

# iPads for companies: The correct setup and use

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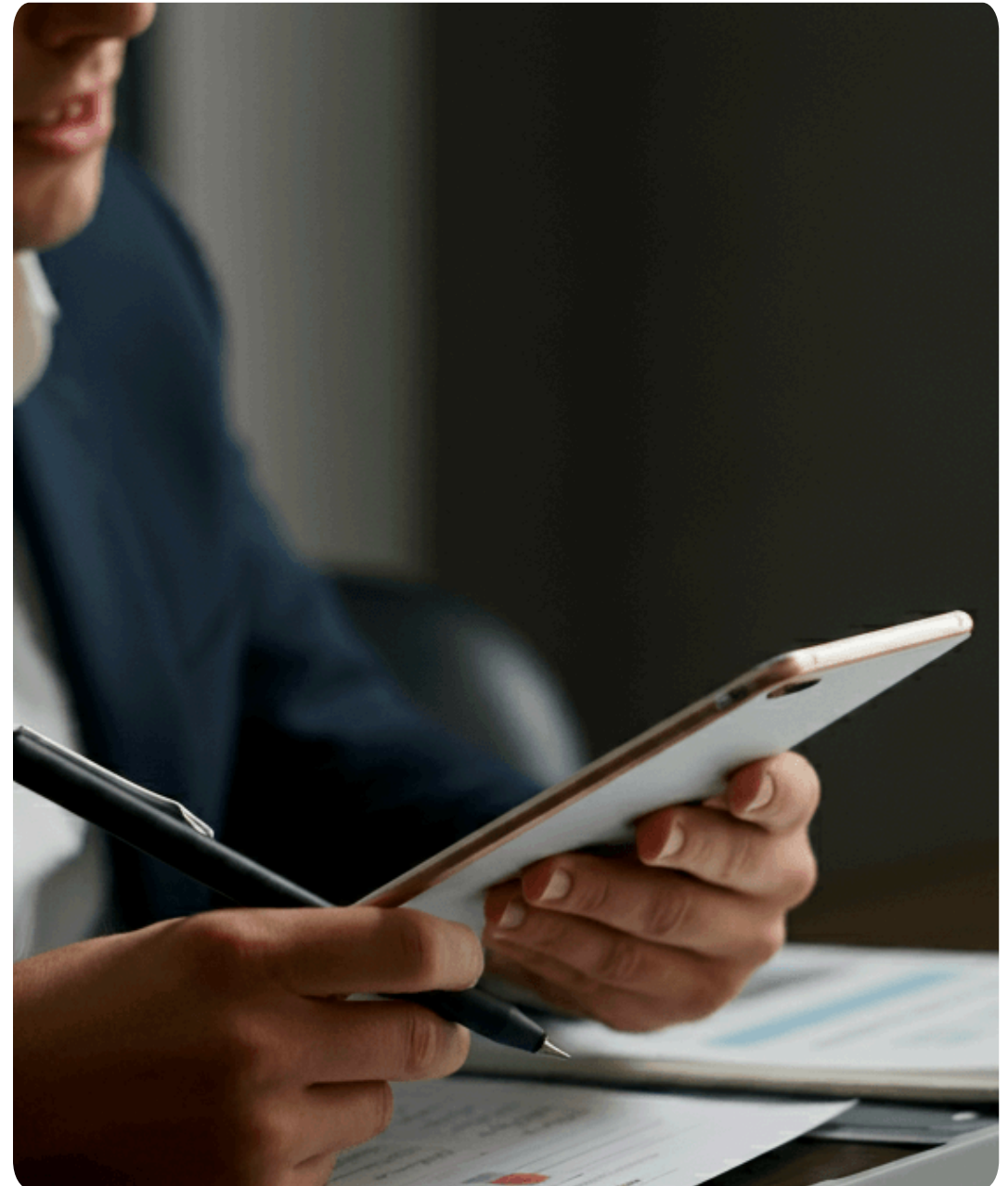
# iPads for companies: The correct setup and use

iPads are becoming increasingly important not only in the private sphere, but also for corporate use. The shared iPad model in particular, where one iPad can be used by several users, offers a cost-effective and flexible solution for the use of mobile IT in companies.



