

Preparing iPads for Circulation

Introduction

In order to get circulating iPads to be CIPA compliant, we must jump through several hoops, as on the base level, iPads are designed for a single user. Managing iPads requires Apple Business Manager, a management program (MMLL has opted for **Jamf Now!**), and finally an App solution for filtering (Clean Browsing DNS.org).

The libraries should only have to login and use **Jamf Now!** and more specifically, the “Devices” section.

The intent of this document is to provide simple instructions. This document may change to refine steps of instructions and/or answer questions.

Of course if you need help, feel free to email (cory@emergencygeek.net) and I will respond as soon as I can. Optionally you can call or text; but I only am able to respond during my office hours (Tuesday, Wednesday, and Friday).

About Jamf Now!

All the libraries’ iPad management is under **Jamf Now!** This is where you will ‘reset’ and ‘lock’ the devices (if needed). Since all the libraries are under the same account, every library can see every other library’s iPads, so it is important that you only manage devices labeled under your library name. There isn’t a way to subdivide these out for specific management by library (other than the labeling).

If you haven’t been set up with a **Jamf** teammate account, please contact me (cory@emergencygeek.net). I’ll need the email address you want to use as the account name to log in to **Jamf**. Make sure this address is one you will continue to have access to no matter what staff changes might happen at your library. Supply me with the email address you want to use as the account name to login into **Jamf**. **Jamf** will send an email to this address and provide you with step-by-step directions to finish creating your account. This should help you through the account creation process.

Jamf Now! is a web-based management tool. The website is: <https://app.jamfnow.com/devices>

The only section of **Jamf** you should have to use is under “Devices” and then your specific iPads ([library name] [iPad] [#]). For example, (Bellaire iPad 6). Below, the directions are divided into sections that cover what you need to know.

Please do not make changes to the MMLL Default Blueprint, as this will affect every library under that. Blueprints are setup configurations and you shouldn’t have to mess with this. Some libraries may have their own blueprints for the purposes of adding certain apps or configuration

they want on their iPads that other libraries may not. Contact me (cory@emergencygeek.net) and I can help you with this process if you want a custom blueprint, adding apps, or removing/hiding apps.

SETUP

This process explains how to setup your iPads out of the box. This is a one-time process and afterwards you should reference the 'Reset between Users' section. The setup process is divided into two sections: First Time Setup (easy process); and Already Setup (harder, as you will need to factory restore the device through iTunes and then go through the Setup process A)

1. Make sure you have access to **Jamf Now!** (directions above under 'About Jamf Now!'). This helps you verify that the iPad is communicating with the management software **Jamf Now!**.
2. Turn on the iPad (Step A: First Time Setup or Step B: Already Setup)
 - a. FIRST TIME SETUP (easy)
 - i. Power on the iPad (button on top short edge of the device). You may need to press and hold the button until you see the Apple logo
 - ii. Select English as Language
 - iii. Select United States
 - iv. Select Setup Manually
 - v. Select your WiFi connection and sign into it (**required**) (it will take a few minutes - may vary based on internet speed)
 - vi. You will see a screen about Remote Management that says Mid-Michigan Library League. Select "Next" in the upper right hand corner.
 - vii. Hit "Continue" for Keep Your iPad Up to Date
 - viii. Enable Location Services
 - ix. **Next steps is VERY important to be CIPA compliant**
 - x. The iPad will install pre-assigned Apps, including Clean Browsing. Once Clean Browsing is installed, click on it. (You may need to swipe left and hit Dismiss about re-arranging home screen to find Clean Browsing App)
 - xi. Click on "Family Filter" and allow it to apply VPN Configurations (it sometimes says it isn't active for a second before it checks and highlights Family Filter in green).
 - xii. While still in Clean Browsing, click on the three horizontal dots in the upper right hand corner (...) and set a passcode. You can set whatever you want, but I recommend **NOT** using 1234, your address, and four of the same number; as these will be the most common attempts by end users.
 1. You just need to set a passcode to prevent the patron from changing or disabling the filtering. The patron should **NOT** be given this code or you will bypass the requirements for CIPA.
 - xiii. Setup process is complete and ready for your patrons
 - b. ALREADY SETUP (harder)

- i. IF you already opened up the iPad and registered it, this process is harder.
- ii. You will need to factory reset the device using iTunes on a computer PC or Mac. (It may be called Restore)
- iii. Here is a link to explain how to do that:
<https://support.apple.com/guide/itunes/restore-to-factory-settings-itnsdb1fe305/windows>
- iv. After it is restored, you should be able to start the Setup process in Step A of this setup process.

