



iPad SBAC Installation Troubleshooting

Installing the SBAC App

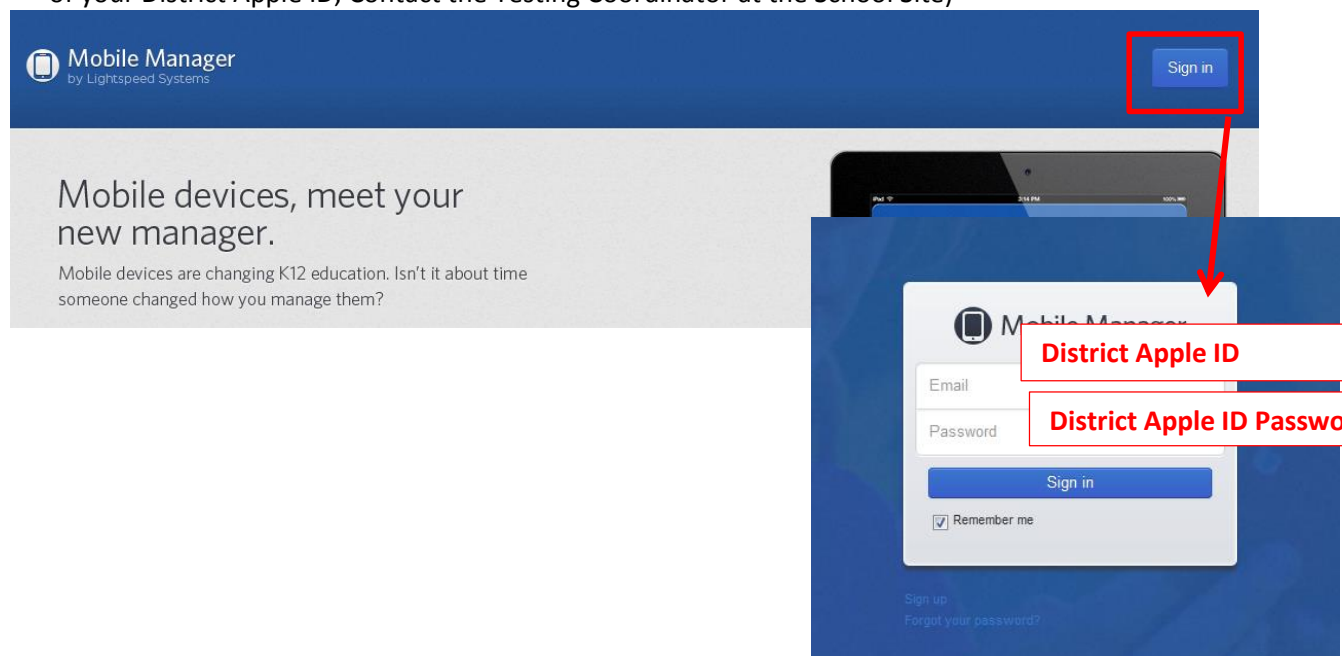
1. ITSS Department will select the SBAC App for installation on the iPads. The iPad will prompt you to install the SBAC app.
 - a. For each App you want to install, you (or your students) will have to tap **install** on each iPad in your cart.
 - b. You will be prompted to enter the Apple ID Password for the iPad Cart. The Testing Coordinator at the school site will have a list of the iPad Cart Account passwords.



If the SBAC App does not install, please try the following.

Access MDM

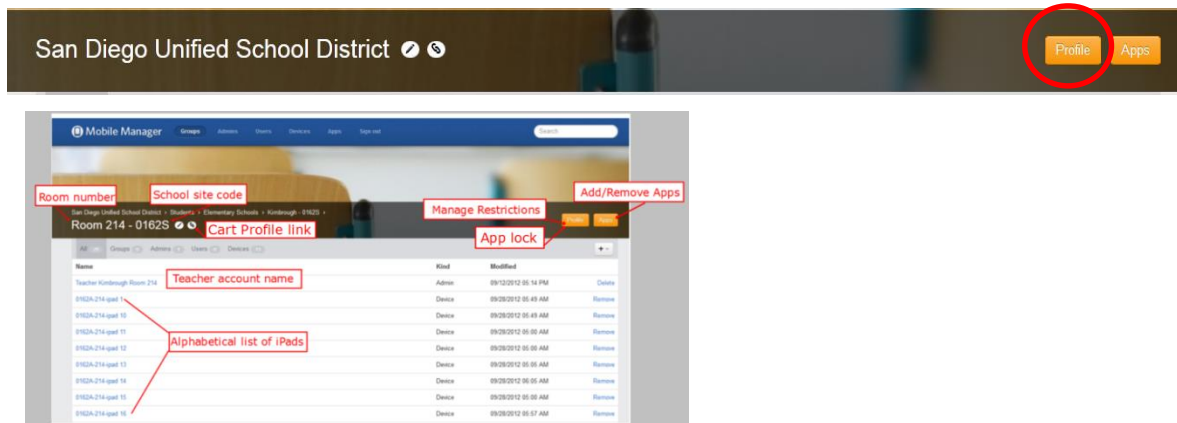
1. Access <http://mdm.sandi.net> via your teacher tablet PC
2. Login with **your** District Apple ID and password (this is provided by the district, if you are unsure of your District Apple ID, Contact the Testing Coordinator at the School Site)



