# iPad Training – iOS 10

Device Setup, Apple IDs, and MobileIron

- The steps in the document have been provided to assist in:
  - Familiarizing you with the device
  - Going through the setup wizard
  - Installing required apps
  - Creating an Apple ID
  - Locating State Wi-Fi connections
  - Referencing supplemental information

# Welcome

- iPad Training
  - For the duration of this course it is VERY IMPORTANT that you follow all steps exactly as presented and that you NOT work ahead.
    - Not following the steps in the appropriate order can result in the need to enter credit information into the Apple ID system.

  - Also, by not following the appropriate order, pre-provided applications may not download, or other required profile installations may not complete.

  - PLEASE read all pop up and notification messages as you're setting up your device.

# Important Notes

- iPads give an excellent combination of performance and battery life.
- The iOS app store has a number of useful free applications that can be used.
- INDOT applications such as the Field Assistant and DamageWise have been written specifically with the iPad in mind.

# Why iPads?

- Productivity tools such as:
  - Voice dictation/recognition
  - Facetime video conferencing
- Citrix access via the Citrix Receiver App

**Why iPads?**

- Please review the following documents:
  - Mobile Safety Policy– Link
  - Cloud Storage Parameters – Link

- To get support:
  - Submit a helpdesk ticket via the Helpdesk Assistant on a PC
  - Contact the IOT Helpdesk at (317) 234-HELP (4357) or toll free at (800) 382-1095.
  - Do NOT take your device to its wireless provider or to an Apple retailer or repair provider.  All hardware issues need to come through INDOT MIS.

# Mobile Safety, Cloud Storage, and Device Support

- iPads have minimal hardware buttons, the two most important shown below:

**Power Button**

**Home Button**

# iPad Hardware

- The Power Button
  - 1 press to wake/sleep
  - Long press to shut off
- The Home Button
  - 1 press to go to Home Screen
  - 2 presses to open task switcher
  - Long press to activate Siri
- Volume Controls
- Hardware switch, 2 functions
  - Mute device or
  - Prevent screen rotation

# iPad Hardware

- One final reminder…
  - Please don't work ahead, or tap any messages without reading them fully.
  - During the setup process, you may be prompted to enroll in iCloud, do NOT do so.
    - iCloud is cloud storage barred by the IOT IRUA Agreement – Link
    - Cloud Storage can be acquired via EMC Syncplicity.  Submit a Helpdesk ticket to IOT to acquire an account for this application.

# Setting up the iPad

- When you receive your iPad, it may be setup as a new device.
  ◦ You will have to navigate through the initial setup wizard.
- The following steps may have been completed as part of the device return process.
  ◦ If so, the Setup Wizard can be skipped and you can proceed directly to the application download and Apple ID creation steps.

# iPad Setup

- The Hello screen
  - This is the first screen you'll see.
  - Slide across the bottom where shown to continue.
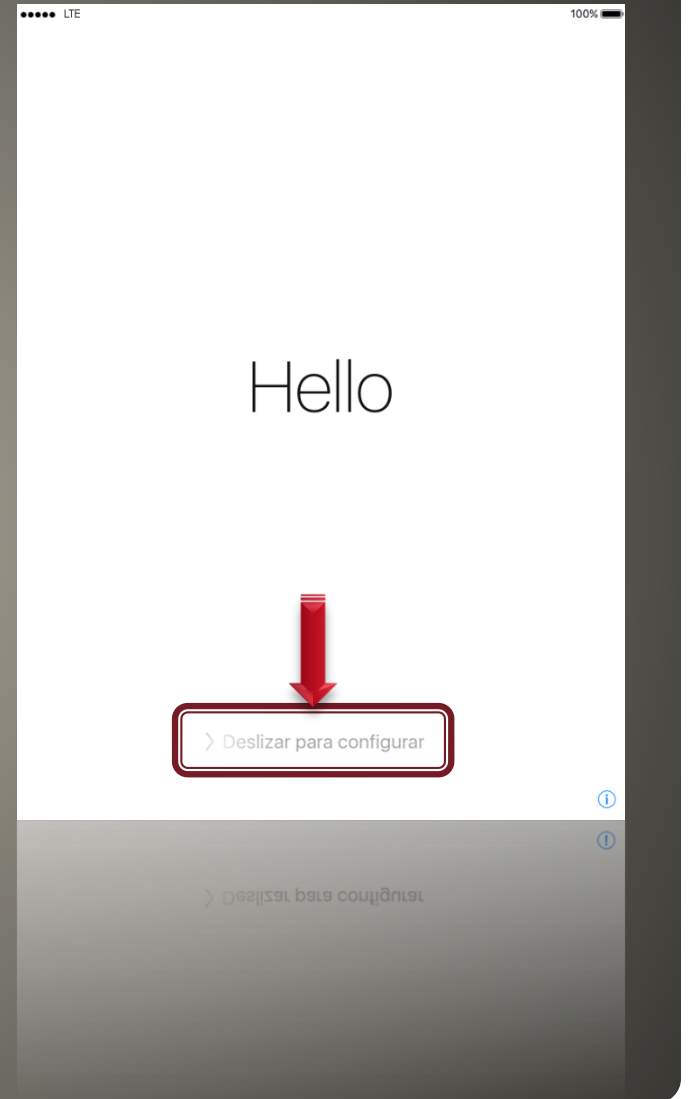
**iPad Setup Wizard**

- Language Selection
  - Select English to continue.
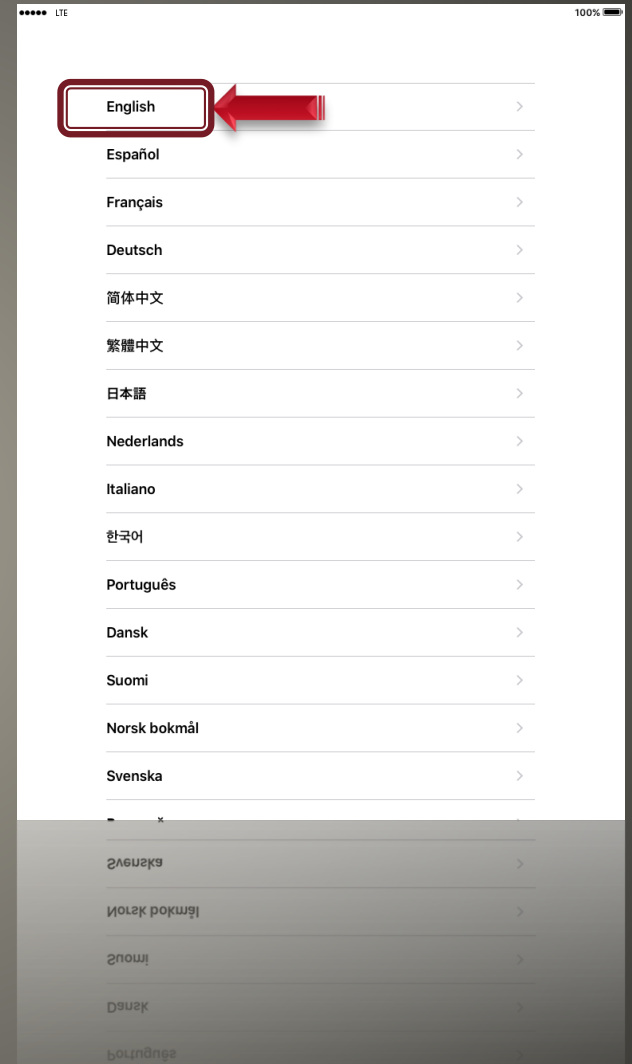
**iPad Setup Wizard**

# Region Selection
- Select United States to Continue
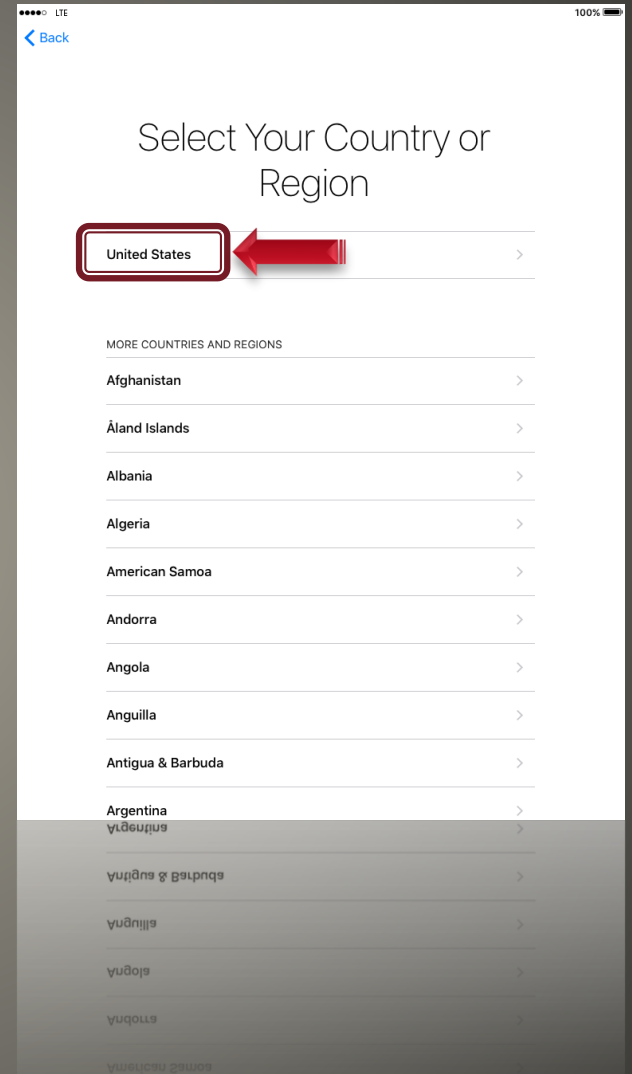
**iPad Setup Wizard**

- Wi-Fi Network Selection
  - Select Use Cellular Connection if enabled or
  - Connect to an available Mi-Fi
  - DamageWise users, use Indiana Public Wi-Fi if neither of the above are available.
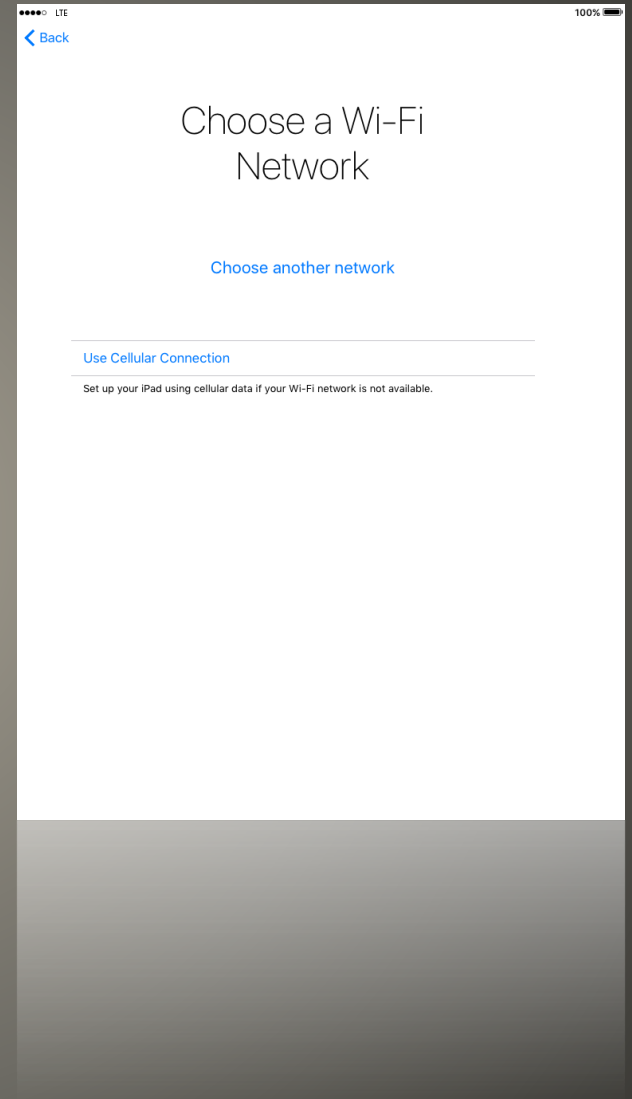
**iPad Setup Wizard**

