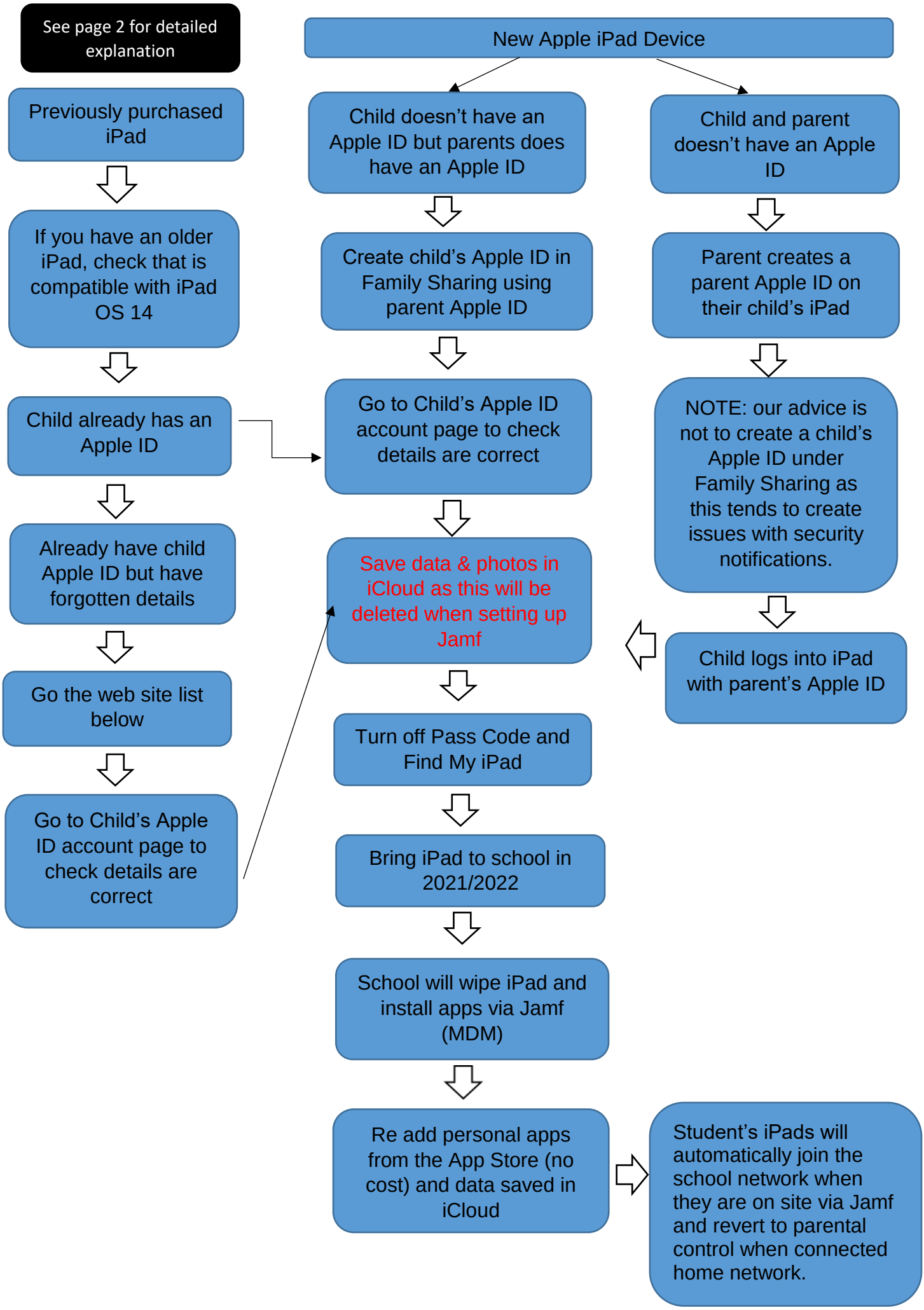
Summary of iPad Set Up



iPad Set Up

The setting up of the iPad will depend on whether it is a new device, previously purchased and/or whether the parent already has a parent Apple ID account.

For those parents who intend on using a previously purchased iPad, it is important that it is capable of running iPad OS 14, which currently includes: iPad 5th & 6th Gen, iPad Air (3rd Gen) and iPad Air 2 along with iPad Pros (9.7" – 12.9").

