



OCFS APPLE IPAD-2 PILOT - LAN ADMINISTRATOR GUIDE
Final Documentation for Apple iPad-2 Pilot July 2012

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Introduction to the Apple iPad-2 Device

This guide is intended for LAN Administrators whose responsibilities include providing technical support for the use of Apple iPad-2 pilot devices.

How to Setup a New Apple iPad-2 Device

You should expect to spend 15-20 minutes with each Apple iPad-2 user setting them up to use the device. They need to be present for Step 1 listed below. Please note: Step 8 requests that once the device is setup and loaded with the OCFS profile please send a confirming email with device registration number to the OCFS mailbox at COMCTRUP@ocfs.state.ny.us.

Step 1: Use a PC with iTunes installed and Connect Apple iPad-2 to the PC:

Please use a PC with iTunes installed and connect the Apple iPad-2 device to the PC using a 30 pin to USB cable.

Open iTunes if it does not open on its own. You will be presented with a screen asking you to Register the device. Select “Register Later” choice.

Step 2: Go to Apple store to create Apple-id and Install FindMyiPhone:

Go to the Apple store and follow the How to Create an iTunes Account without a Credit Card instructions (<http://support.apple.com/kb/ht2534>).

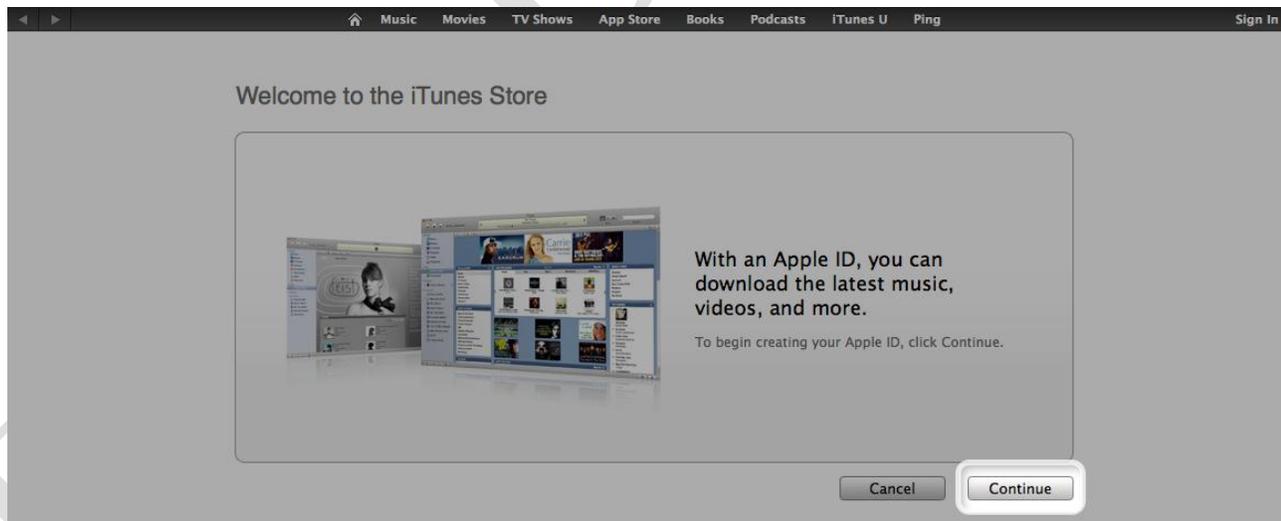
1. Click on AppStore Icon
2. Search for Find MyiPhone, Select Free, Select Install App
3. Sign-In use existing Apple-id or create New Apple ID. To create an iTunes account without a credit card (<http://support.apple.com/kb/ht2534>). Or follow the instructions below.
4. To create a new Apple-id following the steps below. Once an Apple-id is created a verification from Apple will be sent to the end user email address:



In the pop-up window, click Create New Account.



You are directed to the "Welcome to the iTunes Store" screen. Click Continue.



You'll need to read and agree to the iTunes Store Terms & Conditions. Make sure you check the box next to where it says "I have read and agree to the iTunes Terms and Conditions."

Click Continue.

Enter your email address, create your password, continue to create and answer your security question, and then enter your birthday. Click Continue.

