the same book needs to be added separately to the location books list for that location.

16.1 Adding iBooks from VPP

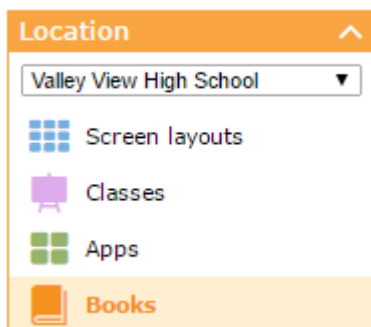
To add VPP iBooks to the location books list, you need to have already linked SchoolMDM to your VPP account. If you have not done this, please refer to [Setting Up Apple Volume Purchase Program](#) in the Setting Up SchoolMDM section of this guide.

In order to add VPP iBooks into SchoolMDM, you must first purchase them through Apple's VPP site directly or through your Apple School Manager account.

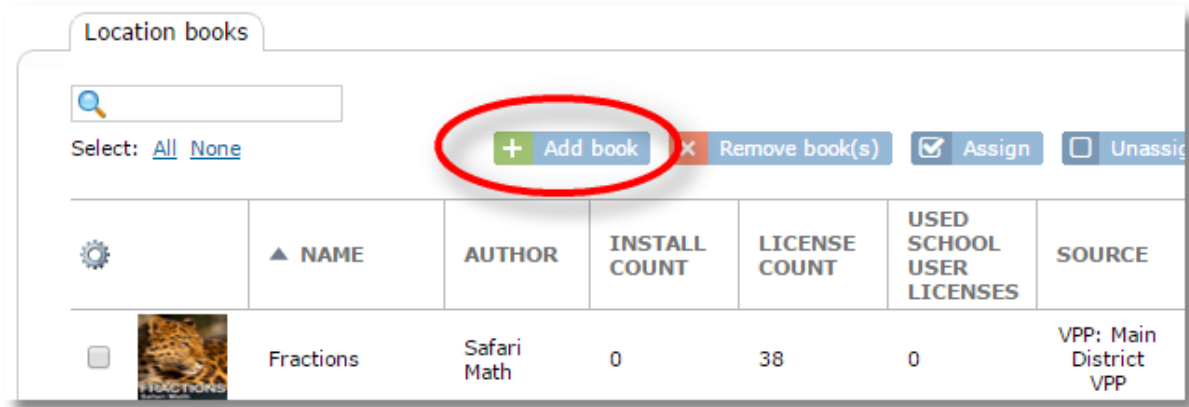
IMPORTANT: THERE IS NO DEVICE-BASED ASSIGNMENT WITH BOOKS LIKE THERE IS FOR APPS. To distribute iBooks, each device must have an Apple ID configured on the device and the user must accept an invitation to receive VPP items from your organization. Please see the section *Setting Up Apple Volume Purchase Program* for all of the necessary steps.

To add VPP book to the location books list:

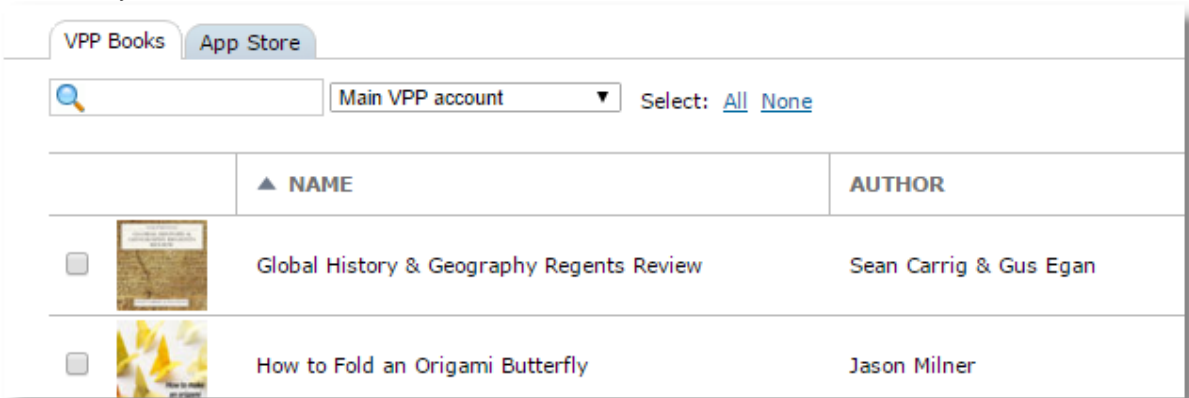
1. Choose a location from the selector then choose **Books** from the main menu.



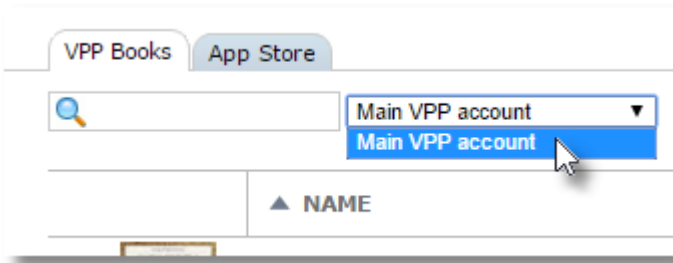
2. From the Location books tab, click the **Add book** button.



- The **VPP Books** tab will list books that are currently available from the selected VPP account that are not already in the **School books** list.



- Use the VPP account selector to choose a VPP account if you have more than one configured for your school.

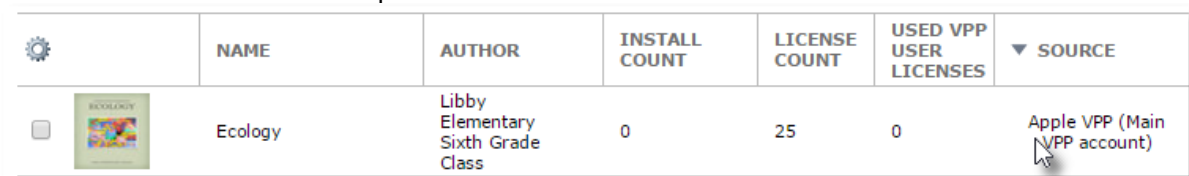


- Use the checkboxes to select the book(s) you would like to add.
- Use the **Add to current location** button at the bottom of the window to add the book(s) to the current location list, or the **Add to multiple locations** button to choose more than one location for adding the book.



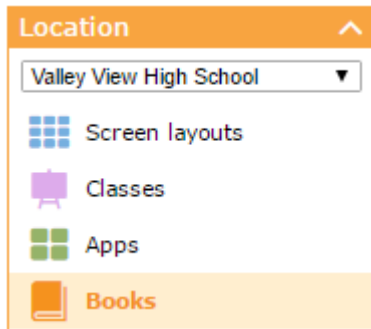
When using the button for multiple locations, a list of locations that the current user has permissions to will be displayed.

- The book(s) will be added to your School books list. The **Source** column will indicate "Apple VPP" with the VPP account name listed in parentheses.

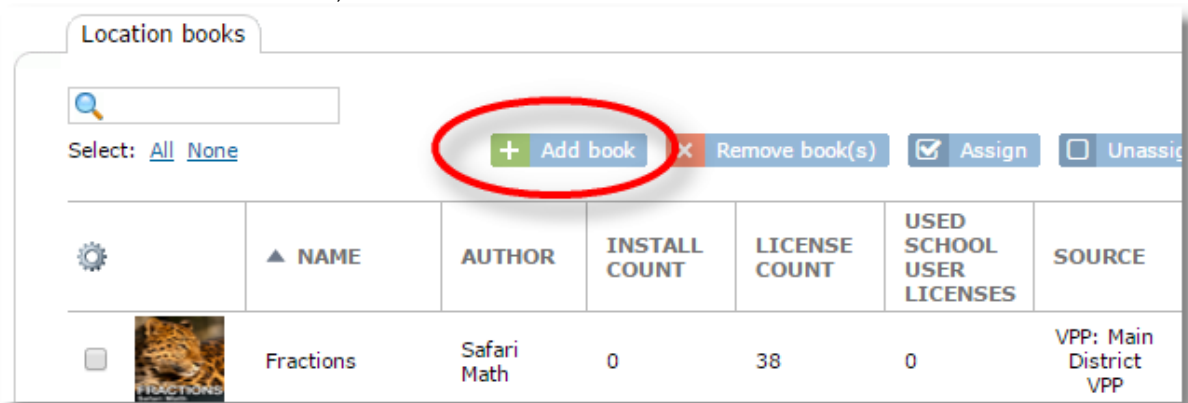


16.2 Adding iBooks from the App Store

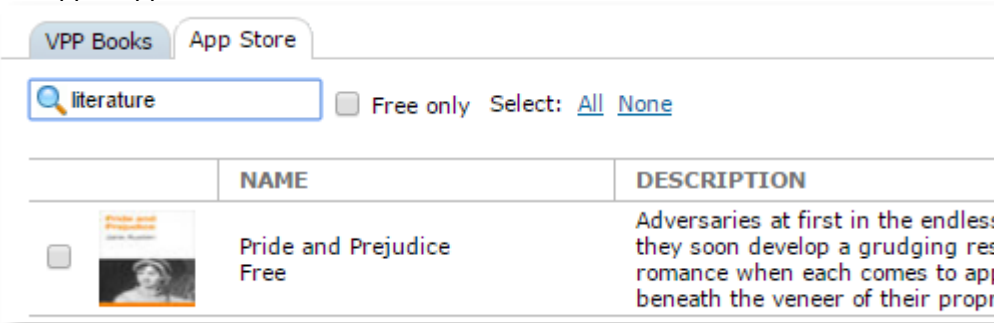
1. Choose a location from the selector then choose **Books** from the main menu.



2. From the Location books tab, click the **Add book** button.



3. Choose the App Store tab in the pop-up window then enter a search term in the search box to search the Apple App Store.



TIP: To limit the search to show only free books, check the box "Free only"

4. Put a checkmark in the box of any book you wish to add.
5. Use the **Add to current location** button at the bottom of the window to add the book to the current location list, or the **Add to multiple locations** button to choose more than one location for adding the book.



When using the button for multiple locations, a list of locations that the current user has permissions to will be displayed.

6. The book will be added to your School books list. The Source column will indicate "App Store".

	NAME	AUTHOR	INSTALL COUNT	LICENSE COUNT	USED VPP USER LICENSES	▲ SOURCE
<input type="checkbox"/>	CK-12 Middle School Math - Grade 6, Volume 1 Of 2	CK-12 Foundation	0	0	0	App Store

16.3 Distributing books by assigning to groups or classes

1. Select the checkbox beside the book(s) you wish to distribute, then click the **Assign** button

Select: [All](#) [None](#) + Add app x Remove app(s) Assign Unassign

	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED VPP USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE
<input checked="" type="checkbox"/>		1	60	0	3	

2. On the pop-up window, choose the tab for Device groups or Classes, then make your selection and click **Assign** button at the bottom of the window.

Device groups **Classes** ASM classes

▲ GROUP NAME

- 10th Grade iPads
- 11th Grade iPads
- CART 1

- 3.
4. The **Device Group** column will change to show the name of the newly assigned groups and/or classes.

