

Getting Started

2016 MLTI Refresh

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Summary

This document is an overview of the workflows, setup and associated links that MLTI schools need to follow when deploying MLTI devices. Additional details and workflows can be found on the DOE's [MLTI Apple Procedures](#) page.

Getting Set Up

Apple School Manager & Managed Apple IDs

Apple School Manager is a new web-based portal from Apple that enables your school or district to enroll devices in your MDM solution, create Managed Apple IDs, buy content, and set up iTunes U courses.

Managed Apple IDs, unlike consumer Apple IDs, are owned and controlled by each school or district and are designed to meet the needs of educational institutions—including bulk creation, password resets, limitations on purchasing and communications, and role-based administration.

MLTI offers a 'getting started' webinar on Apple School Manager and Managed Apple IDs that should be considered the basis for your deployment. For a listing of upcoming webinars, visit the [MLTI Events Page](#). If you are unable to attend one of these group webinars, please call the MLTI AppleCare Help Desk at 800-919-2775 (pin# 4MLTI) and request the webinar content be delivered one-to-one.

Advanced webinars will follow, covering the features of Apple School Manager in finer detail.

For a refresher or to dive deeper, please explore the following:

- [Education Deployment Guide iBook](#)
- [Apple School Manager Help](#)
- [Education Deployment Guide](#)
- [iOS Deployment Reference](#)
- [Managed Apple IDs](#)

District JAMF Instance

The Apple Project Team has begun reaching out to your District Contact to begin setup of your District instance of JAMF. Once the instance is set up, JAMF will communicate with the District Contact to provide training on configuration and management of the instance.

The training offered by JAMF Software will include four one hour primer sessions, and one JumpStart session. The primer sessions will give you an overview of the steps needed to configure the district JSS. The one-on-one JumpStart session will walk you through the specifics for your JSS instance with a representative from JAMF Software.

Your district contact will connect your JAMF instance to your new Apple School Manager to enroll devices, distribute apps and books and pull roster data. This process will be covered in detail during the Primer session and JumpStart session provided by JAMF.

Once your devices are received in the MLTI Asset Manager and the DEP flag is set, you can assign your MLTI devices to your JAMF instance directly from Apple School Manager, which enables MDM to configure enrollment settings on both iOS and macOS devices.

Caching Server

As part of the refresh you will receive a Mac mini still in the box which will require configuration in order to function as a caching server.

OS X Server includes a caching service for iOS and macOS devices. Caching Server speeds the download of software distributed by Apple and can dramatically reduce Internet bandwidth utilization.

Once you have assigned Server.app licenses to your Mac mini devices, and the app has been installed, log into the administrator account and launch Server.app. You will be guided through the initial setup. Once launched, enable the caching service. Our recommendation is to disable caching of personal iCloud data, and set the cache size limit to no less than 75% of available space on the drive.

For additional information about Caching Server setup and configuration visit [OS X Server: Advanced Administration](#).

Apple TV

Apple TV devices are provided to participating MLTI schools at a ratio of 1 to every 15 participating student seats. You will also receive either a new Kanex adapter or HDMI cable for each Apple TV. It is important to note that the 2013 Kanex adapter is not compatible with the 2016 Apple TV. When setting up the new Apple TV, make sure to use either an HDMI cable or the new Kanex adapter. For best practices in setup and configuration, please refer to [Apple TV - MLTI Recommended Configurations](#).

Deploying macOS Devices

All MLTI MacBook Air devices are shipped with a standard macOS install. You can automate setup and enrollment of each device wirelessly through your district JAMF instance and Apple School Manager. The user will walk through the setup assistant to create their own account. Additional management policies, user accounts, and profiles can be applied at a district, school, class or individual level via JAMF.

macOS Device Preparation

Local JAMF Instance

As described during the JAMF Primer training sessions, the local Device and Content tokens (from Apple School Manager) must be uploaded to the local JAMF instance. This provides the local JAMF instance with details on the devices assigned to your district/school and the content that will be distributed to those devices. This process should be completed prior to deploying devices.

Delivery

Devices will be delivered directly to your school. The deployment contact will be contacted with delivery dates and tracking information.

Asset Manager

The Apple Project Office will transfer new devices to the appropriate schools in Asset Manager as soon as manufacturing data is available. Be sure not to deploy any devices before verifying that the devices are available in Asset Manager, the DEP flag is checked, and they have been assigned to your JAMF instance in Apple School Manager. Once listed in Apple School Manager and assigned, the devices will automatically be available for management by your local JAMF instance (see above).

