

The Guide to Apple iOS Deployment in Small Business

So your organization is about to deploy iPads to your employees, and you're not sure where to start?

That's where the Apple Management Experts can help. Since 2002, Jamf has helped thousands of organizations across the globe ensure their Apple programs are a success.

In this guide, we'll highlight the steps needed to get an iPad program up and running, using Jamf Now and Apple's userfriendly deployment programs.


FOLLOW THESE 5 STEPS TO SUCCESS.


1. PREPARE




2. CONFIGURE




3. PURCHASE
APPS & BOOKS




4. DEPLOY




5. MANAGE

To see how Jamf Pro can facilitate personalized learning in your environment, visit: www.jamf.com/products/Jamf-Now



1. Prepare

1. SIGN UP FOR APPLE'S VOLUME PURCHASE PROGRAM (VPP) AND DEVICE ENROLLMENT PROGRAM (DEP)

- The Volume Purchase Program (VPP) allows your organization to take advantage of painless app deployment to all of your organization's iPads and iPhones over the air.
- View our VPP Guide here.
- Most organizations will benefit from the Volume Purchase Program (VPP) for painless app distribution.
- View our DEP Guide here.
- Many organizations will benefit from the Device Enrollment Program (DEP) when it comes to purchasing new devices.
- Work with your local Apple Business Team to find out which programs are right for you.

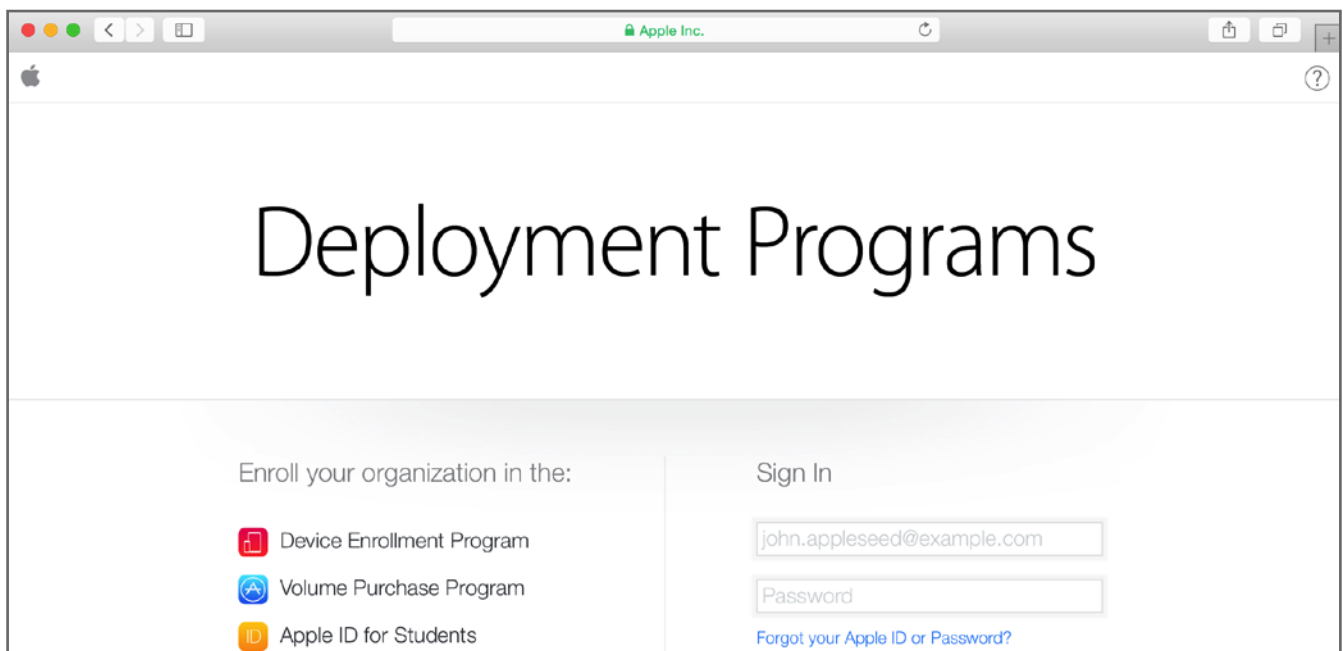
2. CONSIDER YOUR APPLE ID STRATEGY

- Jamf Now can deploy apps directly to devices running iOS 9 or OS X 10.11 El Capitan, no Apple ID required.
- An Apple ID is required for deploying apps to devices running iOS 8 or OS X 10.10 Yosemite.