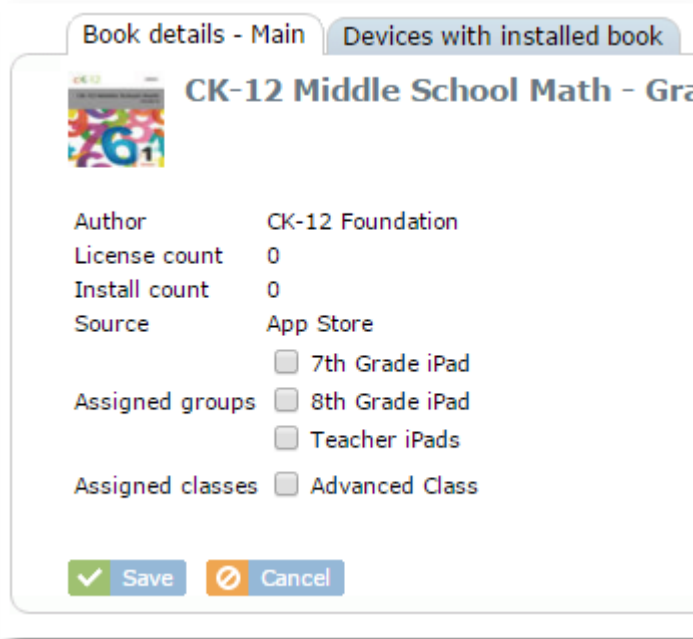
DEVICE GROUPS
9th Grade IPAD

After a short delay, the book(s) should begin to install on the iPads.

For non-VPP books (those added from the App Store) if the user is prompted for the password and cancels the request, the app will not install. You can attempt to send it again by pushing the app to the device from the missing apps list on the Status page.

16.4 Book details

Click any book from the **School books** list to display the book details.



You can also assign or unassign a book from device groups and classes from the **Book details** tab.

16.5 Removing books from the School books list

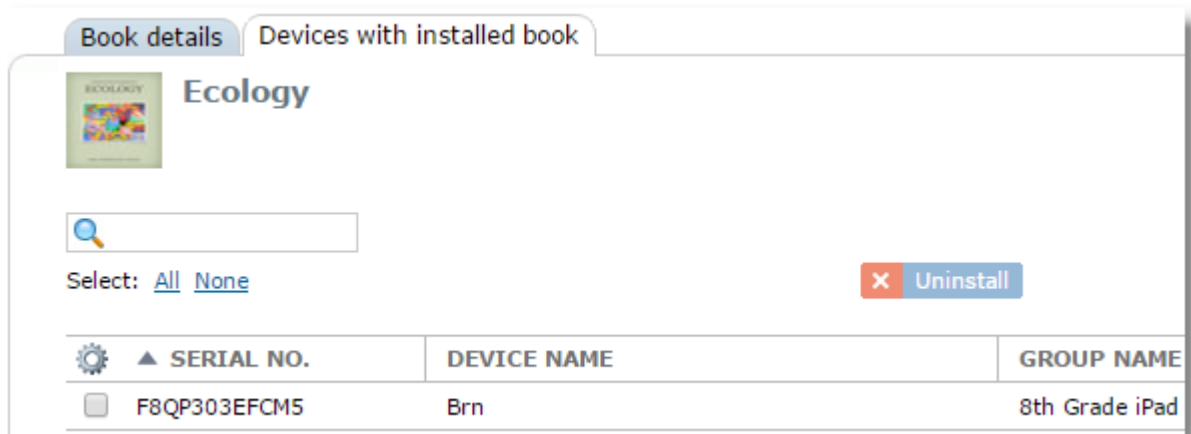
To remove a book from the School books list, select the book(s) from the list and click the "Remove book" button.



Books that are currently assigned to devices cannot be removed from the list.

16.6 Finding all devices where a book is installed

To find out all devices with a particular book installed, click the book from the School books list and then switch to the **Devices with book installed** tab.



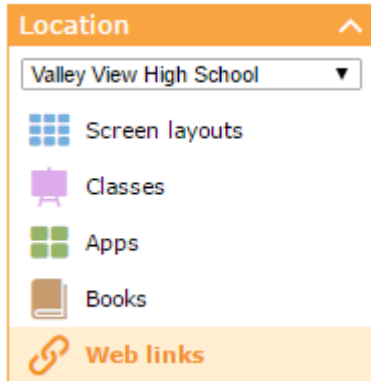
You can use the Uninstall button to remove book from a device. However, if the book is assigned to the device by way of device, group, or class assignments, and auto-sync is turned on, the book will automatically reinstall during the next sync.

17 Web Links and Web Collections

The Web Links area allows users to create links to web sites that will be used in various areas of Control Tower.

Administrators can control who has access to create Web Links by using the "Manage Web Links" setting in Organization/Settings/Permissions.

Web Links are accessed from the Location menu.



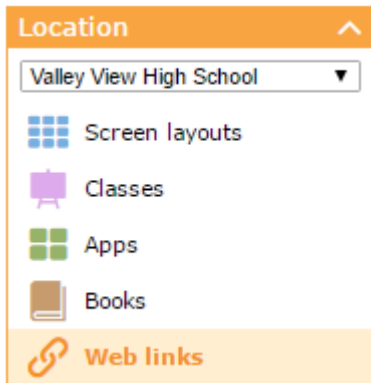
Existing Web Links will show in the table. **Create** and **Delete** buttons are provided for adding new web links or deleting existing ones.

	NAME	OWNER	URL	DESCRIPTION	DATE
<input type="checkbox"/>	Cool Math Games	Jarrett@tabpilot.com	https://www.coolmathga		12/14
<input type="checkbox"/>	Encyclopedia Britannica	johnadmin@valley.com	https://www.britannica.c		06/26
<input type="checkbox"/>	GA Virtual	johnadmin@valley.com	http://gavirtualschool.org		05/16
<input type="checkbox"/>	General Reference Sites	johnadmin@valley.com	4 sites		04/28

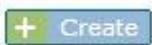
Note: Web Links are location-specific. They can only be used in the same location where they were uploaded. To use a web link in another location, it must be created in the web link list for that location.

17.1 Creating Web Links

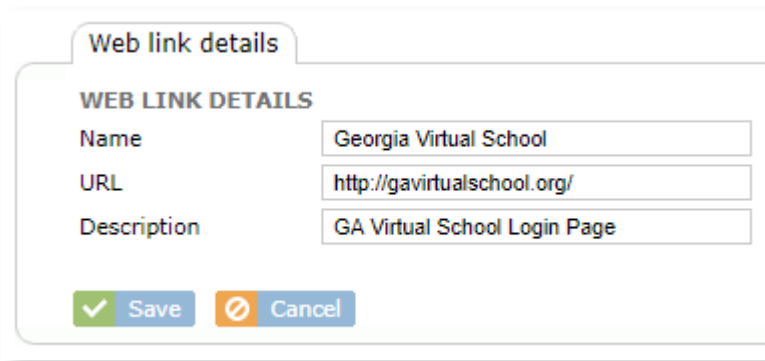
Choose a location from the selector then select **Web links** from the Location menu



Click the Create button



Fill in the fields and click **Save**. Only the URL field is required, but we recommend you also enter a Name. If no name is entered, then the URL will be used for the name and appear in places that would otherwise show the name.



17.2 Creating Web Collections

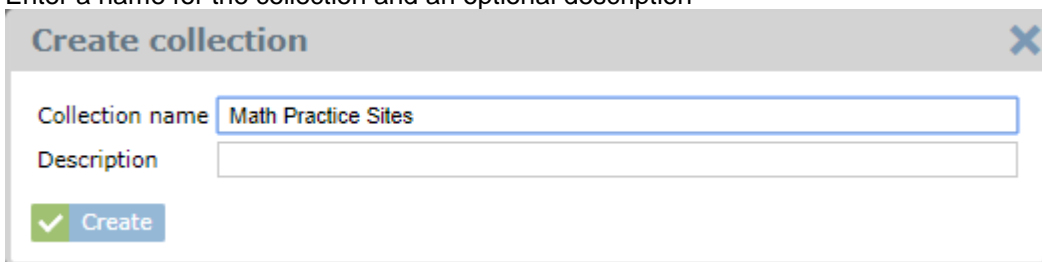
A Web Collection is a group of web links that can be used in various functions such as Site Lock with a single click. We links can be long to multiple collections.

To create a Web Collection

1. Select one ore more web links from the list
2. Click the Create Collection button



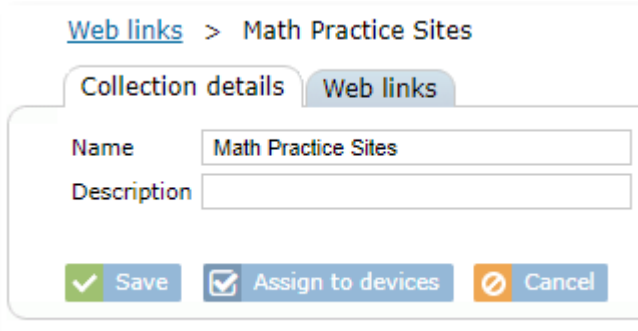
3. Enter a name for the collection and an optional description



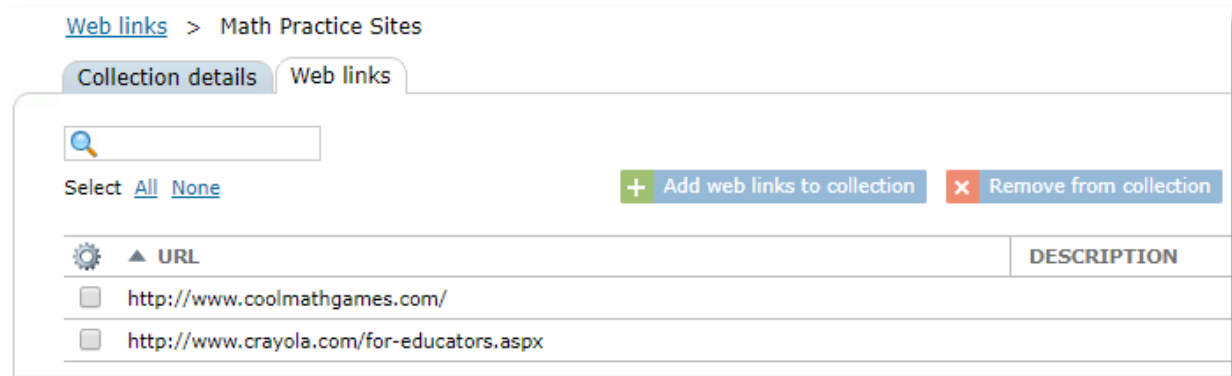
- The Web Collection will now appear in the web links list, represented with a folder icon and the number of sites in the collection

17.3 Editing Web Collections

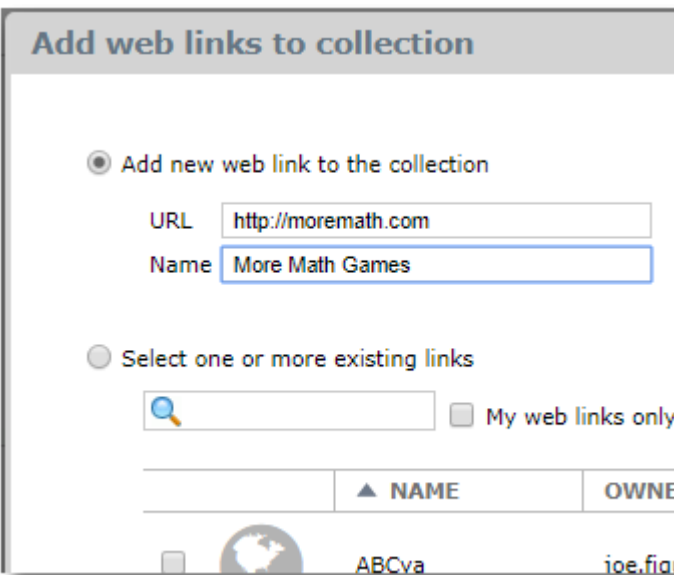
Click a Web Collection from the list to edit. Change the name or description from the **Collection details** tab.