- Device Activation
  - Once connected, the iPad will perform it's automated activation. This may take a few minutes to complete before allowing you to proceed.
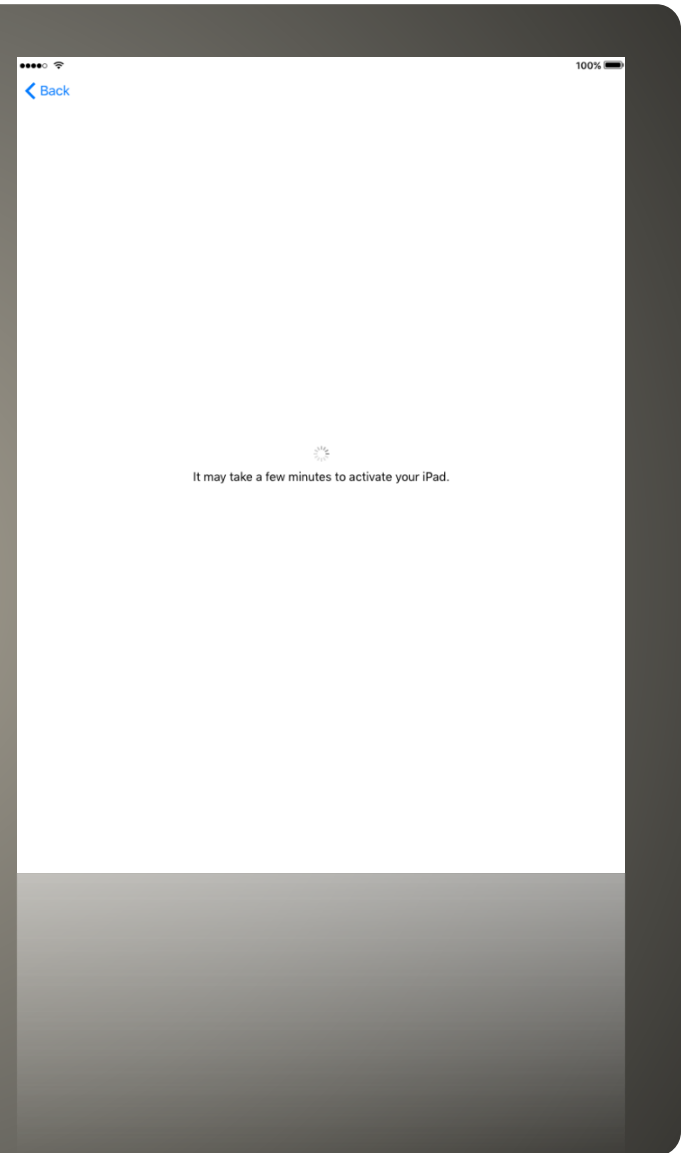
**iPad Setup Wizard**

# Location Services

- These are required for MobileIron to function properly and should be enabled.
- They also allow for GPS enabled devices to work with compass and coordinate readout applications.
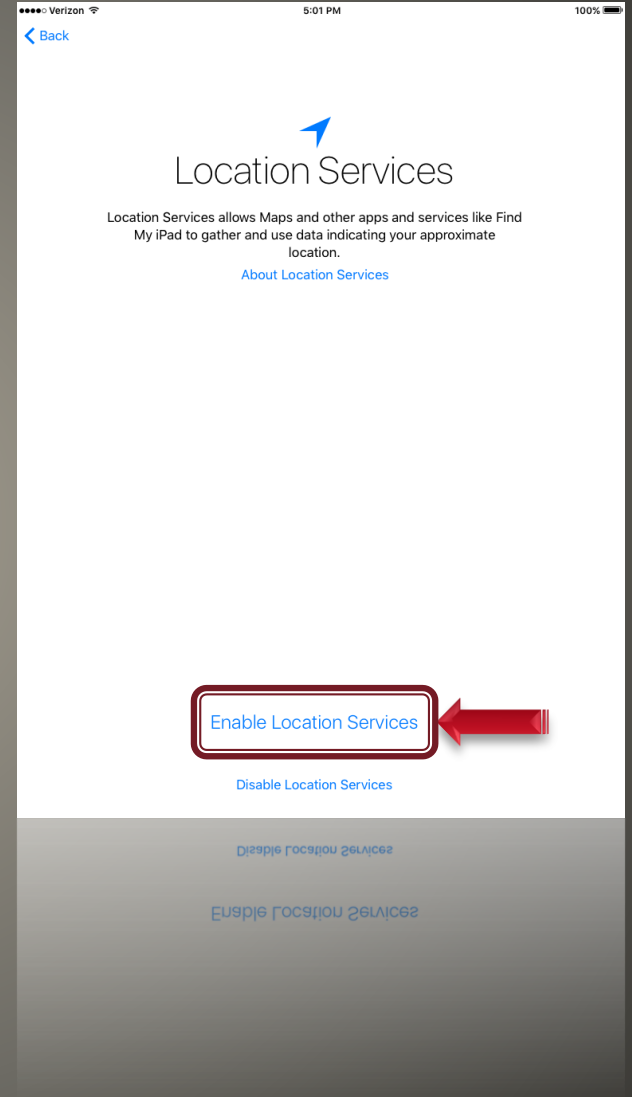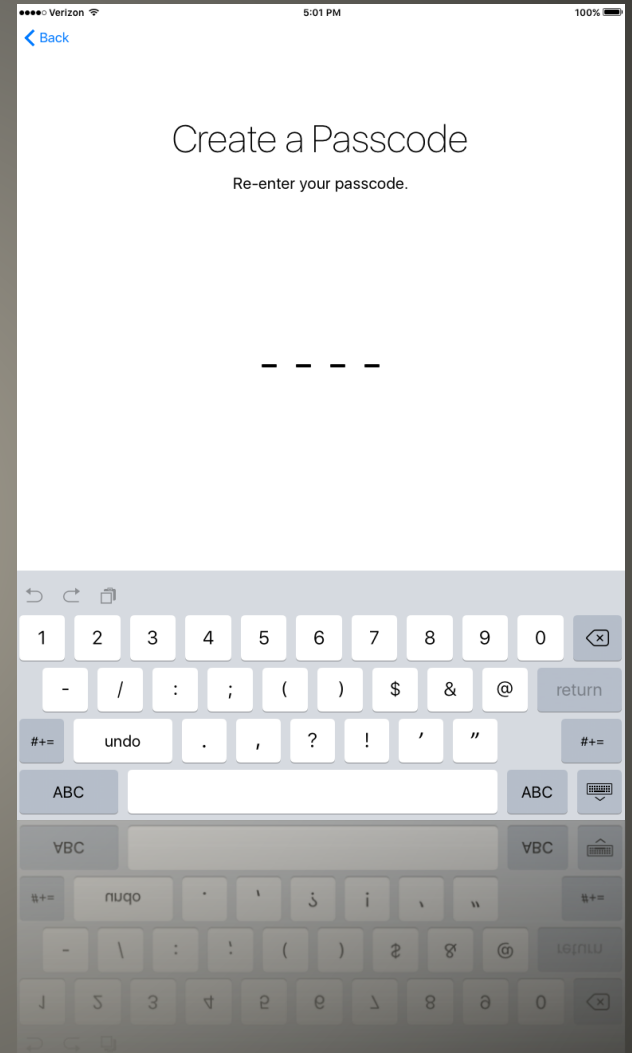


**iPad Setup Wizard**

- Passcodes
  - Enter a 4 digit passcode at this time.
  - This prepares your device for the MobileIron installation later in the setup process.
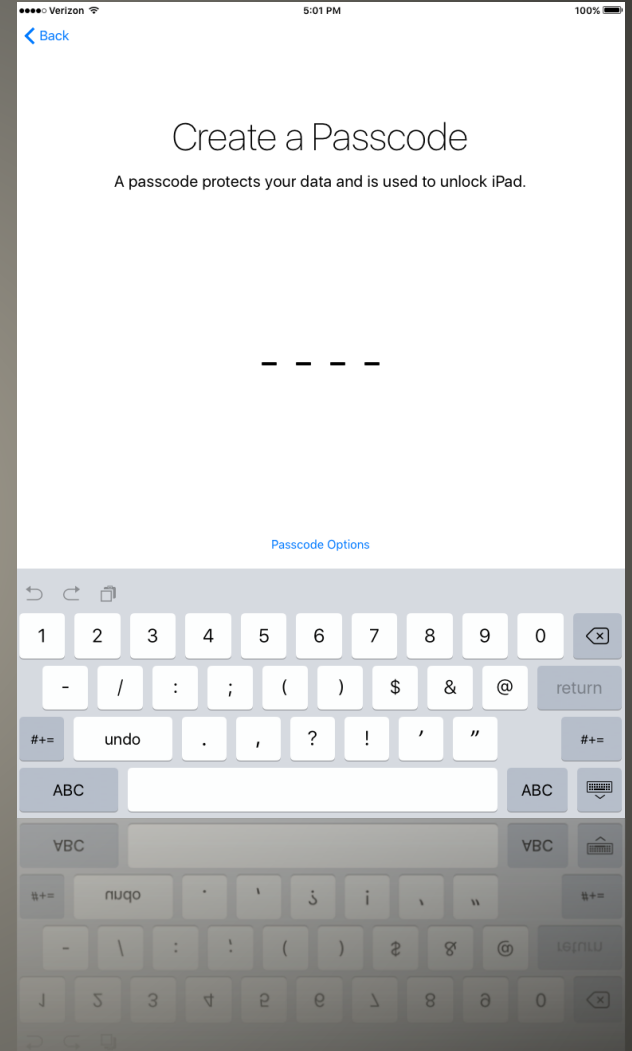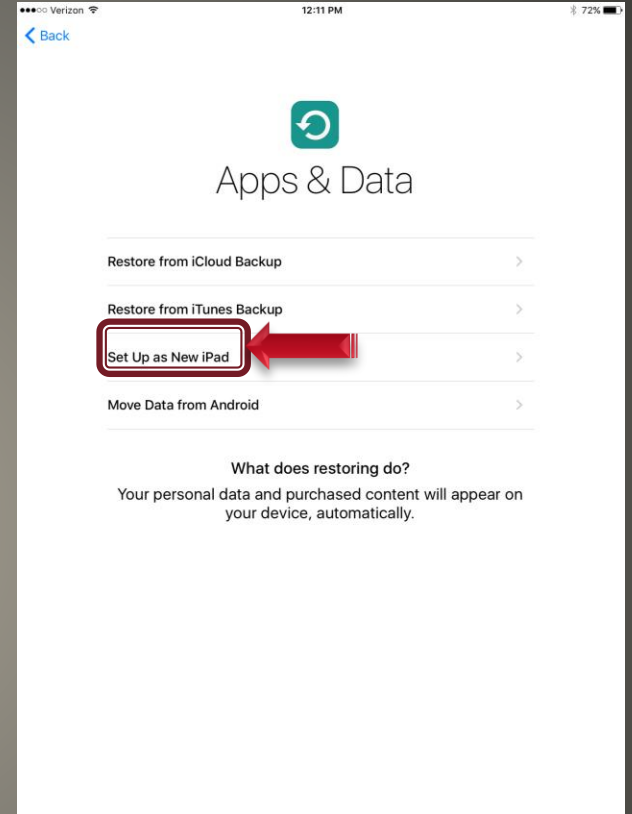
**iPad Setup Wizard**