- If an employee has multiple devices, assigning apps to his or her Apple ID is recommended. Assigning apps to an Apple ID allows a user to download licensed apps across multiple devices.
- Users can create a new Apple ID during the set-up of the iPad or here.

3. SIGN UP FOR JAMF NOW

- Sign up for a free Jamf Now account by going to www.jamf.com/products/Jamf-Now and selecting "Sign up Free".
- We recommend using a shared email address for your Jamf Now account (ex: jamfnow@company.com).
- When creating your account, you'll be given an option to modify your company's custom Jamf Now domain. Making this company URL short will make enrolling devices more convenient for your users.
- Follow the step-by-step instructions to activate your account.
- **We recommend using a shared email address** (perhaps the same email address used for your company's Jamf Now account) for the creation of your Apple Push Notification Service (APNS) Certificate. This certificate will need to be renewed





2. Configure

1. UNDERSTANDING BLUEPRINTS

- A Blueprint stores device configuration settings. Every Jamf Now account will start with one Blueprint.
- Every enrolled device will be associated with a Blueprint. This Blueprint assignment can be changed at any time within Jamf Now.
- Additional Blueprints can be created to configure different enrolled devices with different settings.

2. CONFIGURE EMAIL SERVER SETTINGS

- You can define email server settings as a part of any Blueprint. Jamf Now will configure the email account for all enrolled devices associated with that Blueprint.
- Select email type, define server settings, and click “Save Email Settings” to apply changes.
- Users will type their email password the first time Mail is launched.

Email Tips:

- If email is configured for a user’s selected Blueprint, the user will be prompted to enter an email address during enrollment.
- If email is configured for a user’s selected Blueprint after a device enrolls, you will need to assign an email address to the device through the Devices tab within Jamf Now.
- An email address must be assigned to DEP devices within Jamf Now. The user will not be prompted to enter this information.
- If a user has manually configured email before enrolling into Jamf Now, the user should delete that account to avoid duplicate mailboxes.
- Google Apps for business should be configured as an Exchange account with the server set as m.google.com.

3. CONFIGURE SECURITY SETTINGS

- You can define security settings as a part of any Blueprint. Jamf Now will use these settings to configure all enrolled devices associated with that Blueprint.

Passcode:

- Require a passcode to protect devices.
- Encryption is enabled by setting a passcode.
- Define how much time can pass before an iOS device will automatically lock.

Managed Open-In:

- Jamf Now can protect company data with Managed Open-In.
- Managed Open-in limits the apps that appear in the “open in window” when a user attempts to open a document or email attachment.
- Users can only share documents between apps and the email account that Jamf Now deploys.

iCloud:

- Jamf Now can limit iCloud features on iOS devices to prevent documents and data from syncing to iCloud Drive.
- This feature also disables iCloud Backup and iCloud Keychain.
- Apple’s iCloud Activation Lock is not affected.

4. CONFIGURE WI-FI NETWORK SETTINGS

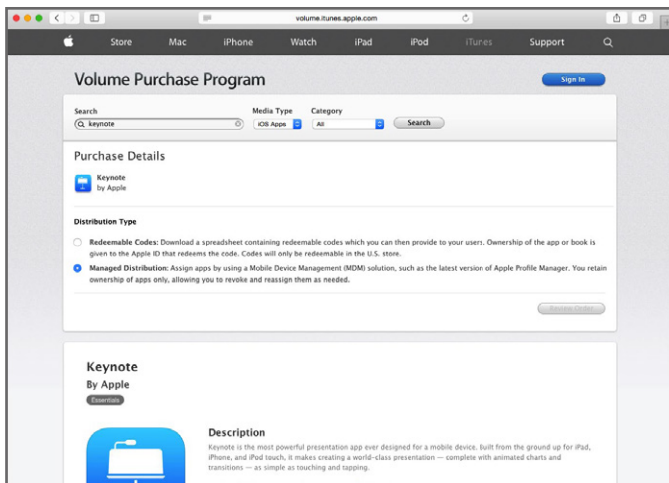
- Populate Wi-Fi Networks and passwords as a part of any Blueprint. Jamf Now will configure these Wi-Fi networks on all enrolled devices associated with that Blueprint.
- Create as many Wi-Fi networks as you need for different cities, offices, or floors.