Add or remove web links from the collection from the **Web links** tab.



When adding additional sites to a collection, you can enter a new site manually, or choose from existing web links.



17.4 Deleting Web Links

You can only delete web links that you have created. To do this, go to the Web Links list, put a checkmark beside the link you wish to delete, then click the Delete button.



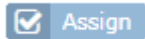
The OWNER column will help you identify the user who created the Web Link. When a Web Link is deleted, it will also be removed from any profiles it was assigned to.

17.5 Using Web Links with iOS

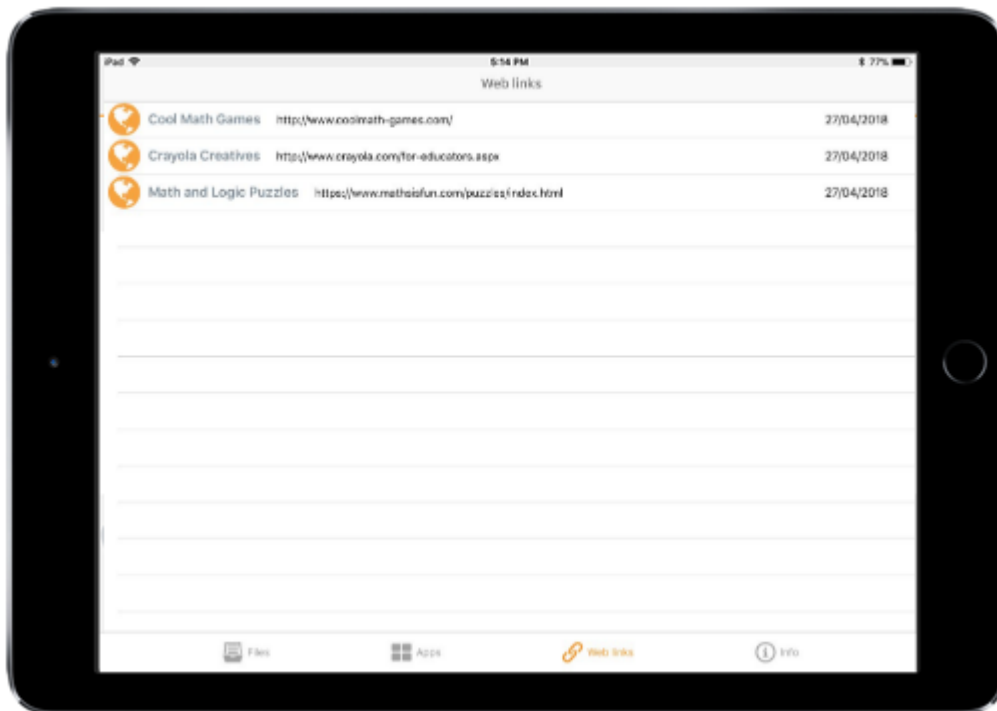
There are several ways to use Web Links on iOS.

TechPilot Locker

Web Links can be made available on student devices in the TechPilot Locker app. Use the Assign button to assign a link to a group, class, or device.

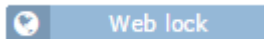


Once assigned, the link will appear in the Links section of TechPilot Locker.



Site Lock (from Teacher Tools)

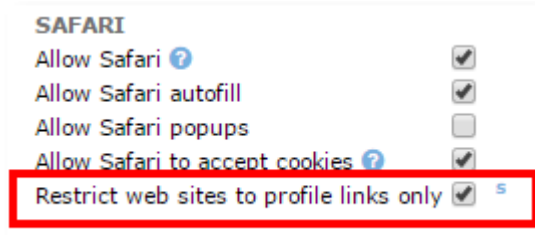
Teachers can use Site Lock from [Teacher Tools](#) to automatically launch Safari on student iPads, restrict Safari to a single web site or several web sites selected from the list and lock the student into Safari, preventing them from using anything else on the iPad.



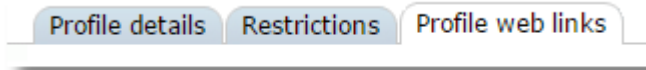
Restricting Safari to a list of sites through the restriction profile

It's possible to use Web Links for the purpose of restricting students from browsing to any sites except those in a list. To do this, choose a restriction profile to edit, and do the following:

1. Use the **Profile Restrictions** tab to enable the setting "Restrict web sites to profile links only"



2. Use the Profile Web Links tab to add web sites to the restriction profile



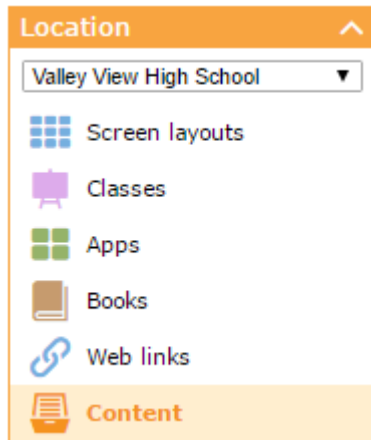
3. Assign the profile to the group or class

This is similar to selecting multiple sites in Site Lock except that this method does not lock the student into Safari. Instead, the student can use other apps on the iPad as normal, but are just restricted to these sites when they open Safari.

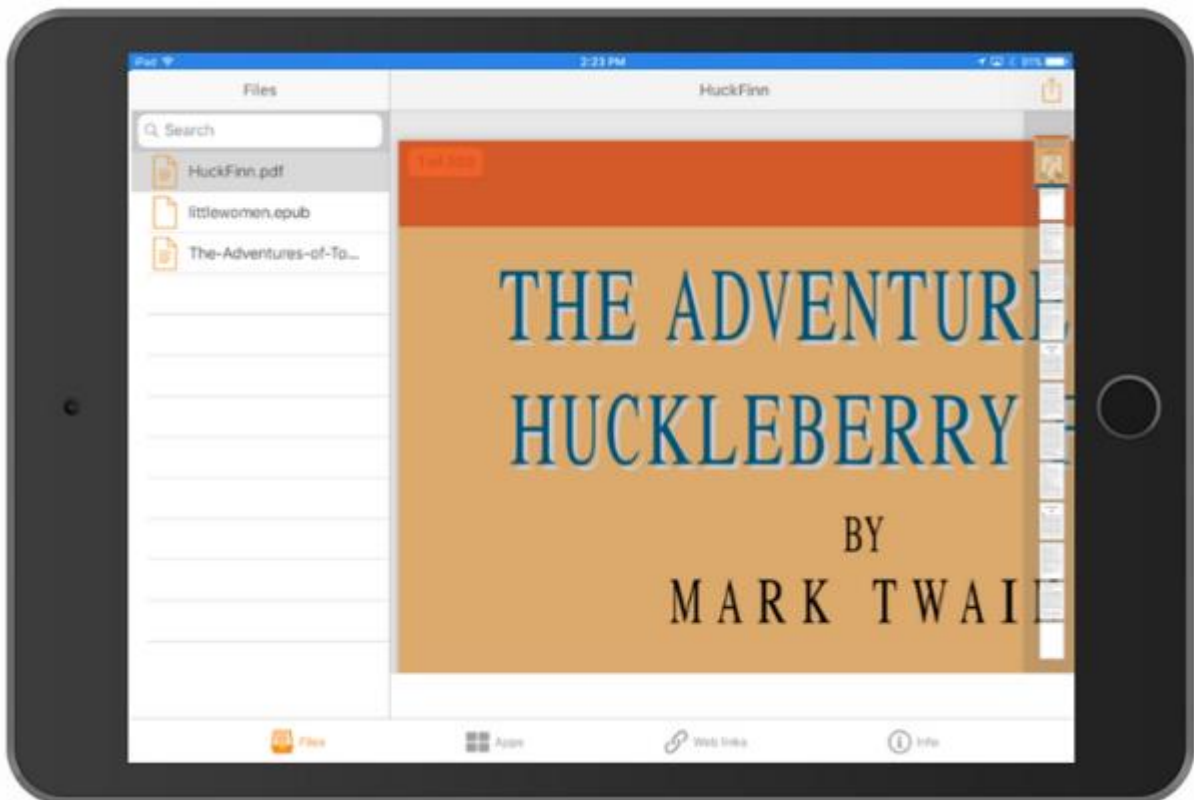
Students can access the selected sites from Safari by going to Bookmarks/Allowed Sites.

18 Content / Files

The Content feature allows files to be pushed out to devices. Access the content area by selecting a location then choosing **Content** under the **Location** menu.



Files are sent to the TechPilot Locker app on the iPad. From File Locker, students can view most common file types using the built-in viewer, or send them to a different application on the iPad for viewing.



The Files tab shows a table with uploaded content. The "My uploads only" option allows the table to be filtered to show only files uploaded by the current user. Only the owner of a file or an administrator can delete a file.

NAME	FOLDER	OWNER	DESCRIPTION	SHARED	SIZE	DATE	DEVICE GROUPS
banner-resize.jpg		beth@sunrise.com	Photo for 3A project	No	61.96 kB	05/03/2013	
ClassicsCollection.epub		Jarrett@tabpilot.com		No	79.26 kB	01/03/2015	
HuckFinn.pdf		susan@sunrise.com	E-Book	No	808.68 kB	06/17/2013	9th Grade IPAD, 8th Grade IPAD

Note: Files are location-specific. They can only be assigned to groups and classes in the same location where they were uploaded.

18.1 Uploading Files

- From the **Files** tab, click the Add button.



- Click the Choose Files button

File details

Files Choose files

For iOS, files will be delivered to the File Locker app.

Shared

Description

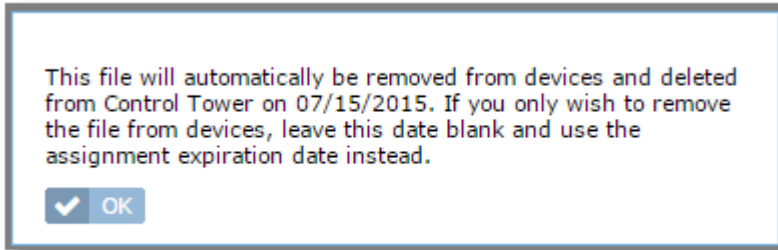
Auto-delete date

Upload Back

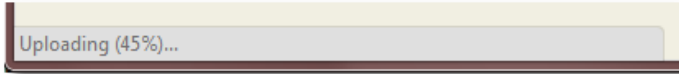
- Browse your computer for the file or files you wish to upload, then click Open. The filename(s) will appear in the File box.