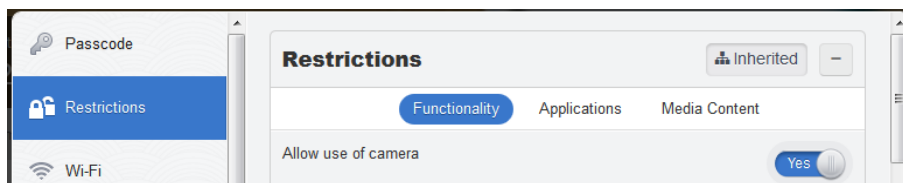


iPad SBAC Installation Troubleshooting

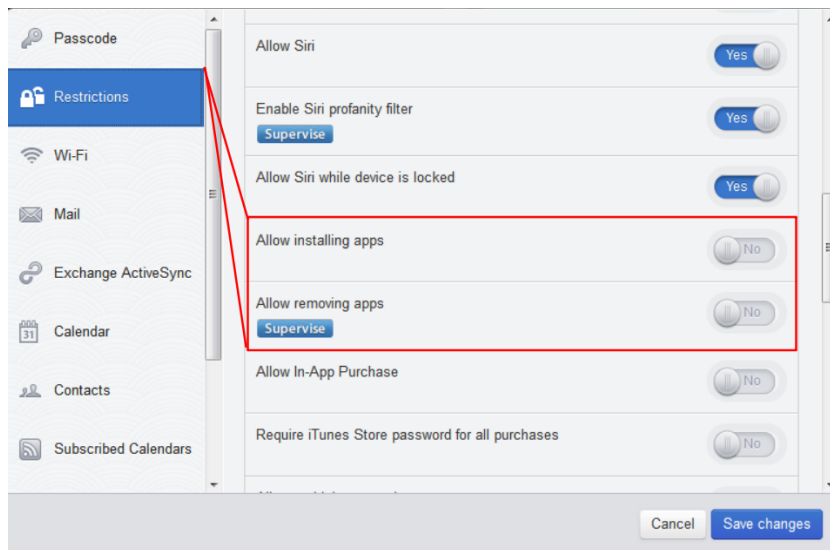
- 1) Click on Profile



- 2) Click on Restrictions



- 3) Locate Allow Installing Apps and make sure it is set to Yes. Move slider as needed. Leave Allow Removing Apps set to No.



Once the SBAC App has installed on all of the iPads, set the Allow Installing Apps back to No.

If the App does not install within a matter of 10-15 minutes (may take longer due to how busy the MDM might be), please proceed to Step 4.



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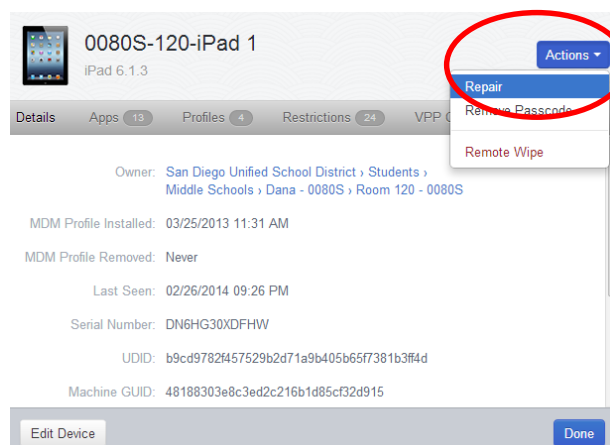
- 4) Power the iPad off, wait a minute or two and then Power the iPad back on. This will cause the connection to be reset with the Mobile Device Manager. If the App does not install within 10-15 (may take longer due to how busy the MDM might be) minutes, please proceed to Step 5.
- 5) Repair the iPad connection

The date to the Right of the iPad name is an indication of the last time the iPad has communicated with the MDM. If the date and time is not current, then a repair may be necessary.

To Repair, click on the name of the iPad.

0080S-120-iPad 1	Device	02/26/2014 09:26 PM
0080S-120-iPad 10	Device	02/26/2014 10:08 PM

Click on the Actions button and choose Repair and then click the done button.

