BSG MPP 2015: End-of-course procedures for student iPads

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Introduction

This document is intended to answer questions you may have regarding the status of your Blavatnik School of Government (BSG) iPad now that the MPP 2015 course has come to a close. Please read the entire document before making any changes to your iPad.

Who owns the iPad?

As of Friday 17th June 2016 you own the iPad entirely and are completely responsible for it. The BSG no longer provides any support or assistance for it.

How can I get support for my iPad now?

Each iPad comes with a year's hardware warranty from Apple, which runs from the date of purchase; in your case it runs 15th September 2015 to 14th September 2016. The cover generally means you can apply to have the iPad repaired free if the device develops a fault you have not caused through damage.   Full details of the warranty are here:
http://www.apple.com/legal/warranty/products/ipad-english-uk.html
You can check the status of the warranty for your iPad here:
https://checkcoverage.apple.com

Prior to the standard one-year warranty expiring, you can extend the warranty to two years and get cover for two incidents of accidental damage (subject to £39 excess) and technical support by telephone. To do this you should purchase 'Applecare+ for iPad' for £79 from the online Apple Store prior to 14th September 2016. Details can be found here:
http://store.apple.com/uk/product/APP_IPAD_PLUS_AUTO-112700/applecare-for-ipad

Regardless of your warranty status you can take your iPad into any Apple Store or Certified Apple Service Centre to enquire about repairs.

How is my iPad currently set up?

Your iPad has *BSG Device Management* installed to set up email, WiFi, calendars etc on your iPad. This also allowed BSG IT to unlock your iPad if you forgot your passcode and to remotely wipe your iPad if lost or stolen.

BSG Device Management will be automatically removed from your iPad when you stop being an Oxford student on 1st October 2016. Up until this point, while BSG IT no longer provides support for your iPad, we still theoretically have the ability to unlock your iPad and wipe it remotely.

Assuming you trust the BSG not to make any authorised changes to your iPad – we have no intention of doing so - you can leave BSG Device Management installed until it is removed automatically.

I'm not comfortable with the BSG having any control over my iPad. Can I remove BSG Device Management myself, and what are the effects?

You can easily remove BSG Device Management from your iPad. This will have the following effects:

- Your Oxford Nexus account will be removed from iPad, removing all Nexus information including emails, contacts and calendars. The data remains safe on the Nexus server but you will need to re-add your Oxford Nexus account to the iPad to access it. Other accounts such as Gmail and Yahoo will be unaffected.
- Eduroam and the BSG wireless networks will be removed. Other WiFi networks will be unaffected.
- Settings for the Oxford VPN will be removed.
- The passcode requirement will be removed, hence you can now choose to use a simple numeric passcode to lock your iPad or omit a passcode completely. Your current passcode will persist if unaltered. We strongly recommend using a complex password to secure your iPad.
- The Home screen icon (Web Clip) for BSG Portal will be deleted.
- The restriction forcing you to use encrypted iTunes backups will be removed. You can then remove the password in iTunes if desired.
- The Self Service app will be deleted.

The BSG App <u>will</u> continue working if BSG Device Management is removed. The BSG App only requires a WebLearn account. Your WebLearn account will persist until you stop being an Oxford student on 1st October 2016.

All other data on the iPad will be unaffected, including music, videos, photos, iBooks, apps, iCloud settings, messages, backgrounds and so on.

How do I remove BSG Device Management from my iPad?

Please ensure you have read the preceding sections before proceeding. Remember you are now responsible for your iPad and not the BSG.

1. You are advised to back up your iPad via iTunes or iCloud – see http://support.apple.com/kb/ht1766.
   a. If you are backing up to iTunes ensure you know the password by which your iTunes backup is encrypted; if you do not know this then reset it before proceeding. Without it you cannot restore your iPad should you need to.
2. You are advised to connect your iPad to a power source.
3. On iPad, go to Settings → tap General → tap Device Management.
4. Tap MDM Profile → tap Remove Management → enter iPad Passcode.

Removing the management can take up to five minutes, do not interrupt your iPad while this is happening.

I removed BSG Device Management from - how do I now manually configure email/WiFi/VPN on my iPad?

Follow the relevant instructions below. They are for iPhone and refer to older iOS versions but will work:

- Eduroam: http://help.it.ox.ac.uk/network/wireless/services/eduroam/iphone/index

- Oxford Nexus email: http://help.it.ox.ac.uk/nexus/mobile/iphone-config

- Oxford VPN: http://http://help.it.ox.ac.uk/network/vpn/ios/native

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