

Table of contents

1 Introduction	5
2 Control Tower Interface	7
2.1 Menu Navigation	7
2.2 Working with Tables	8
3 Setting Up TabPilot	10
3.1 Overview	10
3.2 Setting Up Android Devices.....	10
3.2.1 TabPilot Standard Mode and Enhanced Mode	10
3.2.2 Installing TabPilot	12
Downloading from Google Play store	12
Downloading from Web	12
Installing TabPilot after download	14
3.2.3 Enrolling Android Tablets in Control Tower	15
Register using QR code.....	17
Register using Group Code	19
Register using Device ID	20
Setting TabPilot as the default launcher	21
Resetting the Default Launcher	22
3.3 Configuring Apple Device Enrollment Program (DEP)	23
3.3.1 Create DEP account in Control Tower	23
3.3.2 Add MDM server for ASM Accounts	24
3.3.3 Add MDM server for non-ASM Accounts	25
3.3.4 Finish configuring DEP in Control Tower	27
3.3.5 Assigning devices to the TabPilot MDM server	29
3.4 Enrolling iOS Devices.....	30
3.4.1 Enrolling iPads Manually (non-DEP).....	31
3.4.2 Enrolling iPads using DEP	32
3.4.3 Enrolling iPads using Apple Configurator 2	33
3.4.4 Checking DEP device serial numbers.....	34
3.4.5 Setting up iPads for Shared iPad Mode.....	34
3.5 Enrolling Mac Devices	36
3.5.1 Enrolling Mac devices manually (non-DEP).....	36
3.5.2 Enrolling Mac devices using DEP	38
3.6 Setting Up Apple Volume Purchase Program (VPP)	38
3.6.1 Configuring Apple VPP Accounts in TabPilot	38
3.6.2 User-Based VPP Distribution.....	40
Assigning a user to a device	40
Inviting VPP Users.....	41
3.6.3 Manually sync for VPP licenses.....	42
4 Managing Locations	43
5 Managing Devices and Device Groups	45
5.1 Adding & Configuring iOS Device Groups.....	45
5.2 Adding & Configuring Android Device Groups.....	48
5.3 Adding & Configuring Mac Device Groups	50
5.4 Assigning Access Rights to Device Groups.....	51
5.5 Viewing the Device List and Finding a Device.....	52

5.6 Moving Devices to a Different Device Group.....	53
5.7 Locating all devices in a group	53
5.8 Rebooting an Android Device.....	54
5.9 iOS Device Management.....	54
5.9.1 Assigning a teacher or student to a device	56
5.9.2 Rename an iOS device.....	56
5.9.3 Clear an iPad Passcode	56
5.9.4 Activation Lock Bypass on iPad.....	56
5.9.5 Lost Mode for iOS.....	57
5.9.6 Remote Wipe (erase) an iPad	61
5.9.7 Locate a Device	61
5.9.8 Listing apps or files installed on a device.....	61
5.9.9 View VPP app and book licenses for a device.....	62
5.9.10 Viewing iOS profile information	62
5.10 Android Device Management	62
5.10.1 Rename an Android device	64
5.10.2 Disable screen monitoring	64
5.10.3 Listing apps installed on a device	64
5.10.4 Uninstalling a single app from a device	64
5.10.5 Viewing or removing uploaded files	64
5.11 Managing iOS updates	65
5.12 Finding non-active or recently removed devices	66
6 Managing Users	67
6.1 Control Tower Users.....	67
6.1.1 Importing Control Tower Users from a File	67
6.1.2 Adding Control Tower Users Manually	68
6.2 School Users	70
6.2.1 Importing School Users from a File.....	70
6.2.2 Adding School Users Manually	71
6.2.3 Adding Student Photos	71
6.2.4 Assigning a device to a student.....	72
6.2.5 Delete (purge) student photos	72
6.3 Apple School Manager Users.....	73
7 Network Profiles	74
7.1 Adding, Editing, Deleting Network Profiles	74
7.2 Assigning Network Profiles to Device Groups	76
7.3 WiFi.....	76
7.4 Global Proxy.....	78
7.5 Certificates	79
7.6 Apple TVs.....	80
8 Restriction Profiles	82
8.1 iOS Restriction Profiles.....	82
8.2 Android Restriction Profiles	83
8.3 Assigning restriction profiles to devices.....	84
8.4 Assigning restriction profiles to classes	85
8.5 Cloning a Restriction Profile	86
8.6 Scheduling Profiles.....	86
9 Screen Layouts	88
9.1 Creating a Screen Layouts.....	88

9.2 Cloning a Screen Layout	88
9.3 Editing iOS Screen Layouts.....	89
9.3.1 Setting a background image for a Screen Layout	89
9.3.2 Adding Apps to Home Screens.....	90
9.3.3 Alternate Method: Adding apps from App list.....	91
9.3.4 Arranging items on home screens	92
9.3.5 Adding a Folder to a Home Screen.....	93
9.3.6 Adding, removing, and rearranging screens	93
9.3.7 Editing Screen Layouts with List View	94
9.3.8 Applying Screen Layouts to Devices	95
9.4 Editing Android Screen Layouts	95
9.4.1 Setting Android Screen Layout Background options.....	95
9.4.2 Adding apps and web links to home screens.....	96
9.4.3 Alternate Method: Adding items from apps or web links lists.....	98
9.4.4 Arranging icons on home screens	99
9.4.5 Rename an app on a home screen.....	101
9.4.6 Working in List View	101
10 Classes	104
10.1 Creating Classes	104
10.2 Adding Devices to a Class.....	105
10.3 Removing Devices from a Class	106
10.4 Deleting a Class	107
10.5 Viewing apps and files assigned to a Class.....	107
11 App Management.....	108
11.1 Android App Management.....	108
11.1.1 Adding Apps from Google Play.....	109
Finding New Apps.....	110
Downloading and Installing Apps.....	112
Add App to Android School Apps List	114
Fetching Apps into the TabPilot Database.....	114
11.1.2 Adding Apps via APK file upload	116
11.1.3 Distributing apps by assigning to groups or classes	117
11.1.4 Installing Pushed Apps on Devices.....	118
11.1.5 Upgrading app to new versions	119
11.1.6 App Details	120
11.1.7 Finding all devices where an app is installed.....	121
11.1.8 Listing all apps installed on a specific device.....	121
11.1.9 Finding all apps assigned to a group or class	122
11.1.10 Tracking app licenses for paid apps	124
11.1.11 Uninstalling apps from Android tablets using Unassign	125
Completing app uninstall in Standard Mode	126
11.2 iOS App Management	127
11.2.1 Adding VPP Apps	128
11.2.2 Adding Apps from the App Store	130
11.2.3 Installing apps by assigning to groups or classes	131
11.2.4 App Details	133
11.2.5 Updating an iOS app	133
11.2.6 Autonomous Single App Mode (ASAM).....	134
11.2.7 Removing apps from the iOS location apps list	135
11.2.8 Finding all devices where an app is installed.....	136

- 11.2.9 Finding apps assigned to a group or class 136
- 11.2.10 Distributing apps from status report 137
- 11.2.11 Uninstalling apps from iPads 138
- 11.2.12 Blacklisting iOS Apps..... 139
- 12 Book Management..... 141**
 - 12.1 Adding iBooks from VPP 141
 - 12.2 Adding iBooks from the App Store 142
 - 12.3 Distributing books by assigning to groups or classes 143
 - 12.4 Book details 144
 - 12.5 Removing books from the School books list 145
 - 12.6 Finding all devices where a book is installed 145
- 13 Web Links 146**
 - 13.1 Creating Web Links 146
 - 13.2 Deleting Web Links 149
 - 13.3 Using Web Links with Android 149
 - 13.4 Using Web Links with iOS 150
- 14 Content / Files 152**
 - 14.1 Uploading Files..... 152
 - 14.2 Pushing files to devices with Assign 154
 - 14.3 Removing files from devices..... 156
 - 14.4 Verifying which devices have a file 156
 - 14.5 Deleting files from Control Tower 157
 - 14.6 Cleaning up files from Android folders 157
- 15 Settings..... 159**
 - 15.1 Permissions 159
 - 15.2 Backgrounds 160
 - 15.3 Android Allowed Packages 160
 - 15.4 Organization whitelist and blacklist..... 161
- 16 Teacher Tools 163**
 - 16.1 Teacher Tools for Android 163
 - 16.1.1 App Lock..... 164
 - 16.1.2 Viewing Student Screens..... 165
 - 16.1.3 Screen Lock..... 167
 - 16.1.4 Reboot device..... 170
 - 16.2 Teacher Tools for iOS 170
 - 16.2.1 Applying a Screen Layout 172
 - 16.2.2 Screen Lock..... 172
 - 16.2.3 App Lock..... 173
 - 16.2.4 Web Lock..... 174
 - 16.2.5 Clear Passcode 176
 - 16.2.6 Logout User 176
 - 16.2.7 AirPlay for Apple TV 176
- 17 Status..... 178**
 - 17.1 Device Status 178
 - 17.2 Group Status 180
 - 17.3 Class Status 180
- 18 My Account 181**
- 19 TabPilot Launch & Lock™ for Android 182**
 - 19.1 Starting TabPilot Launch & Lock™ 182

19.2 Exiting Launch & Lock™	182
19.3 Advanced functions	183
19.3.1 Send Log Files.....	183
19.3.2 Connection settings	185
20 TabPilot File Locker for Android	186
21 TabPilot File Locker for iOS.....	187

1 Introduction

Welcome to TabPilot Tablet Manager. With TabPilot, you can manage Android, iOS, or MacOS devices. The following components make up the TabPilot system:

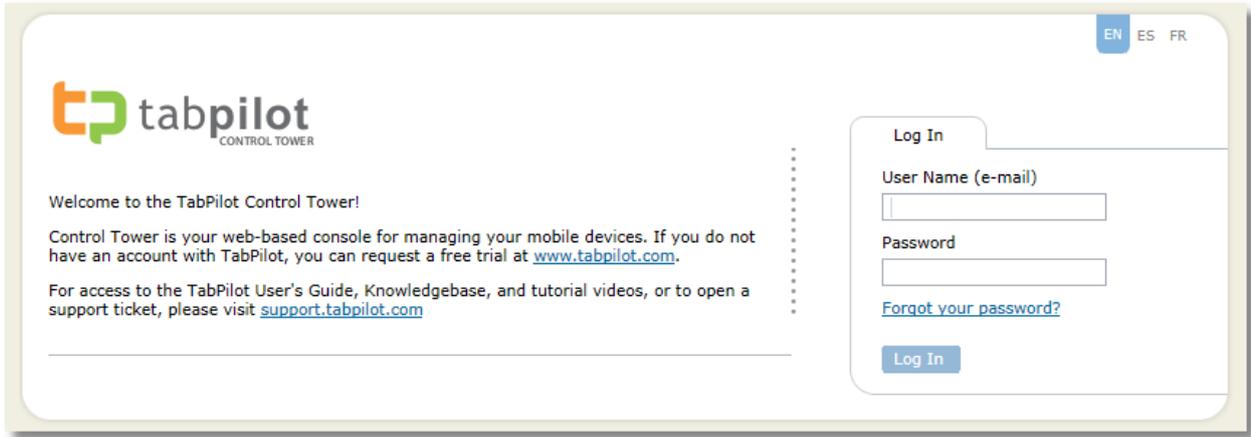
1. TabPilot Control Tower™: cloud-based management console

Control Tower is where teachers and administrators configure and manage the tablets. It's the "hub" of the system. Control Tower is accessed via any standard web browser on any computer. All devices are registered into Control Tower where they are managed.