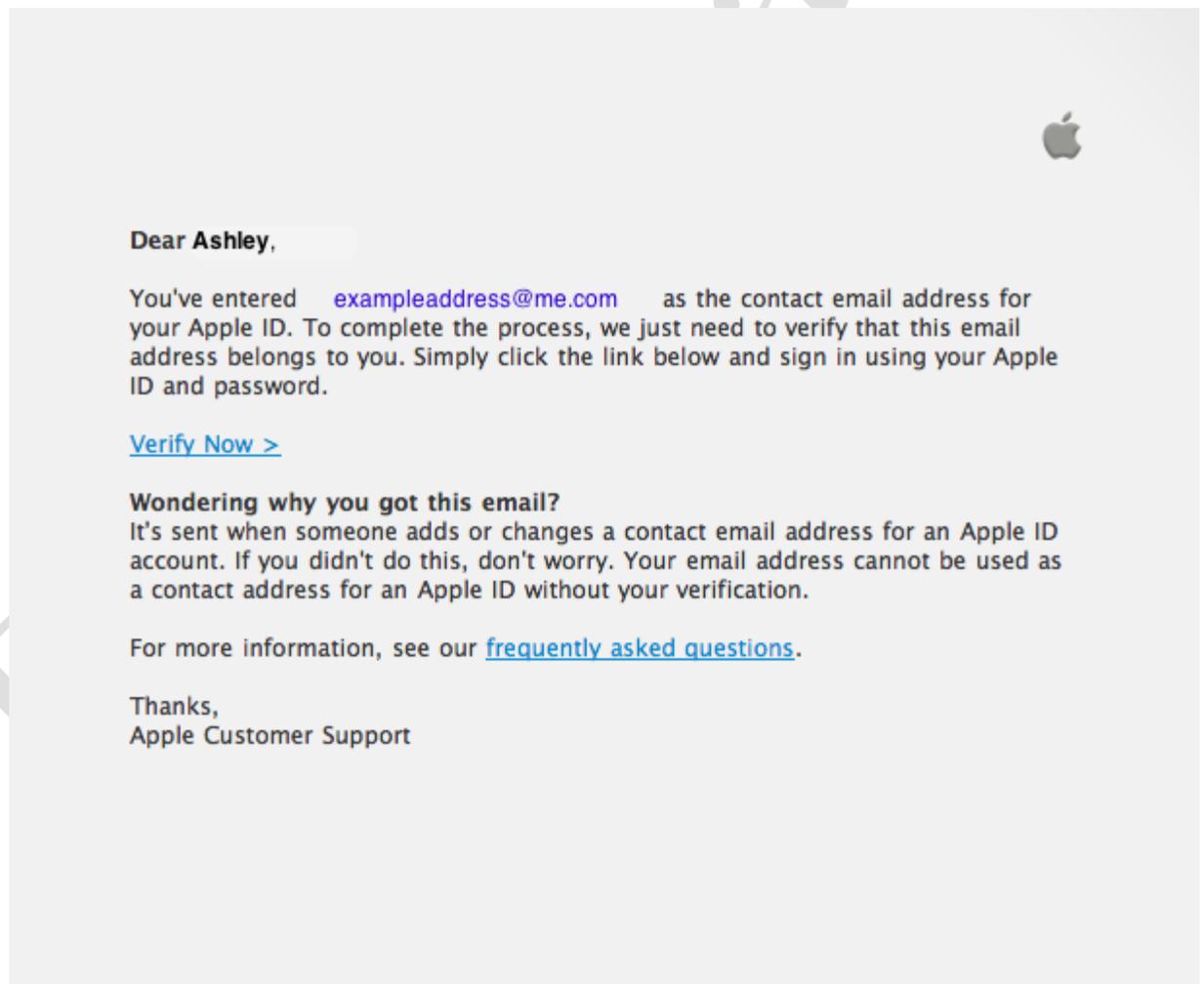


Select None as the payment option.



Continue to fill out the required name and address fields. You'll then see a screen that says 'Verify your Account'. Click Done and then check your email for a verification email from iTunes Store.

Open the email and click the link enclosed in the email to activate your account.