- Passcode Confirmation
  - After entering your passcode the first time, you'll need to enter it a second time to confirm.
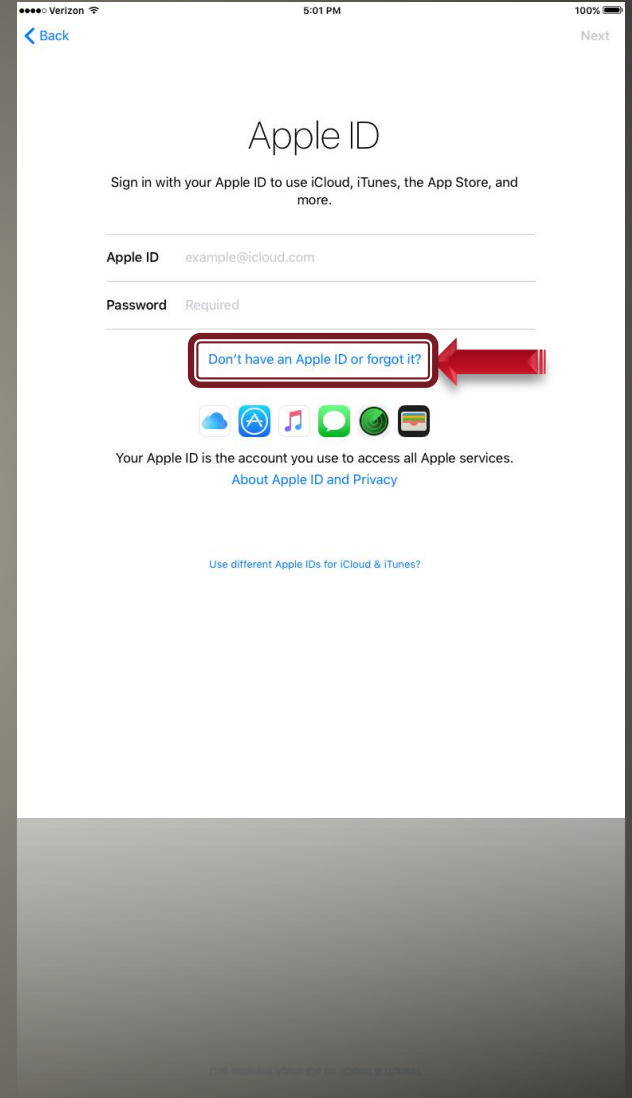
**iPad Setup Wizard**

- Apps & Data
  - As your iPad is being setup as new, none of the restore options should be selected.
  - Tap the Set Up as New iPad option shown.



**iPad Setup Wizard**

- Apple ID
  - If you've previously had an INDOT iOS Device and have an Apple ID using your @indot.in.gov email address you can enter it at this time.
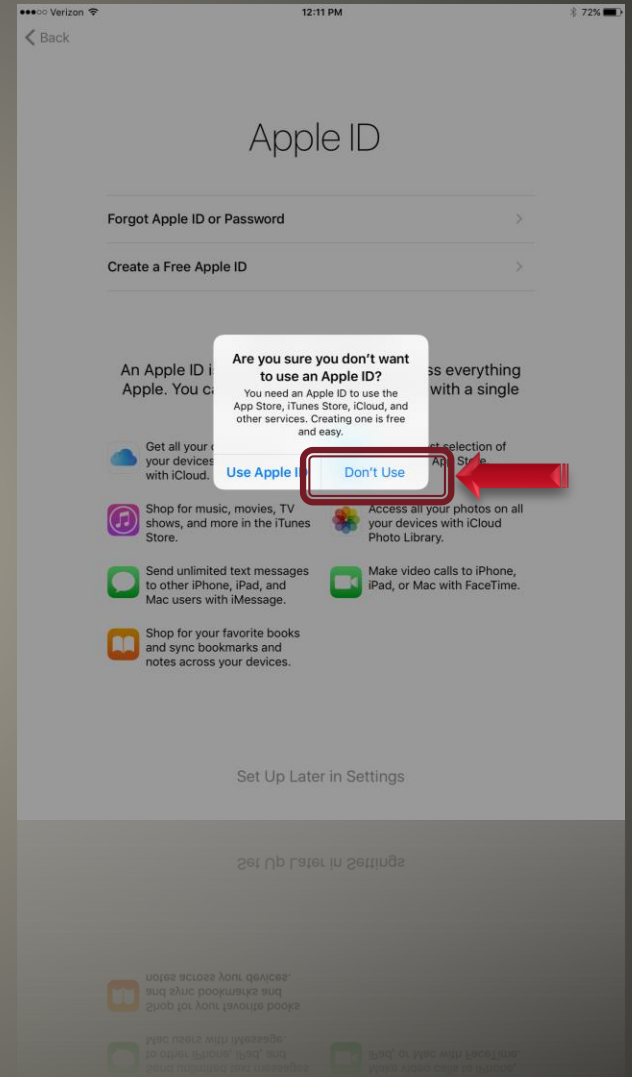  - If not, select Don't have an Apple ID or Forgot it



**iPad Setup Wizard**

- Apple ID
  - Select the Set Up Later in Settings option.
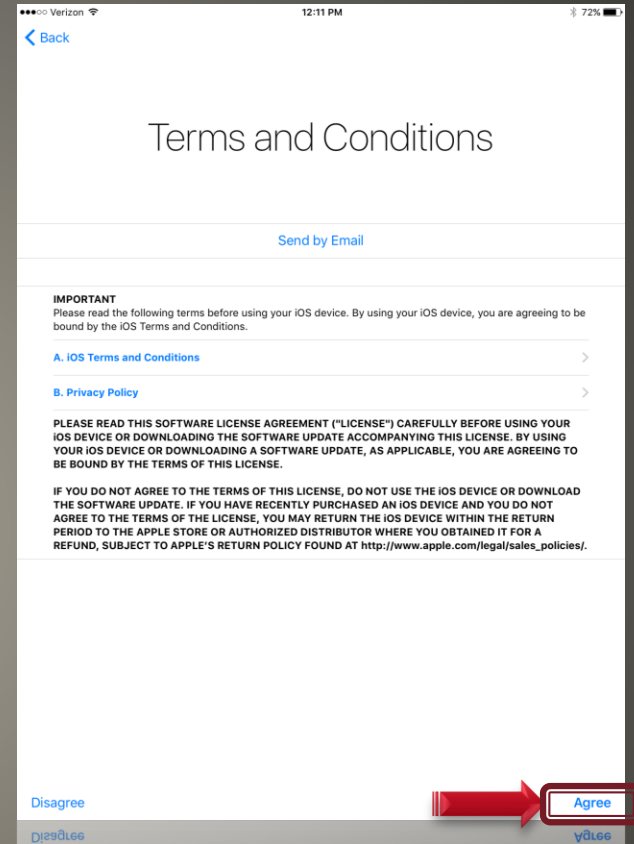  - Your Apple ID will be setup during the initial app download process.
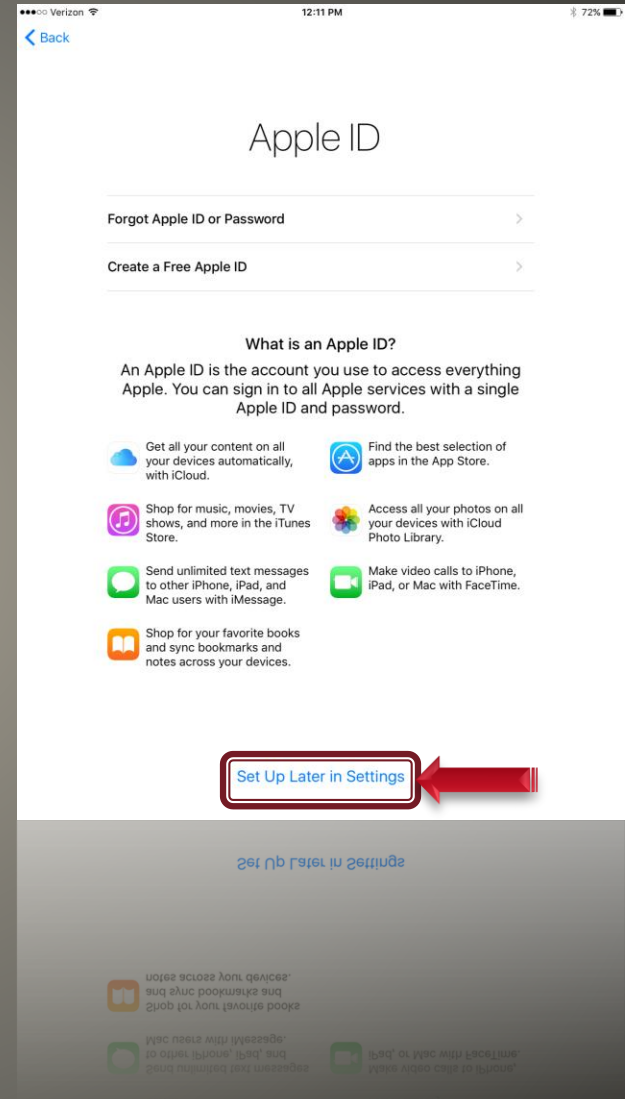
**iPad Setup Wizard**