## In this e-book you will learn:

- Everything you need to know about setting up iPads for companies with MDM, including shared iPads
- What advantages iPads offer as work devices
- How iPads are used in practice
- What options are available for upgrading iPads





# Part 1: How do I set up an iPad for work?

Apple offers the option of using iPads, iPhones and macOS devices both privately and professionally. For professional use, the devices are set up using a managed Apple ID.



Apple ID = Access to all Apple services with email and password. In a professional context, this should be your own professional e-mail address.

To set up an iPad for work, the following requirements must be met:

- The device must be reset to factory settings
- You must have an Apple Business account
- A mobile device management system must be in place

## Why do I need a mobile device management system (MDM)?

The Apple Business Account and MDM are interlinked when it comes to managing and securing iPads. The Apple Business Account is required to assign the Apple IDs to the devices and to assign the MDM server to the iPads. You can use the Apple Business Manager (ABM) to purchase apps for your company and have them installed on the devices via the MDM.



# Setting up iPads for work, step-by-step

## 1. Purchase of a new iPad as a DEP device

Before you buy a new device for your company, you must create an account in the Apple Business Manager (ABM). This is also linked to an organization ID, which you send to the retailer of your choice. You will receive a retailer ID from the retailer, which you then enter in your ABM account. Through this connection, the devices are automatically listed in ABM when the order is triggered.

## 2. Login to ABM

You use your professional Apple ID for this. All iPads that you have purchased from your dealer are shown here.

## 3. Connect to the MDM

Basically, the connection with the MDM, such as MobiVisor MDM, takes place on three levels.

Three certificates are exchanged between MDM and ABM: APNS, Apple DEP and Apple VPP. The ABM communicates with the MDM via these certificates. We recommend opening your MDM domain in one tab and the ABM in another tab in your browser.

## 4. Link the APNS certificate.

Download the APNS certificate from the MDM. There are two tabs in MobiVisor: The “Upload signed certificate” tab gives you access to the Apple Push Certificates Portal. There you can now upload the APNS certificate from the MDM. Apple will use this to create another push certificate, which you must then download and upload to MDM.

# Setting up iPads for work, step-by-step

## 5. Link the Apple DEP token

This link now also “officially” turns the device into a business device. Download the Apple DEP token via MDM. Now log in to your ABM account and go to “Your MDM server”. You will find this in the settings. Upload the DEP token here. At this point, Apple will again generate an “exchange token”, which you must download and upload back to MDM.

## 6. Link the Apple VPP token

You must link the Apple VPP token in order to later purchase apps for your company and send them to all devices via MDM. Switch to ABM and download the VPP token via Settings → Server Token. You can then upload it to the MDM.



Please note that the tokens expire after one year and must then be replaced in the same way.

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## Part 2: Using iPads professionally

Even though Apple devices are relatively expensive compared to other devices, they are still worth buying. iPads are light, durable and are supplied with the latest updates for up to 6 years. The high purchase price is therefore well worth it. Furthermore, iPads offer a special feature that other tablets do not have: the ability to be used by multiple users. This is known as a shared iPad.



### iPads and MDM

To be able to use iPads in compliance with data protection regulations, companies need a mobile device management system (MDM). Among other things, this allows extensive security settings to be made, but also reduces the administrative workload for IT.

### Important basic functions of an MDM

- Distribute and uninstall apps
- Monitoring of mobile data consumption, for example
- Preconfiguration of permitted Wi-Fi connections
- Web content filter
- Password guidelines

## Part 3: The Shared iPad in use

If iPads are set up for shared use, several users can use a single iPad. Each user receives their own login details, which can be used to access their personal user profile. Individual data and settings are stored in this profile.

Shared iPads for companies are set up via the Apple Business Manager (ABM). The Apple School Manager (ASM) is available for schools and other educational institutions. These platforms are used to mark the mobile devices as belonging to the company or educational institution and to assign Mobile Device Management (MDM) to the devices. An MDM is essential in order to set up the iPads for professional use.

### How do I set up iPads for multiple users?

In Part 1, we showed you how to set up iPads as company devices. To convert the iPads to Shared iPads, two steps are now required:

1. In the MDM under Apple DEP, check the setting “Profiles” > “DEP profile settings” > “Shared iPad”
2. Synchronize the devices

Then switch on the iPad and this profile setting will be transferred to it. You can now use MDM policies to define the maximum number of users and, for example, define the initial login for these users.