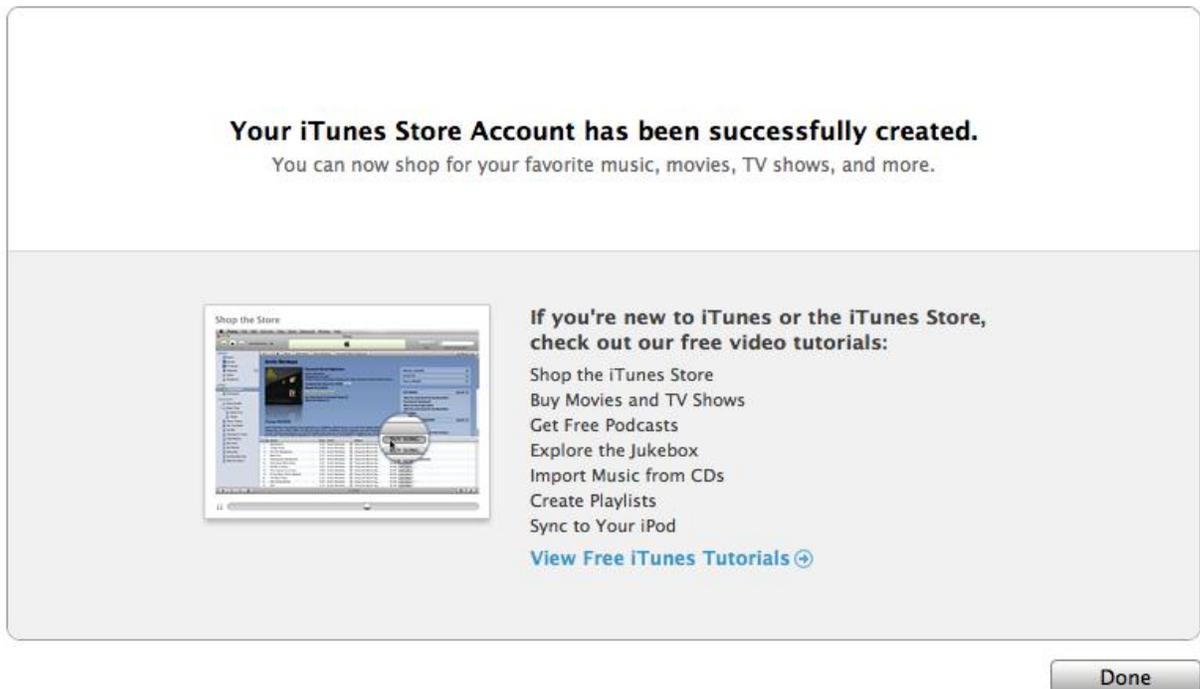




Once you click on the link, iTunes should then prompt you to sign in with your account name and password.

You'll then see the below "Congratulations" screen. Click Done to be taken to the App Store home page.

Congratulations



Step 3: Register the Apple iPad-2 Device

All Apple iPad-2 devices are to be registered to the user at their work location. For example:

Joe Smith

52 Washington Street

Rensselaer, NY 12144



Step 4: Cell Service

The Apple iPad-2 devices are equipped with cell service for all OCFS Apple iPad-2 devices. OCFS will pay for that service until February 28, 2013. Your organization will need to arrange and pay for cell service beyond that date if it is to continue.

If you experience a problem with your cellular data service, please turn off the service, wait 5 minutes, and then turn cell service back on. Select View Account. You should receive a message that stating Service is Already Active.