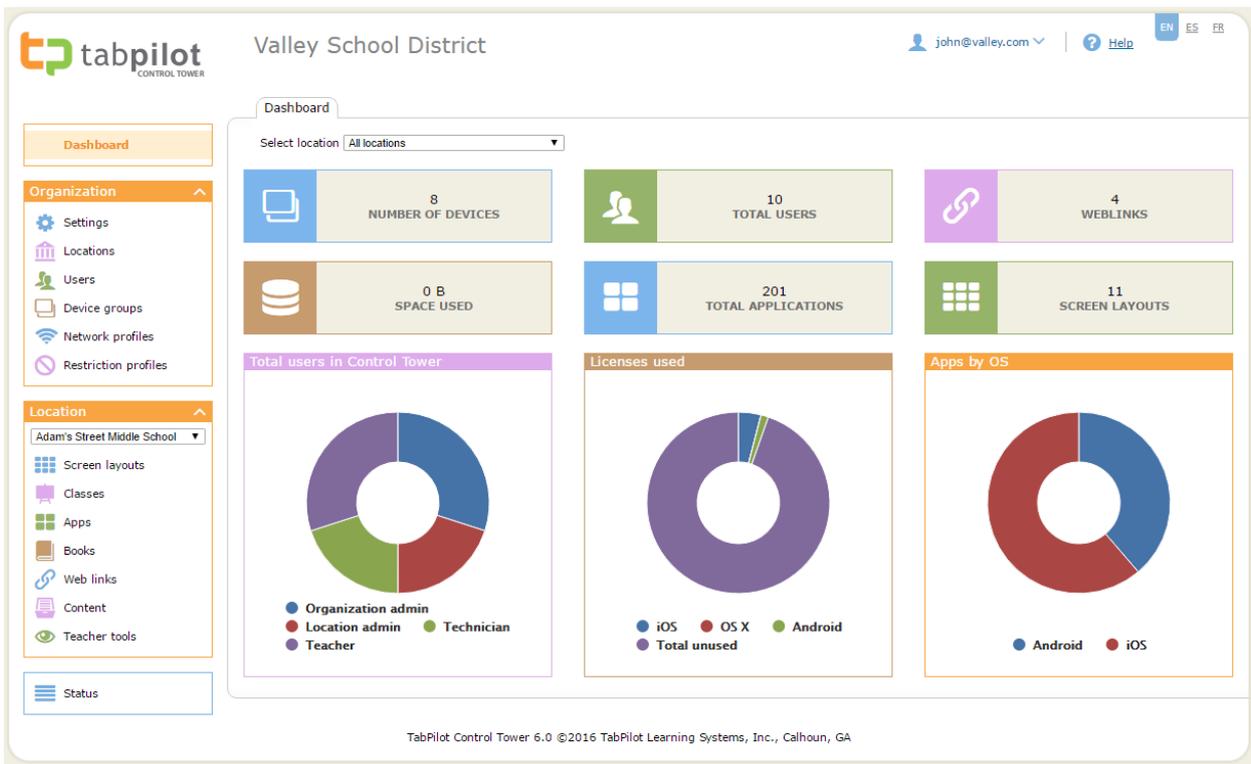
2. TabPilot Agent for iOS: this is installed on each iPad and provides some of the core TabPilot functions
3. TabPilot Agent for Android: this is installed on each Android device to provide all core TabPilot functions
4. TabPilot Launch & Lock™ for Android: a secure launcher for Android tablets. Think of Launch & Lock as a home screen replacement where the app icons are shown. Launch & Lock also prevents other areas of the tablet from being accessed. Launch & Lock is feature of the TabPilot Agent that must be licensed separately.
5. TabPilot Manager for Android: a back-end component installed on Android tablets that works in conjunction with the TabPilot Agent.
6. TabPilot FocalPoint for Android: this is a secure browser for Android (and soon) iOS. FocalPoint can be configured to allow students to only access the configured web site and disallow browsing to all other sites. It can also be set to clear memorized passwords and browser cookies, which is ideal in shared-use environments to clear student data before the tablet is used by the next student.
7. TabPilot File Locker for Android: this Android app allows students to browse the four monitored folders where teachers push content from Control Tower.
8. TabPilot File Locker for iOS: this iOS app allows students to view and open content sent to the iPad from Control Tower.

2 Control Tower Interface

TabPilot Control Tower™ is the central management console for your TabPilot system. Control Tower is accessed through a standard web browser, usually from your computer. To access Control Tower, go to <http://ct.tabpilot.com>.

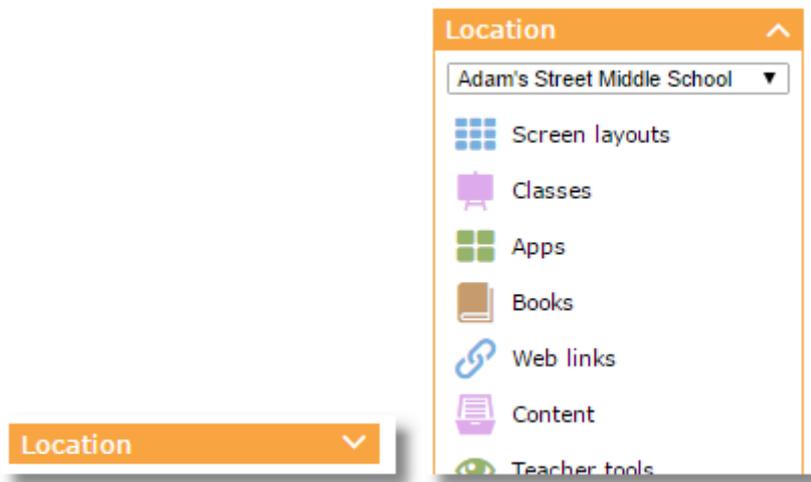


2.1 Menu Navigation



The main menu appears down the left side of the Control Tower interface.

Each section of the menu appears with an orange header. Click on the header to show or hide that section of the menu. The up or down indicator will change to reflect the open or closed state of the menu.

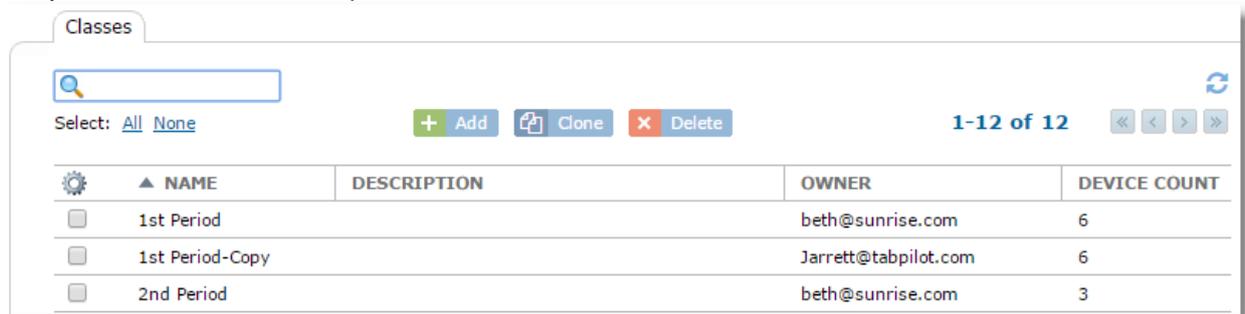


The User Menu appears at the top of the Control Tower interface. Use this menu to access the My Account area or to log out.



2.2 Working with Tables

Many areas of Control Tower present information in tables with rows and columns.



The following functions are available on most tables:

Refresh: Use this button to update the information in the table



Export: Some tables, such as the device list and app lists, offer an export feature. Use the export button to save the contents of the current table (all pages) to a CSV file.



Checkboxes: Use to select one or more items. Use the All or None links at the top to automatically select or unselect all items

Page Navigation: Use to jump forward or backwards one page at a time, or all the way to the first or last page



Sort: Click a column header to sort the table by that column. Click a second time to sort in reverse order. The indicator will show which column is in use for sorting



Resize columns: Place your pointer over the vertical divider between the column headings. When your pointer changes to a vertical bar, click and drag to resize the column

Rearrange columns: Use drag-and-drop to rearrange the order of the columns

Customize Columns: Click the gear icon to display a choice of available fields that can be added or removed as columns from the table. Use the **Reset widths** button to restore column widths to their defaults



3 Setting Up TabPilot

3.1 Overview

These instructions contain information on setting up and configuring TabPilot for use in your school. They are intended for use by the administrator, or a designated user who has been assigned an account in TabPilot Control Tower with administrator rights. Keep in mind that some tasks are accomplished on the tablets themselves, while most other tasks are accomplished through TabPilot Control Tower, accessed via your computer through a web browser.

To get TabPilot ready to use for managing devices, you should complete the following steps:

- Create or edit locations. Typically, each school is a location in TabPilot. Refer to the [Managing Locations](#) section of this guide.
- Create device groups for your devices. Refer to the [Administering Device Groups](#) of this guide.
- Enroll your devices into TabPilot. Refer to the appropriate section of this guide: [Setting Up Android Devices](#), [Setting Up iOS Devices](#), or [Setting up MacOS Devices](#).
- Add teacher accounts to Control Tower so that they can manage devices in the classroom. Also set up accounts for other admins or technicians. See the [Managing Users](#) section of this guide.
- Assign teachers rights to manage tablet groups. Refer to the [Assigning Access Rights](#) in the Administering Device Groups section of this guide.
- Set up Apple VPP and Apple DEP if you use these programs. Refer to the section [Setting up DEP](#) and [Setting Up Apple Volume Purchase Program](#)
- Set Permissions for each user role in your organization. See the [Permissions](#) section of this guide.

3.2 Setting Up Android Devices

3.2.1 TabPilot Standard Mode and Enhanced Mode

TabPilot runs in one of two modes on Android tablets: Standard Mode or Enhanced Mode.

Some features of TabPilot are available only in Enhanced Mode such as:

- Silent installation of apps after a remote app push from Control Tower
- Viewing student screen images in thumbnail or full screen view

- Automatic installation of TabPilot updates

Other features throughout this guide might run slightly differently based on the mode and will reference either Standard Mode or Enhanced Mode in the feature description.

Enhanced Mode is only available on certain tablets. TabPilot will detect whether or not your tablet is capable of running in Enhanced Mode during the installation of Launch & Lock from Tablet Manager.

Enhanced Mode is available on a variety of tablets and the Enhanced Mode indicator will indicate a specific type of Enhanced Mode accordingly:

Samsung Enhanced Mode

Samsung Enhanced Mode utilizes Samsung KNOX to achieve enhanced mode features on most Samsung tablets running Android 4.2 or higher. TabPilot should automatically install in Samsung Enhanced Mode on compatible devices.

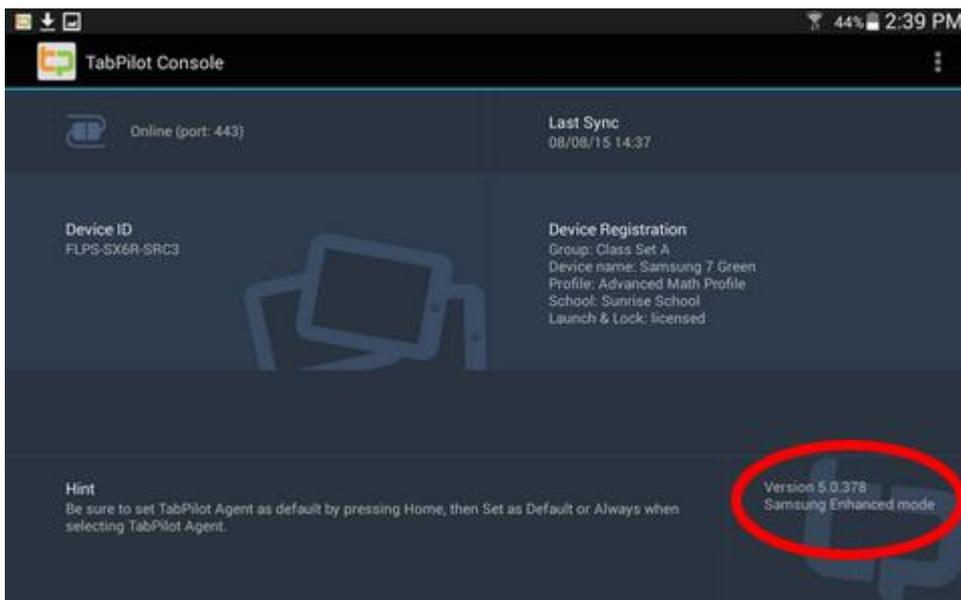
Asus Enhanced Mode

Asus Enhanced Mode is available for the Asus Transformer TF103 and TF103CE tablet.

System Enhanced Mode

System Enhanced Mode is available on tablet that have been modified to allow system access. Check with your TabPilot representative for more information.

To find out if your devices are running TabPilot in Enhanced Mode or Standard Mode, check the TabPilot Console screen on the device. Look for this information in the lower right section.



3.2.2 Installing TabPilot

You can download from the Google Play store, or directly from our web site.

Downloading from Google Play store

Open Google Play and search for TabPilot.

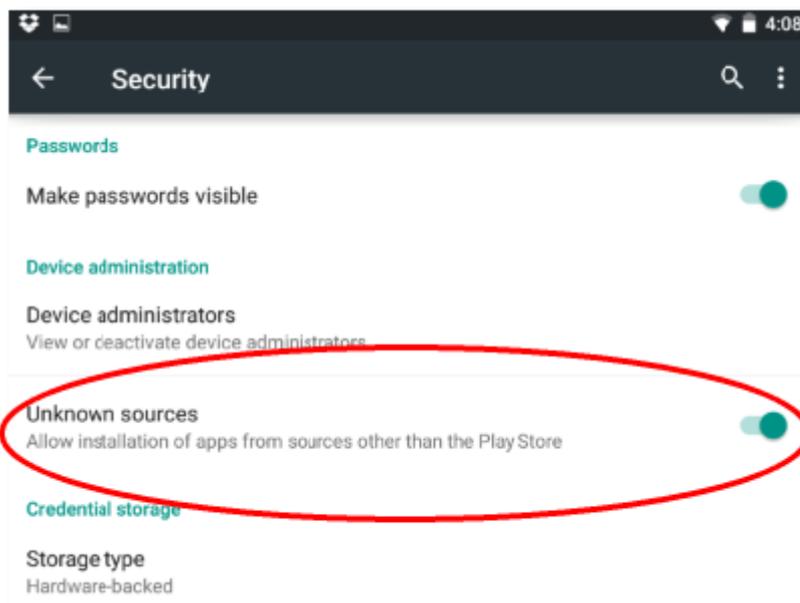


Select TabPilot MDM and install the app.

When the download is complete, choose OPEN. Skip to the section [Installing TabPilot After Download](#).

Downloading from Web

1. Verify that the tablet will allow installation from unknown sources (i.e. sources other than Google Play market downloads) by going to Security in the Android Settings app. Enable the option for "unknown sources."

