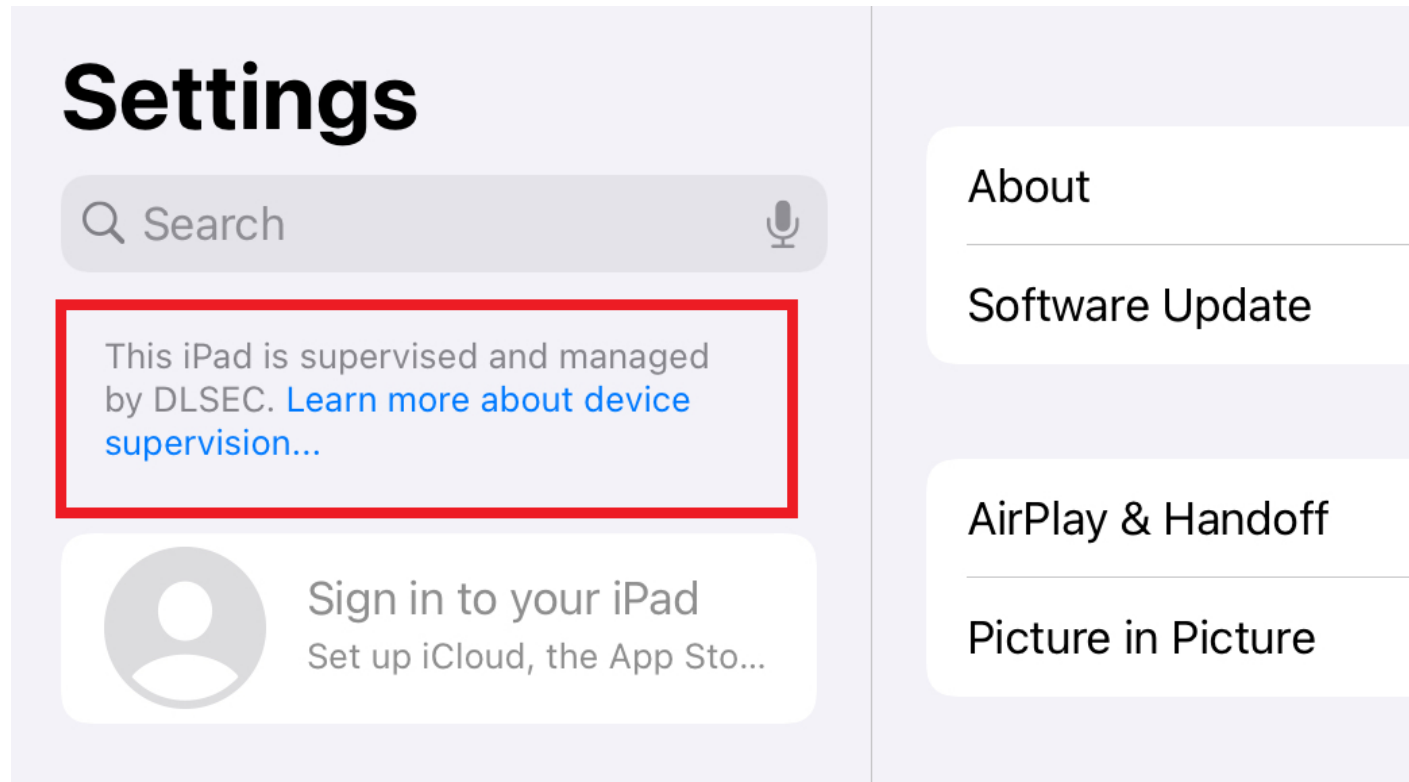




# Managed vs. Unmanaged iPads

# Characteristics of a Managed iPad

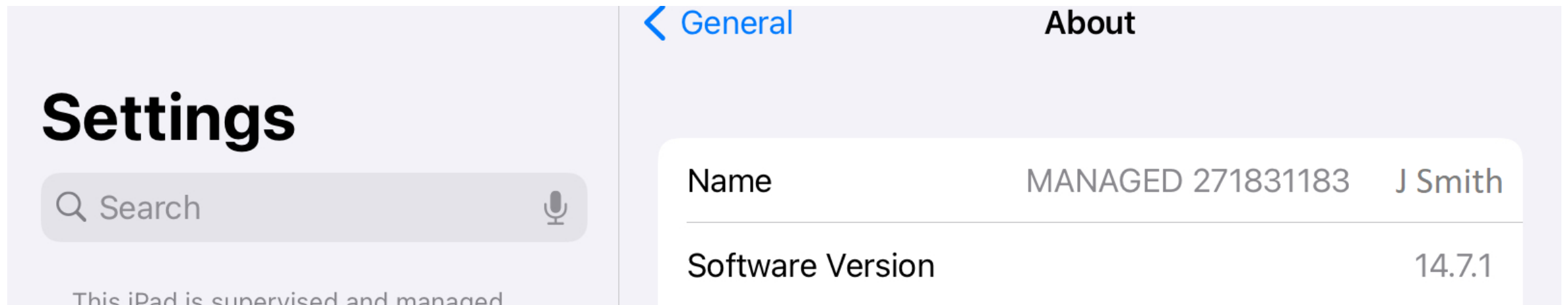
- Has a DLSEC iPad notice in Settings.



- There is less of a wait time for IT assistance. IT can remotely make certain changes to your iPad.
- Passcodes can be removed. Anything can be undone.

# Characteristics of a Managed iPad, Continued

- You cannot download apps from the App Store, but IT can push apps to your iPad in the same day.
- iPad updates can be done manually. IT can also update your iPads remotely if you would like. You will have to include a time frame of 1-2 hours for the update.
- You have to make sure that the device is connected to power, and connected to the internet to initiate updates.
- The names for these iPads are: MANAGED 2718..... User Name. For Example: MANAGED 271831183 J Smith



# How do I get an App for my Managed iPad?

Free App:

- IT Request, that includes the exact name of the app, and if possible a screenshot.

Paid App:

- IT Request, with complete details.
- Pre Acquisition Form (PAF) [http://dlsec.org/wp/wp-content/uploads/2015/05/Pre-Acquisition\\_Form.pdf](http://dlsec.org/wp/wp-content/uploads/2015/05/Pre-Acquisition_Form.pdf)

You can also find the PAF by visiting [dlsec.org](http://dlsec.org), clicking on All Forms, and locating the Pre-Acquisition Form.

You need to connect to the internet after we notify you that the app has been pushed out to your device. This way you can receive the new requested apps.

If your iPad has not been connected to the internet for 5 consecutive days (i.e. After a break, quarantine, device swap, etc.), please make sure to connect it when possible.

Your iPad cannot receive updates, apps, or profile changes until it is connected to the internet.

*If you need help with the PAF, please contact Carri Dicke or Patti Morales.*

[cdicke@dlsec.org](mailto:cdicke@dlsec.org)

[pmorales@dlsec.org](mailto:pmorales@dlsec.org)

