Implementation of Apple School Manager for Apple iPadOS

Apple School Manager (ASM) is a web-based portal that enables IT admins to manage devices, purchase content and create user accounts from a unified console, as well as integrating with mobile device management (MDM) solutions that allow the administrator to deploy device configurations and distribute apps to the devices.

1. **Introduction of Apple School Manager (ASM)**
   ASM combines Device Enrollment Program (DEP), Volume Purchase Program (VPP), and other classroom management tools, ASM provides device enrollment in bulk to enable enrollment for a large number of iPadOS devices through DEP and ease management of Apple volume-purchased Apps through VPP. ASM allows device customization through Mobile Device Management (MDM) System according to your school requirements. However, a registration is required before ASM can be used.

2. **Managed Apple ID in Apple School Manager**
   Managed Apple ID is designed to meet education institutions' needs, e.g., with larger iCloud storage and account password reset. Students use managed Apple IDs to access Apple services. Managed Apple ID can be created, used, and edited

3. **Device enrollment through Apple School Manager**
   iPadOS devices can be assigned to ASM in various ways, including the device's serial number or order number registration.

4. **Device enrollment through Apple Configurator**
   Alternatively, you can use Apple Configurator to enroll iPadOS devices for the purposes of, e.g., re-attaching student devices to a new MDM system owing to changing school of the students. This way, the devices will be put in a supervision mode.

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5. **Register Mobile Device Management (MDM) server on Apple School Manager**
Before MDM can be used, the IT team has to add its own MDM system into ASM and conduct further configuration and manipulation, e.g., edit or remove

6. **Implement iPad Zero-touch deployment with Apple School Manager**
ASM enables zero-touch deployment by automating enrollment and configuration from a central location, eliminating the need to physically touch a device. With the zero-touch deployment, IT can pair Apple School Manager with all organizational devices to configure and manage settings, apps, and logins remotely in conjunction with their MDM system.

7. **Distribute apps and books to devices**
Content can be purchased through ASM and use MDM to do the distribution. Content purchased can be assigned or unassigned to devices or users.

8. **Configure a device into device supervision mode**
Supervision mode gives schools greater control over the devices as additional management features can be used, e.g., using Lost Mode to recover missing iPadOS devices. But for the protection of privacy information, schools are advised to inform students to collect their geolocations through the MDM system. If tracking or monitoring is optional, students should be clearly informed that they have a choice to opt-out. On the other hand, if tracking or monitoring is mandatory, students should be informed of the consequences if they do not wish to be tracked or monitored.

Personal data ordinance should be observed when collecting privacy information from students' mobile devices. Privacy information is including but not limited to geolocation tracking and behavior data. Further information can be found at **https://www.pcpd.org.hk**.

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9. **Change MDM server and registered devices to a new MDM Server in Apple School Manager**

   Schools may be required to change the MDM server due to various reasons. To cater for this, registered devices have to be <u>unassigned</u> from their original MDM server before they can be assigned back to a new MDM server. This way, all the data of the devices will be erased. Hence, data backup is required before proceeding with this change.

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