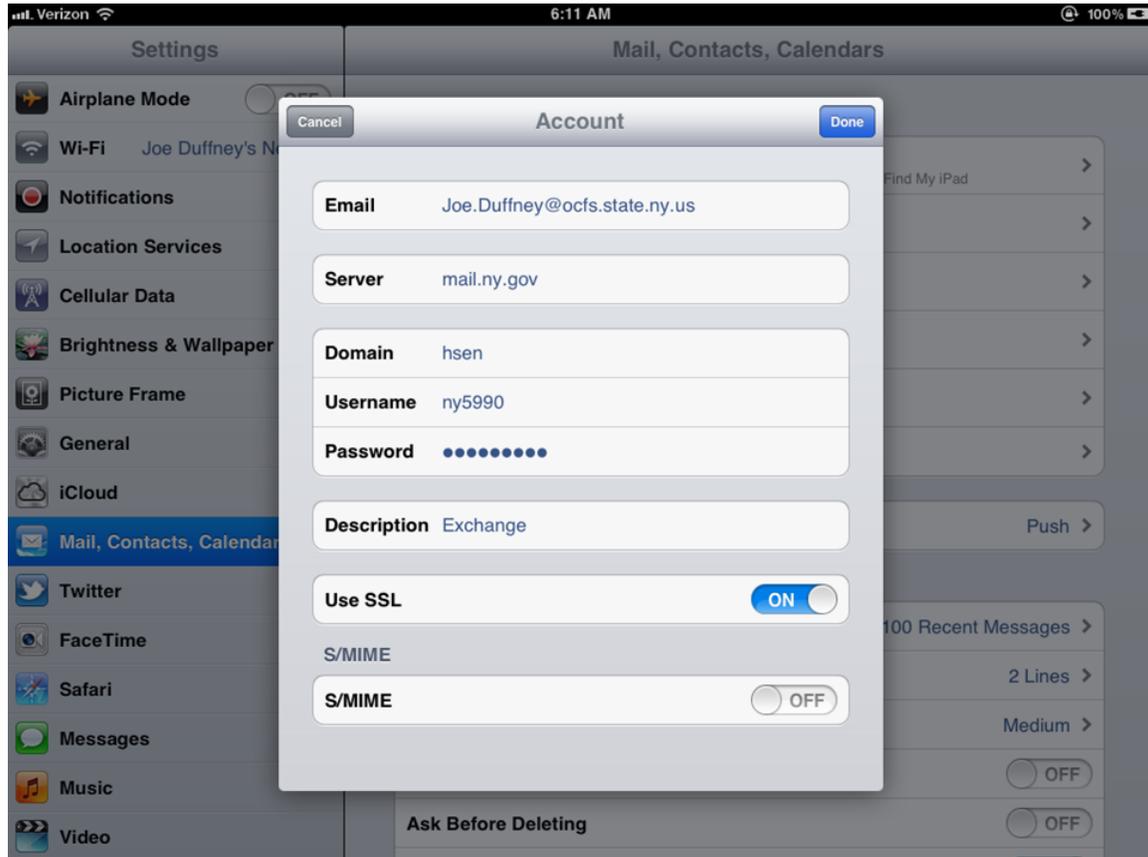
Step 5: Setup eMail and Passcode (as necessary)

Getting email on your Apple iPad-2

Once the Apple iPad-2 is initialized with your Apple ID, you can go to a wireless network to add an account. You will do this to set up your email on your Apple iPad-2 so that you can synch up your email with your Apple iPad-2.

To setup an Exchange account on the iPad, please see instructions and screen shot below:

- ✓ Go to Settings, Mail, Calendar, Contacts and Select Exchange.
- ✓ Enter email address, password, domain (HSEN) and user ID.
- ✓ At prompt to continue or verify, enter in the server information (mail.ny.gov). The iPad will attempt to verify the information with the Exchange server. If you are successful, you need to enter an 8 digit passcode (we recommend using the HSEN password including at least one digit and one special character. If using multiple digits they cannot be sequential). The passcode is used to unlock the iPad.



Step 6: Setting Apple iPad-2 up to access CONNECTIONS (Citrix/Safari)

Before you can access CONNECTIONS, you must first download Citrix Receiver from the App Store. It is a free download





1. If you hit the Home button and leave CONNECTIONS, selecting the Citrix Receiver app in the Open Apps view will return you to CONNECTIONS in the same session you left (within 15 minutes only).
2. If you leave CONNECTIONS and open or access another app, your CONNECTIONS session will be disconnected. To get back into CONNECTIONS, click on the Citrix icon.
3. Copy & Paste – The clipboard on the Apple iPad-2 does not see text as text when trying to paste into CONNECTIONS. To allow pasting of data into CONNECTIONS you must follow these steps:
 - a. Place your cursor in the Progress Note or other Narrative field .
 - b. On the virtual keyboard in the top left corner select the letter “A” (with a “T” next to it).
 - c. In the text field, paste what’s been copied.
 - d. After pasting, press the Send button to the right. Then press Done. The text has now been pasted into CONNECTIONS.