Tip: You can select multiple files by holding down the CTRL key (Windows) or Command key (Mac) during file selection.

- Shared: select this checkbox if you would like for your file to be available to other teachers in the Files list. Administrators will see all files whether this checkbox is checked or not.
- Type an optional note or description
- Auto-delete date: If you set a date in this field, the file will automatically be deleted from Control Tower on that date. This will also cause the file to be removed from assigned devices. Using Auto-delete is a good way to keep both Control Tower and the tablets clean when it's known that a file will only be needed for a specific amount of time. When you set a date in the Auto-delete Date field, a warning box will be shown.



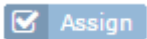
7. Click Upload. Wait while the file uploads. Some browsers, such as Google Chrome, will display a progress indicator while uploading. Other browsers, such as IE, will not. When the upload is complete, Control Tower will return to the file list screen.



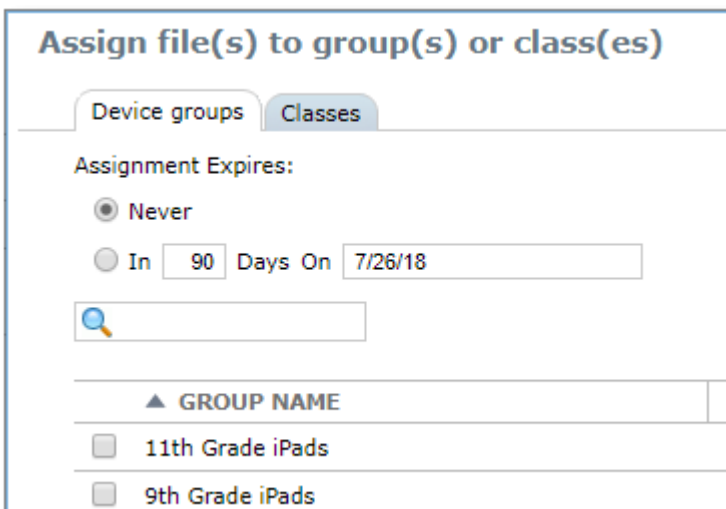
18.2 Pushing files to devices with Assign

Assign files to device groups or classes to install them on the devices. When an assignment is made, the file(s) will be pushed to the devices as long as auto-sync is turned on for the group to which the devices belong. You can use check the Status area for any files that need to be installed and manually push them from there too.

To push files to devices, select the file(s) and use the **Assign** button.

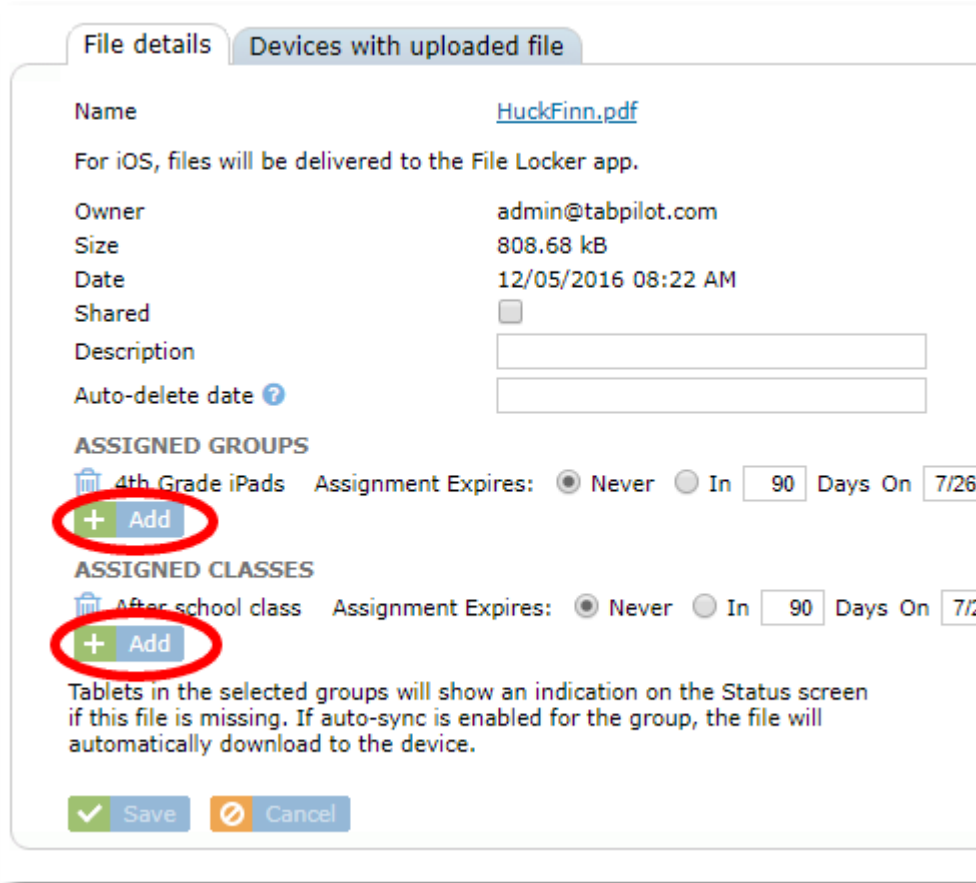


From the assignment window, select the groups you wish to assign the file(s) to. Use the tabs at the top to select from groups or classes.



Assignment Expires: You can choose to automatically remove the file(s) from the devices after a certain number of days or on a specific date. This helps keep the devices clean from files that are no longer needed without requiring you to remove the files later. Use the **Assignment Expires** area to choose a date or number of days.

You can also assign files to groups and classes from the file details page using the **Add** button for the group or class.



After assigning a file to a group, the Device Groups or Classes column will indicate the assignment. The date in parentheses is the date that the assignment will expire and the file will be removed from the devices.

DEVICE GROUPS	CLASSES
	John's 1st Period (10/02/2015)

If devices are not in a group set for auto-sync, or for some reason do not receive the file, you can check the Device status tab of the Status area for the missing files and use the "show" button to view missing files and push them manually.

Device status **Group status** Class status

Current profile, applied by office@tabpilot.com at 05/05/2015 05:12 PM
iOS Full Restrictions

8th Grade IPAD ▼

SERIAL NO.	▲ DEVICE NAME	STATUS
F7PM1FUBFP84	Blue	2 app(s) missing, 4 file(s) missing (show)
F8QP303EFCM5	Brown	Pending activation
F8QP404AFCM5	red	2 app(s) missing, 4 file(s) missing (show)

18.3 Removing files from devices

To remove files from devices, simply unassign the file(s) from the device group or class.

Select one or more files and use the **Unassign** button.

Files **Devices**

My uploads only

Select: [All](#) [None](#) + Add x Delete ☑ Assign ☐ Unassign

	NAME	FOLDER	OWNER	DESCRIPTION	SHARE
<input type="checkbox"/>	Tales From Dickens.epub		david@sunrise.com		No

You can also unassign a single file from the file details view by clicking the trash can icon next to a group or class.

File details **Devices with uploaded file**

Name [HuckFinn.pdf](#)

For iOS, files will be delivered to the File Locker app.

Owner admin@tabpilot.com

Size 808.68 kB


Date 12/05/2016 08:22 AM

Shared


Description

Auto-delete date

ASSIGNED GROUPS

 4th Grade iPads Assignment Expires: Never In Days On

ASSIGNED CLASSES

 After school class Assignment Expires: Never In Days On

Tablets in the selected groups will show an indication on the Status screen if this file is missing. If auto-sync is enabled for the group, the file will automatically download to the device.

After unassigning a file from a group or class, the **Device Groups** column will change accordingly.

DEVICE GROUPS

CART B, CART A

Files will be removed from all devices in the group or class as long as auto-sync is enabled for the group.

18.4 Verifying which devices have a file


To find out which devices have a particular file installed, click on the file line from the files list, then choose the tab "Devices with uploaded file".

File details **Devices with uploaded file**

Devices with uploaded file

AnneofGreenGables.epub

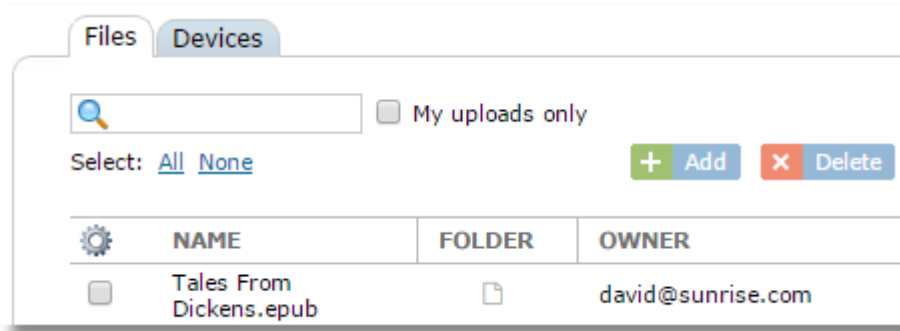
Select: [All](#) [None](#)

	▲ DEVICE ID	DEVICE NAME	GROUP NAME
<input type="checkbox"/>	WKQE-YU97-HBUW	1004a	CART A
<input type="checkbox"/>	2Y42-NBRN-FTDN	V4-DEMO	CART A
<input type="checkbox"/>	PAJP-K3PU-UU6W	v	CART A

Select: [All](#) [None](#)

18.5 Deleting files from Control Tower

To delete a file from Control Tower, put a checkmark in the box next to the file(s) then click the Delete button.



Administrators can delete any file. Teachers will only be able to delete files that they have uploaded. The Owner column indicates the user who uploaded the file.

Note: Deleting a file from Control Tower unassigns it from all device groups. If auto-sync is turned on, this will also result in automatic removal of the file from all devices too.

Note that files that have been configured with an Auto-Delete date will be removed from Control Tower and all installed devices automatically on the configured date.

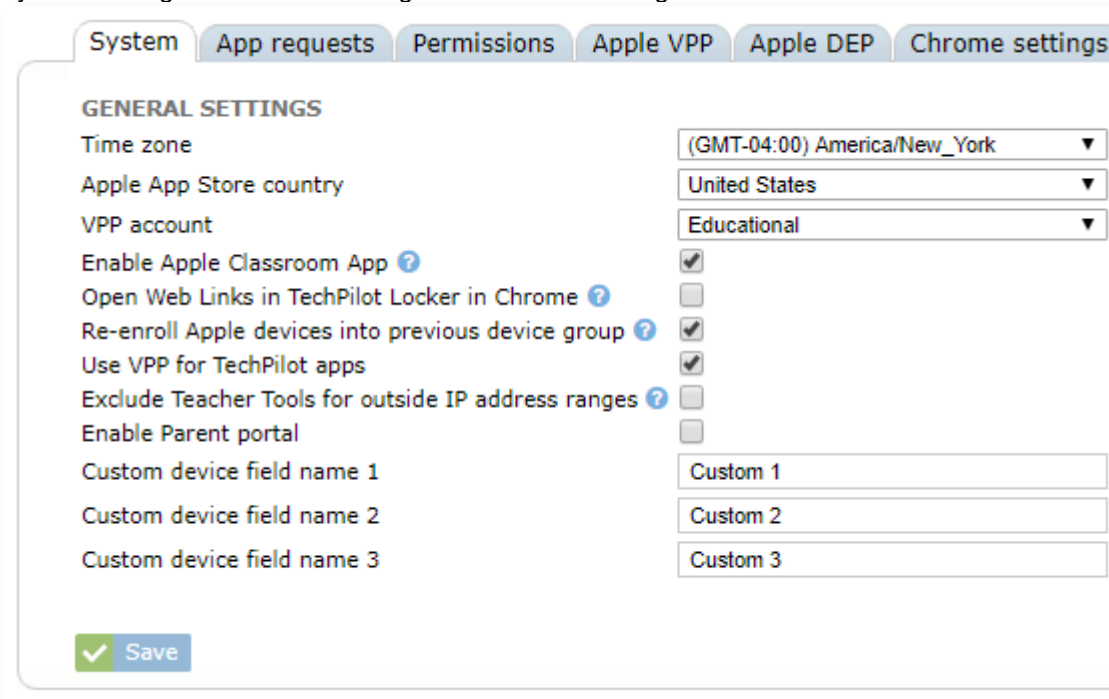
19 Settings

The settings menu provides access to system-wide settings that apply to the entire organization.