# Characteristics of an Unmanaged iPad

- The iPad will have to be brought to IT every time.
- Able to download free apps from the App Store, if you are not asked for the password.
- For most issues, the iPad will have to be brought to IT every time.
- Updates and app downloads are manual only.
- A pop up about the Apple ID password will sometimes appear. This can appear when you are trying to download a free app, in general usage, on certain app updates, and for account wide changes. IT will have to manually assist with these pop ups.
- You are highly likely to encounter multiple interrupting notifications.
- Cannot remove unknown passcodes or Apple IDs/Accounts, which can end up rendering the iPad unusable (brick).
- Sharing one (free or paid) app on one Apple ID, across multiple iPads is not allowed according to the Apple Terms of Service. One reason for this is, because the developers of the app will receive false data.

# How do I get an App for my Unmanaged iPad?

With unmanaged iPads you as the User can download free apps, but if there are issues downloading an app you will have to bring the iPad in. You will also have to wait for IT to manually assist you.

Free app:

- IT Request (If there are issues.)
- Bring it in.

IT cannot remotely install apps onto an unmanaged iPad.

If you need a paid app:

- IT Request
- Pre Acquisition Form (PAF)
- Bring it in.

*When downloading apps, please follow the YISD Agreement Guidelines.  
This would be regarding subscriptions, personal accounts, and appropriate apps.*



# Missing Apps

To ensure that you get the apps that you currently have, before you leave for the end of the school year, email us a list of apps that you need to have on your iPad.



# IT's Plan for iPads

The plan is to eventually have only managed iPads.

We are moving towards managed iPads to save you time so you do not have to bring it in for service. This change will also provide more efficient IT support, less turn around time, and ease of use.