

Mobile Device Management Tips

How many devices?	Will all of your devices be used in one place (ie classroom set of 20)?	Will all of your devices need to have the same things loaded on them, or will each one need to be customized for the end user?				
How many iTunes accounts will you need?	Need one email account for each itunes accounts. We set up a free gmail account for each device and give each one a unique name but the same password.	Think about: if you load an iTunes gift card in your main account and have multiple devices on that account, all of the devices could access those funds in that account.	We set up 1 email and 1 itunes account for each device. This takes more time initially, but makes management so much easier since our devices are checked out to individuals across a large area for extended periods of time.	If you don't give the end user the username and password on the device, how will you handle device updates? If the end user has this information, they just click to update and type in the password and it can be done over WiFi.		
How will you charge multiple devices at once?	If devices will be in various locations (ie checked out), how will the end user charge the device?	USB wall charger is simplest way.	If plugging into the computer to charge, remember that the default is to sync automatically. If you have the device on one iTunes account, but you're signed into your personal one, your songs, photos, etc. could be transferred to this device.	Easiest way to prevent this from happening is to FIRST go into iTunes, Preferences, Devices, and check "Prevent devices from syncing automatically."	When this is checked, you can then manually select what you want installed on each device.	If all devices will be housed in the same location and housed at once, there are carts available: http://apple.bretford.com/products/powersynccart
How will you install apps?	Can install directly on device or can install on computer in iTunes and then sync to device.	Remember, if the end user does not have the user name and password, they will not be able to install any new apps or updates.	If apps are purchased directly onto device, at some point the device will need to be synced to a computer (logged into that particular iTunes account) and will need to "Transfer Purchase" from the device to the computer. Otherwise, if device crashed and had not been synced w/computer, the apps would be gone.			

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How will you pay for apps?	Apple has a volume purchase program for schools/institutions	You can also "Gift Apps" in the iTunes store.(Ex. A supervisor has a district credit card. They go into iTunes, purchase the app as a gift app, get a code, and send you the code to redeem when you download the app onto your device.	Word to the wise: When setting up your iTunes accounts, under credit card information, put NONE.			
How many copies of an app will you buy?	Check the licensing agreements for the apps and with Apple. http://www.apple.com/itunes/education/	We do one copy per device, no matter what the cost of the app. http://support.apple.com/kb/ht2736#4	Apple allows multiple devices to be synced with one iTunes account when all the devices are owned and used by the same person/family. If being used institutionally or by a variety of students, your safest bet is to have one copy per device. http://support.apple.com/kb/ht2534	Remember that if you get on Apple's Volume Purchase Program, you can get a significant discount on many apps.	The Volume Purchase Program also allows you to set up certain managers and facilitators who have access to purchasing apps. This helps track app purchases as well.	
Which computers will you sync devices on?	http://www.apple.com/itunes/education/ Can only authorize up to 5 computers to be synced with one device. Can authorize or deauthorize computers to use a particular iTunes account.	http://support.apple.com/kb/ht2736#4 Note: If you put all of your devices on one iTunes account, if >5 people try to sync it w/their computers, only the first 5 will be able to be authorized to do so.	http://support.apple.com/kb/ht2534			
Is there unique data on your devices that needs to be backed up?	Some apps store their own unique data. If so, it's best to have a backup so that if this data is ever lost, one could "Restore from Backup."					
What will the users of these devices be able to access?	In the device Settings, you can deauthorize the use of certain features such as access to wifi, You Tube, purchasing apps, etc.	Under Settings, General, Restrictions, we always restrict access to "Deleting Apps." This way, if a student holds down on an app icon too long and it begins to "jiggle", the X that allows you to delete it will not be an option.	To prevent people from changing your restrictions, you can enter a 4-digit passcode.			

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Important information for devices	How will you keep track of the device serial number, device name, your inventory number for the device, the iTunes user name and password, the Apple Care Warranty number?	Seriously consider purchasing Apple Care Warranties for all of your devices. Even with this, obvious damage such as a broken screen will typically not be covered.	We keep an online spreadsheet in Google Docs so that this information can be shared with all the necessary parties. If one person sets all of the devices up and retires the following year, how will the next person know how to access all of that information. This could be a potential nightmare!			
		http://www.apple.com/support/products/				
How will you protect your devices?	Will you use cases? If so, what level of protection do you need?	Many people just use the screen protectors and silicone sleeves.	For more serious protection, consider the OtterBox cases.	Here are a couple we also use for students who use the mobile device for communication:		
			http://www.otterbox.com/apple-cases/apple-cases-default.sc.html	iAdapter case from AMDI: http://www.amdi.net/store/iadapter.html		
				ModulR Cases (with carrying and shoulder straps) http://www.modulrcase.com/		
				Best for amplification if iPod or iPhone: http://imaingo.com/imaingo-x/		
Created by Lesley McGilligan	Special School District of St. Louis County	lmcgilligan@ssdmo.org	<p>**All of the information in this document is based on my experience in setting up multiple iPod Touch and iPad devices for our students to use as augmentative communication devices. Anecdotal comments are based on my experiences only.</p>			