If you are unsure of what generation iPad you own, go to Settings>General>About>Model Name

For further information about iPad's compatibility with iPad OS 14, please refer to the following link:https://support.apple.com/en-au/guide/ipad/ipad213a25b2/ipados

It is important to note that when we set up student iPads on Apple School Manager and Jamf, **all student data will be erased**. This is why it is important that all data is saved to iCloud. Note app will still be in the Apple App Store and can be reloaded.

Before iPads are sent to school it is important complete the following steps:

- Check that the iPad is capable of running iPad OS 14
- **Save data & photos to iCloud as this will be deleted when setting up Jamf**. Note data and apps can be re-load when set up is finished.
- To turn off "Passcode", please go to Settings>Touch ID & Passcode>enter current passcode>change iPad button to unlock
- To turn off "Find My iPad", please go to *Settings>Apple ID* (top left)> *Find My*>change *Find My iPad* to *"OFF"*

Home Set Up

For home use, it is important that a parent creates a **child's Apple ID account** through **Family Sharing** to ensure parental access to the control functions on the iPad and if necessary reset your child's password.

NOTE: if the parent does not own an Apple device and the child's iPad is the only Apple device in the home, our advice is **not to create a child's Apple ID under Family Sharing** as this tends to create issues with security notifications that are sent through to the parent's device.

What is an Apple ID?

An Apple ID is the account that you use to access Apple services like the App Store, News +, Fitness +, Apple TV +, Apple Music, Apple Arcade, iCloud, iMessage, FaceTime and more.

Setting Up a Child's Apple ID through Family Sharing

A child Apple ID is set-up through a **Family Sharing using a parent's Apple ID** which allows parental control of the child's ID. This provides added protection for inadvertent app purchases or credit card use. All apps purchased through Family Sharing are then available for the whole family at no extra cost.

For further information about setting up a **child's Apple ID** through **Family Sharing**, please refer to the following link: https://support.apple.com/en-us/HT201084

If your child already has an account, they should keep using it. For help if you have forgotten their Apple ID go to: https://support.apple.com/en-us/HT201354

After completing this process, go to your child's Apple account page using the following link: https://appleid.apple.com/ to make sure that their information is correct. Check their birthday, since it needs to be correct for features like Family Sharing.

For further information about **child's apple ID**, please refer to the following link: https://support.apple.com/en-us/HT205763

Setting up a child's Apple ID when a parent doesn't have an Apple ID

If a parents doesn't have an Apple device or Apple ID, the parent can create a parent Apple ID on their child's iPad and then create a child's Apple ID through Family Sharing. Following this, the parent needs to sign out of the device and the child will then sign in under their Apple ID. The only difference here is that the parent won't be able to remotely control this device.

For further information about creating an Apple ID, please refer to the following link: https://support.apple.com/en-au/HT204316

Apple - Parental Controls – Settings

In addition to Family Sharing, parents can also go into the *Settings* menu on their child's iPad and fine tune restrictions even further. To do this, select *Settings > tap Screen Time to set limits for Downtime, App Limits, Communication Limits, Always Allowed and* Content *& Privacy Restrictions*.

For further information about **Parental Control Settings**, please refer to the following link: https://support.apple.com/en-gb/HT201304

JAMF – Parent Controls

When student's iPads are managed through Jamf's Mobile Device Management (MDM) system at school, parents are also entitled to Jamf Parent iOS App which further empowers management of their child's device.
For further information about Jamf Parent, please refer to the following link: https://www.jamf.com/products/jamf-parent/

Useful Videos for Parents

How to Create Apple ID for Child: https://www.youtube.com/watch?v=Qv0_b4IVGNU

How Family Sharing Works: https://www.youtube.com/watch?v=I6vZd14FsJ4

How to Setup Apple Family Sharing & Create a Child Account: https://www.youtube.com/watch?v=Qv0_b4IVGNU

Setup Screen Time for Parents: https://www.youtube.com/watch?v=ZAXcyGw8Q2Y

How to Setup Parental Controls for iPad: https://www.youtube.com/watch?v=Lu-e_y-Rt9I

AppleCare Support

Students and their families can access free technical support for Apple devices, such as Macs, iPads and applications directly from AppleCare Support. AppleCare Support is available at no cost to you and is provided through the Department's AppleCare Enterprise agreement.

AppleCare Support is available 24 hours a day, seven days a week. It provides technical support for:

- Apple software and operating systems
- Apple applications, such as Keynote
- Personal Apple accounts or settings

The Department's AppleCare Enterprise agreement does not provide any extra hardware coverage.

To contact AppleCare support:

1. Phone 1300 760 237
2. When prompted enter access code 2961
3. Follow the prompts to select your Apple device