- Apple ID
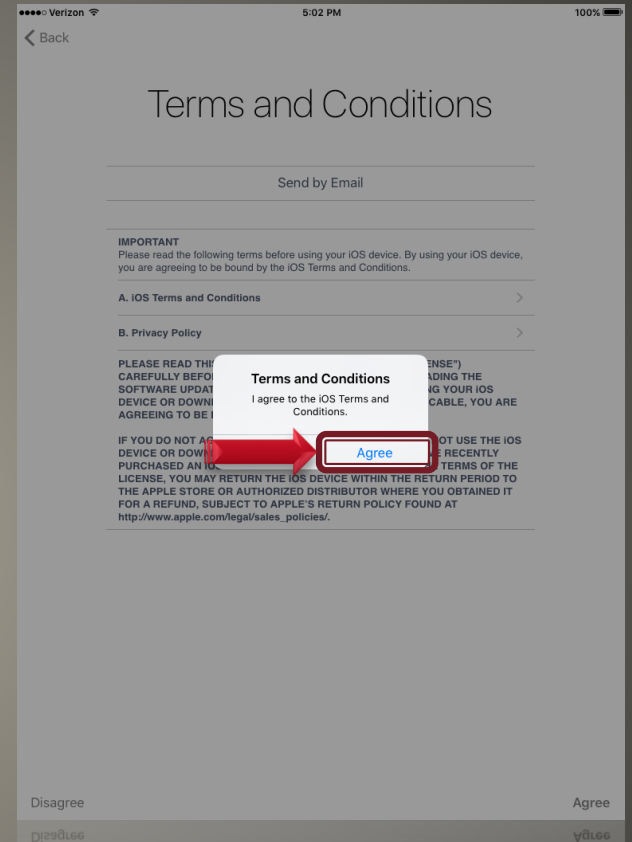  - To continue, select the Don't Use option.

**iPad Setup Wizard**

- Terms and Conditions
  - To continue, select Agree in the lower right.

**iPad Setup Wizard**

- Terms and Conditions
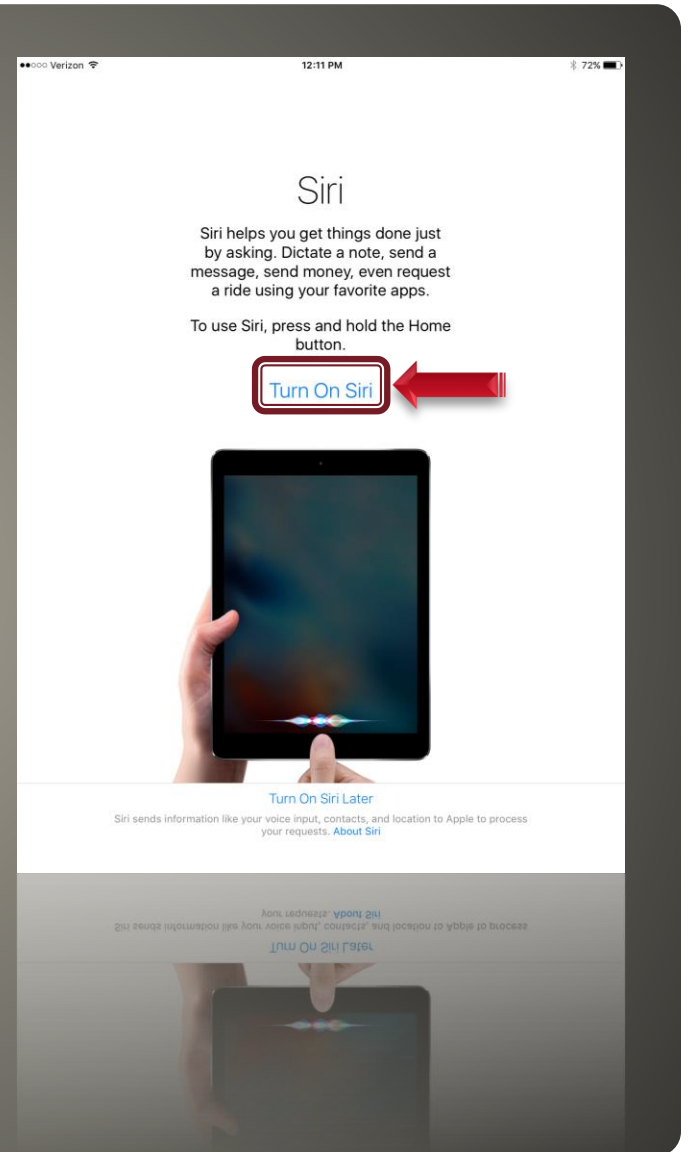  - To confirm and continue, select the Agree button.
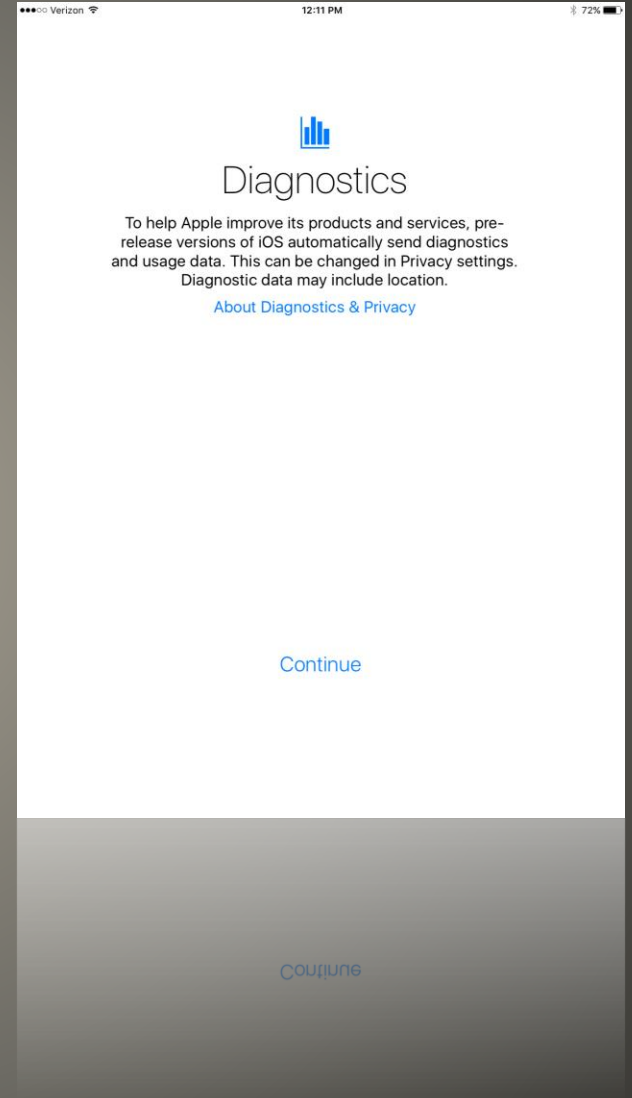
**iPad Setup Wizard**

- Siri
  - In order to use voice recognition and dictation tools, Siri must be enabled by selecting the Use Siri option.
  - If you don't opt to use Siri you will see a small increase in battery life.
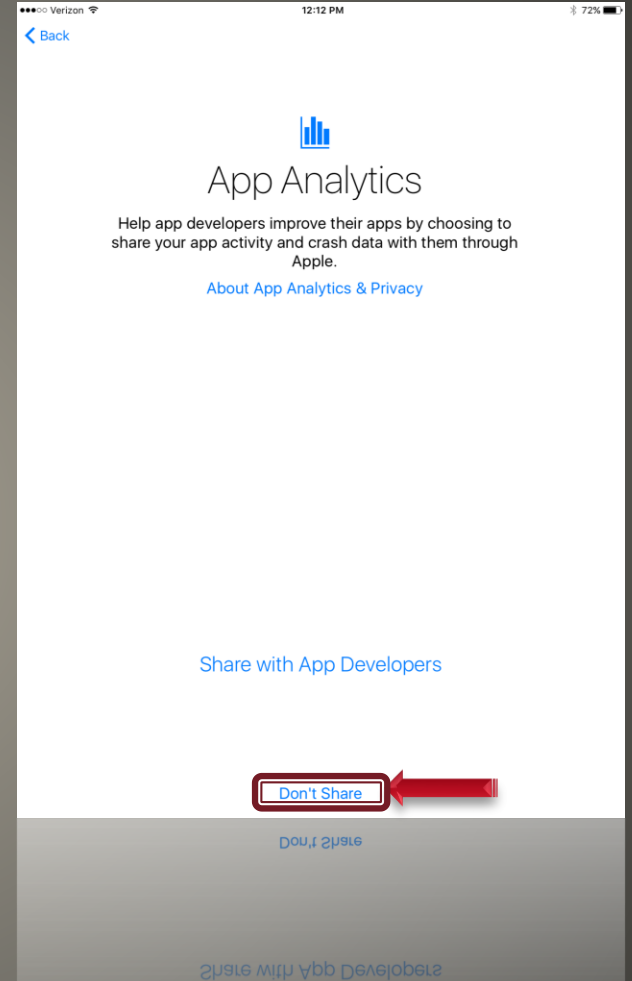


**iPad Setup Wizard**

- Diagnostics
  - These are automatically enabled and will only send information back to application developers on their specific apps. No critical data is shared and this function can be turned off if needed.
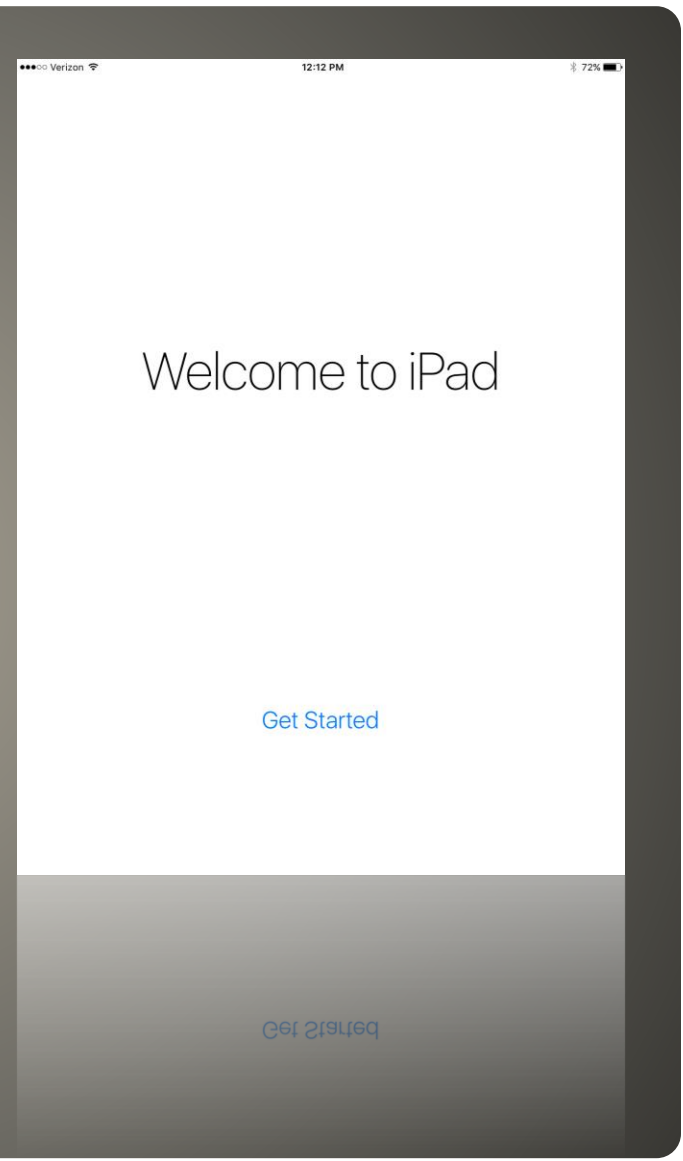
**iPad Setup Wizard**

- App Analytics
  - These should be disabled as potentially sensitive information could be shared on accident.