Reset between users

This is more-or-less factory resetting the device. Process is going to require 10-15 minutes of staff time to do.

1. Login into **Jamf Now!** (<https://app.jamfnow.com/devices>)
2. Make sure the iPad is connected to WiFi
 - a. This is done under Settings
3. Under devices, select/click the iPads you want to reset
 - a. *Don't know which iPad?* On the iPad, under Settings (gear icon) > General > About, you should see the iPad Name. I would recommend marking each of your iPads in some way so you know which number they are.
4. In the upper right-hand corner you will see three horizontal dots (...), click on that and scroll down to “Erase this Device”
5. Click the red “Erase”
6. On the iPad, you should see an Apple Icon and a progress bar. This process should take a few minutes, but may vary on internet speed.
7. Once that screen clears, you will see a screen that says hello (in English and other languages), Press the Home Button
 - a. Home Button is the actual circle button on the front just below the screen.
8. Select English
9. Select United States
10. Select Set Up Manually
11. Select WiFi and sign into it (**required**)(it will take a few minutes, may vary based on internet speed)
12. You will see a screen about Remote Management that says Mid-Michigan Library League, select “Next” in the upper right hand corner.
13. Hit “Continue” on Keep Your iPad Up to Date
14. Enable Location Services
15. **Next steps are VERY important to be CIPA compliant**
16. The iPad will install pre-assigned Apps, including Clean Browsing. Once Clean Browsing is installed, click on it. (You may need to swipe left and hit Dismiss about re-arranging home screen to find Clean Browsing app)
17. Click on “Family Filter” and allow it to apply VPN Configurations (it sometimes says it isn’t active for a second before it checks and highlights Family Filter in green).

18. While still in Clean Browsing, click on the three horizontal dots in the upper right-hand corner (...) and set a passcode. You can set whatever you want, but I recommend NOT using 1234, your address, and four of the same number; as these will be the most common attempts by end users.
 - a. You just need to set a passcode to prevent the patron from changing or disabling the filtering. The patron should **NOT** know this code or will bypass the requirements for CIPA.
 - b. This will get reset every time, so really you could just punch any number in.
19. The iPad Reset is complete and it is ready for the next user.

How to lock an unreturned device

In the unfortunate event that an iPad is not returned to your library, you can lock the device (Apple calls it Lost Mode)

1. Login into **Jamf Now!** (<https://app.jamfnow.com/devices>)
2. Under Devices, select/click on the iPad on which you want to activate Lost Mode on
3. Click on the three horizontal dots in the upper right hand corner (...) and click on “Enable Lost Mode”
4. This will present you with fields to enter (you will have to complete these with each Lost Mode, as it doesn’t save the message): Message, Phone Number, Footnote, and the option to make it play a sound.
 - a. Note: This Lost Mode will trigger the next time that iPad connects to the internet.
 - b. I don’t recommend using the sound option (at least as a first attempt). It will ring and ring.
5. You can “Disable Lost Mode” the same way, through the three horizontal dots in the upper right hand corner (...) and select “Disable Lost Mode”. The iPad will say it has been located. Hit “continue” to resume use.

Q&A (this section may update as I get questions/answers)

- After the one year subscription of the management software (**Jamf Now!**), provided by the Mid-Michigan Library League expires, can we unenroll/reset these devices?
 - Yes. I can help you with this or optionally in Jamf Now under the three horizontal dots in the upper right corner of that device, there should be an “unenroll this device.” I don’t know yet if this will factory reset the device or if you will need to use iTunes to do so yet.
- Do we need to setup the iPads through the MMLL or can we set them up under our own accounts?
 - Highly **not** recommended. The biggest hurdle we faced was signing up for Apple Business Manager (which is required to use any management software) and initially they denied us; MMLL applied for exemption and that process took weeks. You would also need to file your tax exempt status with Apple to get volume processing apps (even if free) and find a management software (like **Jamf Now!** (they all cost \$) and configure that. Also the vendor who sold us the

iPads had to register the iPads to the MMLL Apple Business Manager. It is an unnecessary complicated process.

- Cost?
 - The MMLL has paid for the first year of **Jamf Now!** on your behalf. It is yet to be decided if the MMLL will cover the costs of **Jamf Now!** beyond the initial year or bill libraries for the yearly licenses. The **Jamf Now!** is the only ongoing cost.