



TalkLink

Wahanga Tū Kōrero

Assistive Technology Services

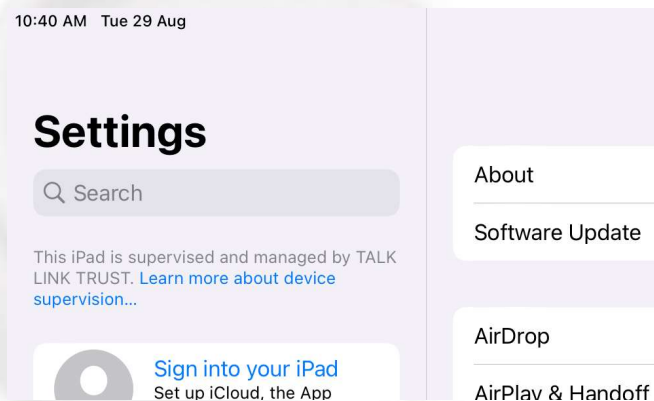
iPad Management



What is an MDM (mobile device management) system?

An MDM is a system for managing multiple devices set up by an organisation.

It changes the way we set up funded devices. There are no more iTunes accounts created for each client, instead a funded app is assigned directly to a device.



Devices will show a message in settings saying it is managed by TalkLink Trust

Features of an MDM

- Devices are now assigned to an organisation (TalkLink Trust) instead of to an individual account
- No more individual login/recovery credentials to manage
- As the app is assigned directly to the device, you cannot lose access to it by getting locked out of iTunes account through lost credentials/2FA
- Can remotely remove passcodes (if the device is not disabled and on Wi-Fi)
- Screen time not required to prevent deletion of funded apps or device prompting for a passcode to be set up
- App updates are automatic (if the device is connected to Wi-Fi and not currently in use)
- iOS updates will still ask to be installed; device will go straight to the home screen once installed and not ask that a passcode be set up

Funding applications

- When making an application, add MDM Management fee to your recommendations and rationale.

- Use rationale similar to below

Mobile Device Management system fee to support device set-up, security, and the management of clients' communication apps.

Backups

Full Device Backup

- This is no longer used as the funded app is not on the account being backed up to. Vocab files and other media will need to be manually backed up by one of the below methods

Manual Backup

- Create an iCloud account and backup/export your vocab to iCloud Drive (an iCloud account can automatically back up photos on your device)
- Backup/export your vocab file and pictures to Google Drive or DropBox (Requires an iCloud account to download apps from the App Store)
- Connect the iPad to a computer and export your vocab file with iTunes

App sharing

- Should there be clear clinical rationale for an app on another device for modelling or similar, then
 - Quote for the base system including the MDM managed iPad and app with the MDM management fee
 - Request an additional quote for a companion app voucher for the client, this then needs to be submitted as an accessory application once the original application has been approved.

(This app will not be set up or managed by TalkLink and we are unable to provide support if you lose access the app/iTunes account it has been redeemed against)

Add-ons/In-app purchases

- In-app purchases are not possible on MDM assigned apps. This includes premium voices on some apps.
- Grid for iPad and TD Snap can both license add-ons without the need for an in-app purchase
- If you need an add-on available in either Grid or TD Snap then:
 - Base app is downloaded through MDM
 - add on is licensed through a Smartbox or TD account – this account will be created by TalkLink to download.
- Add-ons include PODD, Gateway

Like for Like replacements

- If the iPad and previously funded app was setup under the old system and the iTunes account and funded app are:
 - Still active: Then Request a quote for a replacement iPad and specify that this quote is for a Like for Like replacement for a non-MDM iPad
 - Inactive: If the iTunes account and funded app is no longer useable you will need to request a new app and iPad both under the MDM system
- If the iPad and app was provided under the new MDM system
 - Then request a quote for a replacement iPad and specify that this quote is for a Like for Like replacement for an MDM managed iPad
 - This quote will include the MDM Management Fee

Follow up

- <https://talklink.org.nz/resources/idevice-set-up>
- Updated iPad guidelines will be provided with devices.

Questions?