**iPad Setup Wizard**

- Get Started
  - Select the Get Started button
  - This concludes the Setup Wizard, and we'll continue to the Home Screen.

**iPad Setup Wizard**

- The iPad home screen:
  - The home button takes you here
  - Shows application icons
  - Webclips (internet links)
  - Can be organized based on user preference
    - Icons can be rearranged
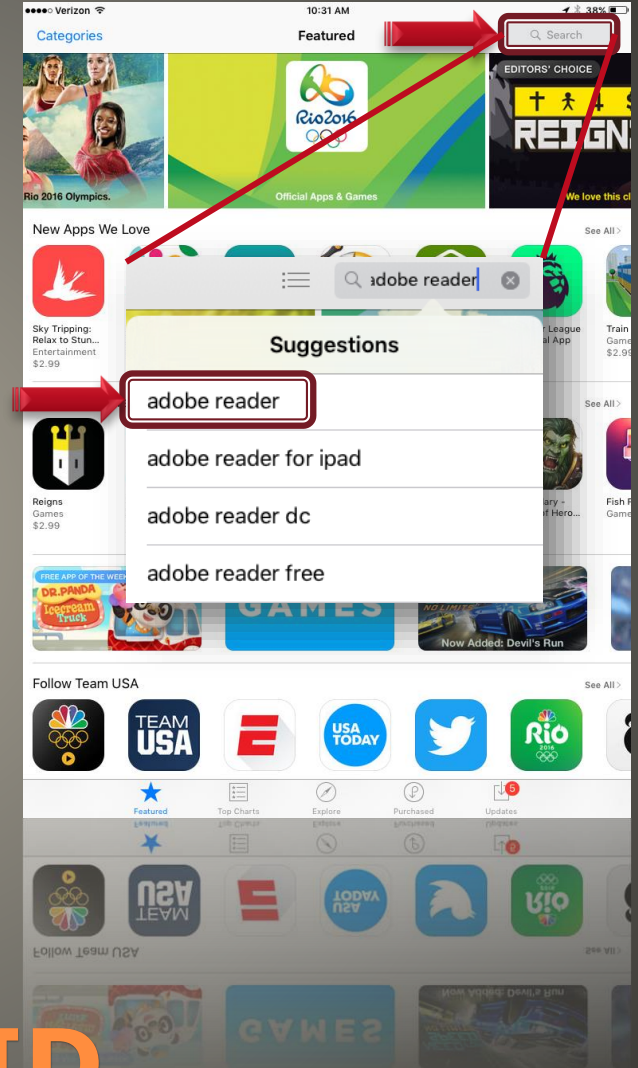    - Icons can be consolidated into folders
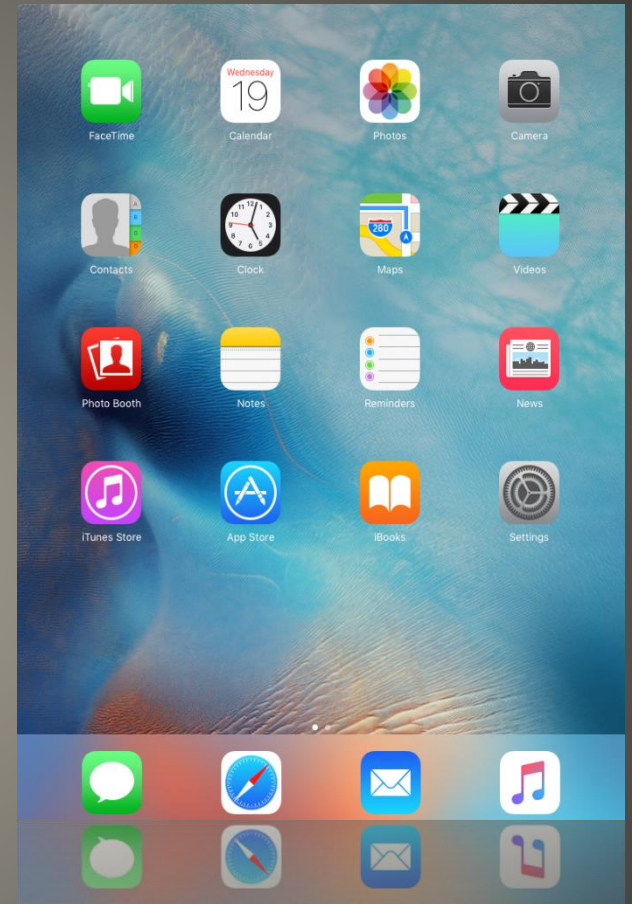
# The Home Screen

- Apple ID Creation
  - From the Home Screen, select the App Store icon
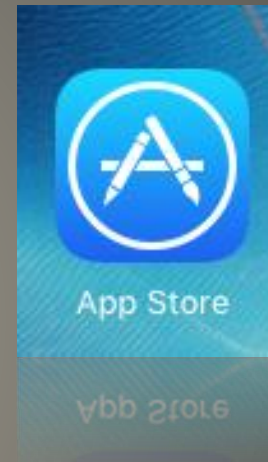


**Creating an Apple ID**

- The App Store
  - Search for Adobe Reader in the upper right Search box.
  - Select the adobe reader entry.
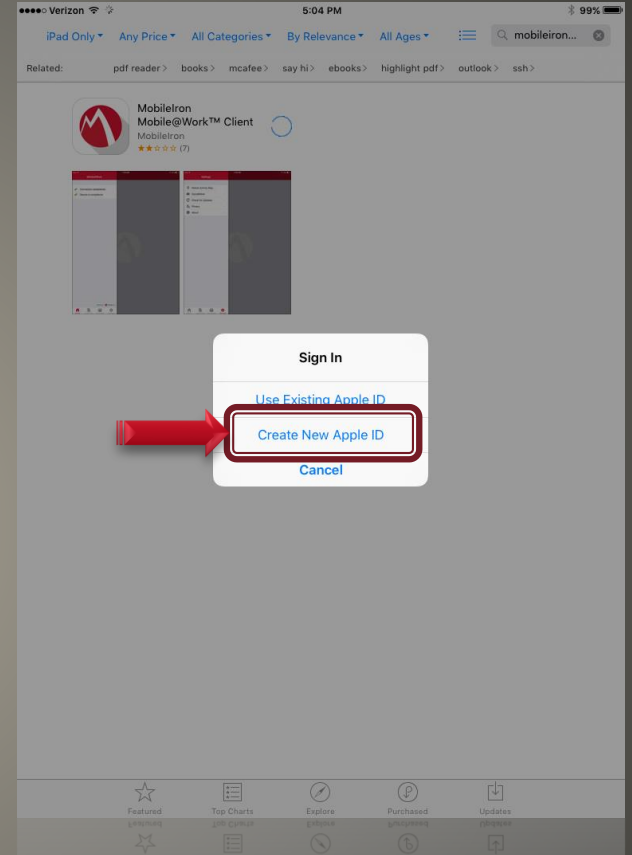


**Creating an Apple ID**

- Get Adobe Reader
  - Select the Get button
  - It will change to an Install button, tap on Install
  - Note that some apps may be advertised listings. These will be shown with a light blue background and a notation that it's an advertisement.
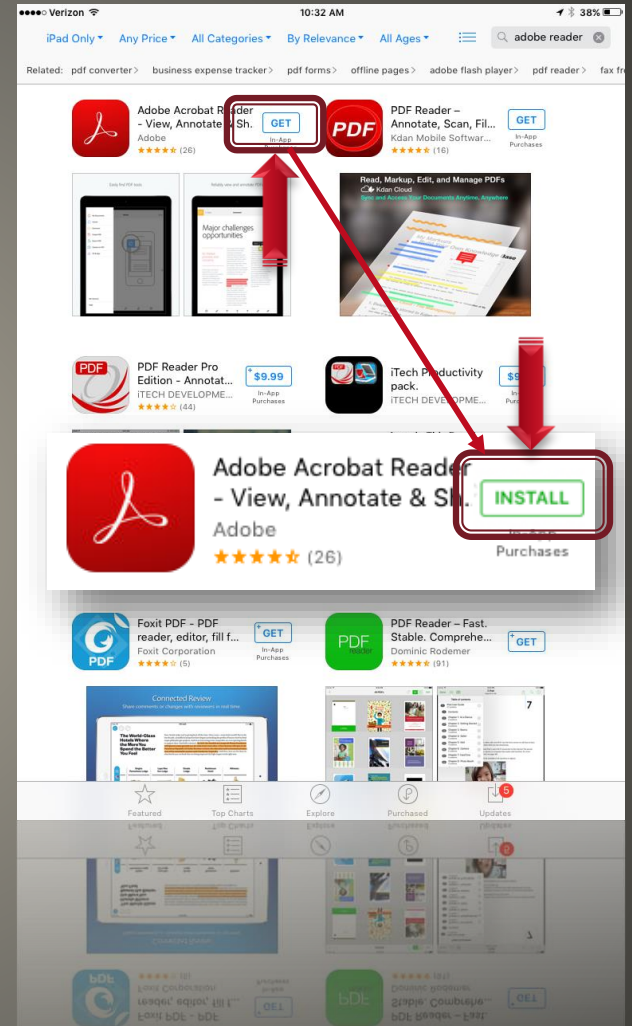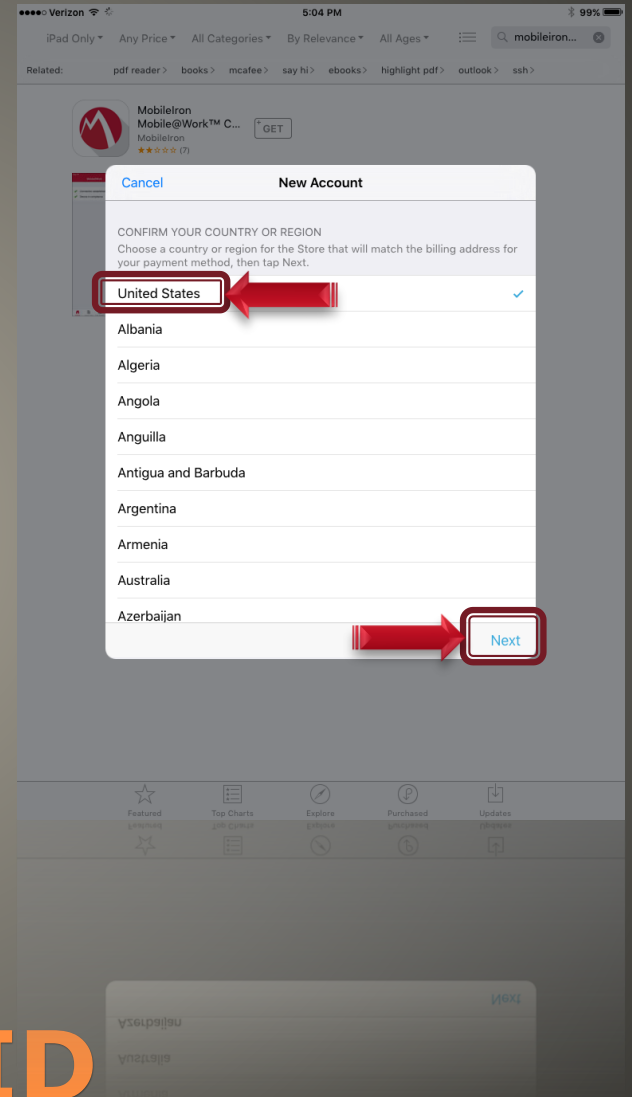
# Creating an Apple ID

