

Technical Pathways Program for Apple - Frequently asked Questions

Topic	Question	Answer
Apple Devices - Organisation vs User owned (BYOD)	My customer is considering BYOD over organisationally-owned Apple devices. What are the benefits of buying the devices at the organisation level.	<p>Organisationally-owned (Supervised) devices will provide your customer with the following benefits over BYOD:</p> <ul style="list-style-type: none"> • Simplified automated deployment: Using Apple Business, IT can automatically provision devices into MDM during setup — straight out of the box. IT can also customise the onboarding experience to streamline the process for employees. • Higher level of control: By using supervision, IT can access controls unavailable for other deployment models. That includes additional security configurations, nonremovable MDM and software update management. • Flexible deployment modes: IT can provide devices to employees for their daily use, share devices among employees for common tasks, or configure devices for a specific purpose locked into a single app. <p>More information about device supervision is found here: https://support.apple.com/en-nz/guide/deployment/dep1d89f0bff/1/web/1.0</p>
Apple Business Manager	What is Apple Business Manager and why does a customer need it?	<p>Apple Business Manager is a web-based portal for IT administrators to deploy iPhone, iPad, iPod touch, Apple TV, and Mac all from one place.</p> <p>Apple Business Manager enables your customer to automate device enrolment, giving your customer a fast, streamlined way to deploy corporate-owned Apple devices and enrol in MDM without having to physically touch or prepare each device - saving countless hours during the setup and enrolment process.</p> <p>Check out the Apple Business Manager Getting Started Guide for more information: https://www.apple.com/au/business/docs/site/Apple_Business_Manager_Getting_Started_Guide.pdf</p>
Apple Business Manager - Enrolment	What does my customer need to enrol in Apple Business Manager?	<p>Any business can enrol in Apple Business subject to the terms and conditions of the program. https://business.apple.com</p> <p>Your customer will need to provide their D-U-N-S number, an email address associated with their business that is not already an Apple ID, and a verification contact.</p> <p>More details can be found here: https://support.apple.com/en-nz/guide/apple-business-manager/axm402206497/web</p>
Apple Business Manager - Enrolment	My customer has stated they do not have or are unable to locate their D-U-N-S number, and therefore unable to enrol in Apple Business Manager.	<p>Your customer may already have a D-U-N-S number. This site https://www.illion.co.nz may help them locate it. If they do not have a D-U-N-S number they will need to get one before enrolling in Apple Business Manager. This process can be started here: https://www.dnb.com/duns-number/get-a-duns.html</p>
Apple Business Manager - Enrolment	My customer has submitted the enrolment for Apple Business Manager, however has not heard back on the approval. Who can they call for enrolment support?	<p>AppleCare, specifically support for Apple Business Manager enrolment may be contacted in Australia on 1300 664 285 and in New Zealand on 0800 387 938.</p>
Apple Business Manager - Devices Not Available	My customer has purchased devices from us that are not showing up in their Apple Business Manager account. How can we troubleshoot?	<p>First, please ensure your customer has input your Reseller ID into their Apple Business Manager portal and they've provided you their organisation ID. This process is documented here: https://support.apple.com/en-nz/HT204401 You will need to provide them your Reseller ID.</p> <p>Next, ensure you have provided the customers organisation ID to your distributor partner when submitting their orders.</p> <p>Finally, contact the distributor if you confirm both of these steps have been done.</p>
Apple Business Manager - Manually Enrolling Devices	My customer purchased Apple devices from a mass merchant that are not enrolled in Apple Business Manager. How does my customer enrol these devices in Apple Business Manager?	<p>Your customer can add devices that they didn't purchase from an authorised DEP channel to Automated Device Enrolment, like a donated Mac or iPad. Your customer can find out how to manually add iOS devices in Apple Configurator 2 or how to manually add Mac computers in Apple Configurator for iPhone.</p>