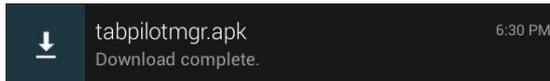


or

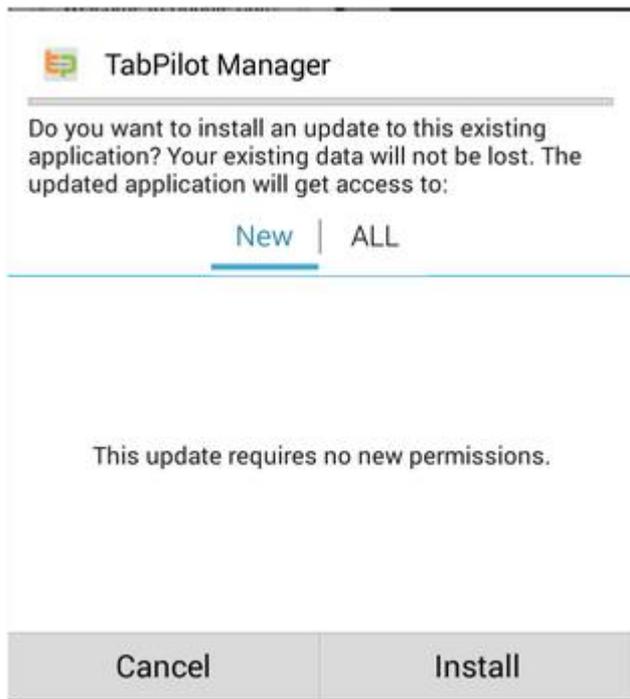
2. Open the web browser on the tablet.
3. In the browser, go to <http://ct.tabpilot.com/dist/tabpilotmgr.apk>
4. The TabPilot Installer should download. You should see a download indicator in the notifications area (top or bottom of your screen, based on your tablet).



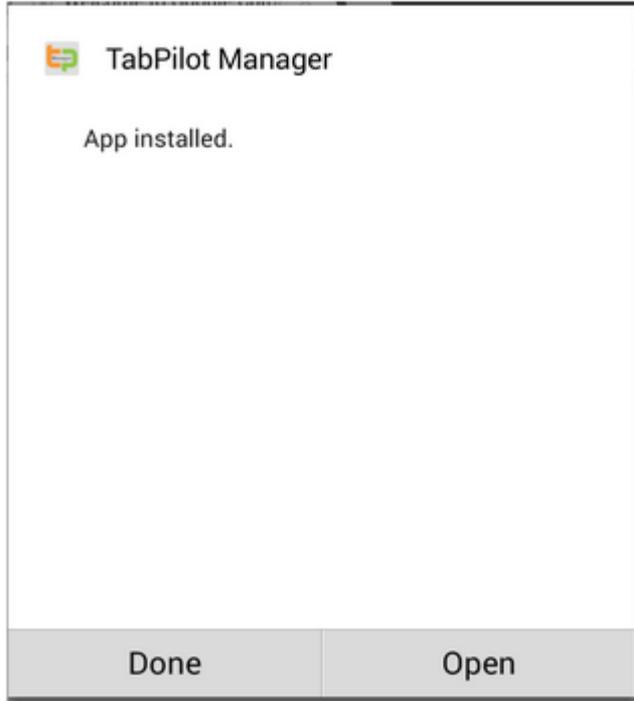
5. Touch the notifications area then touch “tabpilotmgr.apk” from the notifications list to launch the installer.



6. Most devices will automatically launch the installer. If your tablet does not launch the installer, but prompts you for an app to use to open the APK file, cancel now and use a file manager to open the app instead. If you don't have a file manager app on your tablet (File, My Files, etc.) download one from the Play Store such as ES File Manager.
7. When prompted by the installer, click the Install button.



- When complete, press “Open.”

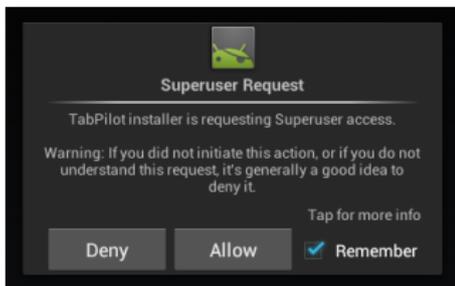


Installing TabPilot after download

- After downloading using one of the methods above, open the App Drawer and find and run TabPilot Manager.

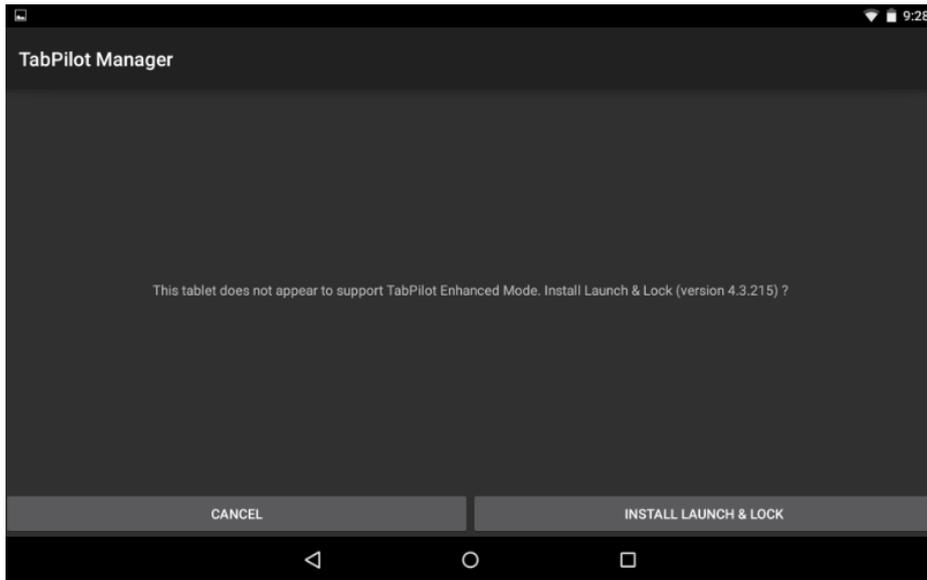


- If your tablet is rooted, you will probably be prompted to allow or grant Superuser access by your “Superuser” or “SuperSU” app. If so, please select “Grant” or “Allow”.



NOTE: To avoid notifications on the student screen when TabPilot accesses a Superuser feature, we recommend disabling notifications inside the Superuser or SuperSU app. These apps also sometimes prevent TabPilot autoupdate from working without confirming the prompt too, so we also recommend changing the setting to check for new versions. Please see the TabPilot Knowledgebase for more information on these topics if you have rooted tablets.

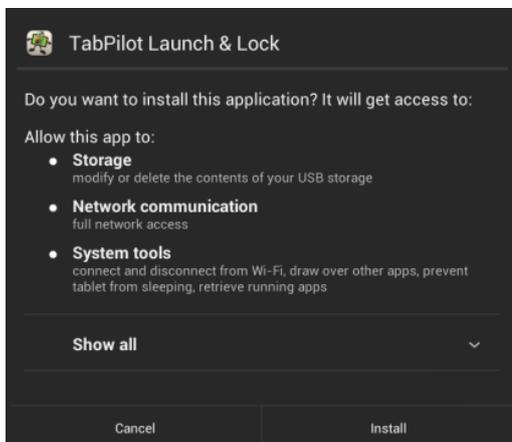
3. Tablet Manager will indicate whether Launch & Lock will be installed in Standard or Enhanced Mode (see [TabPilot Enhanced and Standard Mode](#) in this guide for more information).



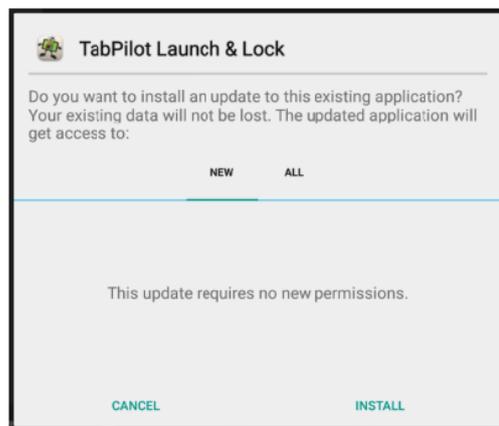
4. Press the Install Launch & Lock button.

For Enhanced Mode, the installation will complete automatically. Your tablet will reboot automatically after installation on some Enhanced Mode devices.

For Standard Mode, the Launch & Lock installer will run. Confirm each prompt to complete the installation.



OR



Once TabPilot is installed on your devices, you are ready to register them on Control Tower.

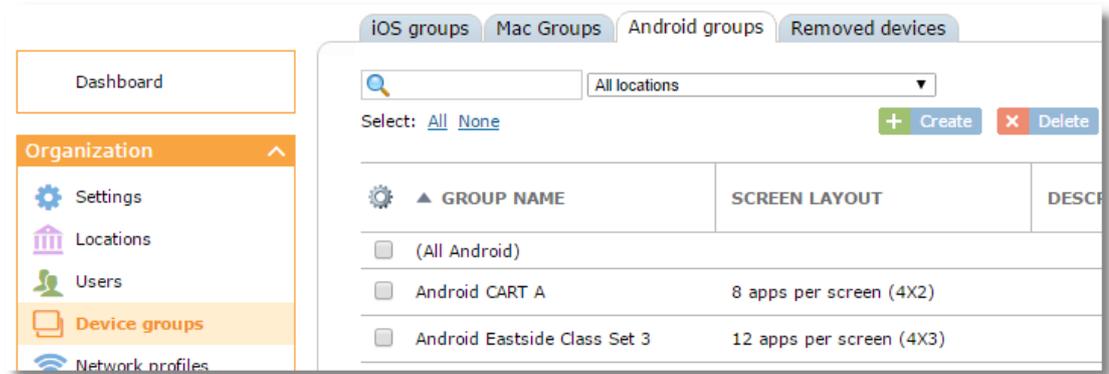
3.2.3 Enrolling Android Tablets in Control Tower

In order to manage a tablet with TabPilot, TabPilot Manager and TabPilot Launch & Lock must be installed (refer to the Installing TabPilot section of this guide) and the tablet must be registered (enrolled) into a device group in Control Tower. There must be at least one Device Group created prior to registering devices. For information on creating device groups see the [Administering Device Groups](#) section of this guide.

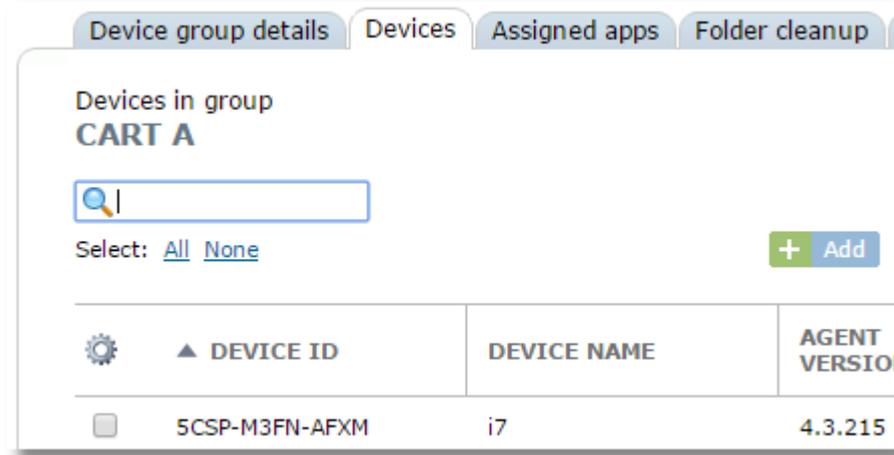
If you purchased TabPilot White Glove Service, we may have already created a device group for you and registered your devices. You may rename the device group or create additional device groups and move tablets into them.

To register a device into a device group:

1. In *Control Tower™* (not on the tablet), select **Device groups** from the Organization menu, then click the **Android groups** tab.



2. Click the group where you'll register the tablet then click the **Devices** tab.

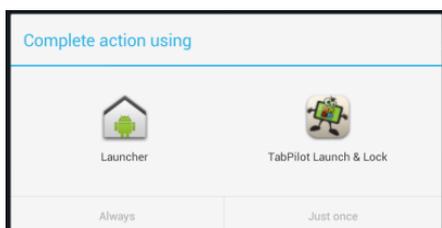


3. Click the Add button.

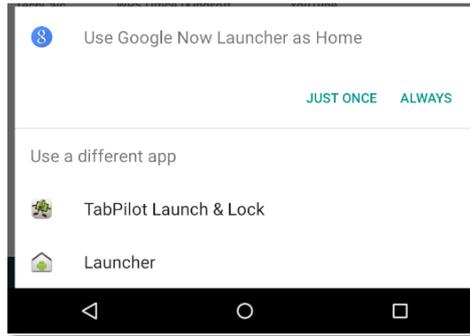


4. On the tablet, access the *TabPilot Console* screen.

Assuming TabPilot is already installed, press the **Home** button on an unregistered device. On Android 4.0 (ICS) just touch the choice for TabPilot. On Android 4.1 and above you'll also need to touch "Always". In either case, you will be taken to the TabPilot Console Screen.