Enrollment

Devices should be configured for over-the-air enrollment via Pre-Stage Enrollment in your local JAMF instance. This process is described during the enrollment segment of the Primer sessions, and may be configured during your JAMF JumpStart.

Configuration

Once enrolled, devices may have apps assigned, and configured via Configuration Profile, and in the case of macOS devices, Policy, script and restricted software records.

Managing Content

Mac App Store Apps

Pages, Numbers, Keynote, iMovie, and Garageband are provided as part of MLTI for each MLTI MacBook Air. Additionally, one(1) license of Server App will be provided for your Mac mini. Managed Distribution licenses for these apps will be migrated to your district Volume Purchase Program account and will be ready to assign to MLTI devices or users through

your district JAMF instance. You must connect your VPP account to your District JAMF instance by uploading your unique VPP token into your JAMF instance. You will receive enough Managed Distribution licenses to assign to each of your MLTI devices plus additional licenses of each app to account for any increases in enrollment. Mac App Store Apps can be assigned either to users with valid Apple IDs or to devices with no Apple ID associated to the device. When a user or device no longer needs an app, you can use JAMF to revoke and reassign it to a different user or device.

For detailed instructions on assigning Mac App Store VPP licenses to devices or users please refer to the following documents:

[Assign apps to devices](#)

[Assign apps to users with valid Apple IDs](#)

Non-App Store Apps (Mac only)

Packages for non-App Store apps provided as part of MLTI (e.g. FileMaker Pro) will be made available for download. Non-App Store apps that are not provided by MLTI can be installed via your district JAMF instance when packaged using Composer. Please see the [Composer User Guide](#) for more information.

iBooks Store Books

Through Apple School Manager or Volume Purchase Program, you can acquire free and paid books and distribute them to users through your district JAMF instance. iBooks Store books must be assigned to users with valid Apple IDs and cannot be distributed to devices. Once distributed, books purchased through VPP remain the property of the user and are not revokable or reassignable.

To assign iBooks Store books to users, follow these steps:

1. Sign in to your VPP account at the [Volume Purchase Store](#) and search for the book you want to deploy. If the book is free, then you can order the quantity you need to deploy. If the book is not free, then you will need to [add funds to your VPP account](#).
2. Once the purchase has been confirmed, you can log into your District JAMF instance to deploy the book. It's best to create a User group to assign the book. Create either a smart or static User group and save it.
3. Once the group is created, go to Users > VPP Invitations and create a new invitation (note: if you already have a school or district wide invitation created, you can skip this step.) Add the group from the previous step to the invitation.
4. Go to Users > VPP Assignments. Create a new assignment by clicking the + button. Under Options > eBooks, check the books you want to assign, then under the Scope tab, add the group you created in step 2.
5. Users will accept the VPP invitation, if they haven't already, by entering their Apple ID when prompted. Assigned books will install in the iBooks app.

Locally Sourced Apps

If you have specific software titles you would like automatically installed on macOS devices or available for download through Self Service, you will need to first add the package using Casper Admin, then create a policy in your district JAMF instance to deploy it to all or some of your devices, or make it available in Self Service for users to install.

For detailed instructions on adding packages and creating policies, please refer to these documents:

- [Adding Packages](#)
- [Creating Policies](#)

Books & PDFs (distributing in-house books and PDFs)

You can remotely install in-house iBooks, ebooks and PDFs on devices enrolled in your district JAMF instance.

For detailed instructions on distributing in-house ebooks, please refer to the [JAMF Administrator Guide](#)

Managing Users

Creating users

Users are an important component to the SAML deployment. When users are assigned to specific devices in your district JAMF instance, you can assign books from the iBook Store and create user groups to distribute content, profiles and policies. Users can be created through several different methods:

Apple School Manager

You can import users to the JAMF Software Server (JSS) from Apple School Manager. This allows you to automatically create new users in the JSS from the users in Apple School Manager or append information to existing users in the JSS. An assistant in the JSS guides you through the process of importing all users or a subset of users from Apple School Manager. You can select from the following options when importing users from Apple School Manager: Match to an existing user in the JSS or create a new user in the JSS.

LDAP integration

JAMF supports LDAP integration to create users. Although not supported through SAML, you can work directly with JAMF to connect your directory service to your JAMF instance.