Mobile device management	What is mobile device management and why does my customer need it for their Apple device deployment?	<p>iOS, iPadOS, macOS and tvOS have a built-in framework that supports mobile device management (MDM). MDM lets you securely and wirelessly configure devices by sending profiles and commands to the device, whether they're owned by an end user or your customers organisation. MDM capabilities include updating software and device settings, monitoring compliance with organisational policies and remotely wiping or locking devices.</p> <p>Your customer will greatly benefit from an MDM solution when deploying either organisationally-owned or BYOD devices regardless of platform. The MDM conversation is a great value add that you can provide to your customers who are looking at mobility solutions. More details on MDM may be found here: https://support.apple.com/en-nz/guide/deployment/depc0aadd3fe/1/web/1.0</p>
Mobile device management	What MDM should my customer choose?	<p>The following is an support article on considerations for choosing an MDM solution: https://support.apple.com/en-nz/guide/deployment/dep1d7afa557/1/web/1.0</p>
Mobile device management	I have a customer that has Apple Business Manager. Do they also need an MDM solution?	<p>Apple Business Manager is not a mobile device management (MDM) solution.</p> <p>Apple Business Manager works with a mobile device management (MDM) solution to make it easy to automate device deployment, purchase apps and distribute content. Your customer will need an MDM solution to take advantage of Apple Business Manager features. More information about MDM can be found here: https://support.apple.com/en-nz/guide/deployment/depc0aadd3fe/1/web/1.0</p>
Apple Devices. Activation Lock Bypass	I have a customer who has reported their devices are activation locked. What options do they have?	<p>First, your customer will need to understand if the devices in question are enrolled in MDM and Supervised. If yes, your customer should review this page covering Activation Lock on Apple devices: https://support.apple.com/en-nz/guide/deployment/depf4ab94ef1/1/web/1.0 From there your customer should review their documentation from their MDM vendor on the Activation Lock bypass specific to their MDM.</p> <p>If the devices in question are not Supervised then your customer will need to review this article on removing Activation Lock manually https://support.apple.com/en-nz/HT201441 or contact AppleCare, referenced in the same article.</p>
Integration	My customer is a traditional Microsoft shop and is concerned about integrating Apple devices into their environment. What resources can I send them?	<p>Apple devices and software can take advantage of identity providers, Single sign-on and certificate management to help manage authentication and authorisation. You can start by sending your customer this article on authentication and authorisation services for Apple devices: https://support.apple.com/en-nz/guide/deployment/dep64848f3a/1/web/1.0</p>
Managed Apple IDs	Can my customer's organisation manage their employee's Apple IDs?	<p>Your company can create Managed Apple IDs for employees to use for business purposes. Managed Apple IDs are unique to your company and separate from Apple IDs that you can create for yourself. You can associate your Managed Apple ID with the same email address and phone number as your personal Apple ID. Unlike with personal Apple IDs, IT administrators manage the services that your Managed Apple ID can access. To learn more, please see: https://support.apple.com/en-nz/HT210737</p>
XProtect	Does my customer need an anti-virus solution for their Macs?	<p>macOS includes built-in state-of-the-art antivirus technology called XProtect for the signature-based detection of malware, the use of which supports best-practice protection from viruses and malware. When XProtect detects known malware, the software is blocked and the user is notified and given the option to move the software to the Bin. More information is available here: https://support.apple.com/en-nz/guide/security/sec469d47bd8/1/web/1</p>
Malware Removal Tool	Does my customer need an anti-malware solution for their Macs?	<p>Should malware make its way onto a Mac, macOS also includes technology to remediate infections. The Malware Removal Tool (MRT) is an engine in macOS that remediates infections based on updates automatically delivered from Apple (as part of automatic updates of system data files and security updates). More information is available here: https://support.apple.com/en-nz/guide/security/sec469d47bd8/1/web/1</p>
Lost Mode	How can my customer lock and locate their Apple devices?	<p>Lost Mode lets you lock your iPhone, iPad, iPod touch, Mac or Apple Watch so that others can't access your personal information. You can turn on Lost Mode in Find My iPhone on iCloud.com. More information about Lost Mode can be found here: https://support.apple.com/en-nz/guide/icloud/mmfc0f0165/icloud</p>