Android 4.1 and 4.2 (Jellybean or KitKat)



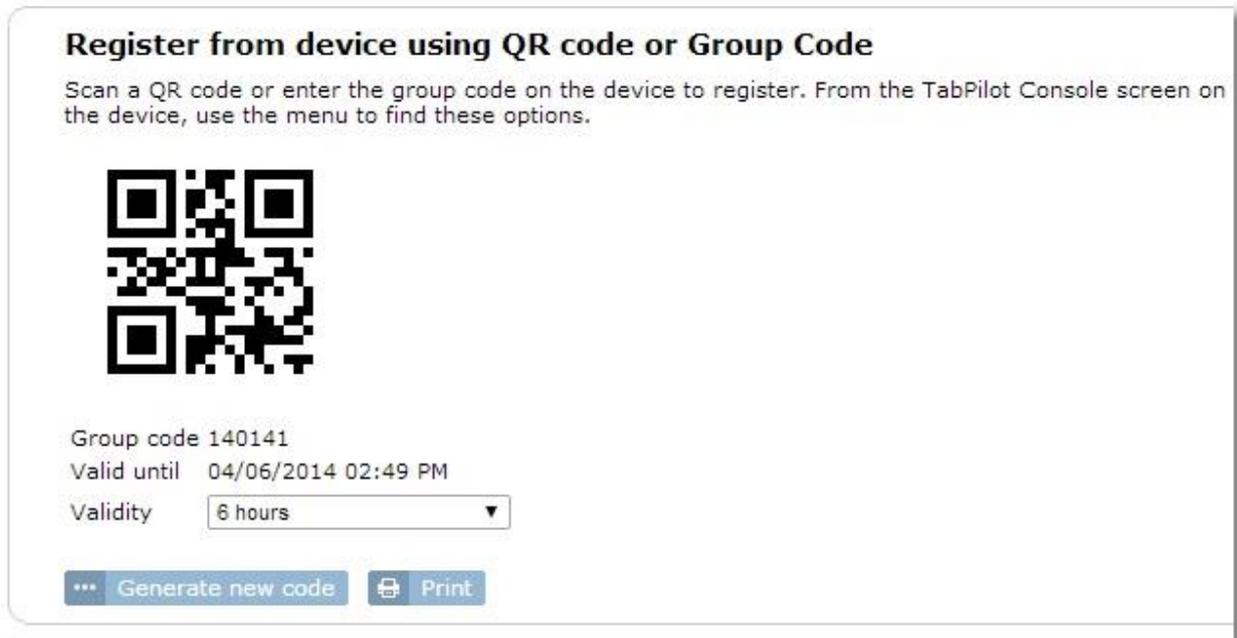
Android 5.0 (Lollipop) and above

Registration Methods: There are three possible ways to register a device with the system.

1. **Register using QR Code:** This method involves printing a QR code and scanning it from each tablet. No access to a computer is needed after the QR code is generated and printed, so registration can take place in a different location. This method is ideal for registering multiple tablets that all have a rear-facing camera.
2. **Register using Group Code:** This method involves generating a 5-digit registration code from Control Tower that's entered on each tablet. This method is not quite as fast as the QR code method, but is the fastest way to register devices that don't have a rear-facing camera. It's also ideal when only a few tablets need to be registered since there's no need to take the time to print a QR code.
3. **Register using Device ID:** This method involves reading the Device ID from the Console screen of the device to be registered and entering it into Control Tower. This method is probably the longest due the length of each Device ID and the fact that it's different for each tablet, so it must be read carefully. This method would most likely only be used if you are entering long device names and prefer to enter them on the computer keyboard rather than the tablet.

Register using QR code

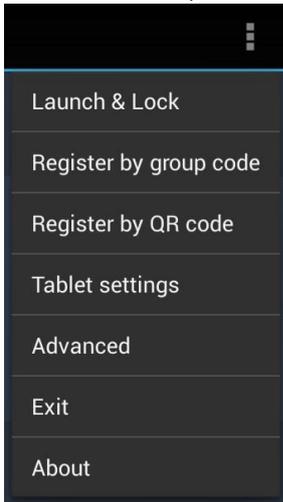
To register a device using a QR code, use the information on the Devices/Add screen in the section "Register from Device using QR or Group Code".



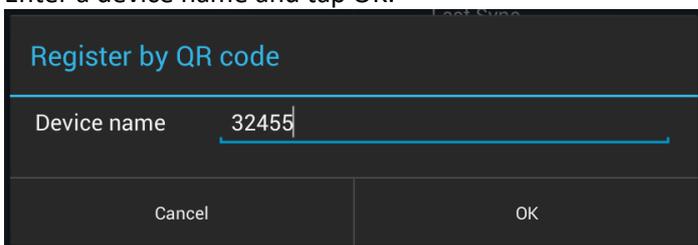
1. A QR code can be created that remains valid for 1 hour, 6 hours, or 1 day. Select your choice from the Validity selection box. If the date shown next to "Valid until" has expired, use the Generate New Code button.
2. Use the Print button to print the QR code.
3. From the TabPilot Console screen on the device to be registered, tap the menu button.



4. From the menu, choose "Register by QR code"



5. Enter a device name and tap OK.



We suggest that you use the last 5 digits of the serial number, or a unique identifier that is easily visible on each tablet as the name. If devices are assigned to an individual, such as found in a one-to-one implementation, then you might also want to enter the person's name here.

6. Press OK. The camera/scanner will launch. Scan the QR code to complete the registration.
7. When finished, the tablet should jump to the *Launch & Lock* (student mode) screen for the screen layout applied to the group to which the tablet belongs. If no Launch & Lock screen layout has been assigned to the device group yet (or if you do not own licensing for Launch & Lock), the screen will remain in the Console.

After successful registration, verify that TabPilot Launch & Lock is set as the default launcher to prevent a student from using the Home button to get out of it. Instructions are found in the section [Setting the Default Launcher](#) of this guide.

Register using Group Code

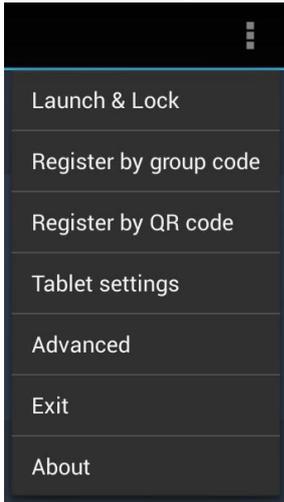
To register a device using a Group Code, use the information on the Devices/Add screen in the section "Register from Device using QR or Group Code".



1. A Device Code can be created that remains valid for 1 hour, 6 hours, or 1 day. Select your choice from the Validity selection box. If the date shown next to "Valid until" has expired, use the Generate New Code button.
2. Make note of the Group Code listed under the QR code
3. From the TabPilot Console screen on the device to be registered, tap the menu button.



- From the menu, choose "Register by group code"



- Enter the Group Code and a device name and tap OK.



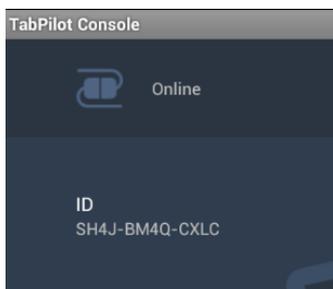
We suggest that you use the last 5 digits of the serial number, or a unique identifier that is easily visible on each tablet as the device name. If devices are assigned to an individual, such as found in a one-to-one implementation, then you might also want to enter the person's name here.

- When finished, the tablet should jump to the *Launch & Lock* (student mode) screen if a screen layout has been applied to the group, otherwise, it will remain on the console screen.

After successful registration, verify that TabPilot Launch & Lock is set as the default launcher to prevent a student from using the Home button to get out of it. Instructions are found in the section [Setting the Default Launcher](#) of this guide.

Register using Device ID

- On the TabPilot Console screen, look for the 12-character Device ID.



2. In Control Tower, enter the Device ID on the Register Using Device ID section of the Add device page.

3. Enter a device name. We suggest that you use the last 5 digits of the serial number, or a unique identifier that is easily visible on each tablet as the name. If devices are assigned to an individual, such as found in a one-to-one implementation, then you might also want to enter the person's name here.
4. Click Save or Save and Add New button.

TIP: It's possible to register multiple devices, one at a time, without using the mouse by making use of the TAB key on the keyboard to move between fields and the ENTER key to select the "Save and add new" button.

When finished, the tablet should jump to the *Launch & Lock* (student mode) screen if there is a screen layout applied to the group, otherwise it will remain on the console screen.

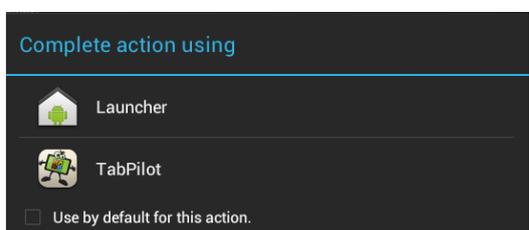
After successful registration, verify that TabPilot Launch & Lock is set as the default launcher to prevent a student from using the Home button to get out of it. Instructions are found in the section [Setting the Default Launcher](#) of this guide.

Setting TabPilot as the default launcher

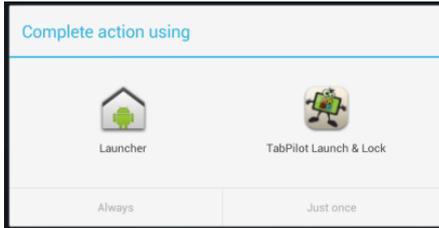
After a device is registered, you should verify that TabPilot is set to be the default launcher so that students are unable to exit Launch & Lock by pressing the Home button.

Press the Home button on the tablet. If the tablet prompts you for an action and does not go to the Launch & Lock screen, do the following:

For Android 4.0 touch the checkbox for "Use by default for this action" then touch TabPilot Launch & Lock.



For Android 4.1 and above, touch TabPilot Launch & Lock, then touch “Always.”

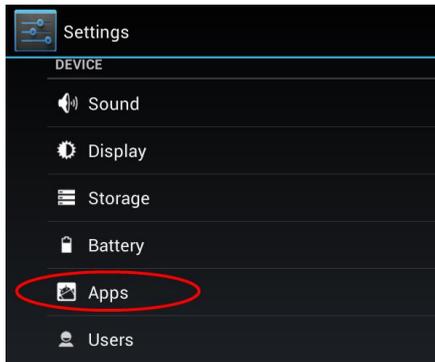


Now, the Home button will not do anything when pressed while in *Launch & Lock*. Teachers will be able to exit *Launch & Lock* by using the **Menu** button, followed by their password to get to the *TabPilot Console*. From there, they’ll be able to choose “Exit” from the Console menu.

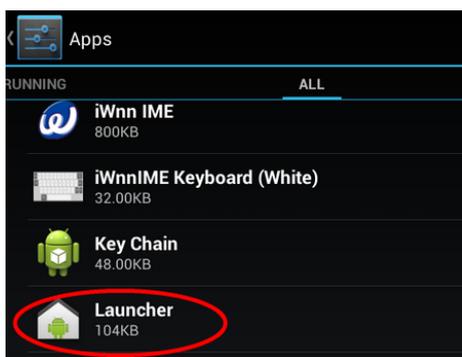
Resetting the Default Launcher

If you ever find that students are getting to the standard Android launcher when they press the home button (perhaps as a result of a teacher or administrator accidentally changing settings) you can set it back to Launch & Lock. First, you need to clear the setting for launcher:

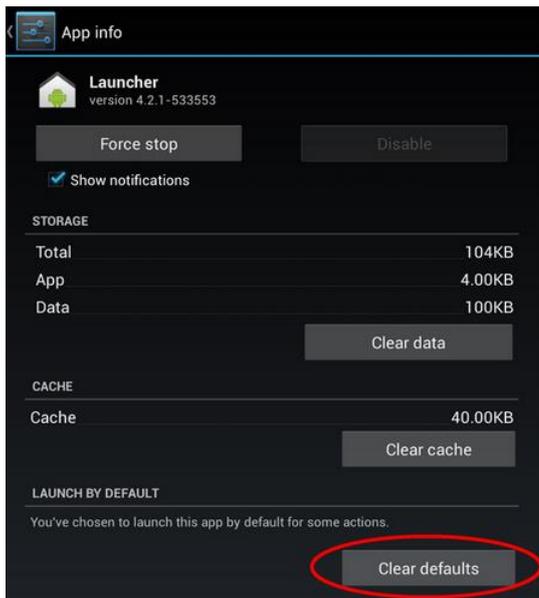
1. Go to Settings in Android and finding the “Apps” or “Applications” item and open it.



2. From the Apps list, swipe the screen until you reach the set labeled “All” at the top. Scroll down to find “Launcher” and select it.



- Now look for a button labeled “Clear Default” and select it. You may have to scroll down to find it.



- Launch TabPilot Launch & Lock from the icon in the App Drawer. Press the HOME key and follow the instructions in the section [Setting TabPilot as the Default Launcher](#).

3.3 Configuring Apple Device Enrollment Program (DEP)

To enroll using DEP, your school or district must already be registered for DEP with Apple. You can do this from deploy.apple.com or school.apple.com if you use Apple School Manager.

Only certain devices may be enrolled using DEP. In general, these are devices purchased directly from Apple or an Apple reseller that can arrange DEP enrollment. In some cases, devices purchased in the past few years from one of these sources can be back-loaded into the system by your Apple representative. You can read more in the [Apple Device Enrollment Deployment Guide](#).

Important Note: For iPads, qualified devices that were previously configured using Apple Configurator can be transitioned to DEP. However, once a device has been registered with DEP Apple will no longer allow it to be supervised with Configurator. Therefore, only allow a DEP profile to become active on a device if your school or district plans to continue using DEP for that device.

