

# App Process for Jamf Mobile Management System

Please see below clarification of the app process for Jamf, our new mobile device management system.

- If you require free or paid apps to be installed, a job must be logged on Hornbill.  
*(Instructions and information on obtaining a Hornbill login below)*
- Please note you will need the serial numbers of your iPads so it may be worthwhile creating a spreadsheet of these to save time in future requests.
- As there is no catalogue in Jamf, a spreadsheet of approved free apps will be placed in the Digital Learning Coordinators Team. Staff should check this spreadsheet to see if the app they require is on this list. If this is the case, then approval will be automatic.
- Any app request will involve completion of a form asking for more information about the app regarding privacy and security. (The form was already in use with the old Airwatch system)  
<https://forms.office.com/e/rZjcrJGvAm>
- Paid apps should work in the same way as before – these will be purchased through the Apple Volume Purchase Plan (VPP) and the money will be journalled from your school budget to pay for them.

## Access to the Apple App Store

Schools with staff iPads are able to access the Apple App Store in order to research apps. Eight primary schools do not have staff iPads therefore IT will be in touch regarding provision of iPads for this purpose. (Please note these will not be new iPads!)

## Deleting apps

IT Services have set up Jamf to mitigate accidental deletion of apps. If an app is deleted it will re-appear on the iPad the next day, after the iPad has been updated overnight. You will also be able to request that apps are deleted from your iPads. IT have adapted the app request form on Hornbill to deal with this.

## Updating Apps

Jamf should automatically update apps as they are released. There should be no need to request updates. However this can be done through a Hornbill request.

## Global pushout of apps

It is possible for a request for particular apps be pushed out to every iPad in every school to come from Education. A list is currently being drawn up based on the work completed by staff at the last DLC meeting.

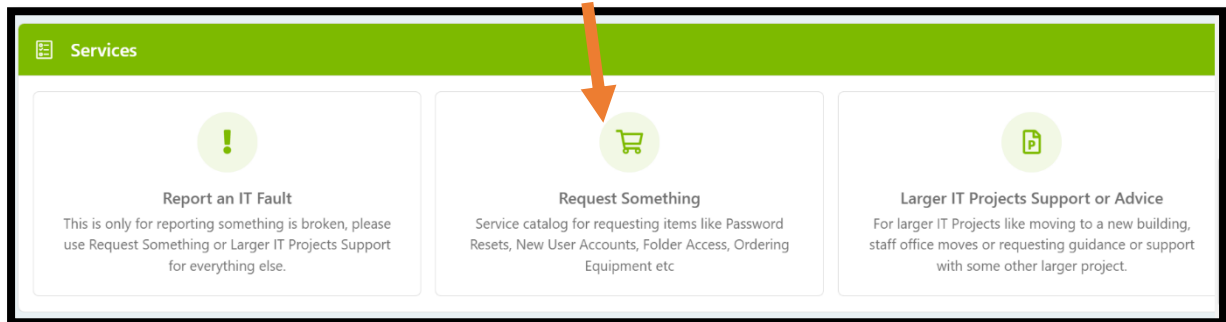
IT have assured me that there should not be as many issues with iPads falling off the network than there were with Airwatch. Hopefully this will be borne out.

## Process for requesting/deleting iPad apps on Hornbill

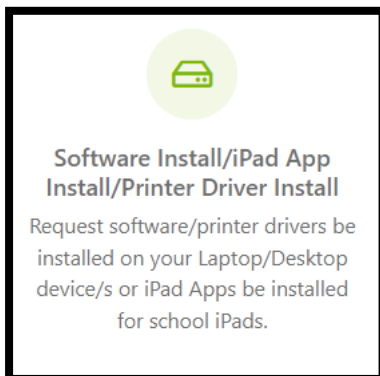
Please see below the process regarding requesting or deleting apps.

### Free apps and Paid apps

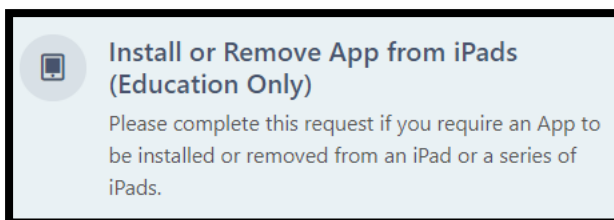
Log in to Hornbill and click on **Request Something**



Then choose Software Install



Choose Install or Remove Apps from iPads



You will see this screen – choose install or remove

Work

Install or Remove App from iPads (Education Only) - Hornbill

https://live.hornbill.com/northayrshirecouncil/catalog/new-service-request/com.hornbill.servicemanager/35/573/

Import favourites Kellio Glow - Sign In Trainer Track Hornbill | Login Calendar - Rosslyn... Download If you've forgotten...

WELCOME TO NORTH AYRSHIRE COUNCIL IT SERVICES PORTAL

### Install or Remove App from iPads (Education Only)

Please complete this request if you require an App to be installed or removed from an iPad or a series of iPads.