- Apple ID Sign In
  - You'll be prompted to use an existing or create an Apple ID.
  - Select Create New Apple ID if you don't have one setup for your @indot.in.gov email address.
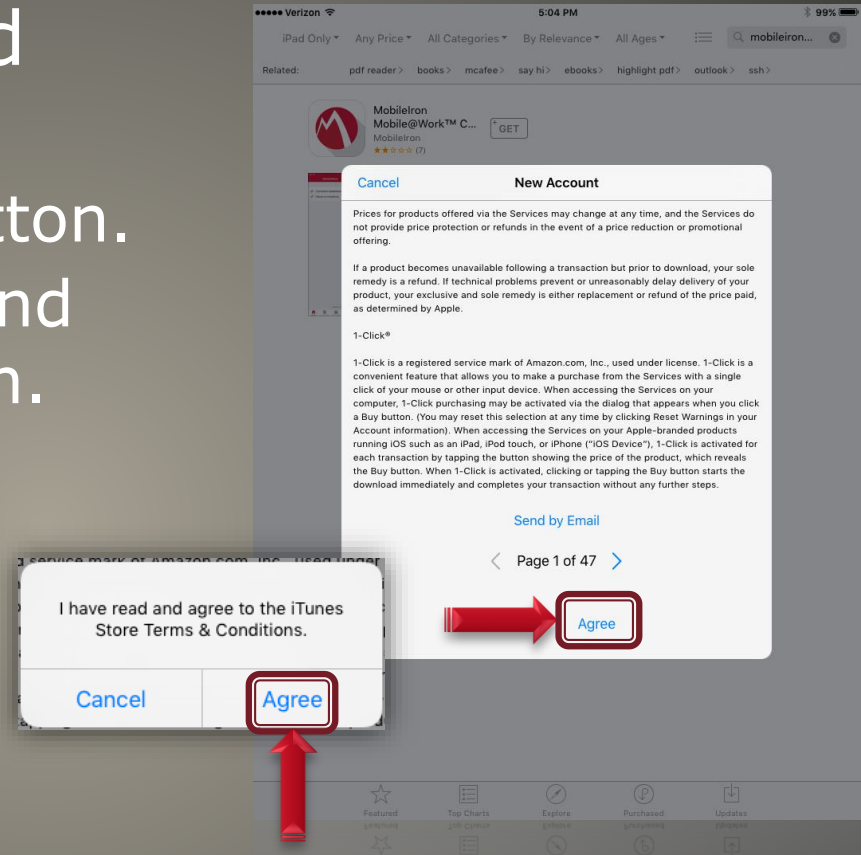
**Creating an Apple ID**

- Confirm Your Country/Region
  - Make sure that your region is set to United States and select Next.
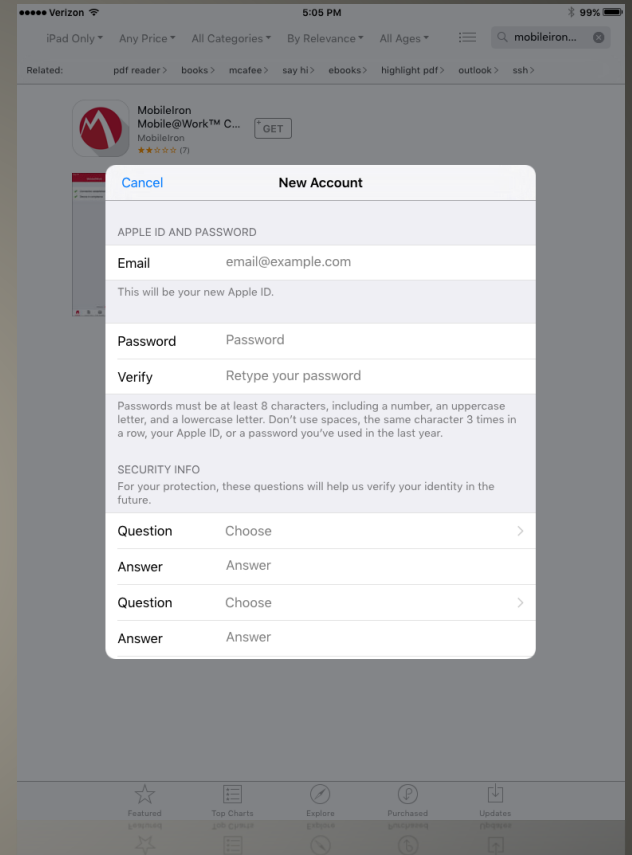


**Creating an Apple ID**

- Apple ID Terms and Conditions
  - Select the Agree button.
  - Confirm on the second Agree window shown.

**Creating an Apple ID**

- Apple ID Creation
  - Enter all fields required.
  - Make sure your password meets the Apple requirements
    - 8 characters
    - 1 number
    - 1 uppercase letter
    - 1 lowercase letter
    - no spaces
    - Characters cannot repeat 3 times
    - You cannot use your Apple ID

# Creating an Apple ID

- Apple ID Creation
  - Disable the sliders for both iTunes and News emails.
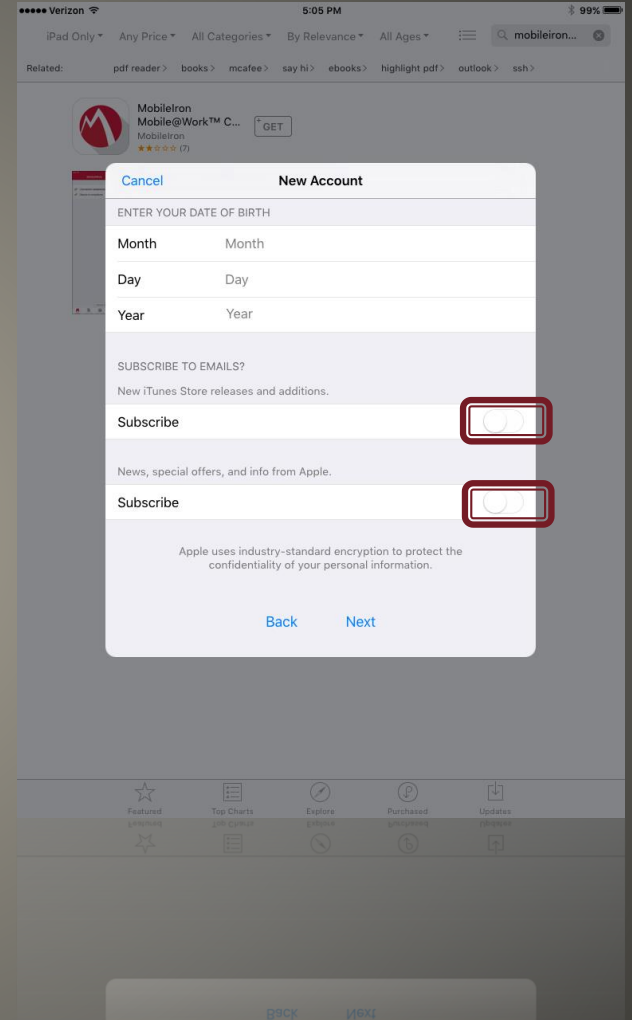