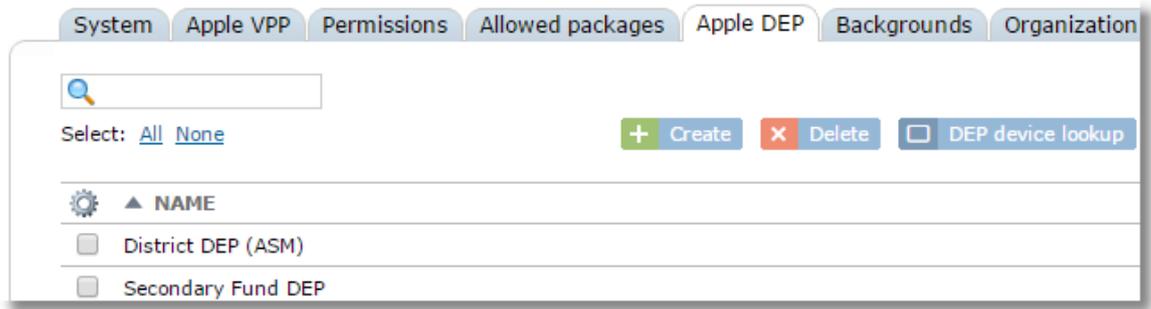
TabPilot allows multiple DEP accounts to be configured.

3.3.1 Create DEP account in Control Tower

- Choose **Settings** from the Organization menu.



2. Switch to the **Apple DEP** tab.



3. Click the **Create** button to add a new account.



4. Enter a name for the account and choose the locations where this VPP account can be used.



5. Use the link next to Public key to download the public key certificate that you'll upload to Apple. Save the file to a location on your computer. The file will be named dep_cert.pem.
6. Next, you'll create an MDM server on the Apple DEP site where you'll upload this key. The process looks a little different based on whether or not your organization uses Apple School Manager or the non-ASM deployment site. Choose on of the following two sections according to your account type.

3.3.2 Add MDM server for ASM Accounts

If your organization uses Apple School Manager, follow the instructions in this section for setting up the MDM server. If not, skip to the section for non-ASM accounts.

1. Login to your Apple School Manager account at school.apple.com.
2. Choose **MDM Servers** in the Devices section of the menu.



3. Choose **"Add MDM Server"** in bottom right corner.



4. Type a name in the MDM Server Name field, such as "TabPilot MDM Server."

 A screenshot of a web form titled "Add MDM Server". Below the title, it says "1. MDM Server Name". There is a text input field containing "TabPilot MDM Server" with a green checkmark icon on the right. Below the input field, there is a small grey text prompt: "Enter a name to refer to this server, department or location."

5. Now upload your public key. Click the Upload File... button, then browse your computer for the dep_cert.pem file that you downloaded from Control Tower.

 A screenshot of a web form titled "2. Upload your Public Key" with a help icon (question mark in a circle). Below the title is a blue button with a white upward arrow icon and the text "Upload File...". To the right of the button, it says "No file selected".

6. Click "Save MDM Server" in the bottom right.

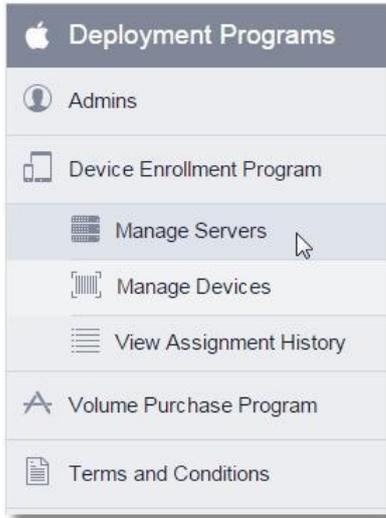


7. Look for the button to allow you to download the server token (usually labeled "your server token"). Save the token to your computer. The filename will start with the name you provided for the server in Step 4 and end with .p7m.
8. The server should now appear in your MDM servers list.
9. Upload the token to Control Tower and complete the remaining steps

3.3.3 Add MDM server for non-ASM Accounts

1. Login to your Apple DEP deployment site at deploy.apple.com.

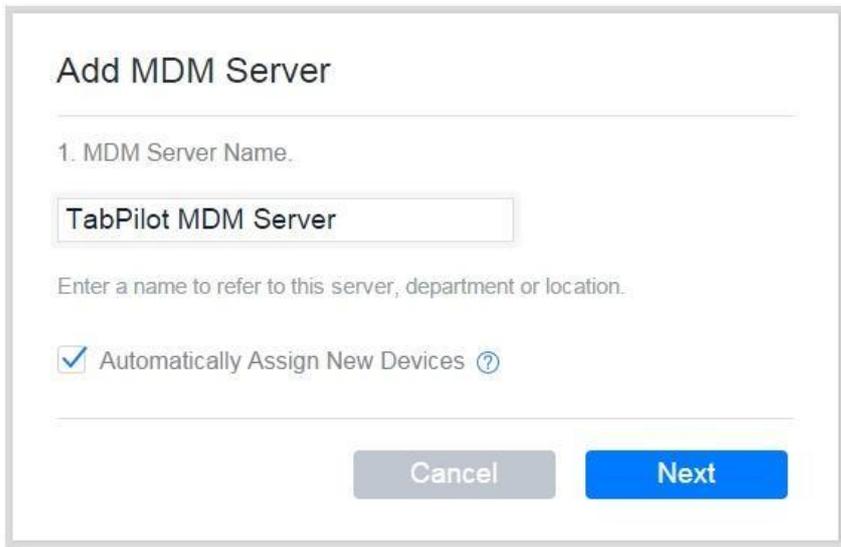
2. Choose **MDM Servers**. For non-ASM accounts, this is under Device Enrollment Program.



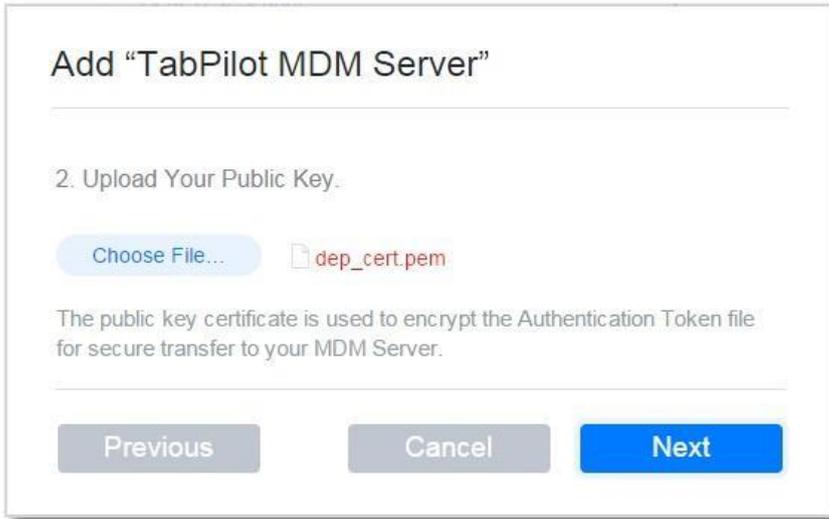
3. Choose **“Add MDM Server”** at the top right corner.



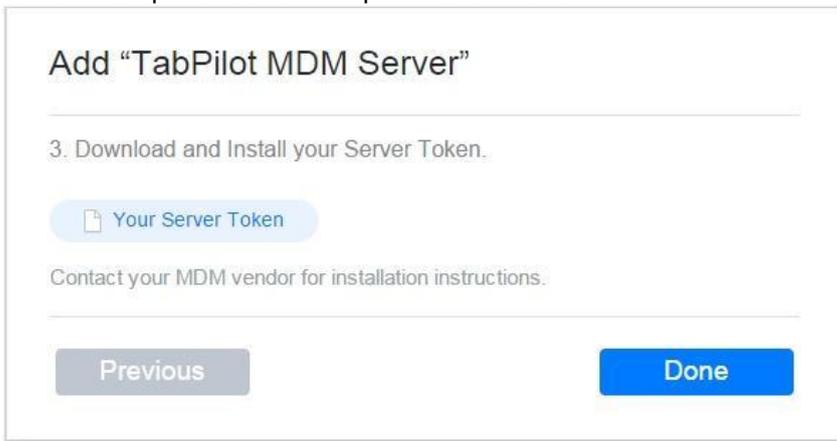
4. Type a name in the MDM Server Name field, such as “TabPilot MDM Server.” Check the box for “Automatically Assign New Devices” then click **Next**.



5. Now upload your public key. Click the **Choose File...** button, then browse your computer for the dep_cert.pem file that you downloaded from Control Tower. Click **Next**.



- Download the server token from Apple and upload it into Control Tower. Click the link "Your Server Token" to save the file to your computer. The filename will start with the name you provided for the server in Step 4 and end with .p7m. Click **Done**.



- After you click Done, the server name should show up in the Managed Servers list.



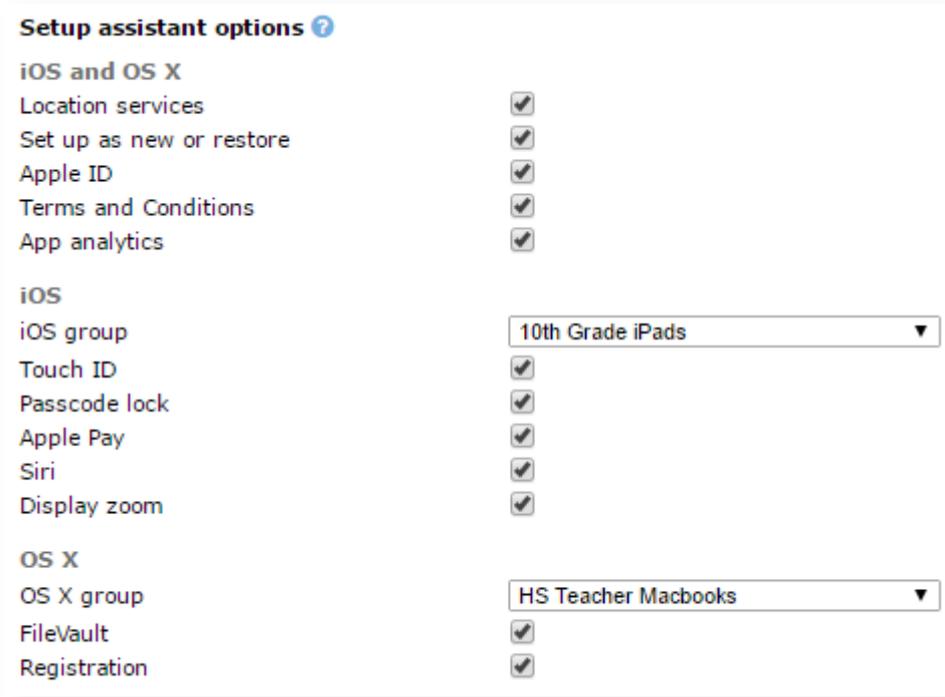
3.3.4 Finish configuring DEP in Control Tower

- Return to TabPilot Control Tower to the DEP setup area. Click the **Choose file** button to browse for the .p7m server token file you downloaded from the Apple DEP site.

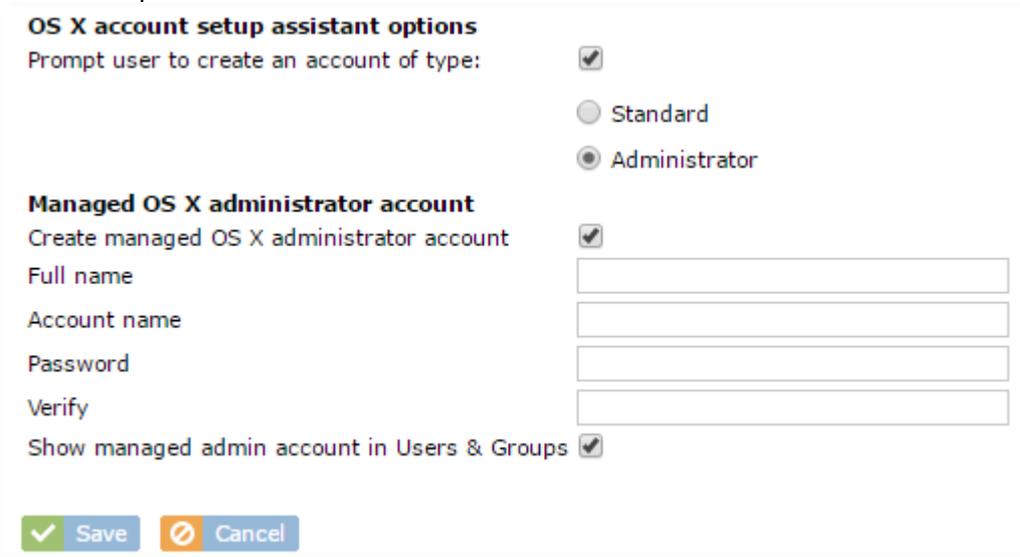


- Choose which items to run and which ones to skip using the checkboxes in the "Setup assistant options" section. Some items are valid for both iOS and MacOS (OS X), while others are only for one or the other. Note that if an item is skipped, such as Location Services or SIRI, it will default to "off" or "disabled." Apple does not provide a way for DEP to skip the question during setup and

allow the default to be "on" or "enabled."



3. Choose a device group for iOS and OS X devices. This is where newly enrolled devices will be assigned. If you have not already set up at least one device group, you will need to do so. Refer to [Adding and Configuring iOS Device Groups](#) and [Adding and Configuring MacOS Device Groups](#) for more information.
4. Additional options are available for DEP enrollment of Mac devices.



