

iPad Directions for Faculty, Staff and Students

How to back up your iPad to your Apple computer

1. Connect your iPad to your computer and launch iTunes if it doesn't open automatically.
2. Tap on Trust on your iPad screen or enter your device passcode if asked.
3. Click the Device button and choose Summary.
4. Select This computer to store your iPad backup and click Back Up Now to start.

How to copy your iPad data to a Windows computer.

1. Connect the iPad to the PC with a USB cable
2. Open "This PC" and find the iOS device in the list of cameras and connected devices
3. Open the iOS device and browse for the data you want to copy over
4. Copy the data to the desired location as usual in Windows using copy and paste

Reset a Used iPad

This is used to wipe iPads so you can add iPads to jamf, clean it for another semester or to assign to another person.

1. If needed back up your iPad and write down any apps you have purchase if they are still needed on the iPad.
2. Click settings icon
3. Click on General in the left window
4. In the right window at the bottom, click reset
5. At the top of the newly populated window click erase and reset all
6. Erase
7. Erase
8. The iPad will reload the Operating System, come back to the Hello, and you will start with a clean iPad.
9. Follow the New iPad Setup instructions above.

Note: you should not be asked to set up an Apple ID or Touch ID security. If you are asked for anything other than items 1-8 then the setup is not connecting to Jamf. There are policies to remove the other setup questions. Work through all the questions and go to the settings icon and Reset Your iPad. Put in a Foot Prints WO for help with setting up your iPad on Jamf. If you come up with a passcode lock or and Apple ID Activation Lock please create a FootPrints WO, indicate what is happening and provide the serial number and the PO document your device was purchased from.

Passcodes

Faculty and Staff: A box will popup asking you to setup a passcode, create a passcode with 8 characters that you can remember. ICT can always reset the passcode if need.

Student: There will be no passcode for student iPads Carts.

You will see apps loading on the desktop. There is a Self-Serve folder that has been populated with free apps you may want to download on your iPad, no Apple ID needed.

iPad Directions for Faculty, Staff and Students

New iPad Setup

10. Push the home key button when you see *Hello*
11. Select *English*
12. Select *United States*
13. Log into ALAMO_Guest to start, the iPad will eventually pick up the ALAMONet wireless and login automatically
14. Then you are asked for MDM info, type in your Active Directory Credentials (Faculty, Staff desktop computer sign in information)
15. Your iPad will be configured, click *next*
16. Enable Location Services, *next*
17. Wait about 30 minutes before you move or turn off your iPad. This will give the downloads enough time finish.