19.1 System Settings

System settings contains some organization-wide settings



Apple App Store country: This setting is used when adding apps to a location apps list with App Store as the source. Note that it's recommended to use VPP apps instead of App Store apps in most cases

VPP account: Choose "Educational" or "Corporate" based on the type of account your organization uses.

Enable Apple Classroom App: This setting is enabled by default. If your organization does not use the Apple Classroom App, you can disable this setting to prevent class roster information from being pushed to devices when classes are added or edited, thus saving some bandwidth.

Open Web Links in TechPilot Locker in Chrome: When enabled, this setting will cause web links selected by students in TechPilot Locker to open in the Chrome browser on the iPad rather than Safari. If Chrome is not installed on the device, the link will open in Safari.

Re-enroll Apple devices into previous device group: When this setting is disabled, devices that are reset will enroll to the device group current configured in Apple DEP settings as the default group for the corresponding OS. When this setting is enabled, devices that are reset but current enrolled in TechPilot will re-enroll back into the same group where they were previously enrolled rather than the default in DEP settings.

Exclude Teacher Tools for outside IP address ranges: Use this setting to allow SchoolMDM to automatically exclude devices that are outside of the school's network from being controlled by teacher

tools. The IP address or range can be configured on the **IP Ranges** tab in **Settings**.

Enable Parent portal: Check this box if you wish to enable Parent Portal for your organization. Parent portal will then be accessible by parents at parent.techpilotlabs.com.

Custom device fields: Enter names for up to 3 custom fields that will appear in device details.

19.2 Permissions

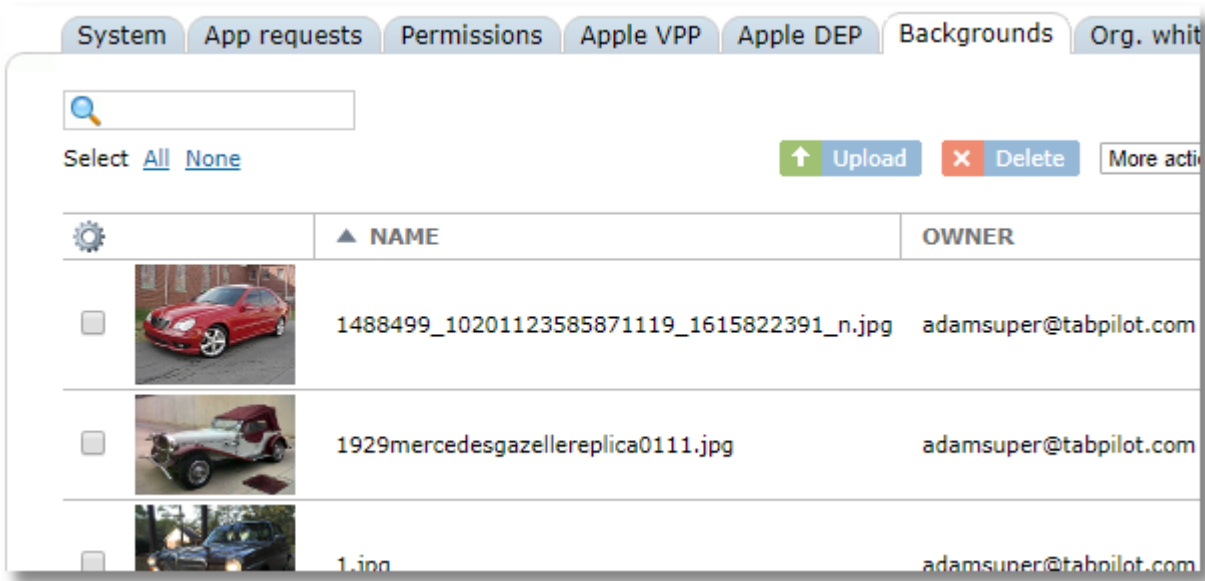
Use the permissions are to choose functions that are available for users of each role.

***Tip:** Keep It Simple! It is highly recommended that permissions for features that are not utilized by the school be removed. In most cases, this will remove menus and buttons for those features so the interface will be simpler and easier for your users.*

	System	App requests	Permissions	Apple VPP	Apple DEP	Backgrounds	Org. whitelist	Org. bla
	TEACHER TECHNICIAN LOCATION ADMIN ORGANIZATION AD							
GENERAL								
Access dashboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage device groups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage VPP accounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage users	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Change user passwords	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Locate devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PROFILES								
Manage network profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage restrictions profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TEACHER TOOLS								
Screen lock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
App lock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Site lock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AirPlay	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Clear passcode	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Apply screen layouts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SETTINGS								
Manage custom backgrounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage organization blacklist and whitelist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANAGE APPS								
Manage apps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add/Remove location apps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assign/Unassign apps from classes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assign/Unassign apps from groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage iOS blacklist apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add location apps using Apple App Store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage app settings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
APP REQUESTS								
Create app request	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage app request status	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANAGE								
Manage screen layouts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage screen layouts of other users	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

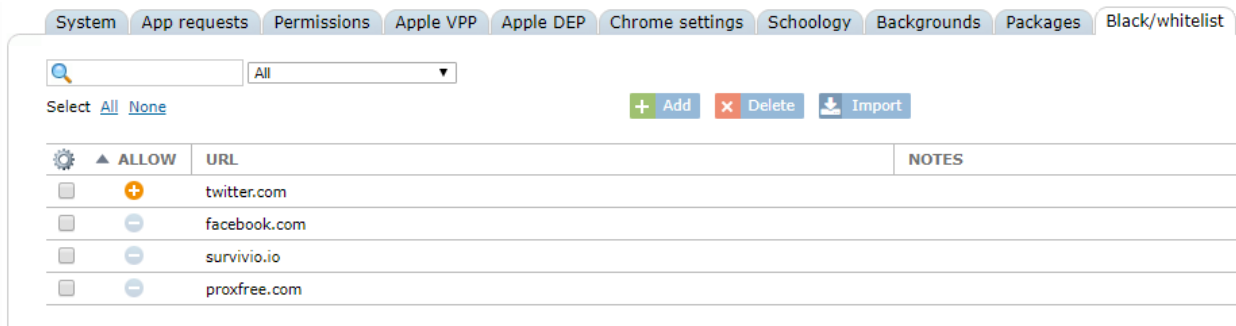
19.3 Backgrounds

Use the Backgrounds tab to upload images that can be used in Screen Layouts.



19.4 Organization whitelist and blacklist

The Black/whitelist tab allows sites to be configured for blacklisting and whitelisting.

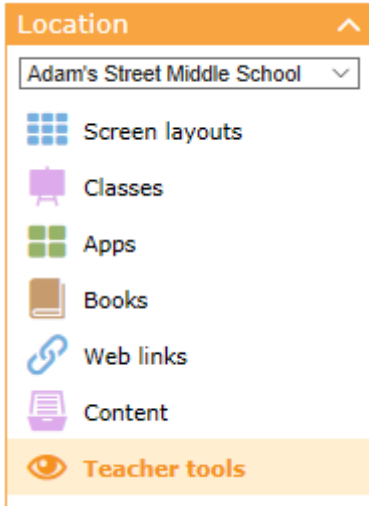


20 Teacher Tools

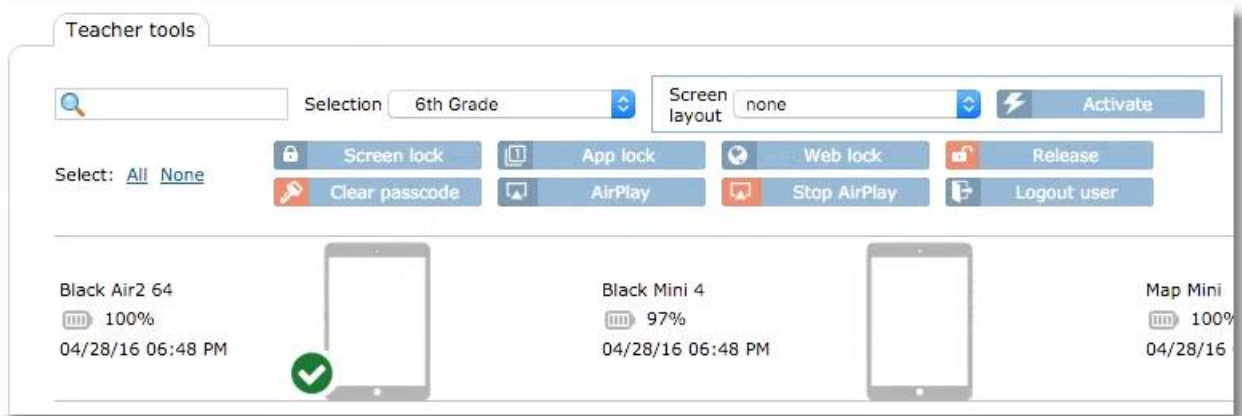
Teacher Tools offers classroom management features. Teachers can manage devices in the classroom either by group or by class.

20.1 Teacher Tools for iOS

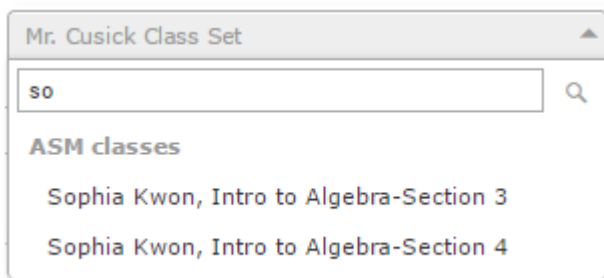
Teacher Tools is accessed from the main menu



To choose devices to manage in Teacher Tools, use Selection to choose a device group or a class. Teachers will only see classes for which they are the owner.