Prompt user to create an account of type: This option can be used to prompt for account creation during setup. You can choose whether the account created will be a standard user or administrator of the device.

Managed administrator account: This option allows you to create an admin account automatically on the device. When using this option, you can also choose whether you want that admin account to be hidden or visible when the device user looks in the Users & Groups area in Settings of the device.

5. Click **Save**.
6. If you switch back to the Apple DEP site (either ASM or non-ASM) and refresh the page, you should see the newly-configured server appear in the list. It should reflect the successful connection by showing "Today" in the Last Connected column.

Server Name	Number of Devices	Last Connected	Last Connected IP
TabPilot MDM Server	0	Today	93.91.202.111

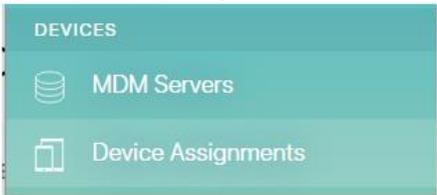
3.3.5 Assigning devices to the TabPilot MDM server

Once Control Tower and the DEP site are configured to communicate with each other, you're almost ready to begin enrolling devices.

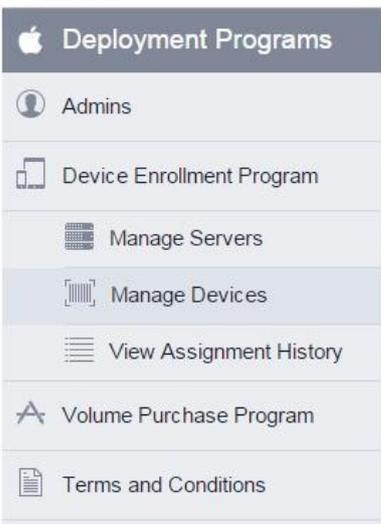
In order to enroll your devices, you first need assign your devices to the TabPilot MDM server on the DEP management page.

To Assign Devices

1. For ASM accounts, choose "Device Assignments" under the Devices section of the menu.



2. For Non-ASM accounts, choose "Manage Devices" from the Device Enrollment Program section of the menu.



3. Add devices by one of the three methods provided: Serial Number, Order Number, or Upload CSV file.

Manage Devices

1. Choose Devices By:

Serial Number
 Order Number
 Upload CSV File

f8qp111efcm5

2. Choose Action:

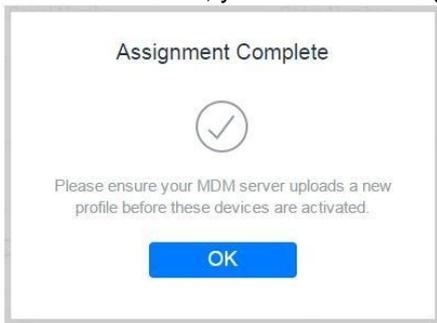
Assign to Server

TabPilot MDM Server

OK

Once one or more device serial numbers are in the list, choose "Assign to Server" from the **Choose Action** section and select the TabPilot MDM Server from the server list. Click **OK**.

4. When successful, you'll see the Assignment Complete confirmation. Click **OK**.



Note: It might several hours for assigned device to be available for enrollment.

3.4 Enrolling iOS Devices

Setting up iOS devices involves registering them in Control Tower to allow them to be managed.

Supervised iPads

Some of the best features of TabPilot require that your iPads be set for Supervised mode. Examples include:

- App Lock
- Web Lock
- Freeze student screens

There are two ways to set an iPad for Supervised mode:

1. Connecting an iPad to a Mac via USB cable and using Apple Configurator 2. This will reset the iPad, erasing everything as part of the process. It will also upgrade to the latest version of iOS. This method is not covered in this guide, but it's easy to find out how to do this with a quick Google search for articles or YouTube videos.

2. Enrolling the iPad into TabPilot using Apple's Device Enrollment Program (DEP). This method takes place during the initial iPad setup either on a new device, or one that has been reset. Devices enrolled with

this method will automatically be set for Supervised mode during the process. This method is preferred because it has a higher level of security. Ask a TabPilot representative for details.

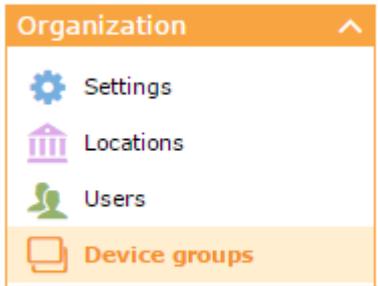
In both cases, you should first set up at least one iOS Device Group that will be used for enrolling devices. You can find instructions for setting up device groups in the [Adding and Configuring iOS Device Groups](#) section of this guide.

3.4.1 Enrolling iPads Manually (non-DEP)

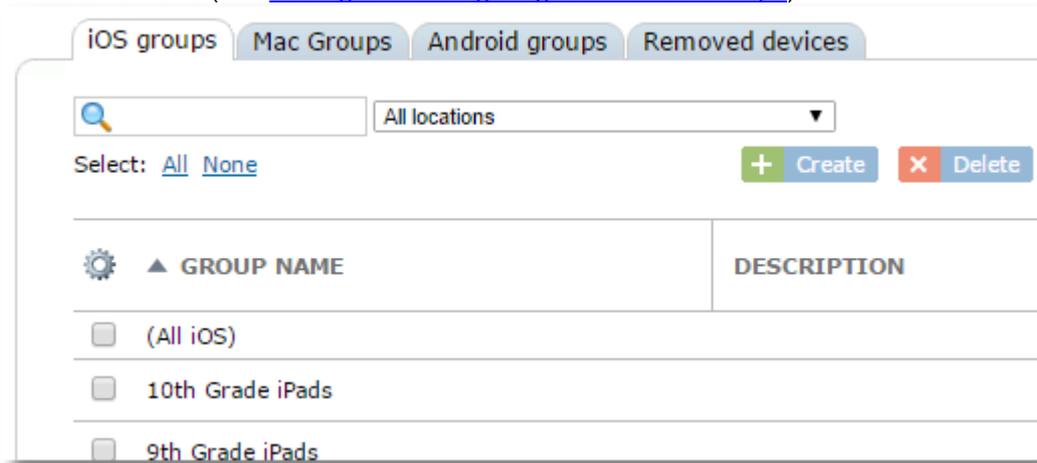
Follow these steps to manually enroll an iPad in TabPilot.

Make sure you have configured at least one iOS device group before proceeding.

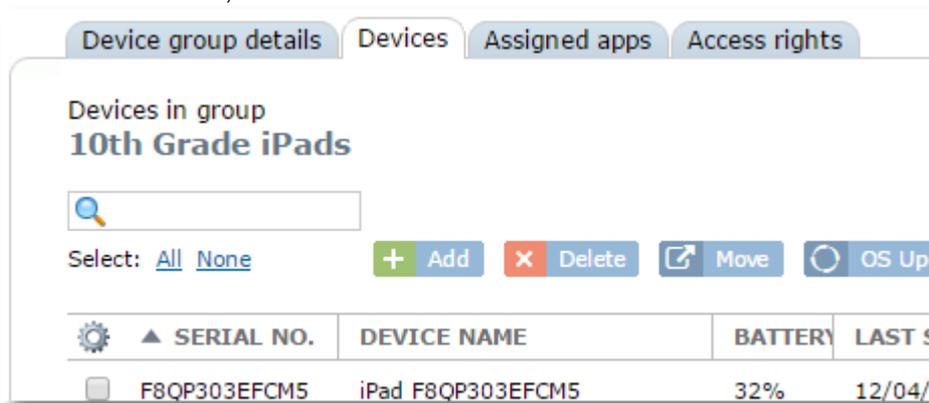
1. In Control Tower choose the Device groups menu item from the Organization menu.



2. From the iOS groups tab, click the name of the device group where you want to enroll the iPad, or create a new one (see [Adding and Configuring iOS Device Groups](#)).



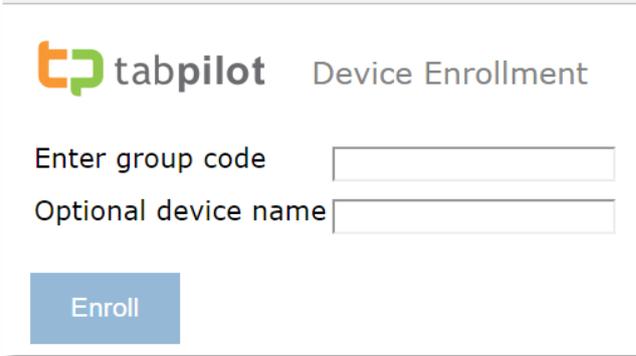
3. On the Devices tab, click the **Add** button.



4. Take note of the Group Code displayed.



5. On the iPad, open Safari and browse to http://mdm.tabpilot.com.



6. Enter the group code as shown in Control Tower.
7. Optionally, enter a device name. This might be a student name or end of an asset tag number to help identify the device. If you leave this blank, TabPilot will automatically name the device *iPad+Serial Number*.
8. Tap the Enroll button and follow the on-screen instructions on the iPad to complete the installation of the profile.

Your iPad is now enrolled in TabPilot. It may take about 30 seconds for all device information to show up in Control Tower.

3.4.2 Enrolling iPads using DEP

Be sure you've completed the steps the [Configuring Apple Device Enrollment Program](#) section of this guide.

Power on your device to begin the setup process. If the device has previously been set up, you can perform a factory reset on the iPad from Settings / General / Reset / Erase All Content and Settings.

Note: that if a user performs a Reset with "Erase All Settings" the TabPilot MDM profile will not be erased and the device will continue to be supervised with TabPilot.

During the setup process you will complete screens for Language, Region, and Wifi. Additional setup steps may also be displayed based on the settings you selected in step 2. After connecting to WiFi you should see:

[Your School or District Name] will automatically configure your iPad.

and then

Installing Configuration from [Your School or District Name]

If you do not see these notifications and recently assigned the devices to the DEP server on the Apple DEP site, then you may need to wait a few more minutes for assigned devices to be available for enrollment.

At this point the TabPilot MDM profile is installed and any profile restrictions you have configured in Control Tower will be applied.

Complete any remaining steps of the setup until you see the iPad home screen after pressing **Get Started**.

Name the iPad

After completing the steps above and arriving at the iPad home screen, the TabPilot Agent and TabPilot File Locker appa will automatically install on the device. To name the device, open the TabPilot Agent app. The first (and only first) time that the agent is opened, it will prompt to enter a device name. For 1:1 programs, this would typically include the student name. Until this step is completed, the iPad will appear in Control Tower as "iPad + Serial Number".

You can also rename an iPad from Control Tower on the Device Details screen.

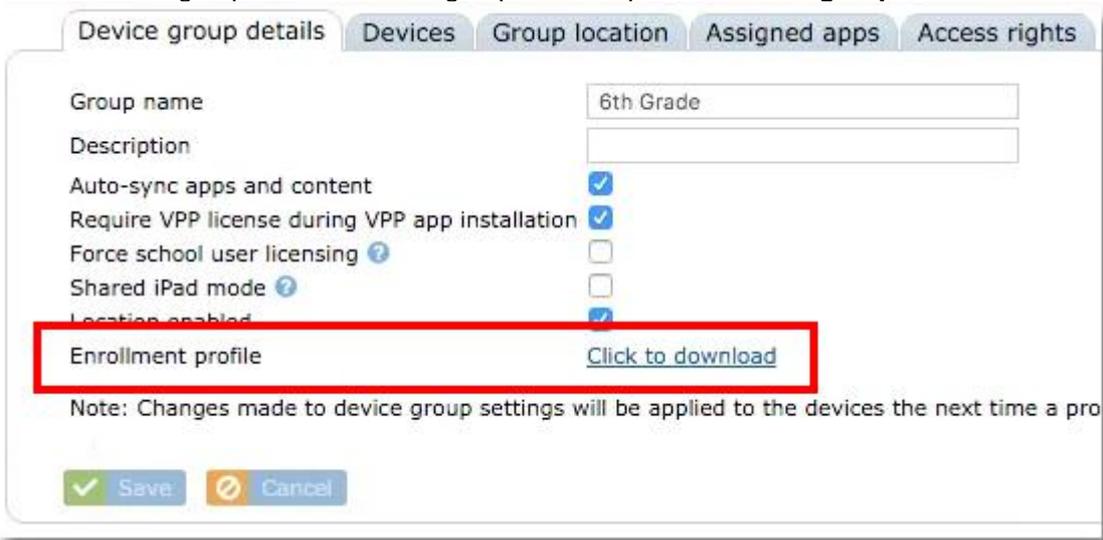
Within a few minutes the TabPilot Agent will automatically install and any restrictions configured in the profile currently active for the device group to which the iPad belongs.

3.4.3 Enrolling iPads using Apple Configurator 2

TabPilot provides an enrollment profile that can be loaded into Apple Configurator 2. Some schools prefer to use Apple Configurator 2 because it can pre-load several gigabytes of apps onto each iPad via USB sync, which can be useful in avoiding bandwidth issues when trying to load them all wirelessly during a large roll-out.

To enroll iPads using Configurator:

1. Set up at least one device group in TabPilot (see the [Adding and Configuring iOS Device Groups](#) section of this guide)
2. Find the device group from the device group list and open the **Device group details** tab for the group.



3. Click the link next to "Enrollment profile" to download a profile that you can load into Apple Configurator 2. When used, the device will enroll directly into the device group selected.