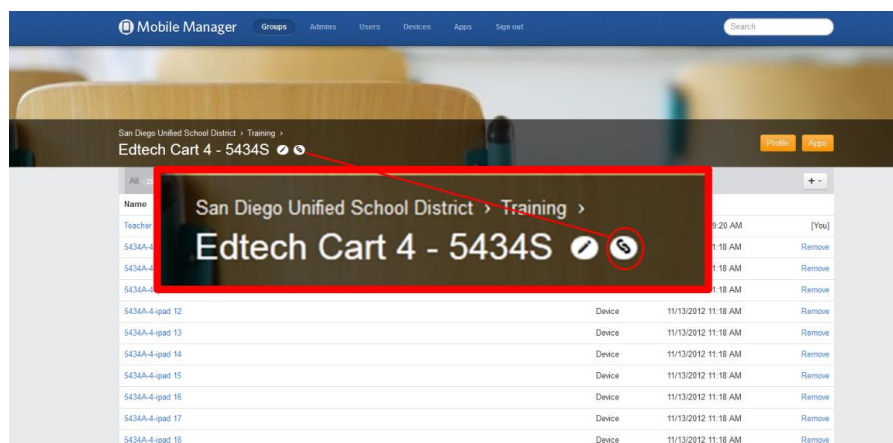


The repair will be scheduled with the MDM. A bit of time will pass before the repair is completed. This would be a good task to do prior to going home for the day so that the repair has the evening to process.

If Step 5 does not work, please proceed to Step 6.

- 6) Rejoin the iPad to the Mobile Device Manager
Login to MDM if not already logged in.

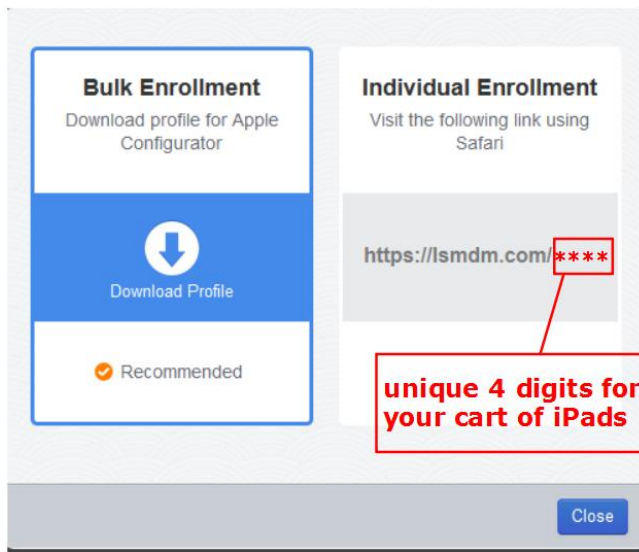
Click on the cart profile link button. (looks like a chain link)



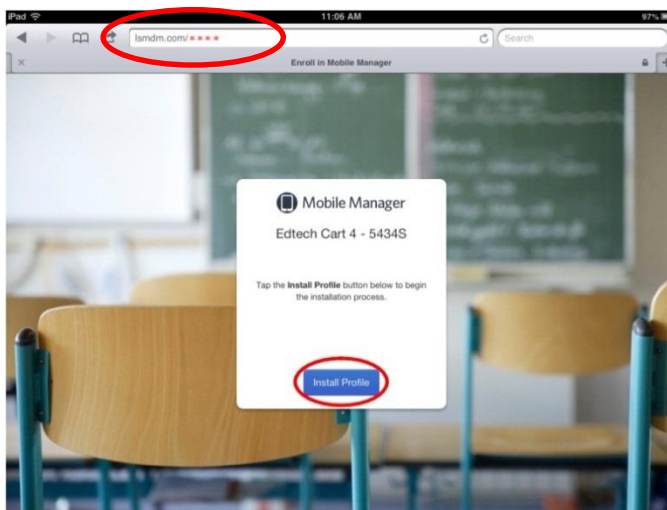


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Write down the Individual Enrollment Link.



On the iPad, open the Safari Web Browser and type the URL (link) that you wrote down and then click the Install Profile button.