Additional CONNECTIONS resources can be found on the OCFS CONNECTIONS Intranet site (<http://www.ocfs.state.ny.us/connect/>):

Step 7: Loading the OCFS Profile

The OCFS profile must be loaded on each Apple iPad-2 device. Please use the following link to download the OCFS profile:
<http://dl.dropbox.com/u/2504848/iPad%20No%20iCloud%20New%20Password.mobileconfig>

Step 8: Device Setup Confirmation email to OCFS

Once the device has been loaded with the OCFS profile please send a confirming email with serial number to the OCFS mailbox COMCTRUP@ocfs.state.ny.us



Managing an Apple iPad-2 Device FAQs for LAN Admins & Users

What if my device is lost, stolen, or damaged?

Your organization is responsible for the replacement cost of equipment provided by OCFS that is damaged, lost or stolen. Should an OCFS issued iPad be lost or stolen, the loss must be reported immediately to the police and to your supervisor and LAN Administrator, and report any lost or stolen equipment to OCFS-IT, completing and sending the OCFS-4440 Lost or Stolen Equipment form by e-mail to comctrup@ocfs.state.ny.us,

What if my device freezes?

Application Freezing – each app runs independent of others, so one may freeze up while the other continues to function. Apple’s version of Task Manager is a hard reset of the device by holding Home & Power button together for 10 seconds to reboot the device.

Can I access my Personal Folders in Exchange on my Apple iPad-2?

Not directly. You can move a Personal Folder into your Inbox on your PC and it will be available when you go to Mail and Accounts (not Inbox). The folder will appear to be empty. If you search on the folder and select To: and then type in your last name. You should get a message “continue search on server...”, tap to select it. All the mail that meets the criteria is returned. You will want to move the personal folder back to its’ original location at the end of the day.

How do I restore an Apple iPad-2 device?

I forgot the passcode to unlock my Apple iPad-2?

If you cannot remember the passcode, you will need to restore your device using the computer with which you last synced it. This allows you to reset your passcode and resync the data from the device (or restore from a backup). If you restore on a different computer that was never synced with the device, you will be able to unlock the device for use and remove the passcode, but your data will not be present.

<http://support.apple.com/kb/HT1212>

For restore instructions, see this: <http://support.apple.com/kb/HT1414>



How do I locate an Apple iPad-2 on a map?

Go to Settings on your Apple iPad-2, tap iCloud, and enable Find My iPad.¹ Then if you misplace it, sign in to icloud.com with your Apple ID and password from any web browser on a Mac or PC. Or borrow your friend's iPad, iPhone, or iPod touch and use the Find My iPhone app. Find My iPad shows you the approximate location of your Apple iPad-2 on a map.²

[Learn how to set up Find My iPad](#)

Or

If someone finds your Apple iPad-2, let them know how to find you. Write a message and display it on your Apple iPad-2 screen. Something like, "Oops, left my Apple iPad-2 behind. Please call me at 408-555-0198." Your message appears, even if the screen is locked. And if the map shows that your Apple iPad-2 is nearby — perhaps in your office under a pile of papers — yet you still can't find it, you can tell Find My iPad to play a sound that overrides the volume or silent setting.

This is the page on the apple site describing the facility to find lost Apple iPads-2 (and wipe them)

<http://www.apple.com/ipad/built-in-apps/find-my-ipad.html>

How do I remotely wipe a device?

This is a responsibility of LAN Admins to remote wipe a device in the event that a user no longer requires use of their Apple iPad-2 device.

Your Apple iPad-2 contains important and personal information — information you probably don't want in the hands of a stranger. So if you lose your Apple iPad-2 and displaying a message on it hasn't resulted in its safe return, you can initiate a remote wipe to restore it to its factory settings. When you eventually find your Apple iPad-2, you can restore the data using your most recent backup from [iCloud](#) or iTunes.

Also, notify your LAN Administrator. They will need to inform OCFS that the Apple iPad-2 is no longer in your possession.



How to manage an Apple iPad-2 password?

For users with network account on the OFT HSEN, whenever you are prompted to update your Password it must also be changed on the Apple iPad-2 as soon as possible using accounts setting. This must be done or you risk locking your email account as the Apple iPad-2 will continue to send an "old" invalid password to the server and the email account will be locked out.

Failure to update your Exchange password on your iPad in a timely manner may result in the iPad continually asking you for the password and not accept it. Below are steps to correct this issue.