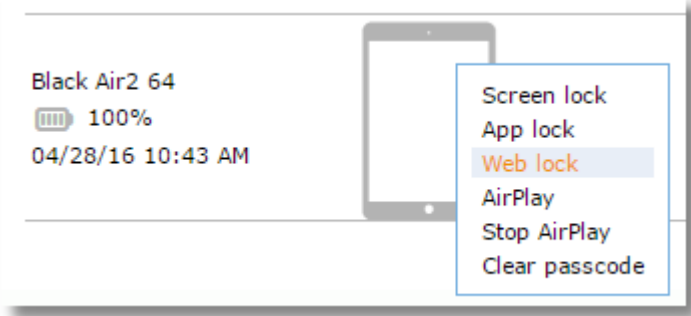


The selection box will show all device groups and internal classes that the user has permissions to see. It will also show all ASM classes. The search box can be used to help locate a class or group quickly. Since all ASM classes are shown, it can be helpful to type the first few letters of the instructor's name to limit the list to only that instructor's classes.



Information for each iPad will be displayed: Name, Battery Level, Charging Status and the date and time of the last device sync.

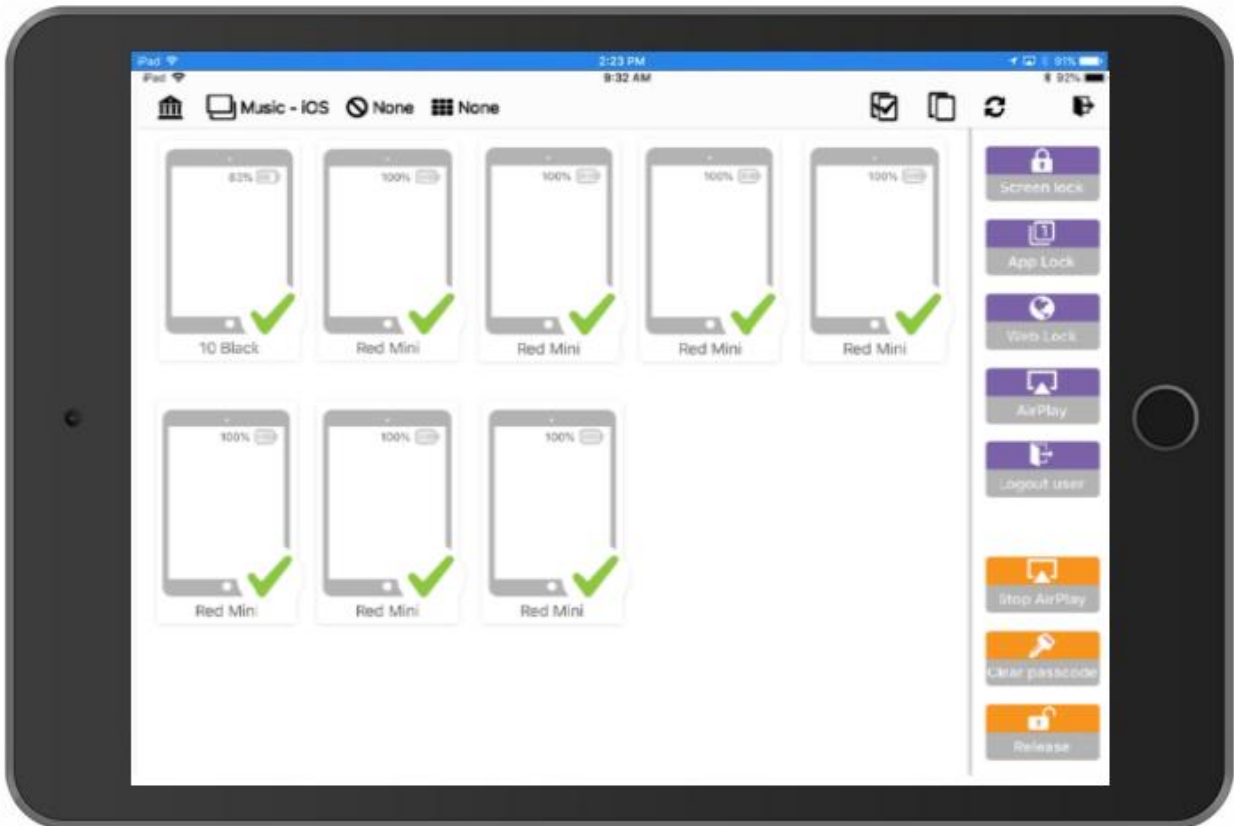
Functions can be performed on one or more devices by clicking to select the device(s), then using the appropriate button (Screen lock, App lock, etc.). You can also perform a function on a single iPad by right-clicking on the iPad image for a pop-up menu of functions:



If an iPad is not in Supervised mode, it will appear with a warning symbol. Hovering over the device will display a message to let you know that Screen Lock, App Lock, and Site Lock will not be available for the device.



Teacher Tools are also available for use on teacher iPads by using the TechPilot Teacher Tools app for iOS.



20.1.1 Activating a Screen Layout

Activating a Layout for a Group

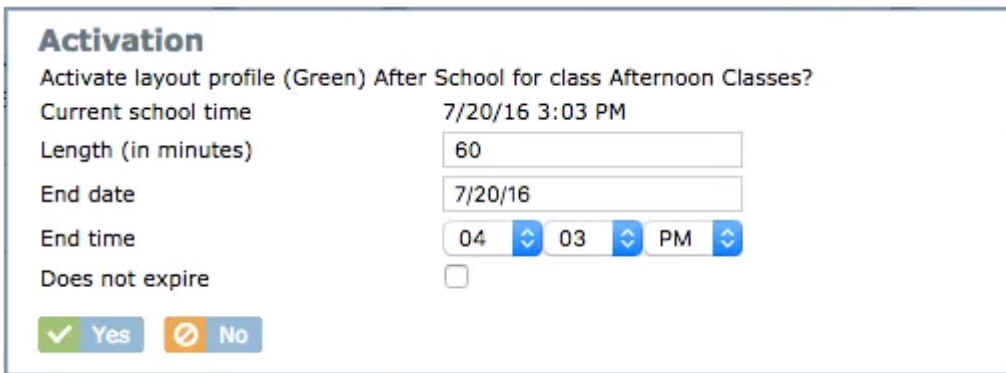
1. Select a group from the Selection box
2. Select a layout from the Screen Layout box
3. Click the Activate button.



Activating a Layout for a Class

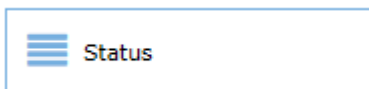
When activating to a class instead of a device group, you will also be prompted for the length of time, or ending date and time for the activation to remain active. You may enter either of these values (length or date/time) and the other will adjust accordingly. Alternately, you can set the activation so that it does not expire by using the setting for "Does not expire".

At the expiration of the configured time, the devices will return to the layout assigned to the group they belong to, if one is configured.



The default class length is 60 minutes, but this can be changed as a school-wide setting by going to Settings / System and changing "Default class duration".

It's possible to end an activated layout early. You can do this from the Status area by going to the Status area from the main menu



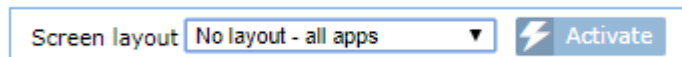
then switch to the Class Status tab, choose the class with the applied layout and use the End restriction profile button.



Note that layouts can only be applied to the entire group or class, and not to individual devices. If there is a need to apply a layout to specific devices, you can create a "class" with only the necessary devices and apply the layout to the new class.

Removing a Layout

To remove a layout, select "No layout - all apps" then click **Activate**



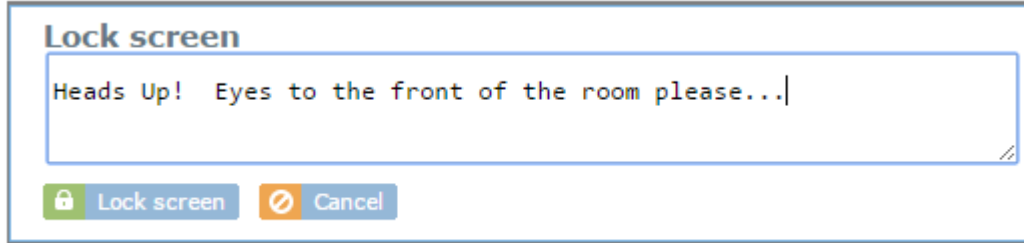
20.1.2 Screen Lock

Screen Lock allows the teacher to freeze student screens and display a custom message. Students will be

unable to use the devices until the screen is unlocked. Devices can be put into screen lock or released as an entire group or individually.

To lock student screens:

Select one or more iPads and click the **Screen Lock** button, or right-click an iPad and choose **Screen Lock**. Enter a custom message and click the Lock Screen button. Your custom message will be remembered for the next time.



The lock screen message will be displayed on the selected iPad(s) and the home button and power button will be unresponsive until the device is released from screen lock.

To unlock student screens:

Select one or more iPads and click the Release button.



or right-click an individual iPad and choose **Release**.

The iPad screen will change to show the TechPilot Locker screen with a message that the device has been unlocked. The student can then use the home button and return to other apps.

20.1.3 App Lock

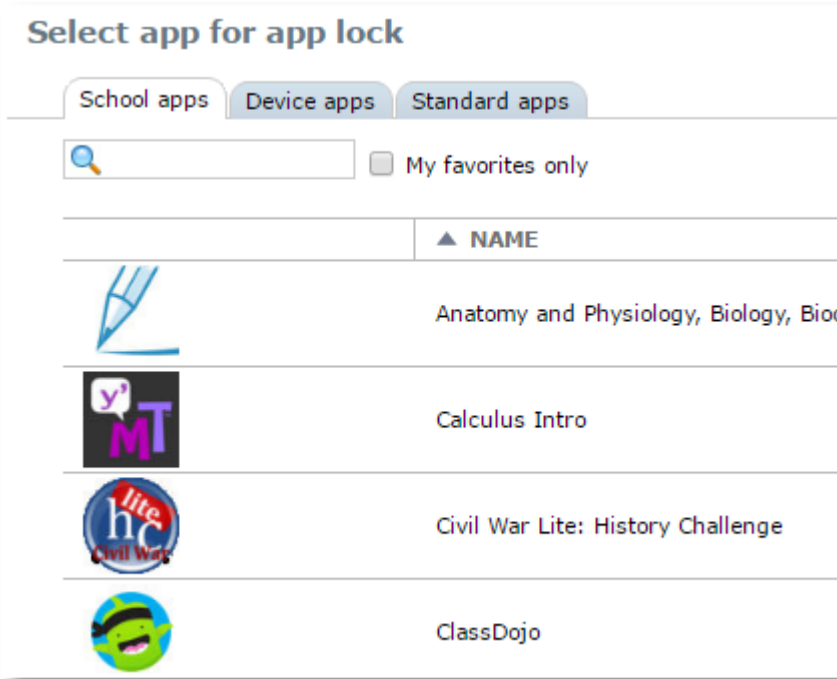
App Lock allows a teacher to select a single app that will automatically open on all selected iPads and be locked as the active app until released. The home key will not function for exiting the app.

To use App Lock, select one or more iPads then click the **App Lock** button.



or right-click an individual iPad and choose **App lock**.

A pop-up window will be displayed showing a list of available apps that can be used for App Lock.