3.4.4 Checking DEP device serial numbers

In some cases, such as troubleshooting DEP enrollment, it can be useful to know whether or not a specific device serial number is properly set up on the Apple DEP site for enrollment into TabPilot.

The **DEP device Lookup** button on the Apple DEP tab will connect to your Apple DEP account and request a list of all devices currently assigned to the TabPilot MDM server. If a device does not appear on the list, then there is most likely a problem with that serial number on the DEP site.

Use the search box to look for a specific serial numbered device. Use the account checkboxes to choose which account(s) to display.

SERIAL NO.	MODEL	DESCRIPTION	STATUS	ACCOUNT
C2QPH...4H2	MacBook Air	RFB MBAIR 13.3 1.4/4G/256FLASH-USA	Empty	Secondary Fund DEP
F6QQK...G5VW	iPad Air Wi-Fi	RFB IPAD AIR 2 WI-FI 64GB SPACE GRAY-USA	Enrolled	District DEP (ASM)
F6QQL...5W0	iPad Air Wi-Fi	RFB IPAD AIR 2 WI-FI 64GB GOLD-USA	Enrolled	District DEP (ASM)
F8QP30...MS	iPad Mini Wi-Fi With Retina Display	RFB IPAD MINI 2 WIFI 16GB SPACE GRAY-USA	Enrolled	Secondary Fund DEP

Use the account filter to choose All DEP accounts or just a specific one.

The status column will indicate Assigned, Pushed, or Enrolled:

Assigned: the device is assigned to the TabPilot MDM server but has not enrolled

Pushed: the DEP profile has been delivered from the Apple DEP site to the device, but the device has not yet enrolled in TabPilot. Normally, a device will only be in this state for a moment or two because it should quickly enroll in TabPilot once it receives the DEP profile from the Apple site.

Enrolled: the device is already enrolled in TabPilot and will be available in the device list.

3.4.5 Setting up iPads for Shared iPad Mode

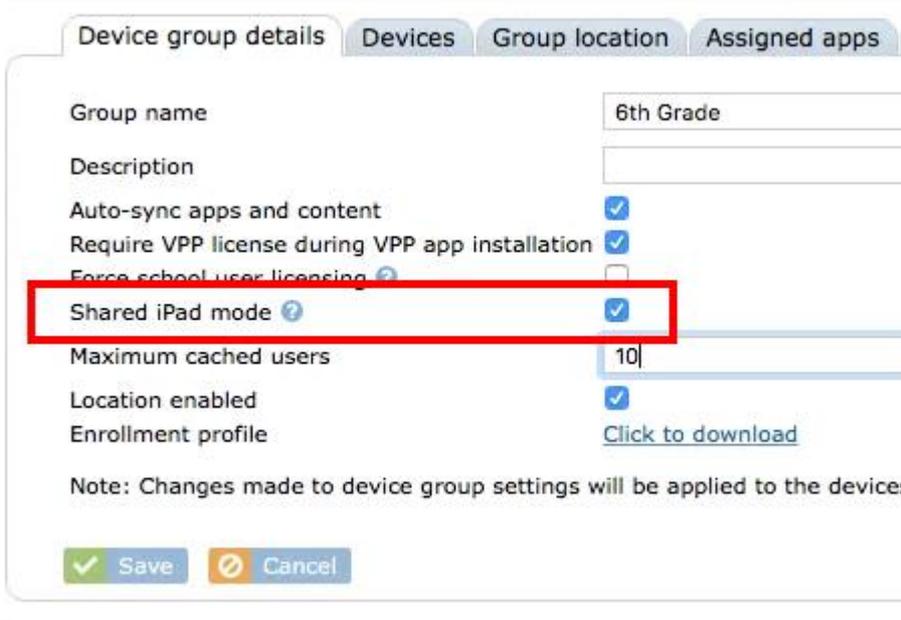
Shared iPad is a special multi-user mode that iPads can be configured for during DEP enrollment. Once configured as a shared iPad, users (students) in your organization can login to the iPad using their Managed Apple ID, created by the school using Apple School Manager (ASM). Shared iPad provides an effective way to allow a single set of iPads to be shared by various users, while still giving each user access to their own files, settings, and personalized experience.

Requirements for shared iPad:

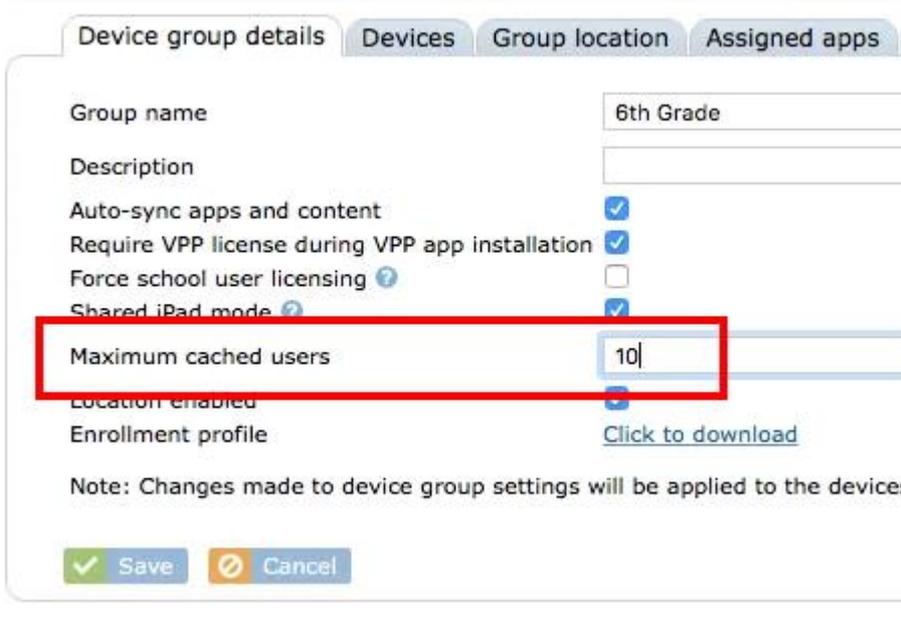
- Devices must be running iOS 9.3 or above.
- Only 32 GB iPads or greater can be used.
- Only newer models of iPads can be used. The minimum supported models are: iPad Air 2, iPad Mini 4, iPad Pro.
- School must be using Apple School Manager.
- The only Apple IDs that can be used to login to a Shared iPad are those created in Apple School Manager.
- Devices cannot switch in and out of Shared iPad mode. They are configured for shared iPad during DEP enrollment and must be reset to get them out of Shared iPad mode.

To configure iPads for Shared iPad:

1. Make sure at least one device group is created. Use Device Group details to set the group for Shared iPad.

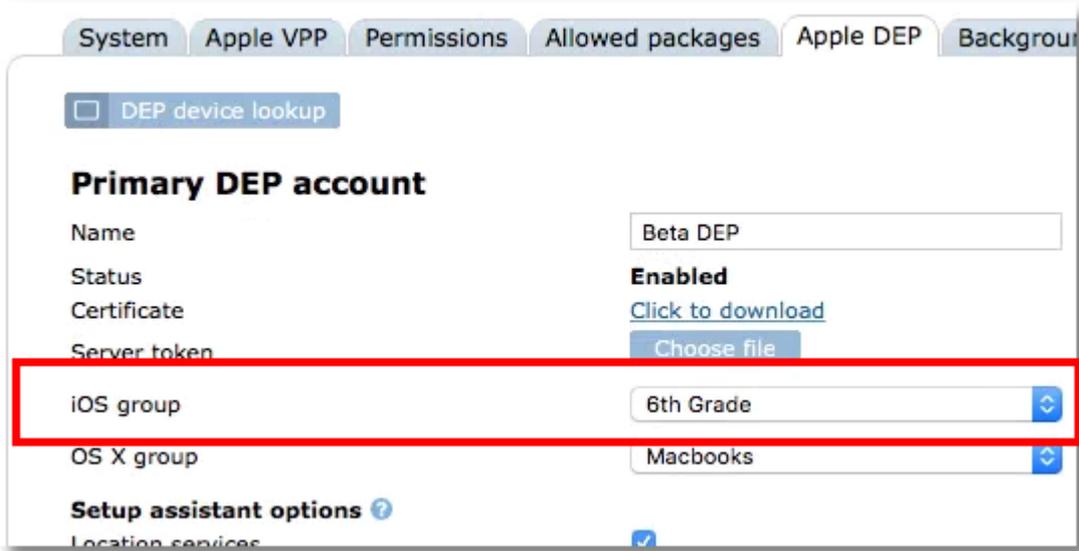


2. If desired, change the setting for Maximum cached users.



This setting determines how many users will have their data cached on the iPad. The higher the number of users, the less storage space the iPad will allot for each user. When a user logs into an iPad that does not have their iCloud and personal data cached, it is downloaded from the cloud. It's beneficial to have students use the same devices as often as possible to avoid the extra time and bandwidth needed while their local data is synced with the cloud.

3. In **Settings > Apple DEP**, be sure that that the iOS group is configured for the device group where Shared iPad is enabled.



4. Enroll your iPads using the DEP Enrollment process as usual. During the process, the iPad will reboot and configure itself for Shared iPad mode with the configured number of cached users and boot up to the shared iPad login screen.

3.5 Enrolling Mac Devices

Setting up MacOS (formerly OS X) devices is similar to iOS setup. This section will be expanded to include those instructions.

3.5.1 Enrolling Mac devices manually (non-DEP)

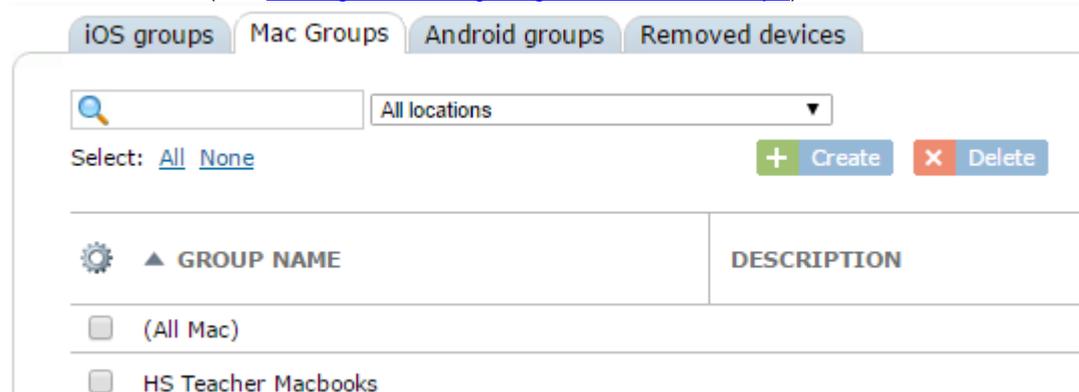
Follow these steps to manually enroll an iPad in TabPilot.

Make sure you have configured at least one iOS device group before proceeding.

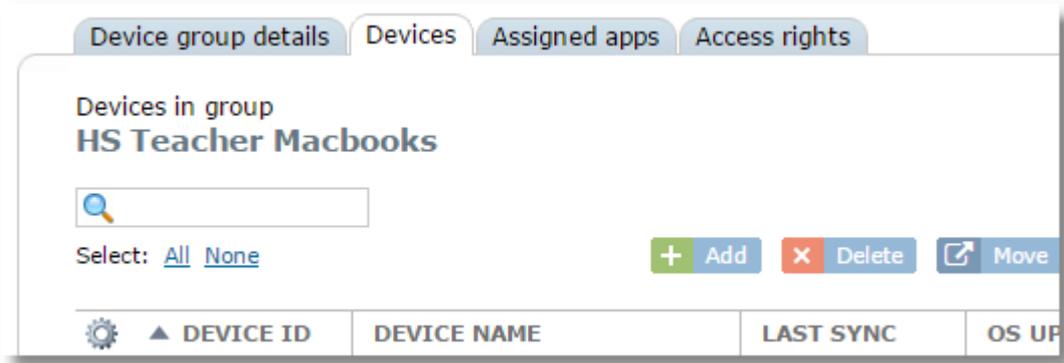
1. In Control Tower choose the Device groups menu item from the Organization menu.



2. From the Mac Groups tab, click the name of the device group where you want to enroll the device, or create a new one (see [Adding and Configuring Mac Device Groups](#)).



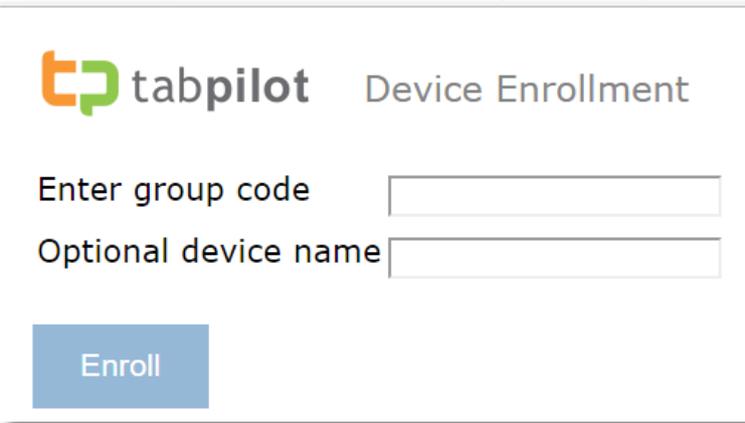
- On the Devices tab, click the **Add** button.



- Take note of the Group Code displayed.



- On the Mac, open Safari and browse to <http://mdm.tabpilot.com>.