- ✓ If you have an Exchange email account setup using the Exchange email client on your iOS, and you change the password on your Windows account that runs your Exchange Server (i.e., on your PC or on your Exchange account, not through the iOS), you might run into the "infinite password loop" on your iOS device.
- ✓ In some cases, even if you enter the new password correctly, it will continue to badger you and not stop badgering you until you force-power-off the device by holding down the power button and slide to power off successfully. Don't power off until you have entered the password correctly at least once, though, or the loop will repeat after you reboot your iOS device.
- ✓ That should fix this problem until the next time you change your password .

Is GPS on my Apple iPad-2?

Devices are equipped with built in GPS service.

What if I am not getting my email?

Go to Settings, General, and select Reset (scroll down to bottom of screen) and select Network Settings only. iPad will automatically rebott. Once the iPad has rebooted check Safari to determine connectivity. Mail should now be available.



How can I find my lost Apple iPad-2 using “Find My iPad”?

It is recommended to install Find My iPad. Login to iCloud and download Find My iPad. Use the functionality of Find My iPhone. <http://www.apple.com/ipad/built-in-apps/find-my-ipad.html>. Please note: Find My iPad does not work with IE Version 7, as a different browser is required.

Can I purchase additional software applications?

Apple may not support certain software applications but there are applications available for free or purchasing. For example DocsToGo for editing any Word document that has been emailed to you.

Can I ‘sync’ my device with a home computer?

The Apple iPad-2 device can be “sync’d” with a PC including a home device. The iPad should only be sync’d with one PC.

How do I backup the Apple iPad-2 Device?

This article on How to Backup iOS may help: <http://support.apple.com/kb/HT1766>
In addition to this link please see deploying iTunes:
<http://help.apple.com/iosdeployment-itunes/>

How do I update my O/S with the most recent manufacturer update?

Please ensure your iPad has the most recent O/S manufacturer updates. To check if your iPad is running the most current Operating System (OS) please do the following:

Select the Settings icon, and then within Settings General. The second item is Software Update, select it. The iPad will check to see if your software is up to date. If there is an update available you generally need to log on to a Wi-Fi network in order to download the OS since OS updates are frequently above the 20 MB limit. Also, if there are any battery concerns you may want to plug in your iPad as well. Once the user has logged onto a Wi-Fi network they can simply download the update. The update from 5.01 to 5.1 averages about 10 minutes per device.



What accessories are available for my Apple iPad-2?

- Connector is available for USB port and memory.
- Stylus is available for selecting icons.
- Targus case is available to protect your unit and double as a stand
- BlueTooth technology is available for using the external Logitech keyboard

SandBox

For security reasons, iOS places each app (including its preferences and data) in a sandbox at install time. A sandbox is a set of fine-grained controls that limit the app's access to files, preferences, network resources, hardware, and so on. As part of the sandboxing process, the system installs each app in its own sandbox directory, which acts as the home for the app and its data.

To help apps organize their data, each sandbox directory contains several well-known subdirectories for placing files. Figure A-1 shows the basic layout of a sandbox directory. For detailed information about the sandbox directory and what belongs in each of its subdirectories, see *File System Programming Guide* .

Important The purpose of a sandbox is to limit the damage that a compromised app can cause to the system. Sandboxes do not prevent attacks from happening to a particular app and it is still your responsibility to code defensively to prevent attacks. For example, if your app does not validate user input and there is an exploitable buffer overflow in your input-handling code, an attacker could still hijack your app or cause it to crash. The sandbox only prevents the hijacked app from affecting other apps and other parts of the system.

How long will my device stay charged?

A fully charge Apple iPad-2 should last up to 9 hours.

How do I print using my iPad?

The following link to a Microsoft article is helpful with setting up print functionality:
http://support.apple.com/kb/HT4356?viewlocale=en_US&locale=en_US

I lost my cell service

Devices that travel outside a cell service area may lose their connection and require a



manual reconnection. LAN Administrators can reconnect cell service as appropriate. For additional assistance please email the device serial # or MEID, cell # and user name to the OCFS Application Help mailbox ocfs.sm.conn_app@ocfs.state.ny.us and OCFS support staff will help reactivate cell service.

User care – How to clean my iPad and battery care?

