

CIE iPad instructions

Instructions for those in receipt of a loaned iPad from CIE.

Our iPads are a part of the university's remote management scheme, offering additional security, iPad reset in case of forgotten passcodes, and a selection of installable apps which saves you from having to have an Apple account to use the App Store. As part of this we provide iPads in a wiped state, allowing you to log in to the iPad afresh using your own university details. This document provides a walkthrough of what you need to do to get up and running with the iPads.

The setup procedure will take you about 5 minutes to complete, but you only need to do this once. Make sure you are in a comfortable location with stable Wi-Fi, and as part of the process includes authentication via Duo, have your mobile phone handy.

There are a couple of important things:

- We will provide you with a passcode to use for the iPad – please use this during the setup and don't change it to anything else.
- Please do not log into to the iPad with your own Apple ID (such as installing iCloud) as when it becomes linked to your Apple ID it can make it difficult for the remote management to work. If you need this for your work then please contact CIE to discuss.

If you need any help in getting set up please contact CIE (cie@liverpool.ac.uk)

Initial Setup of the iPad

Before starting, make sure you have charged the iPad if it has not been used in a while.

1. When you first open the iPad from its magnetic cover the screen should come on automatically, otherwise hold the power button at the top-right until it comes on. If nothing happens check it has been charged sufficiently.
2. With the screen on, swipe your finger upwards from the bottom edge of the screen and continue to follow the instructions below.
3. First screen – choose **English** (We recommend this so that we can offer you support)
4. Select Your Country or Region – select **United Kingdom**
5. Quick Start – select **Set Up Manually**
6. Choose a Wi-Fi Network –
 - If on campus
 - i. Select **Eduroam**
 - ii. Enter your university MWS login details in the format username@liverpool.ac.uk (e.g. Abc123@liverpool.ac.uk – on an iPad to enter the @ symbol press the '.?123' key first.
 - iii. Wi-Fi certificate for radius.liv.ac.uk – select **Trust** (top-right)

- If off-campus choose a suitable Wi-Fi connection (you can reconfigure Wi-Fi including setting up Eduroam through Wi-Fi setting of the Settings app on the Home screen)
7. Remote management - select **Next**
 8. Touch ID -
 - We recommend setting up Touch ID, as it is a quick and secure way to unlock the iPad
 - i. Select **Continue**.
 - ii. Follow the on-screen instructions which will ask you to lightly place your fingertip over the power-button (top-right). You will have to do this a number of times. You may find it easier to temporarily remove the iPad from the magnetic case.
 - iii. You will then be prompted to 'capture all your fingerprint', where it now asks you to place the absolute tip and other edges of your fingertip over the power button.
 - iv. Added - select **Continue**
 - v. 'Add Another Fingerprint - it will invite you to setup Touch ID with additional fingertips, but you can skip this by pressing **Setup Up Later in Settings**
 - If you would prefer not to setup Touch ID then select **Set Up Touch ID Later**
 9. Create a passcode - CIE will provide you with a passcode and you should enter it here. This will be used to unlock the iPad in addition to Touch ID.
 10. Update Your iPad Automatically - select **Continue**
 11. Enable Location Services - select **Enable Location Services**
 12. Welcome to iPad - select **Get Started**. (This message may not appear).
 13. Continue to the **Company Portal setup section** below

Company Portal Setup

1. Company Portal will either load automatically or launch the app '**Comp Portal**' from the Home screen
2. Microsoft Intune - Sign in. Sign in again using your MWS details in the format of username@liverpool.ac.uk (e.g. Abc123@liverpool.ac.uk), and when prompted authenticate with Duo
3. Company Portal will run through a number of checks such as those below, select **Begin** or **Continue** if required
 - Get notified so you don't lose access - select **Ok**.
 - "Comp Portal" Would like to send you Notifications' - press **Allow**
 - 'Allow "Comp Portal" to use your location?' - select '**Allow While Using App**'
 - 'App Update' advising that the university of Liverpool is about to update the app 'Intune Company Portal' - select **Update** (sometimes this pop-up appears slightly later)

- If 'Enjoying Comp Portal' pop-up appears (wanting you to rate the app) press **Not Now**
 - If 'Allow "Comp Portal" to also use your location even when you are not using the app?' - choose '**Change to Always Allow**'
4. 'You're all set' - select **Done**
 5. Swipe up to go to iPad home screen or see the next section on installing apps such as **Canvas Teacher** and **Canvas Student** apps (see next section).

