



# Understanding and Implementing Apple School Manager for use with Apple Classroom



# Hello! I'm Michelle S. Delaney.

A little background:

- Senior Network Engineer at Lexington One in Lexington South Carolina
- Apple Certified
- AirWatch Accredited
- AD Training and Experience
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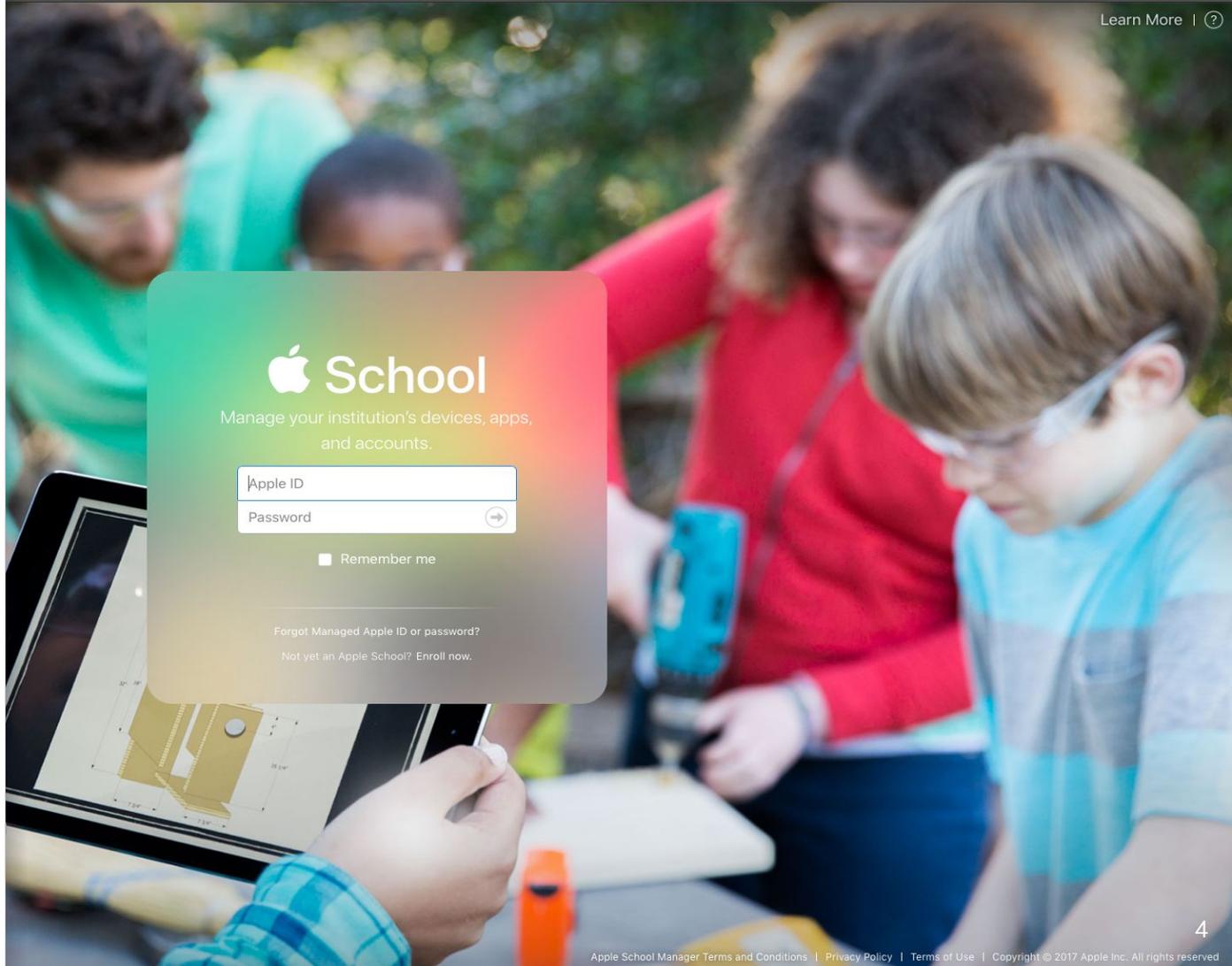


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# 1. What is Apple School Manager?

