IT Support – Prepare iPad for Zuludesk

NOTE: The following guide assumes the iPad has already been updated to the latest IOS, is a current model and user of the device has an Apple ID. Ultimate responsibility for the files on an iPad (personal or college related), is the user of the device. Apple services, pricing, and access is subject to change and beyond the control of the college.

Check iCloud Space

Check to make sure there is roughly enough space to store your documents and photos in your iCloud account:
- Settings → [your name] → iCloud.
- To see more detailed information about how apps and services are using your storage, tap iCloud Storage or Manage Storage, or login to icloud.com to see what saved information is in your iCloud account.
- It may be required to remove some older items to make space.
- If more than 1 device is linked to the same account, you may find that your available space runs out quicker.
- If there isn't enough storage available, you can purchase more storage from Apple. At this time, it's $1.49(AUD) for 50GB a month.

Manage your iCloud storage https://support.apple.com/en-au/HT204247

Use Alternative Storage

For school related images and documents it would be better to save them in your Google Drive. By naming the folders accurately, it will make it easier to find them in the future.

Make Sure Your Documents and Photos Are Safe

Turn on iCloud Photos:
- Settings → [your name] → iCloud → Photos, then turn on iCloud Photos.

Allowing other applications to save their data to iCloud:
- Settings → [your name] → iCloud. Click on all the apps that you want to have access to your iCloud. The green slider indicated the feature is enabled for the app.

Set up and use iCloud Photos https://support.apple.com/en-au/HT204264

Passcode and **Find My**, must be turned OFF and the Apple ID signed out before presenting the iPad to get Zuludesk installed.

Turn Off Passcode

- Settings → Touch ID & Passcode (or Passcode).
- Tap, "Turn Passcode Off"
- Enter the former passcode to confirm.

Turn Off Find My iPad

- Settings > [your name] > **Find My**
- Then **turn off Find My** [device].
- Enter your Apple ID password, then tap **Turn Off**.

Sign out of Apple ID

- Go to Settings > [your name].
- Scroll down and tap **Sign Out**.
- Enter your **Apple ID** password and tap Turn **Off**.
- Turn on the data that you want to keep a copy of on your device.
- Tap **Sign Out**.
- Tap **Sign Out** again to confirm that you want to **sign out** of iCloud

Sign out of iCloud… https://support.apple.com/en-au/HT208242

Restoring Files After Zuludesk Implementation

When you receive the iPad back, sign back into your Apple ID:

- Settings → "Sign into your iPad".

When off campus, personal applications can be re-installed through the App Store as normal. When the applications are restored the associated iCloud data will be downloaded. The extent of the data saved to iCloud, is highly dependent on the individual application and beyond the control of the college. Any previous settings on the iPad can be re-applied; E.g.: Find My iPad, Passcode, Screen Time, etc.

NOTE:
- Some settings have been known to not save to iCloud, notably: some personal settings and passwords.
- Doing a complete restore of the iPad will only revert the Zuludesk management and the iPad must be wiped (again) to reinstall it.