**Creating an Apple ID**

- Billing Information
  - By downloading Adobe Reader first, you have the option to set None as your billing method. Select this option.
  - Continue filling out the required information.
  - Do NOT enter in an emergency email address.
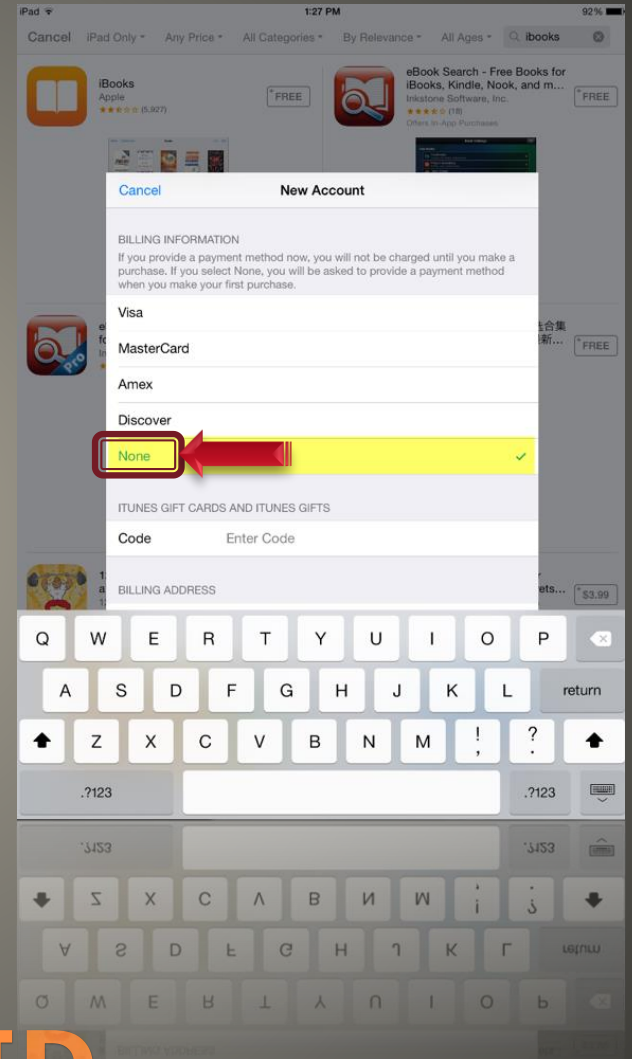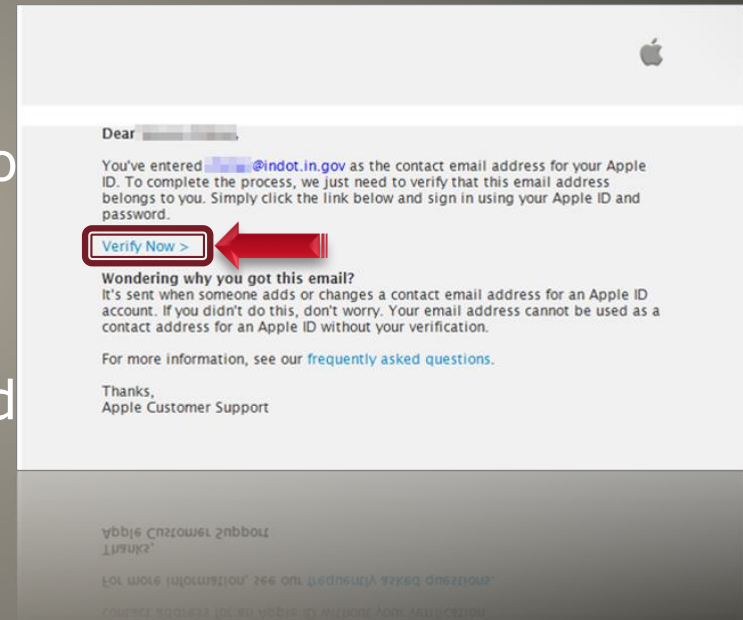


# Creating an Apple ID

- Apple ID Verification
  - Upon completion, a verification email will be sent to your @indot.in.gov email.
  - Select Done when complete.
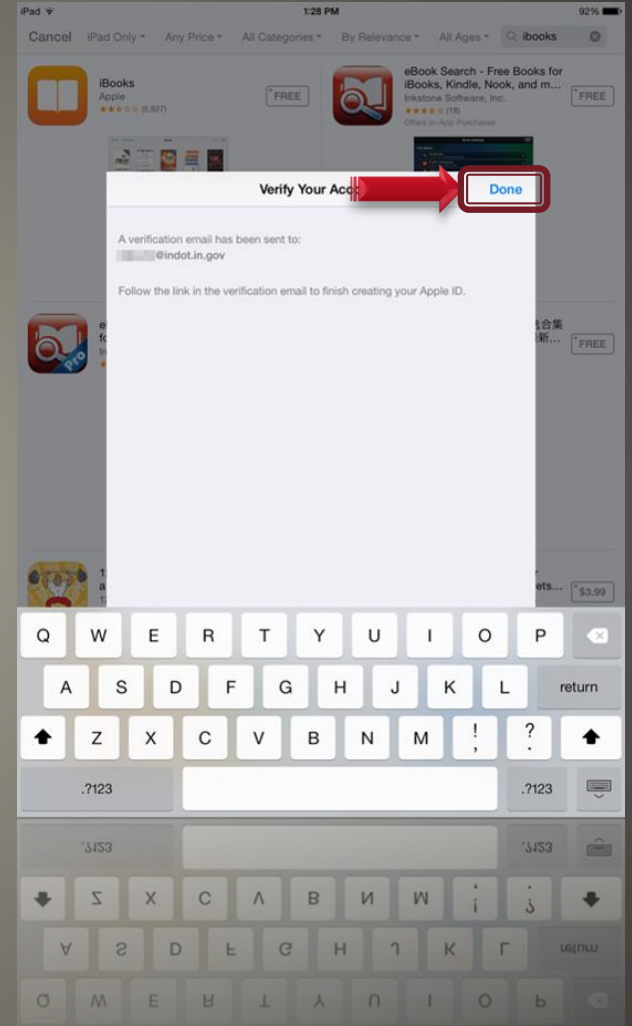


**Creating an Apple ID**

- ID Verification Email
  - From a PC connected to the internet, navigate to the State of Indiana Webmail System http://exhcweb.in.gov and login to your account.
  - Alternatively, you can login to a local PC and use your Outlook account if available.
  - Locate the verification email similar to the one shown, and select the Verify Now link.

Dear ▓▓▓▓

You've entered ▓▓▓▓ @indot.in.gov as the contact email address for your Apple ID. To complete the process, we just need to verify that this email address belongs to you. Simply click the link below and sign in using your Apple ID and password.

Verify Now >

Wondering why you got this email?
It's sent when someone adds or changes a contact email address for an Apple ID account. If you didn't do this, don't worry. Your email address cannot be used as a contact address for an Apple ID without your verification.

For more information, see our frequently asked questions.

Thanks,
Apple Customer Support
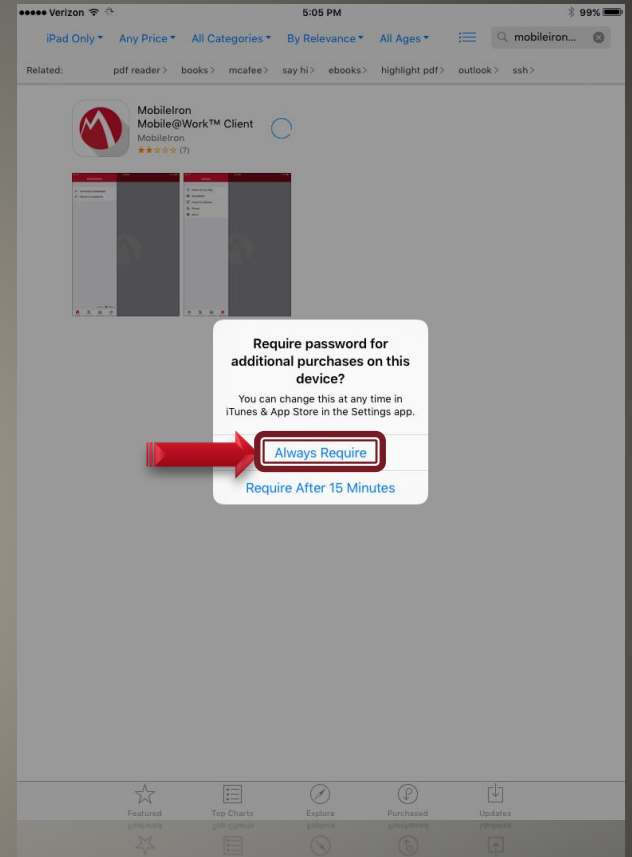
# Apple ID Verfication

- After Clicking the Verify Now link from the email, your email address will be verified and the below message will appear.
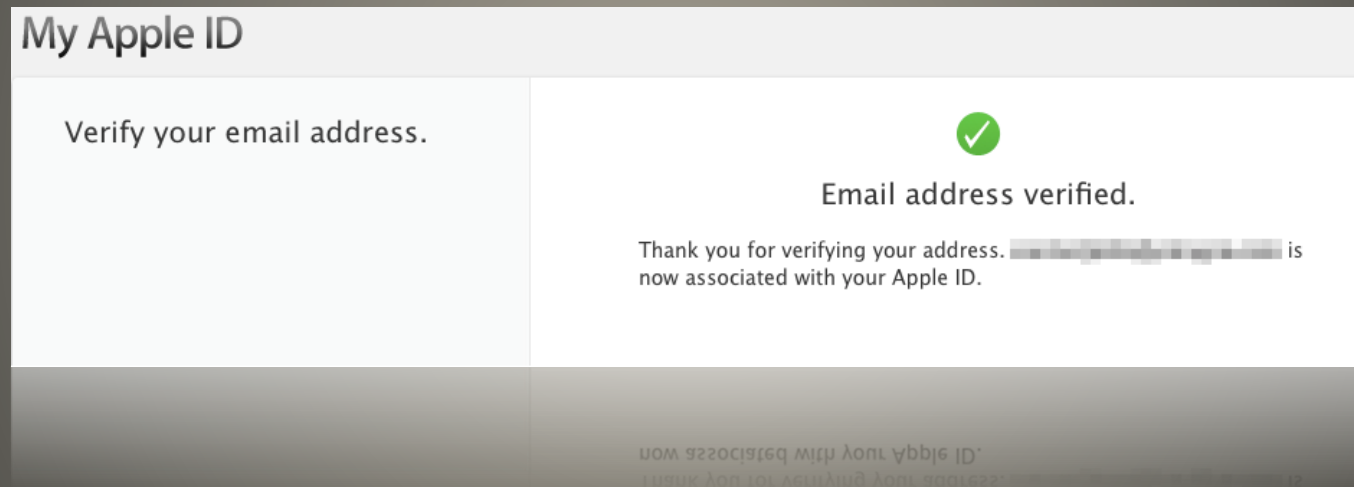


## Apple ID Verification

- App Store and Passwords
  - The App Store can store your password, however this could lead to unwanted downloads.
  - Select the Always Require option.