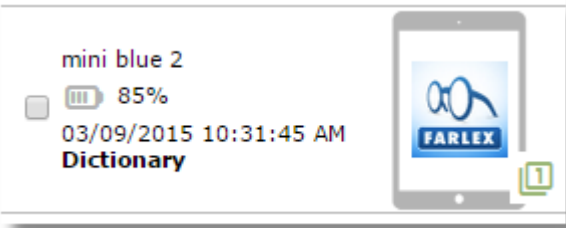
The **School Apps** tab will show apps that have been added to the school app list for devices that are in groups the current user has permissions to manage. In general, these are apps that were distributed to multiple devices.

The **Device Apps** tab shows apps that are installed directly on individual iPads. This list would include any app on the device whether it was installed through SchoolMDM or manually installed by the iPad user through the App Store.

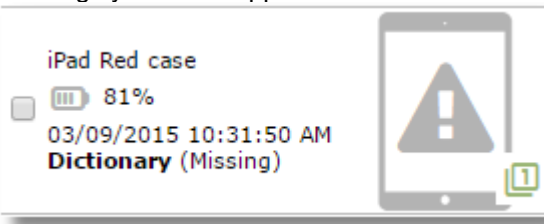
The **Standard Apps** tab shows apps that are part of iOS such as Calendar, Clock, Maps, etc.

When you click an app, it will automatically launch on the selected device(s). The iPad will be locked into that app until you release it. The home button and power button on the iPad will be disabled.

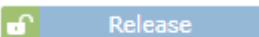
When an iPad enters App Lock mode, the device icon in Teacher Tools will change to show the App Lock indicator in the bottom right corner and the icon for the app on the device.



If an iPad is missing the selected app, the single-app indicator will appear in the bottom right corner and the warning symbol will appear on the device.



To release App Lock, select the device(s) and click the **Release** button.



or right-click an individual iPad and choose **Release**.

Once released, the home key can then be used on the iPad to exit the app.

20.1.4 Site Lock

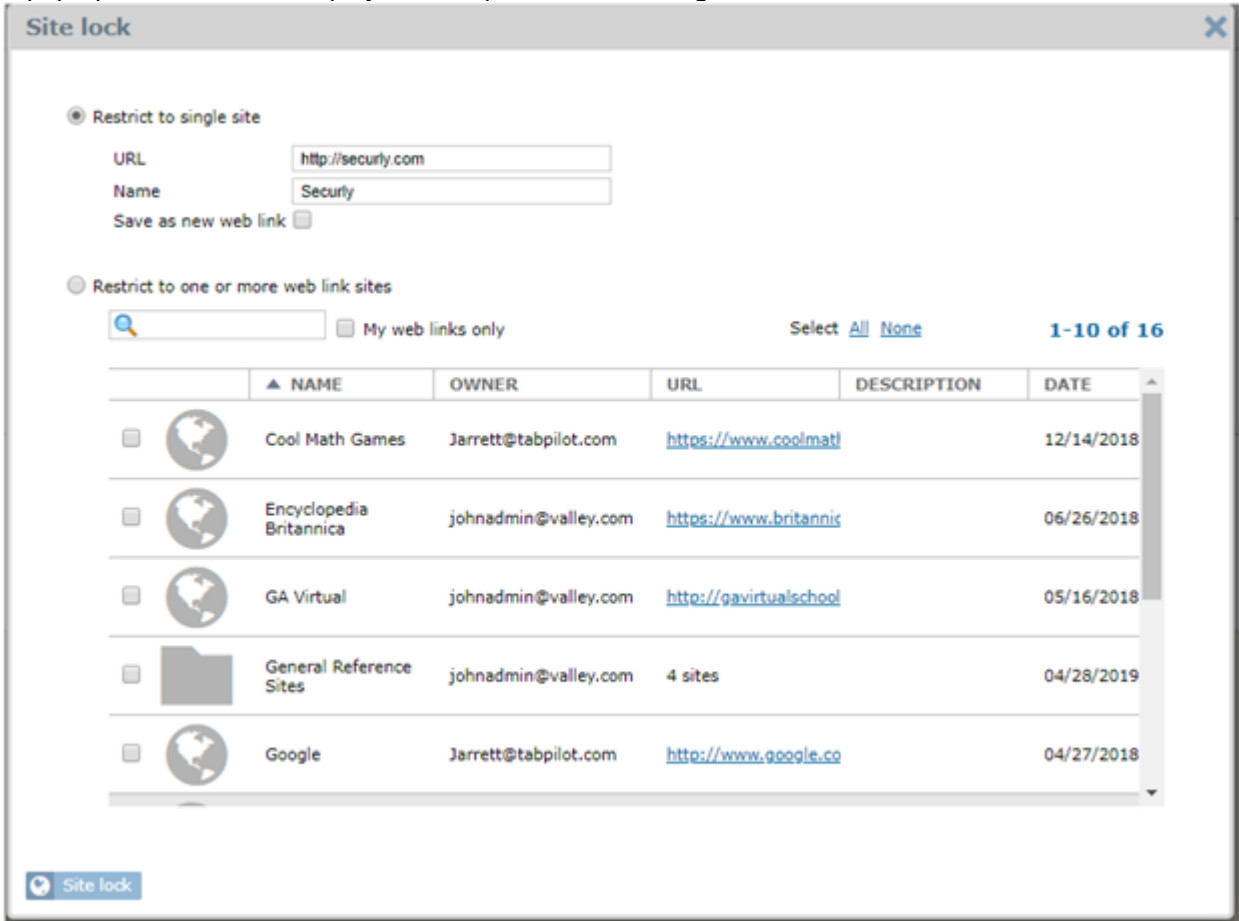
Site Lock allows the teacher to automatically launch Safari on selected devices, restrict Safari to one or more sites, and prevent Safari from being exited, thus locking students into the site(s) until released.

To use Site Lock, select one or more iPads and click the "Site Lock" button



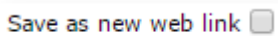
or right-click an individual iPad and choose **Site lock**.

A pop-up window will be displayed with options for choosing one ore more web sites.



Restrict to single site: This option lets you quickly hand enter a web site without the need to have it pre-configured as a web link. The URL is required, but the site name is optional. If the site name is left blank, the URL will be used for the name and will appear in as the name in Safari's "Allowed Sites" list. You also have the option to save the link to the as a Web Link. The site you enter here will be remembered for the next time you use this feature, so you may not need to save it as a web link if you only plan on using it a few times in the near future.

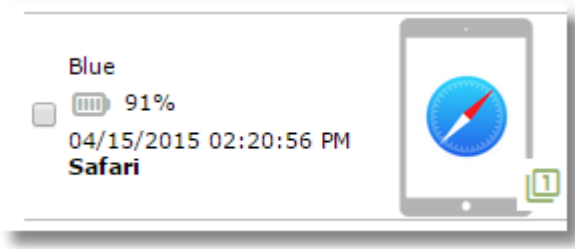
Save as new web link: Check this box to save the site as a Web Link for future use from the web links list.



Restrict to one or more web link sites: This option allows you to choose one or more web links to use for Site Lock. You can restrict the list to show only links that you created with the "My web links only" option.

Click the **Site lock** button at the bottom of the window to activate your choices. In Control Tower, devices that are in Site Lock mode will display the Safari icon as well as the app lock symbol in the bottom right and

the text under the information block will show "Safari".



Students access the selected site(s) by going to the bookmark list in Safari and selecting "Allowed Sites". All other sites will be blocked with the message "Restricted Site".

To end Site Lock select one or more devices and use the **Release** button



or right-click an individual iPad and choose **Release**.

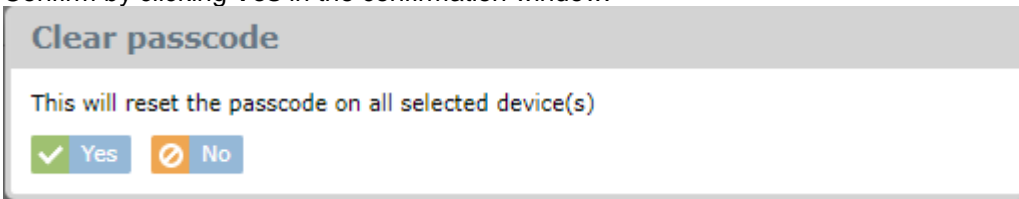
20.1.5 Clear Passcode

The Clear Passcode feature in Teacher Tools provides a quick and convenient way to clear a forgotten passcode from a student device so that they can immediately go back to work.

Select the device and click the **Clear passcode** button or right-click and choose **Clear passcode**



Confirm by clicking **Yes** in the confirmation window.



20.1.6 Logout User

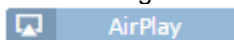
The Logout user button will log out the currently logged in user of a shared iPad. This function is available on iOS 9.3 and above and only works on iPads configured in Shared iPad mode where users login using their Managed Apple ID configured through Apple School Manager. See the section of this guide on [Setting up iPads for Shared iPad Mode](#) for more details.



20.1.7 AirPlay for Apple TV

The AirPlay function in Teacher Tools lets you select a device to start broadcasting to an Apple TV device.

Select a single device from the group or class then click the AirPlay button



or right-click an individual iPad and choose **AirPlay**.

In the pop-up window you can either enter the information for an Apple TV device manually (it will be remembered for the next time you use the function) or you can choose from one of the devices in the list. The list shows the Apple TV devices configured by the administrator in Network Profiles on the Apple TV tab.

AirPlay

Specify an AirPlay device

Device name

Password

Choose an AirPlay device

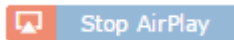
▲ DEVICE NAME	DEVICE ID
Johnson Mirror 360 PC	44:12:43:54:65:77
Jones Room	23:55:64:23:44:11
Library	66:22:11:53:23:44
Miller Reflector on Mac	33:44:11:33:23:44

TIP: Want to use your computer and projector to display a student iPad without an Apple TV? Look for third-party apps that allow iPad mirroring to computers such as Mirroring 360 from Splashtop and Reflector from Squirrels. Some apps even allow multiple iPads to be on your screen (and projector) at the same time.

A command will be sent to the selected iPad to begin broadcast. The student will be presented with a prompt on the iPad and should choose "Display"



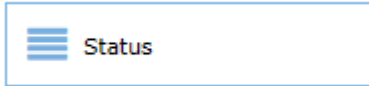
To stop AirPlay, select the device and click **Stop Airplay**



or right-click an individual iPad and choose **Stop Airplay**.

21 Status

Status is found on the main menu. Although this item is not directly inside the Location menu, it is still subject to the location selected at the top of the Location menu.



21.1 Device Status

The **Device status** tab indicates the current status of all devices in a selected group or class. Use the group drop-down selector to choose a group or class to view. Groups and classes from the location selected at the top of the location menu will be available.

DEVICE ID	DEVICE NAME	STATUS
EQB7-HH2A-THDA	Amanda Tizen - 30594v4	1 file(s) missing (show)
Q8A5-ACSY-T4ZP	Christie Crow -44344	2 app(s) missing, 1 file(s) missing (show)
9AHB-MEMK-D6WB	Rebecca Wilder -33241	2 app(s) missing, 1 file(s) missing (show)

The search box allows you to search for a specific tablet in a long list.



The selection box allows you to display the status of the tablets in a different group or class. If you change to a different group or class, the status will reflect the status in respect to the profile currently assigned to that group.

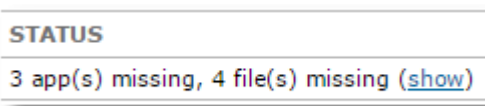


The Status column will show one of these indicators:

OK: The device received the configuration and all apps and files are installed and up to date.