It is not possible to reverse the process. The iPad must be reset to the factory settings if shared use is no longer desired.

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# Shared iPad FAQs:

## 1. How do I define the users for a Shared iPad?

A limit of possible users can be set in the MDM. When the user logs in for the first time, the user is saved and the “space” is thus occupied. The IT admin can therefore log in all iPad users once to fill the accounts. The users can then change the password for the login on the iPad.

## 2. Can I store different apps per account?

This is absolutely possible. Different apps and different policies can be stored for each iPad user.

## 3. Can existing iPads be turned into Shared iPads?

If there are already iPads in the company, they must first be reset to factory settings. They are then registered in ABM as usual - only this time the Shared iPad function is activated for them via MDM. It is important that the devices have a storage space of at least 32 GB and also have at least iOS 11.



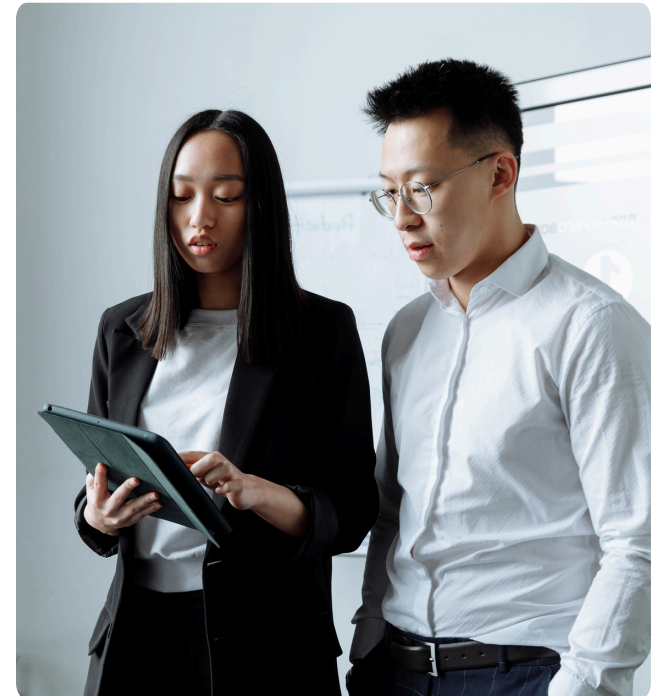


# Part 4: Use and advantages of Shared iPads

In principle, the use of a shared iPad always makes sense if not every person needs their own iPad for the intended purpose.

Application scenarios include, for example:

- Shift work in nursing and hospitals, in sales or the hospitality industry
- In offices for presentations or as a digital status display outside meeting rooms
- As a booking system for services and applications in hotels
- In museums as interactive exhibition content
- In schools and libraries for accessing learning materials



# Benefits of using Shared iPads:

Based on the diverse areas of application, it is already clear that the use of shared iPads has numerous advantages for companies and educational institutions. In addition to obvious benefits such as cost savings, as fewer devices need to be purchased overall, the administrative effort for mobile IT is also reduced overall, as only a small, clearly arranged pool of devices needs to be managed by the person responsible.

## **Further advantages:**

### **Cost efficiency and sustainability:**

Fewer devices mean lower costs and less to dispose of in the long term.

### **Data protection and security:**

Each account is provided with security policies using MDM and thanks to user separation on Shared iPads, personal data and settings remain protected.

### **Centralized management and control:**

IT administrators can manage Shared iPads centrally, install apps and control authorizations. This simplifies administration and ensures compliance with security guidelines, especially in companies and schools.

### **Flexibility and mobility:**

Employees who are often on the move can remain flexible and only need a small, lightweight device with all the apps they need for work.

### **Personalization for every user:**

Even if the device is used for work, settings can be personalized. This ensures that everyone can work comfortably.

# All about Shared iPads and so much more!

You can find out more about Apple devices and their use in companies on our

**Website: [www.mobivisor.de](http://www.mobivisor.de)**

We look forward to you following us:

**IG: @mobivisor**

**LI: MobiVisor**

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