Installing and getting setup with the Canvas Teacher app

The Company Portal allows you to install university apps without needing an Apple ID or to have to use the Apple App Store, including the Canvas Teacher and Canvas Student apps. There is a procedure to install and login to the apps, but you only need to do this once. To get started installing the Canvas Teacher app:

1. If it is not already open, launch the '**Comp Portal**' app from the Home screen
2. Under the '**Featured Apps**' section select the **Canvas Teacher** app
3. At the next screen select **Install**.
4. The install will take a few moments. If you now return to the Home screen by swiping upwards with your finger from the edge of the screen you should be able to see the progress of the install by looking at the new Canvas Teacher app icon.
5. Launch **Canvas Teacher** app by pressing on its icon on the Home screen
6. Select '**Find my school**'
7. 'What's your school name?' - begin typing '**liverpool**' and then select '**University of Liverpool**'
8. The University of Liverpool Network login screen - enter your MWS details in the format of username@liverpool.ac.uk (i.e. your normal Canvas login)
9. "Canvas Teacher" would like to send you notifications' - select **Allow**
10. 'Canvas is now available in dark theme' - make a selection or just select Cancel
11. Your Canvas courses should load up on the dashboard and you can navigate through them.

We think the app is intuitive to use, however iPad user guides can be found here:

<https://bit.ly/canvasipadguides>

CIE have a case study and user guide for staff looking to use the app to mark SpeedGrader assignments here: <https://bit.ly/ciespeedgraderapp>

Canvas Student app

The Canvas Student app is also available from Company Portal app. Whilst it is orientated towards student use, it can also be a useful tool for staff in order to explore how the design of their Canvas course works for students using the app. To get started follow the instructions for the Canvas Teacher app, but instead of the Canvas Teacher app choose '**Canvas Student**' from the '**View all apps**' area of Company Portal.

Tips on using an iPad

Here are a few tips on using an iPad if you're new to them

- Generally, as long as the iPad is charged, the screen will come on automatically when you first open the iPad from its magnetic cover. If it has not been used in a long time, or has purposefully been turned off, then you may need to turn it on by holding down the power button briefly (top-right of device). To pass through the lock screen swipe up your finger from the bottom edge of the screen and either use Touch ID or your passcode to login. If nothing happens check that it has been charged sufficiently.
- When unlocked you will see the Home screen, which displays installed apps. The Home screen stretched over multiple screens, so if you don't see the app you need then swipe your finger from left to right or right to left to see more apps.
- If you need to close an app you can swipe up from the bottom of the screen until you see miniaturised views of the apps, if you then flick your finger upwards from one of these then it will close the app
- The Settings app that appears on the Home screen allows you to change settings for the iPad including adding new Wi-Fi networks

Apple Pencil

1. If you have also borrowed an Apple Pencil from CIE the Pencil may need charging, to do this: magnetically attach the pencil to the right-hand side of the iPad
2. When the iPad is unlocked and you magnetically attach the pencil a 'Welcome to Apple Pencil' message appears. Select **Continue** to undertake a quick tutorial
3. The Pencil is then ready to be used in apps such as the Canvas Teacher app

iPad Factory Reset

Before returning the iPad, please complete a factory reset. Note: This will wipe all data/personal data from the iPad.

1. Launch the **Settings** app from the iPad home screen (you may need to swipe left or right to see the Settings app)
2. Select **General** from left hand menu
3. Select **Transfer or Reset iPad**
4. Select **Erase All Content and Settings**
5. Erase This iPad – Select **Continue**
6. Passcode – enter the passcode used to setup the iPad
7. Select **Erase iPad**