Please use care when handling the Apple iPad-2 device. Damaged devices may not be replaced by OCFS. To safely clean an iPad and battery care please see the following helpful links:

<http://www.macxperience.com/2010/07/29/safely-clean-ipad-screen/>
<http://www.apple.com/batteries/ipad.html>

OCFS Security Policies and Best Practices

Your organization agrees to use all equipment and services provided only for eligible child welfare and foster care activities and consistent with the following security policies and guidance.

Your organization will make certain each individual (user) assigned such equipment (Apple iPad-2) will be provided and read the OCFS Apple iPad-2 Pilot User Quick Guide (guide) which contains, among other information, the website location where general security information can be located. See the OCFS Internet Security page at <http://www.ocfs.state.ny.us/connect/security/>. Information includes but is not limited to the OCFS Laptop and Other Portable Device Tri-fold and the Guidelines for Using Electronic Communication for Sharing Case Specific Information.

The user will familiarize her/himself with security information contained in this guide and in the referenced material prior to using the device and will maintain the secure configuration of the device.

The user will access OCFS and NYS Directory Services Applications via log-on banners and will read the security, privacy and acceptable use information displayed prior to the use of the application.

The user will not install any hardware to the Apple iPad-2 without the express prior consent of OCFS.



The user will not upload any confidential information to any third party hosting service. The user will transfer confidential information from the Apple iPad-2 to the State network in a timely way and delete confidential information from the device regularly. The user will remove confidential information from the portable device after it has been transferred to the State network.

The user will provide secure storage for Apple iPad-2 and other technology equipment when not in use.

The user will maintain the security of the data contained on any storage device according to the applicable rules and regulations pertaining to child welfare information, including but not limited to 18 NYCRR Part 466.

The user will maintain the device per the direction of OCFS and will not change security settings on the device without express permission from the OCFS ISO or designee. See screen shot. To verify if your device has encryption please see below:

Encryption: Apple iPad-2 offers 256-bit AES encoding hardware-based encryption to protect all data on the device. Encryption is always enabled and cannot be disabled by users. Additionally, data backed up in iTunes to a user's computer can be encrypted. When an encrypted configuration profile is stored on the user's device, this capability is enforced automatically. And to further protect application data, developers have access to APIs that enable them to encrypt data within their own application data stores.





New York State Office of Children & Family Services
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The user will only use secure methods (that meet encryption requirements) to transmit confidential information. If you need assistance with transmitting confidential information, please see your supervisor or LAN Administrator. The Guidelines for Using Electronic Communication for Sharing Case Specific Information are located on the OCFS Intranet at: <http://ocfs.state.nyenet/connect/security>

The user will be familiar with her/his organization's security plan and, as appropriate, policies and procedures which address the following areas of equipment security: (i) physical security of equipment resources to protect equipment from theft and unauthorized use; (ii) software and data security; (iii) personnel security; (iv) contingency plans to meet critical processing needs in the event of short-or long-term interruption of service; and (v) designation of an organization Security Manager.

Your organization will establish, maintain and enforce appropriate policies and procedures governing the use of equipment provided particularly with respect to maintaining the confidentiality of client-identifiable data when such equipment is used in a public location or other location where unauthorized persons may be able to access or view such information.

Your organization has designated a "Site Contact" who is responsible for serving as a liaison with OCFS (or any other person or entity designated by OCFS) for the delivery and maintenance and inventory tracking of the equipment provided under its agreement. The Site Contact will also serve as OCFS' interface with Department for resolving problems with CONNECTIONS hardware and/or software provided.

The user will contact her/his site contact who will contact the Application Help mail box at ocfs.sm.conn_app@ocfs.state.ny.us to address a support issue when necessary.

Your organization is responsible for the replacement cost of equipment provided by OCFS that is damaged, lost or stolen. Should an OCFS issued iPad be lost or stolen, the loss must be reported immediately to the police and to your supervisor and LAN Administrator, and report any lost or stolen equipment to OCFS-IT, completing and sending the OCFS-4440 Lost or Stolen Equipment form by e-mail to comctrup@ocfs.state.ny.us,

For more detailed information, refer to the Case Work Contact agreement that is associated with the distribution of these Apple iPad-2 devices via your site contact.

You may direct security questions to the OCFS Acceptable Use mailbox at: acceptable.use@ocfs.state.ny.us