*And why do I need it?*



Ok, so what  
is this thing?

*Apple School Manager combines the functionality of DEP, VPP, and mass created Managed Apple IDs into one pane of glass*

- DEP
  - Apple's Device Enrollment Program allows over the air supervision of iOS, macOS, and tvOS devices.
- VPP
  - Volume Purchase Program provides access to purchase managed distribution licenses for apps from the app store
- Managed Apple IDs
  - Enterprise uploaded and managed Apple IDs that do not require end user consent or management

And I need it  
why?

*Apple School Manager solves the issue of Apple IDs that can be managed at an enterprise level and do not belong to the person using them.*

- Managed Apple IDs cannot:
  - Purchase any apps from the App Store
  - Complete any in App Purchases
- Why?
  - COPPA's restrictions on internet accounts for children under the age of 13
  - Apple's strong privacy policies

# And I need it why? (continued)

## *Class Rostering!*

- Apple School Manager (ASM) takes data from your Student Information System (SIS) and uses it to roster out your students into instructor led classes.
  - SFTP uploads have been around since last year
  - Powerschool integration via a plugin is new. I have not tested this yet but plan on switching over to it by the end of the summer.
- The rostering information syncs back to your MDM to create Apple Classroom profiles that are then installed on your enrolled devices.

And I need it  
why?  
(continued)

*So why can't I just use the ad hoc class creation for Apple Classroom that came out with iOS 10.3?*

- You can, but...
  - if you have a large number of students and teachers, this may not be a reasonable expectation for your teachers to manage
  - Students can turn off specific features in Apple Classroom such as screen viewing if the classes are not configured via rostering



# Questions?

Any questions or discussion for this section of the content?

# 2.

Ok, so how  
do I get it to  
work?

*And what could go  
wrong?*



**Upgrade to Apple School Manager**  
To manage your devices, content, and people all in one place, upgrade now.

[Get Started](#)

[Enroll](#)

[Get Started >](#)

First things  
first...

*Call Apple Support. It looks straightforward, but certain things might catch you.*

- Your VPP accounts have to be migrated to be underneath the program manager account for DEP that you're migrating to become ASM. **This can't be done later.**
  - **CAVEAT:** You can't migrate Agent accounts. If the VPP account you're using was created separately under [deploy.apple.com](https://deploy.apple.com) it's not going to move gracefully if at all.
- They'll walk you through the rest of the process of getting your account converted from a Deployment Programs account to an Apple School Manager account.

Don't forget  
to Renew  
your token  
just in case in  
your MDM.

## *Token Renewal!*

- It's might be unnecessary, but why not? Over-caution sometimes pays off. Do it after your migration is over. It doesn't matter what MDM you use, there's an option for renewing that token.

Decide how  
you want  
your  
Managed  
Apple IDs to  
be.

## *Formatting is important.*

- Don't use your real email domain for managed Apple IDs.
  - Why not? Because that managed ID will take away the availability for that email address to become a “real” Apple ID. For example, if you make [tmcteacherson@fakeschool.org](mailto:tmcteacherson@fakeschool.org) a managed ID, that teacher then can't register a real Apple ID that can download Apps.
- Use a fake subdomain like @appleid.domain.org or @asm.domain.org.
  - If you're a Google Apps domain you can create handy aliases for all your accounts with different subdomains.

# Do I actually have to make my Teachers and Students use these Managed IDs?

## *Nope! (Maybe)*

- If you have a 1:1 program or are not using the iOS Shared mode on your devices, you don't actually have to use these Managed Apple IDs.
  - You still need them as placeholders for the rostering of Apple Classroom.
- If you want to use the iOS Shared Mode on your iPads, you will actually have to use these things for your students to sign in and out of the iPads.
- You can't access the App Store with a Managed Apple ID, so if you have Device Based VPP and you don't need iCloud storage the Managed Apple IDs don't really need to be signed in on the devices.

Make sure all  
your  
accounts  
uploaded.

## *Check for Accounts!*

- If they aren't there, probably something didn't match and your upload broke.
- Be prepared to troubleshoot the thing every single day until you winnow out all the issues.
- I literally still have to troubleshoot mine and I've been SFTP uploading it for ages.
- Once you get past this, you're ready to go.