**The App Store & Passwords**

- MobileIron
  - Enrollment is now handled through a separate IOT supported process.  Please review the enrollment documents at http://www.in.gov/iot/2605.htm
  - Follow the processes outlined for State Owned Devices.
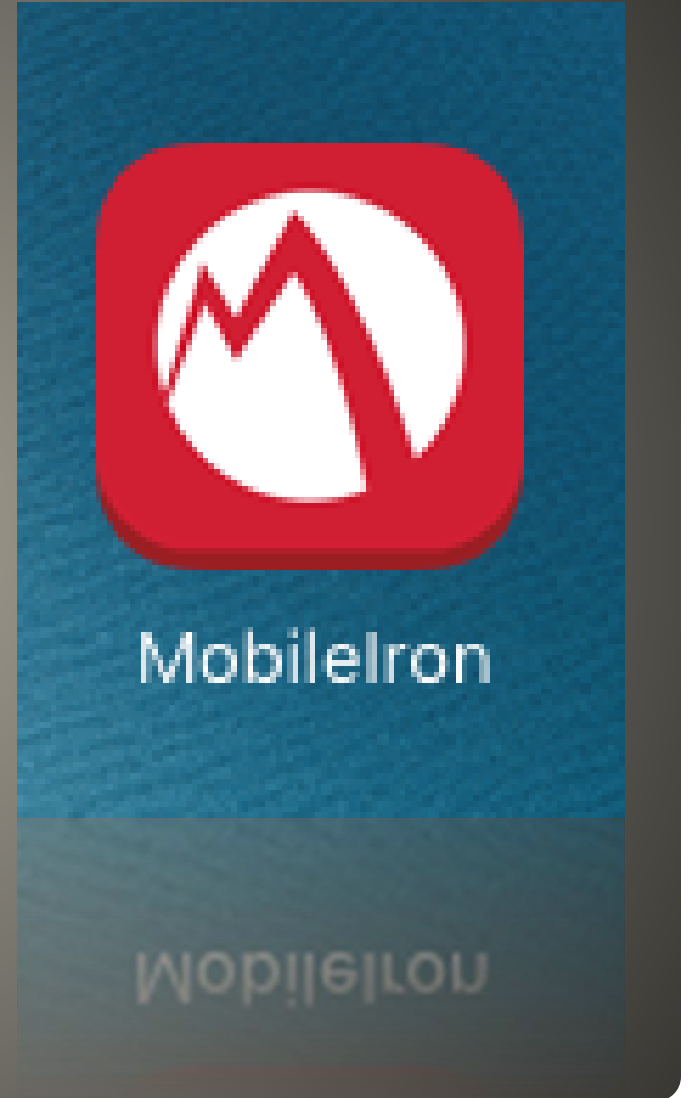
**MobileIron**

- MobileIron Setup
  - MobileIron now configures and downloads itself.
  - When downloaded, open the MobileIron app, you'll be prompted to allow Notifications.  These are required for correct operation of the application.
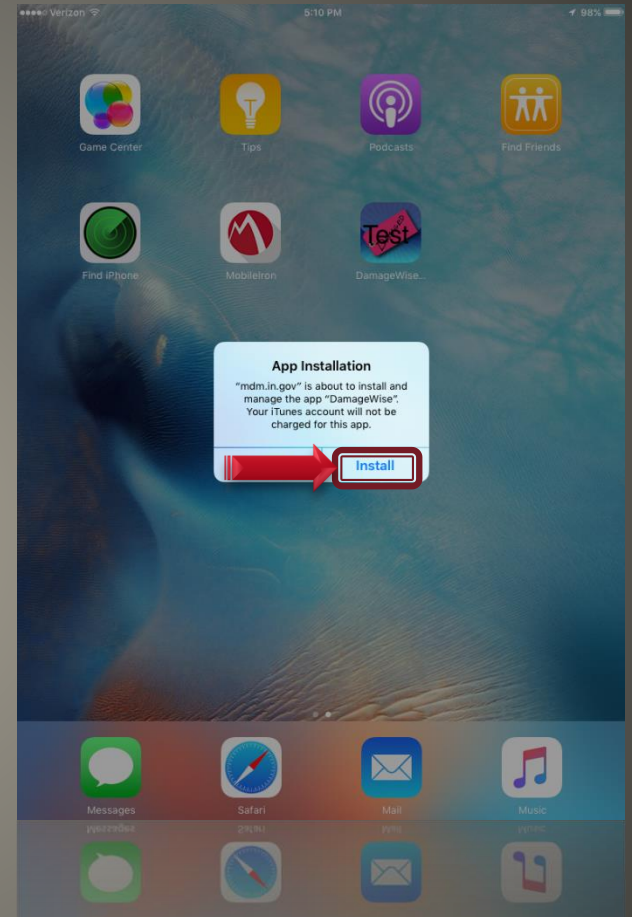  - Select OK.
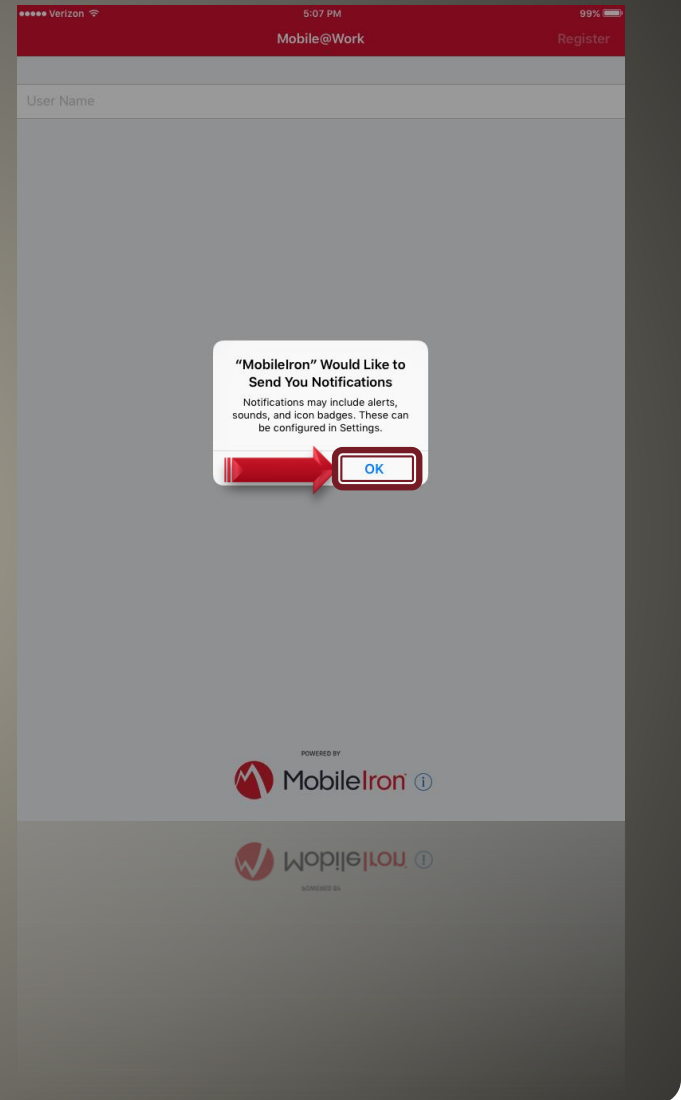
**MobileIron**

- Location Services
  - After connecting MobileIron, you will be prompted to allow location access.
  - Select the Allow button.
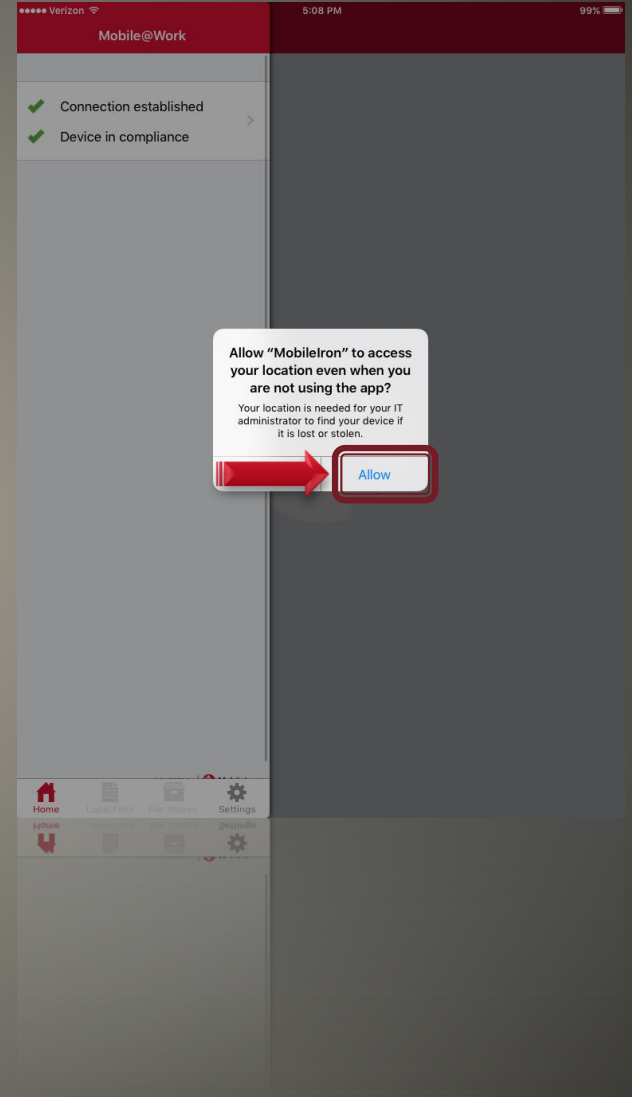


**MobileIron**

- Preset Apps
  - Depending on your account setup, you will be prompted to automatically download Apps, select Install for those you need/want.

**Automatic App Installs**

- Exchange for iOS
  - Your email and calendar settings are automatically configured.
  - You need only enter your network (LAN, Citrix, Webmail, Peoplesoft) password when prompted.
  - It may take 10 to 15 minutes for your inbox to load.
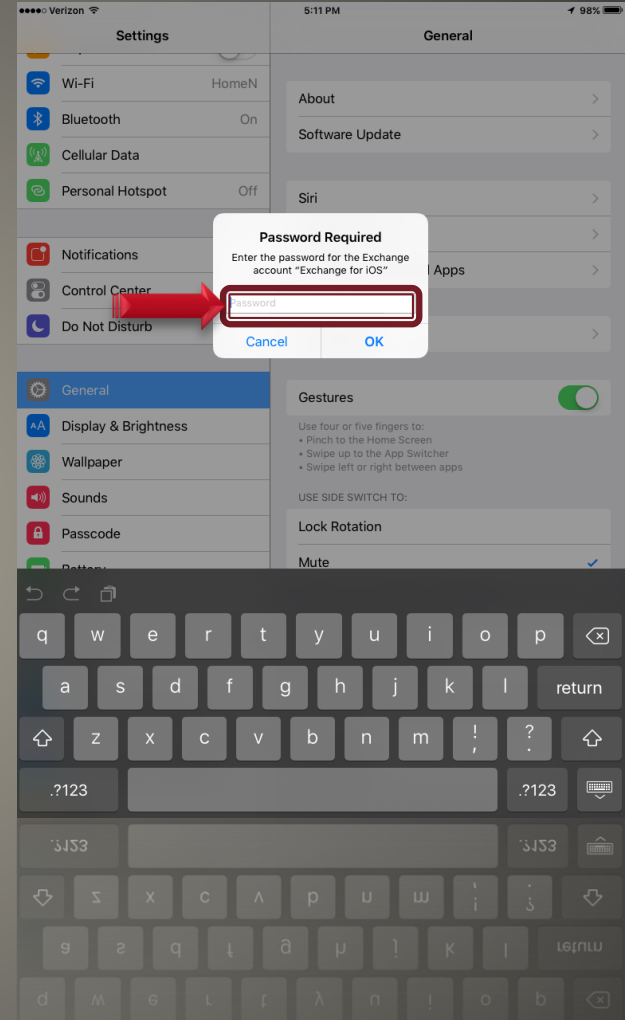
**Email/Calendar Setup**

- This concludes your iPad setup. Additional resources can be found at:
- http://www.in.gov/indot/div/mobile/

# More information