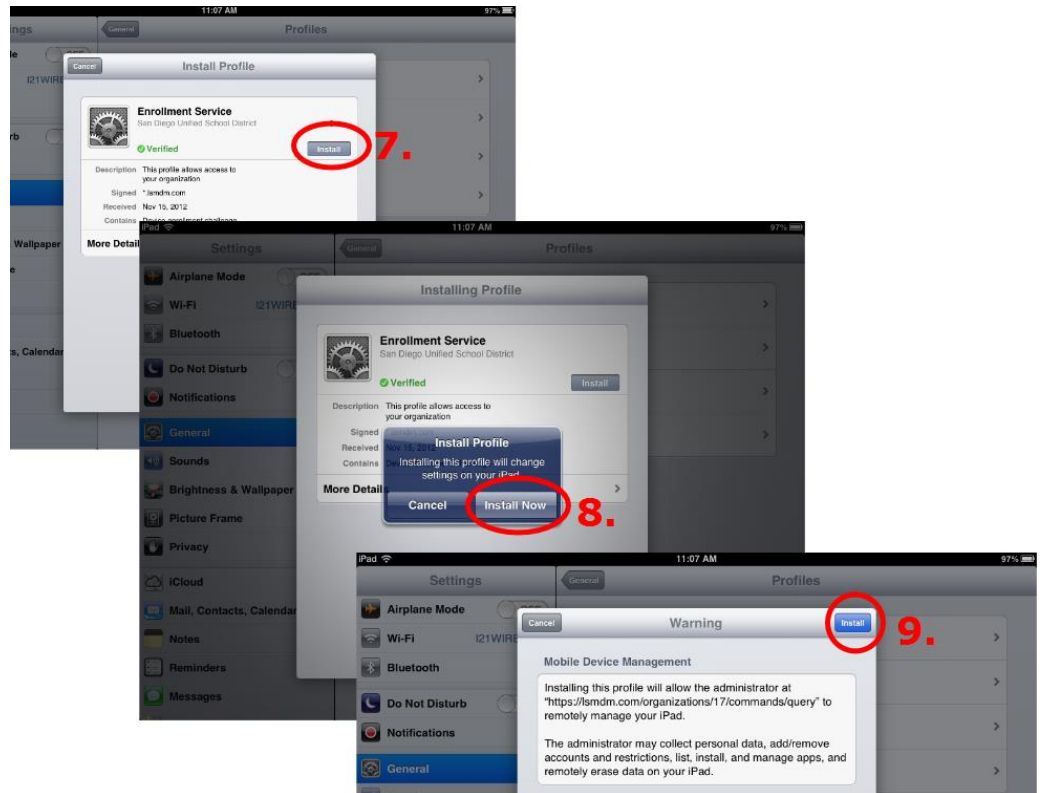


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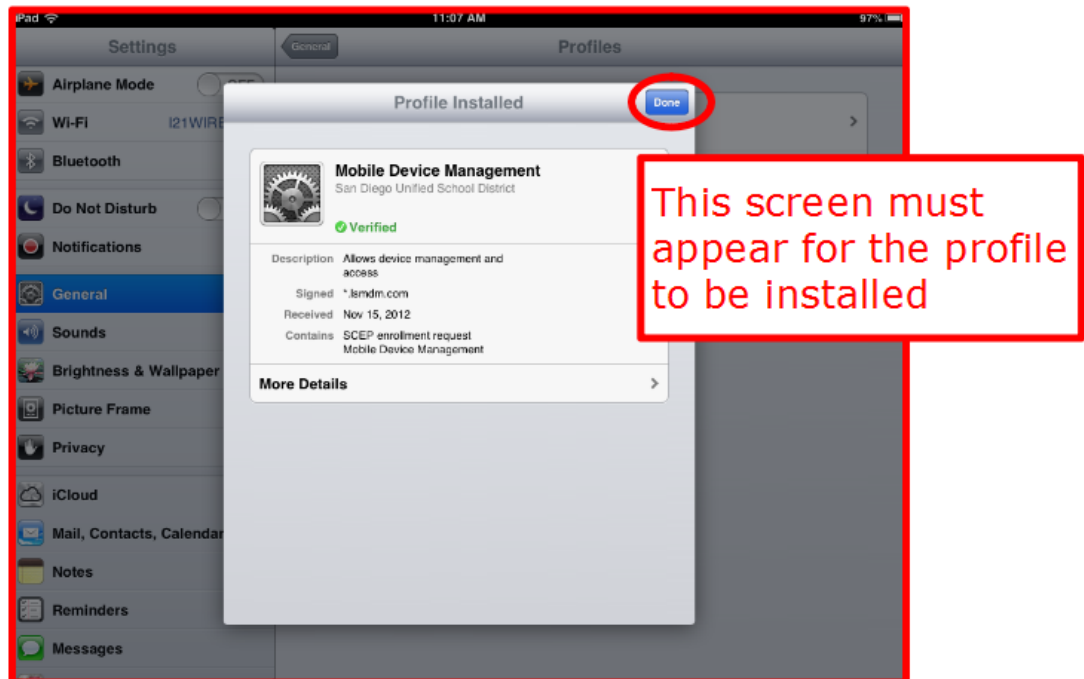
Tap Install (item 7)

Tap Install Now (item 8)

Tap Install (item 9)



Tap Done



If all of the troubleshooting steps have been tried and the App still does not install, please contact the IT Help Desk. There are both online and telephone methods for submitting a Help Desk ticket listed at <http://sandi.net/helpdesk>.