

Simplified iPadOS and iOS Upgrade Workflow

This guide walks you through the process of upgrading your iPhone and iPad devices to iOS 13 and iPadOS using Jamf Now.

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With the release of a new Apple operating system, it's recommended to first check compatibility with existing software, test the stability of the OS, and make sure it meets the organization's needs prior to upgrading. That's why the first question you need to ask is — **Do you want to upgrade now?**

NO

- ❌ Jamf Now has the ability to delay any iOS upgrade. If you want to delay operating system updates, you can do so via Blueprint and Restrictions. This feature is a critical tool for Jamf Now Administrators that want to leave time between general availability of a new iOS version version and deployment to their teams, most commonly to allow for pre-deployment testing.

YES

- ✅ Once you have decided to move forward with an upgrade, you need to determine if you want users or IT to be in charge of the upgrade.

SOFTWARE UPDATE BY USER

The user simply goes to Settings on their device(s) and starts the installation.

SOFTWARE UPDATE BY IT

iOS devices enrolled via Apple Business Manager or Apple School Manager can be upgraded by sending a Jamf Now command to download and install iOS 13 or iPadOS. No user interaction required for this option.

The MDM command can be sent to individual or groups of devices.