Manually in your district JAMF instance

Users can be created and assigned to devices manually when needed. Creating users is done by clicking the + button in the Users section of your district JAMF instance.

Using the JAMF API (using a tool called JSS MUT)

If you need to bulk create and assign users at the same time, you can leverage a 3rd party tool called JSS Mass Update Tool (MUT). JSS MUT enables a JAMF administrator to import a list of serial numbers and associated usernames to their local JAMF instance. JSS MUT is available to download from the [Mac App Store](#).

Assigning users to devices

There are two ways to assign a user to an enrolled computer:

Manually assign a user

1. Log in to the JSS with a web browser.
2. Click Computers at the top of the page and perform a simple or advanced search to find the device. Click the computer you want to assign to a user.
3. Select the User and Location category and click Edit.
4. Do one of the following: *To assign an existing user*, enter the user's partial or full username in the Username field and click the Search. Click Choose across from the

user you want to assign, and then click Save. The Full Name, Email Address, Phone Number, and Position fields are populated automatically. *To assign and create a new user*, enter information about the user and click Save.

Bulk assign users

Leveraging the power of the JAMF API, you can bulk assign devices to users. Currently, there is a tool called [JSS MUT](#) that uses the JAMF API to update specific fields in the device record in JAMF. Using a simple CSV spreadsheet of serial numbers, you can update the username field for each device with the assigned user for the device.

Deploying iOS Devices

You will be receiving iPad devices straight from the factory. You will need to follow the preparation steps below before going through setup assistant on the device. When an iPad is erased and restored, it will enroll in your MLTI District JAMF MDM instance. This process enrolls and supervises the device and applies any district or school profiles, settings and installs any device-assigned apps that have been scoped to the device.

iOS Device Preparation

Local JSS Instance

As described during the JAMF Primer training sessions, the local Device and Content tokens (from Apple School Manager) must be uploaded to the local JSS instance. This provides the local JSS instance with details on the devices assigned to your district/school and the content that will be distributed to those devices. This process should be completed prior to deploying devices.

Delivery

Devices will be delivered directly to your school. The deployment contact will be contacted with delivery dates and tracking information.

Asset Manager

The Apple Project Office will transfer new devices to the appropriate schools in Asset Manager as soon as manufacturing data is available. Be sure not to deploy any devices before verifying that the devices are available in Asset Manager, the DEP flag is checked, and they have been assigned to your JAMF instance in Apple School Manager. Once listed in Apple School Manager and assigned, the devices will automatically be available for management by your local JSS instance (see above).

Enrollment

Devices should be configured for over-the-air enrollment via Pre-Stage Enrollment in your local JSS instance. This process is described during the enrollment segment of the Primer sessions, and may be configured during your JAMF JumpStart (provided you have the device token from Apple School Manager).

Configuration

Once enrolled, devices may have apps assigned, and configured via Configuration Profiles.

Managing Content

App Store Apps

Pages, Numbers, Keynote, iMovie, Garageband and a number of 3rd party apps are provided as part of MLTI for each MLTI iPad Pro 9.7". Managed Distribution licenses for these apps will be migrated to your district Volume Purchase Program account and will be ready to assign to MLTI devices or users through your district JAMF instance. You must connect your VPP account to your District JAMF instance by uploading your unique VPP token into your JAMF instance.

You will receive enough Managed Distribution licenses to assign to each of your MLTI devices plus some additional licenses of each app to account for any increases in enrollment.

App Store Apps can be assigned either to users with valid Apple IDs or devices with no user or Apple ID associated to the device. When a user or device no longer needs an app, you can use JAMF to revoke and reassign it to a different user or device.

For detailed instructions on assigning App Store VPP licenses to devices or users please refer to the following documents:

- [Assign apps to devices](#)
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iBooks Store Books

Through Apple School Manager or Volume Purchase Program, you can acquire free and paid books and distribute them to users through your district JAMF instance. iBooks Store books must be assigned to users with valid Apple IDs and cannot be distributed to devices. Once distributed, books purchased through VPP remain the property of the user and are not revokable or reassignable.