3. Purchase Apps & Books

1. PURCHASE APPS USING APPLE'S VOLUME PURCHASE PROGRAM (VPP)

- Select “Managed Distribution” at checkout.
- Managed Distribution will allow your organization to retain ownership of apps.
- Apps can be assigned to users and reassigned as your users change.

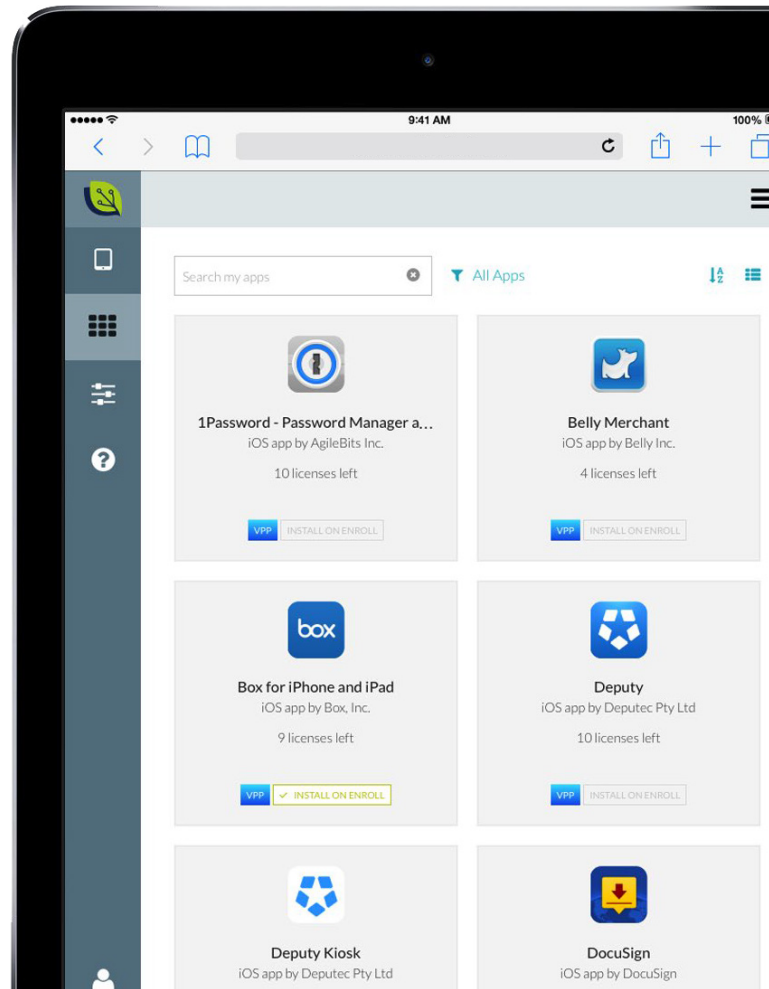


2. LINK YOUR VPP ACCOUNT TO JAMF NOW

- Within Apple's VPP portal, navigate to your Account Summary page. Download the token file to use with Jamf Now.
- Within Jamf Now, click on Apps on the left sidebar. Then click on the VPP tab.
- Click “Upload VPP Token” or drag VPP Token file onto drop zone to upload your VPP token to Jamf Now.
- Once linked, your VPP apps and available licenses will sync into the Apps section of Jamf Now.
- Users receive an email with a registration link and are guided through the process of downloading their content..
- Details on the process are here.

Why should I use VPP?