## Link to your MDM!

### *And Connect all the users so the configuration profiles roll out.*

- Depending on your MDM, this could be easy or difficult.
- I have AirWatch, who worked with me pretty closely to make sure all of our accounts got linked and the profiles rolled out.
- Here's a handy [link](#) to a diagram about how it all talks to each other

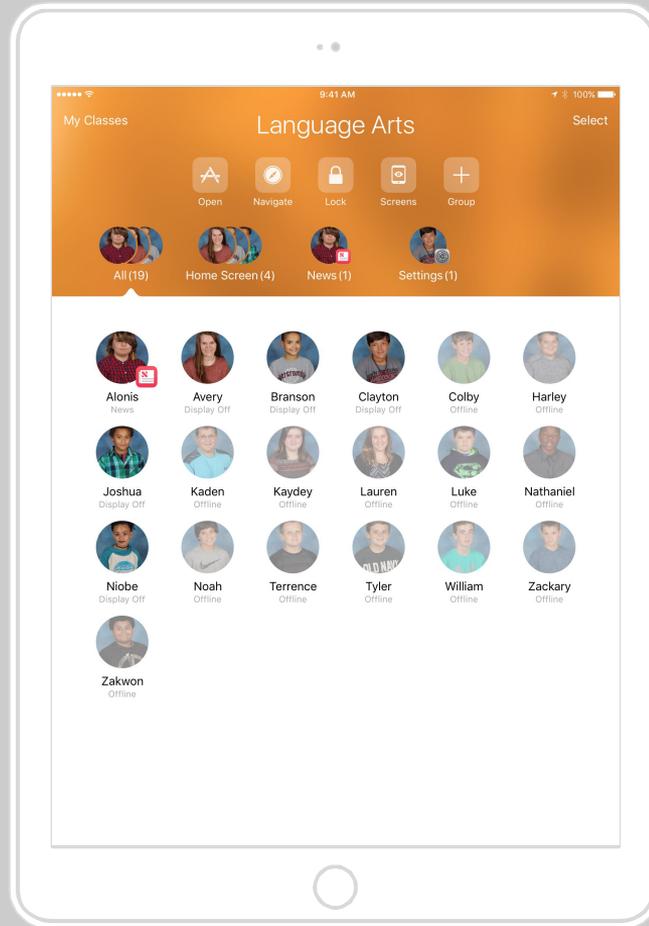


# Questions?

Any questions or discussion for this section of the content?

# 3. Into the Classroom!

*And all the people  
associated with that.*



# Train your trainers!

## *You have to find people who can train teachers how to use Classroom.*

- A lot of schools have Digital Learning Coaches, or Instructional Technology folks, etc. These are typically the best choice for training your teachers.
- [This](#) is the presentation I use for training our trainers.
  - FYI most of them don't care how it works.
  - Explaining what Apple Classroom can and can't do is extremely helpful

Trainers  
teach your  
Teachers.

*Don't enable your teacher education profiles until after the Trainers train them.*

- Teachers like cool stuff that helps with instruction. We all know this. It makes sense.
- If teachers hear about the cool stuff before they get trained on it and they have access to it, they'll try to start using it.
  - If you push the education configuration to your teacher devices before they're trained, they can just download the app and go. This is a bad idea. This will cause huge amounts of helpdesk tickets.
- The app works great, but training is best.

# Roll the Education Configuration to your Students.

*It's invisible to the students, minus that pesky notification bar.*

- Students don't like being watched or controlled for the most part. They will try to break Classroom in any way they possibly can. Here are some common ways:
  - Airplane mode. Disables bluetooth and wifi.
  - Disables bluetooth.
  - Turns off wifi
  - Doesn't update their iPad to iOS 10, so the bluetooth restriction profile doesn't take effect.

Allow the  
info to spread  
to your  
parents.

## *Parents love Apple Classroom!*

- Parents love Apple Classroom because it dispels the following pesky ideas about iPads in the classroom:
  - iPads are just gaming devices
  - iPads cause a classroom distraction
  - Students only use iPads to chat with their friends instead of paying attention to their teachers.



# Questions?

Any questions or discussion for this section of the content or any other sections?



Thank you very much  
for listening!

If you have any questions please don't hesitate to  
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