To assign iBooks Store books to users, follow these steps:

1. Sign in to your VPP account at the [Volume Purchase Store](#) and search for the book you want to deploy. If the book is free, then you can order the quantity you need to deploy. If the book is not free, then you will need to [add funds to your VPP account](#).
2. Once the purchase has been confirmed, you can log into your District JAMF instance to deploy the book. It's best to create a Smart or Static User group to which you will assign the book. Create either a smart or static User group and save it.
3. Once the group is created, go to Users > VPP Invitations and create a new invitation (note: if you already have a school or district wide invitation created, you can skip this step.) Add the group from the previous step to the invitation.
4. Go to Users > VPP Assignments. Create a new assignment by clicking the + button. Under Options > eBooks, check the books you want to assign, then under the Scope tab, add the group you created in step 2.
5. Users will accept the VPP invitation, if they haven't already, by entering their Apple ID when prompted. Assigned books will install in the iBooks app.

Books & PDFs (distributing in-house books and PDFs)

You can remotely install in-house iBooks, ebooks and PDFs on devices enrolled in your district JAMF instance. For detailed instructions on distributing in-house ebooks, please refer to the [JAMF Administrator Guide](#)

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This allows you to automatically create new users in the JSS from the users in Apple

School Manager or append information to existing users in the JSS. An assistant in the JSS guides you through the process of importing all users or a subset of users from Apple School Manager. You can select from the following options when importing users from Apple School Manager: Match to an existing user in the JSS or create a new user in the JSS.

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Using the JAMF API (using a tool called JSS MUT)

If you need to bulk create and assign users at the same time, you can leverage a 3rd party tool called JSS Mass Update Tool (MUT). JSS MUT enables a JAMF administrator to import a list of serial numbers and associated usernames to their local JAMF instance. JSS MUT is available to download from the [Mac App Store](#).

Assigning users to devices

There are two ways to assign a user to an iPad:

Manually:

1. Log in to the JSS with a web browser.
2. Click Mobile Devices at the top of the page and perform a simple or advanced search to find the device. Click the Mobile Device you want to assign a user to.
3. Select the User and Location category and click Edit.
4. Do one of the following: *To assign an existing user*, enter the user's partial or full username in the Username field and click the Search. Click Choose across from the user you want to assign, and then click Save. The Full Name, Email Address, Phone Number, and Position fields are populated automatically. *To assign and create a new user*, enter information about the user and click Save.

Custom Bulk Assignment Process:

Leveraging the power of the JAMF API, you can bulk assign devices to users. Currently, there is a tool called [JSS MUT](#) that uses the JAMF API to update specific fields in the device record in JAMF. Using a simple CSV spreadsheet of serial numbers, you can update the username field for each device with the assigned user for each device.

Enabling Classroom App for iOS Devices

Enabling Classroom App for iOS devices requires configuration on your district JAMF instance before it can be used successfully in the classroom. You will need to perform the following actions:

1. Enable Apple Education Support and enable Apple School Manager Integration. These settings can be found in Management Settings > Mobile Device Management in JAMF.
2. Once Apple School Manager is integrated with your district JAMF instance, any users and classes created in Apple School Manager will be created in your district JAMF instance. If you choose not to integrate Apple School Manager, you can always create users and classes manually in JAMF.

3. Assign devices to users. This is required so that JAMF knows how to properly configure devices for Classroom App. Please refer to the section of this document titled Assigning Users for more information.
4. For Classroom App to function, you will need at least one class with at least one student and one teacher created in JAMF.
5. Assign the Classroom App to teacher iOS devices.. Acquire Managed Distribution licenses for Classroom APP from the Volume Purchase store and assign the app to only the teacher iOS devices. The app does not need to be assigned to student devices. For more information on assigning app content, please refer to Deploying iOS Devices > Managing Content > App Store Apps in this document.

Visit [Classroom Help](#) for additional information on Classroom App setup and configuration.

MLTI Resource List

MLTI AppleCare Help Desk

The AppleCare Help Desk is available Monday through Friday, 7:00 AM to 9:00 PM (EST) and Saturday and Sunday from 8:00 AM to 5:00 PM (EST).

By Phone:

To contact the AppleCare Help Desk, by phone, call 1-800-919-2775, and when prompted, enter access code: 4MLTI (46584).

By Online Chat:

Users may also contact the via the [MLTI Applecare Help Desk Online Chat](#).

Apple MLTI Project Office

Phone: 207-688-4501 - Fax: 207-688-4502

Maine DOE Project Office

Phone: 207-624-6746 - Fax: 1-877-494-MLTI (6584)

email: mlti.project@maine.gov

MLTI Website

<http://www.maine.gov/doe/mlti>

MLTI Apple Procedures

<http://maine.gov/doe/mlti/procedure/apple/>

MLTI Professional Development

<http://www.maine.gov/mlti/events/request.shtml>