App(s) Missing and/or missing files: One or more apps or files are missing from the device. *This will show if items are missing that are assigned to the device group to which the device belongs and items are missing that are assigned to the profile that's active on the tablet.*




Click the "show" link for a list of the missing items.



Missing items for Blue

Missing items assigned to device group: 8th Grade IPAD

Push	 Calc (ver. 5.7)	App Store	13.87 MB
Push	 Endless 123 (ver. 1.4)	Apple VPP	103.06 MB
Push	 Flashcards (ver. 2.1.1)	Apple VPP	2.95 MB
Push	 SAT-Prep-FlexBook-III.epub ()		3.81 MB
Push	 Science-Talk-Podcast.mp3 ()		79.26 kB
Push	 HuckFinn.pdf (E-Book)		808.68 kB
Push	 Tiger-A.jpg (Tiger Logo)		824.18 kB

 Push All Missing Apps
 Push All Missing Files
 Close

The pop-up window will show apps that are missing due to device group assignments.

Note: App names in the missing apps list can be clicked to jump to the app details page for the selected app

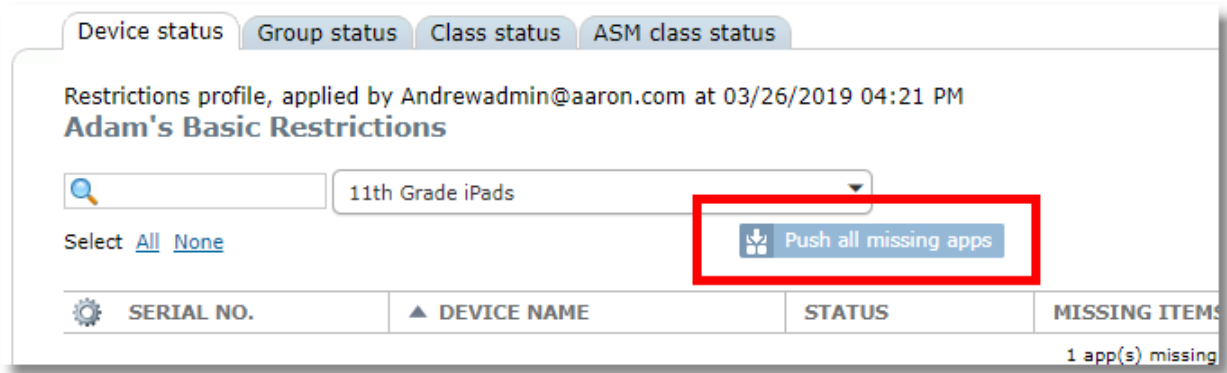
For iOS apps, the app source (either Apple VPP or App Store) will be shown next to the app size.

Pushing Apps from the Device Status list

If your administrator has configured your permissions to allow you to push apps and files to devices (configured in the [settings/permissions area](#)), then you may also see buttons for pushing the missing items to the device.

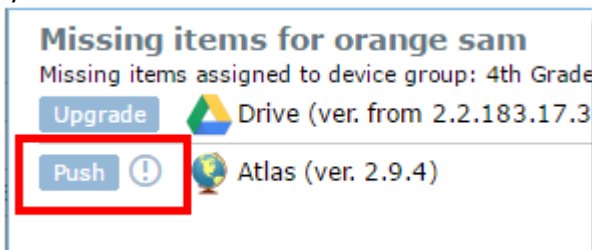
Pushing All Missing Apps for Group

The "Push all missing apps" button at the top of the device list can be used to push all missing apps and updates to all devices in the group. For large groups with many missing apps this should be used with caution to prevent a bandwidth problem. Note that the system automatically attempts to push missing apps to devices during each device sync, which happens several times per day.



Retrying a Failed App

Sometimes an app will fail to install to a device, such as if the device it turned off at the moment the app is about to install. The administrator will usually get an email notification about failed apps. A user with proper permissions can retry these apps from status with the **Push** button. They can be identified by the symbol next to the **Push** button.



There is also a **Retry failed installs** button at the top of the list on the **Devices with installed app** tab of App details. This is useful if the same app failed on multiple devices. The same button can be found at the top of the **Installed Apps** tab of **Device details**, useful for multiple failed apps on a single device.

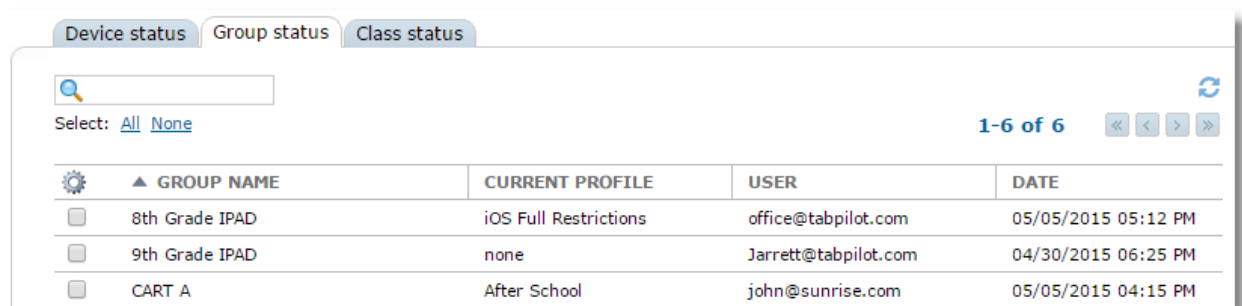


After installing files or apps or bringing a device back on-line, you can refresh the status list by clicking the "Refresh" link at the top right.



21.2 Group Status

The **Group status** tab shows the current profile assigned to each device group. Groups from the location selected at the top of the location menu will be available.



The table will show the user who activated the profile for each group and the date and time it was most recently activated.

21.3 Class Status

The Class **Class status** tab shows a list of all classes for the current user. Administrators will see all classes by all users. Classes from the location selected at the top of the location menu will be available.

CLASS NAME	RESTRICTIONS PROFILE	RESTRICTIONS PROFILE APPLIED BY	RESTRICTIONS PROFILE APPLIED	RESTRICTIONS EXPIRATION	LAYOUT	LAYOUT APPLIED BY	LAYOUT APPLIED	LAYOUT EXPIRATION
Mrs. Johnson A3	iOS Full Restrictions	Jarrett@tabpilot.c	07/20/2016 03:13 PM	07/20/2016 04:12 PM	none	john@sunrise.com	05/04/2016 02:53 PM	never
Afternoon Classes	none	none	none	none	(Green) After School	john@sunrise.com	07/20/2016 03:04 PM	07/20/2016 04:03 PM

The table will show if there is currently a restrictions profile or a layout assigned to the class along with the user who activated it, the date it was activated, and the date and time the class activation will end.

To end a restriction or layout activation early, select the appropriate class then use the End Restriction Profile or End Layout Profile button.



Note that when a class restriction profile or layout ends, the devices in that class switch to the one assigned to the device group to which they belong.

21.4 ASM Class Status

The **ASM Class status** tab shows the layouts applied to each ASM Class, as well as the user who applied the layout and the expiration.

CLASS NAME	LAYOUT	LAYOUT APPLIED BY
4th Grade English-Section 1	none	none

22 My Account

You can access My Account from the user menu on the top right.



The My Account area in Control Tower allows you to edit your name or change your password.

My account

User name (e-mail)

Password

Password again

Notifications

Send an email notification on the following events:

System

- Status change for my app requests
- Location enabled
- Important system alerts
- System disables auto-sync for an app that fails to install
- Lost Mode messages

iOS and Mac

- User removes the MDM profile from a device

Save

The Notifications section allows you to choose events that will send a notification via email.

23 TechPilot Locker for iOS

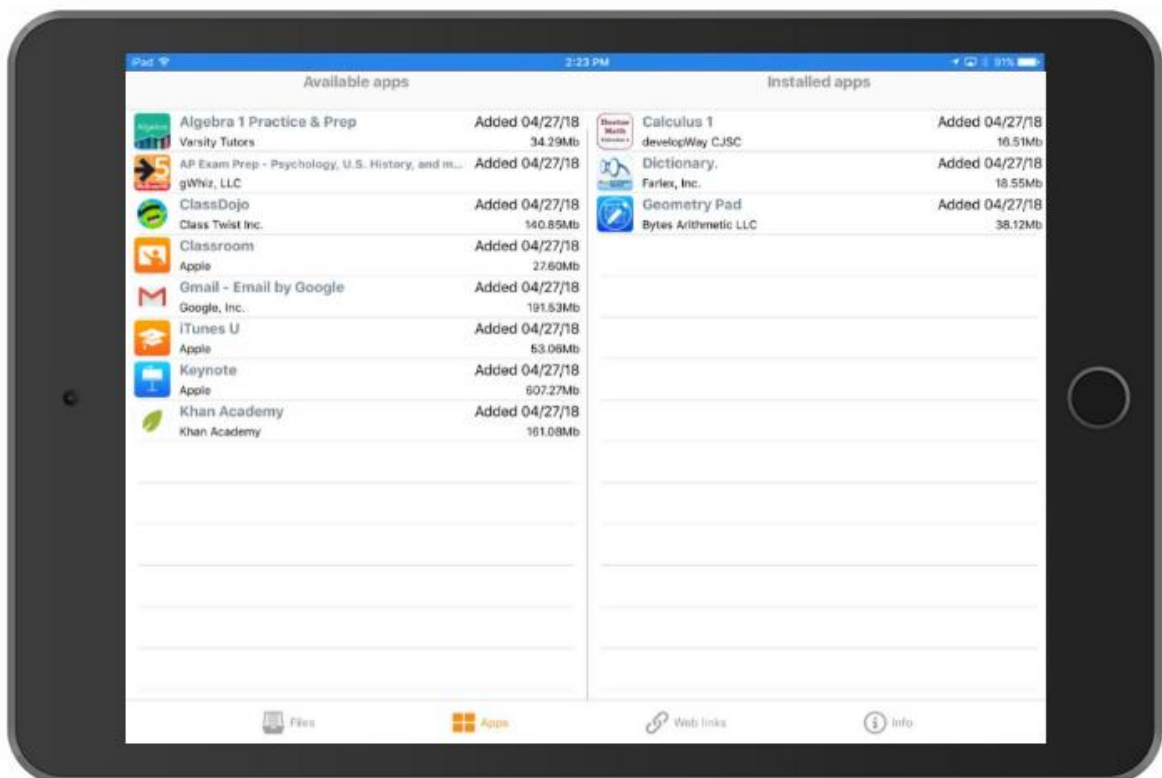
TechPilot Locker is a required app for managing iPads with SchoolMDM. Locker provides also provides the following functions, available through the row of buttons at the bottom:

Self-Service App Installation: Access to a catalog of apps assigned for optional installation or removal

Files: Access to files assigned to the device by teachers or administrators

Web Links: Access to web sites assigned to the device by teachers or administrators

Info: MDM Enrollment information and an option (if enabled) to send a message directly to the system administrators



Locker is automatically installed after a device successfully enrolls in the system, provided the administrator has properly added the TechPilot Locker app to one of the organization's VPP account as described in the Getting Started Guide.