- The Volume Purchase Program is the best way to acquire both free and paid apps as an organization.
- By using VPP, you can distribute apps over the air while retaining ownership of the assigned licenses for redistribution.
- Jamf Now can deploy apps directly to devices running iOS 9 or OS X 10.11 El Capitan, no Apple ID required.
- Inviting an Apple ID is required for deploying apps to devices running iOS 8 or OS X 10.10 Yosemite.
- There is no cost to create a VPP account. To get started, visit deploy.apple.com.





4. Deploy

MAKE A PLAN FOR DISTRIBUTING YOUR DEVICES TO USERS

Consider two different levels of involvement when building your deployment plan:

1. Open Enrollment: A quick and easy way for users to enroll devices into Jamf Now.
2. Automated Enrollment: Enroll devices automatically out of the box with DEP.

1. OPEN ENROLLMENT

- To enable Open Enrollment, click on Devices on the left sidebar of Jamf Now and select “Open Enrollment” at the top. Toggle the Enable Open Enrollment button to “on”.
- Create a simple access code to protect your enrollment. Set an expiration duration for Open Enrollment to automatically turn off.
- Limiting the IP address can further secure Open Enrollment, however some networks may not be designed to allow this functionality.
- Direct users to your custom Jamf Now URL (company.Jamf Now.com) to enroll iPads and iPhones from anywhere.
- If you have more than one Blueprint in your Jamf Now account, your users will select the appropriate Blueprint configuration from the drop-down menu during Open Enrollment.
- Private Blueprints do not appear in the dropdown menu during Open Enrollment.
- Users can navigate to the direct Blueprint URL, displayed within the ... menu of any Blueprint, to enroll a device directly into a Public or a Private Blueprint.

2. AUTOMATED ENROLLMENT (DEP)

- Add an MDM server for Jamf Now via “Manage Servers” on the DEP site.
- Add devices to your MDM server on the DEP site by serial number or by order number.
- Link your DEP account to Jamf Now. Full details on this step can be found here.
- Any devices in your MDM server will appear in the DEP Devices section of Jamf Now.
- You can preassign a Blueprint and a user to a DEP device prior to enrollment.
- Ship new iOS devices directly to users.
- Users unbox new new device and follow Apple’s built-in Setup Assistant.
- Apple’s Device Enrollment Program automatically enrolls the new device into Jamf Now over the air.
- Settings and Apps are deployed and device inventory appears automatically within the Devices section of Jamf Now.

Why should I use DEP?

- The Device Enrollment Program is the easiest way to enroll and manage new devices with Jamf Now. Devices will automatically enroll out of the box as a part of the built-in Setup Assistant.
- End users cannot unenroll devices enrolled with DEP.
- Using DEP allows you to bypass iCloud Activation Lock.
- Work with your Apple Business Team directly to take advantage of this program.



5. Manage

1. MAINTAIN UP-TO-DATE INVENTORY

- The Devices tab within Jamf Now displays in-depth inventory information on each enrolled device.
- You can search, sort, list and filter devices from the top of the screen.
- Assign an Asset Tag to any enrolled device to link physical inventory with your digital records.
- Display the Activation Lock Bypass Code for Supervised Devices.
- View all of your Apple devices in one place and export inventory information to a spreadsheet for reporting or accounting purposes.
- Send remote commands to lock, clear passcode, unenroll or wipe devices over the air.

2. DEPLOY VPP APPS TO DEVICES

- Push apps to specific devices.
- Set apps to install on every new device that enrolls into Jamf Now.
- Reclaim purchases from current users and reassign those apps to new users.

What is Activation Lock?

- Activation Lock is a security feature of iOS designed to protect a user's device if it's lost or stolen. It is enabled automatically when Find My iPhone is enabled on a device running iOS 7 or later. See more here.
- If Activation Lock is enabled on a company device, it can cause problems when the time comes to reassign that device.
- Jamf Now can proactively solve this problem by allowing a company to bypass Activation Lock on a supervised device.
- iOS Devices can be supervised by enrolling with the Device Enrollment Program (DEP) or by restoring an iOS device with Apple Configurator, a free app from the Mac App Store.



www.jamf.com

© 2016 JAMF Software, LLC. All rights reserved.

To learn more about how Jamf Pro can make an impact on your Mac and iOS management, visit jamf.com/products/Jamf-Now.