Cancel

Are Apps to be installed or removed from iPads? \*

Installed  
Removed

iPad App Details

Contact Us  
01294 324290  
IT Services  
Ground Floor West

Follow Us  
Twitter LinkedIn Facebook

IT Service Desk Contact Hours  
Phone Support 01294 324290  
Monday to Thursday 08:00-16:45  
Friday 08:00-16:30

If you choose install you will see this screen – you should note that the linked form must be completed before an app can be approved. This form is fairly lengthy so it may be best to view the form before a request is made <https://forms.office.com/e/rZjcrJGvAm>

Work

Install or Remove App from iPads (Education Only) - Hornbill

https://live.hornbill.com/northayrshirecouncil/catalog/new-service-request/com.hornbill.servicemanager/35/573/

Import favourites Kellio Glow - Sign In Trainer Track Hornbill | Login Calendar - Rosslyn... Download If you've forgotten...

WELCOME TO NORTH AYRSHIRE COUNCIL IT SERVICES PORTAL

### Install or Remove App from iPads (Education Only)

Please complete this request if you require an App to be installed or removed from an iPad or a series of iPads.

Cancel

Are Apps to be installed or removed from iPads? \*

Installed

Please Note: you must complete this App Screening Questionnaire (see link below) in ADDITION to submitting this request, the Questionnaire goes to Rosslyn Lee. IT Services cannot install any apps unless the App Screening Questionnaire has also been completed.  
<https://forms.office.com/e/rZjcrJGvAm>

Have you completed the above App Screening Questionnaire? \*

Finish

iPad App Details

Are Apps to be installed or removed from iPads?  
Installed

Please Note: you must complete this App Screening Questionnaire (see link below) in ADDITION to submitting this request, the Questionnaire goes to Rosslyn Lee. IT Services cannot install any apps unless the App Screening Questionnaire has also been completed.  
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Contact Us  
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When you choose YES you will see this screen – please complete the required details.

Are Apps to be installed or removed from iPads? \*

Installed

Please Note: you must complete this App Screening Questionnaire (see link below) in ADDITION to submitting this request, the Questionnaire goes to Rosslyn Lee, IT Services cannot install any apps unless the App Screening Questionnaire has also been completed.  
<https://forms.office.com/e/rZjcrJGvAm>

Have you completed the above App Screening Questionnaire? \*

Yes

Which school are the iPads in? \*

Name of App \*

App Manufacturer \*

How many iPads is this for? \*

Provide serial number of ALL iPads \*

PLEASE NOTE: All of the iPads serial numbers must be provided or we will not be able to install/remove the App.

Is this App Free? \*

Please provide the TOTAL App Costs (£) for ALL devices then submit request \*

0.00

Finish

iPad App Details

Are Apps to be installed or removed from iPads?

Installed

Please Note: you must complete this App Screening Questionnaire (see link below) in ADDITION to submitting this request, the Questionnaire goes to Rosslyn Lee, IT Services cannot install any apps unless the App Screening Questionnaire has also been completed.  
<https://forms.office.com/e/rZjcrJGvAm>

Have you completed the above App Screening Questionnaire?

Yes

Please provide the TOTAL App Costs (£) for ALL devices then submit request

0.00

All requests will be directed to Rosslyn Lee. If it is a paid app, the system will be the same as before. The apps will be bought using the Apple VPP (Volume Purchase Plan) and the money for the apps will be journalled from your school budget.

If it is a free app, the requester will receive the link to the Form previously used, asking for privacy and security details.

<https://forms.office.com/e/rZjcrJGvAm>

Once completed your request will either be approved on Hornbill or the requester will receive an e-mail to explain why the app cannot be approved.

**Please note there is a 14 day approval period during which time, you must complete the form and have it approved by Rosslyn Lee, which involves checking the information you have submitted. If the approval period runs out, IT will cancel your job. You may wish to complete the form before logging the job on Hornbill which will extend the approval time.**

If you request the removal of apps, you will see this screen. Please complete all details.

**WELCOME TO NORTH AYRSHIRE COUNCIL IT SERVICES PORTAL**

### Install or Remove App from iPads (Education Only)

Please complete this request if you require an App to be installed or removed from an iPad or a series of iPads.

**Are Apps to be installed or removed from iPads? \***

Removed

**Which school are the iPads in? \***

**Name of App \***

**App Manufacturer \***

**How many iPads is this for? \***

**Provide serial number of ALL iPads \***

PLEASE NOTE: All of the iPads serial numbers must be provided or we will not be able to install/remove the App.

**iPad App Details**

Are Apps to be installed or removed from iPads?

Removed

## Instructions for obtaining a Hornbill Login

1. Go to the login page <https://live.hornbill.com/northayrshirecouncil/>
2. Click the NAC Education/NHS Button
3. Click the Forgotten Password link
4. Enter GLOW email address and click button
5. This will send an email with a link to reset password for Hornbill.
6. If this doesn't work contact service desk (01294 423290) or ask a colleague who can access Hornbill to log a ticket at <https://live.hornbill.com/northayrshirecouncil/catalog/new-service-request/com.hornbill.servicemanager/11/177/>