- Enter the group code as shown in Control Tower.
- Optionally, enter a device name. This might be a student name or end of an asset tag number to help identify the device. If you leave this blank, TabPilot will automatically name the device *Mac+Serial Number*.
- Click the Enroll button and follow the on-screen instructions to complete the installation of the profile.

Your device is now enrolled in TabPilot. It may take about 30 seconds for all device information to show up in Control Tower.

3.5.2 Enrolling Mac devices using DEP

Be sure you've completed the steps the [Configuring Apple Device Enrollment Program](#) section of this guide.

Power on your device to begin the setup process.

During the setup process, you'll reach a step for choosing a Wifi connection. Additional setup steps may also be displayed based on the settings you selected in the DEP setup area in Control Tower. you will see a message that your device will be automatically configured by [Your Organization Name]. This tells you that DEP enrollment is working.

At this point the TabPilot MDM profile is installed and any profile restrictions you have configured in Control Tower will be applied.

Complete any remaining steps to complete the setup of the Mac.

Within a few minutes the the device should show up in Control Tower.

3.6 Setting Up Apple Volume Purchase Program (VPP)

To set up TabPilot to manage apps and iBooks purchased using Apple's Volume Purchase Program (VPP) you must first have an account setup with Apple at deploy.apple.com or in Apple School Manager at school.apple.com.

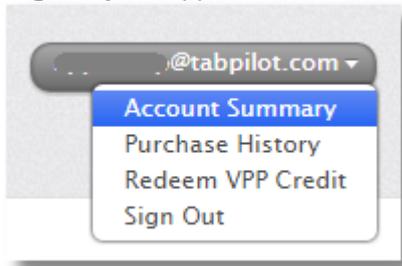
After configuring one or more VPP accounts in TabPilot, you can distribute apps from these accounts. TabPilot supports user-based VPP app distribution and device-based VPP app distribution. Device-based distribution is available on iOS 9.0 and above and is preferred over user-based distribution, however, it is only available for apps, not iBooks.

3.6.1 Configuring Apple VPP Accounts in TabPilot

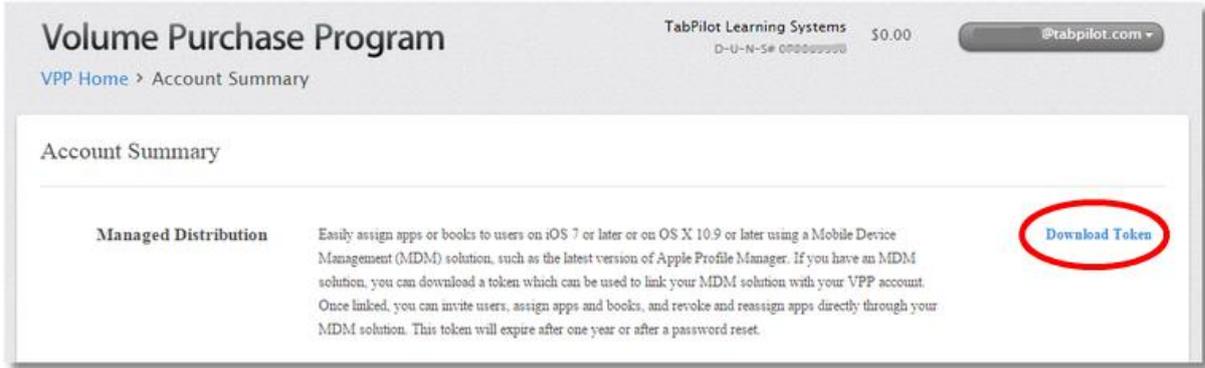
TabPilot allows you to configure multiple VPP accounts per school. For each account, you will need to download the VPP token from the Apple VPP site. Note that a single VPP account can only be configured in one MDM at a time. If your VPP account has been used in another MDM, be sure to remove it before adding to TabPilot.

Download the VPP token from the account you wish to use in TabPilot.

1. Login to your Apple VPP account and choose Account Summary from the user menu on the top right.

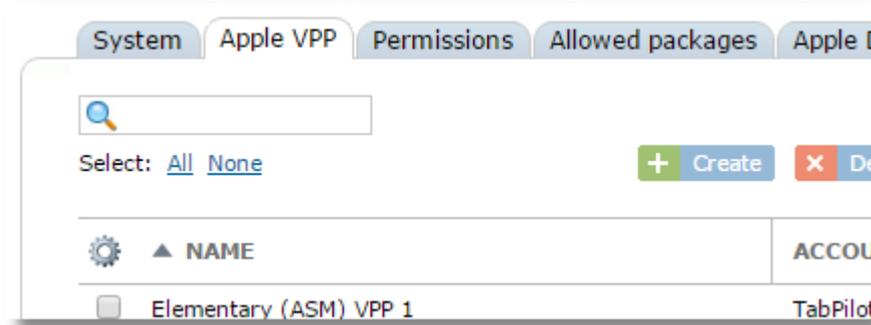


- Click the link for Download Token and save the file to your computer. The filename will start with "sToken" and end with ".vptoken"

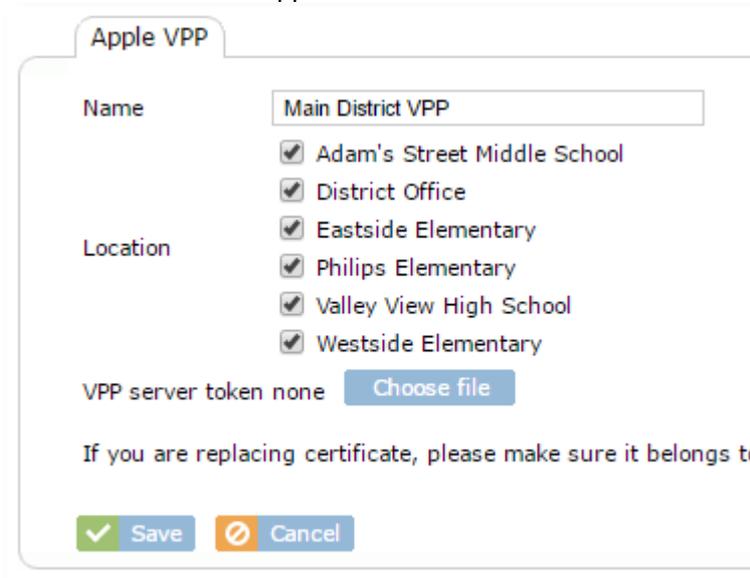


Add the VPP token to TabPilot and select locations.

- In Control Tower go to the **Apple VPP** tab in **Organization / Settings** and click the **Create** button.



- Enter a descriptive name for the VPP account. Click the **Choose file** button to select the token that you downloaded from the Apple VPP site.



Select the locations where this VPP account will be active. This VPP account will show up on the list of choices when adding apps or books to the Location Apps and Location Books for the selected locations.

Click Save.

3.6.2 User-Based VPP Distribution

User-based distribution is the more complex (and not recommended) method for distributing apps. However, it's the only method for delivering iBooks, so you may need to follow the process of setting it up if you wish to use iBooks.

With user-based distribution, the app or book is assigned to the user's Apple ID. If the user has their Apple ID configured on a device, then the assigned apps or books will be installed.

Before a user can receive the app or book assignments, they must accept an invitation to participate in the organization's VPP program. The process of sending and then having users accept the invitations can be a bit complex and is the reason that user-based assignment methods are not preferred. Once set up properly for all users, the process works smoothly, but it's the initial setup that takes some care and planning.

There are three main steps for user-based VPP setup:

1. Assign each user to a device in Control Tower so that when apps and books are assigned to a device group, TabPilot knows which user the assignment should use.
2. Send VPP invitations to users (students)
3. Have users accept the VPP invitation using the same Apple ID they use on their school iPad

Assigning a user to a device

To assign a user to a device, find the user in the **School Users** list and click to display the detail page.

Click the **Add** button next to **Assigned Devices**

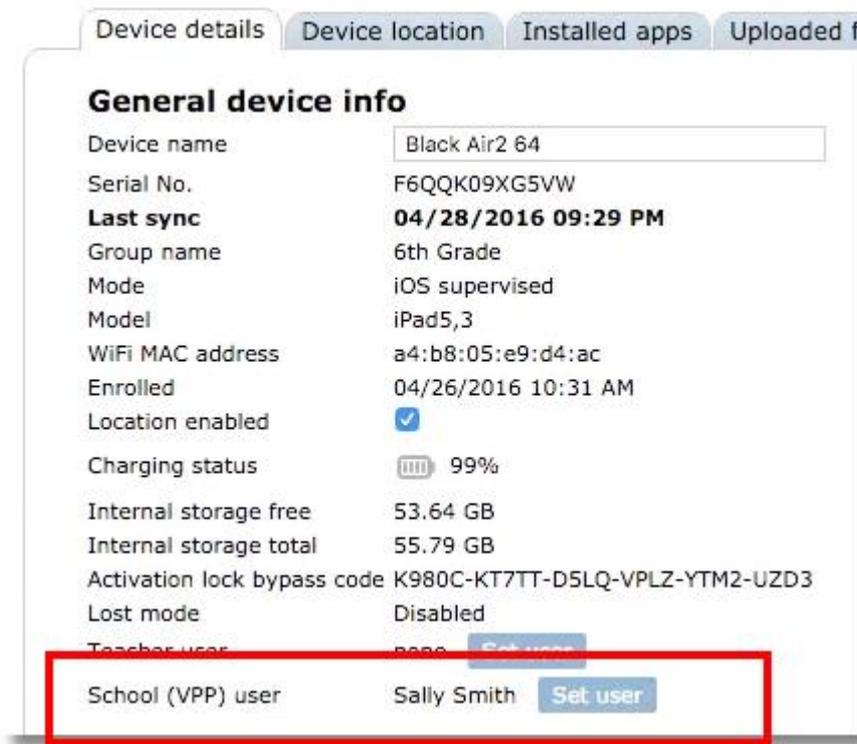
	DEVICE ID	DEVICE NAME
<input type="checkbox"/>	F6QQK09XG5VW	Black Air2 64
<input type="checkbox"/>	F8QPK003FCM8	Map Mini
<input type="checkbox"/>	F9FOPP66GHKH	Black Mini 4

Select a device from the list and click the **Assign** button at the bottom of the window.

The assignment will then show on the user details page as well as the **Assigned Devices** column of the **School Users** list.

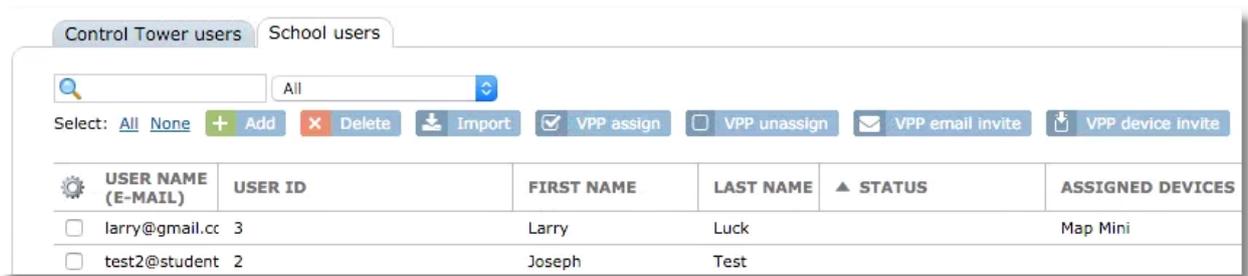


An alternate method of making the device assignment is to use the Device Details page for a device and select a user for the assignment.



Inviting VPP Users

Users are invited to accept user-based VPP apps from the School Users tab.



Invite users via device notification

Select the user(s) from the list and use the button **VPP device invite** to send the VPP invitation to the device as a notification.



On the device, a notification badge will appear on the **TabPilot Agent** app. Instruct the user to open the TabPilot Agent, which will automatically launch Safari to a link that will open the App Store with the invitation message ready to accept. Be sure the correct Apple ID is configured on the device ahead of time.

To use device notification invitations, you need to have already assigned the VPP user to their device (see section above).

This is the preferred method of sending and accepting VPP invitations.

Invite VPP Users via e-mail

During the process of manually adding School users, you had the option of sending an invitation automatically (see section above). If you did not select this option, you can send the invitation to one or more users from the VPP Users list by using the **VPP email invite** button.



When the user receives the email, they should click the link found in the invitation. If the link is selected from an email on the iPad itself, it should automatically launch the App Store, where the user can read and accept the invitation. If the user reads the email and clicks the link from a computer, it will attempt to launch iTunes on the computer, where the user can read and accept the invitation. This can lead to errors if iTunes is not installed on the computer or if the iTunes account on the computer is different from the one used for the App Store on the iPad. This is why sending invitations to the device is the preferred method.

The Status column will show **Registered**, **Invited**, or **Associated** for each user.

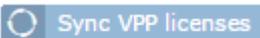
Registered: Entered, but not invited

Invited: Invitation was sent to the user or device

Associated: The user has accepted the invitation to accept apps and books from the organization

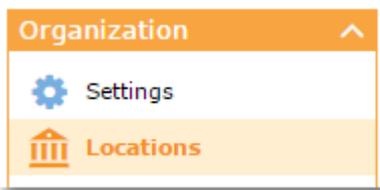
3.6.3 Manually sync for VPP licenses

TabPilot automatically syncs your VPP licenses every few hours, but you can use the Sync VPP licenses button to force a manual sync. The button is found at the top of the VPP accounts list.

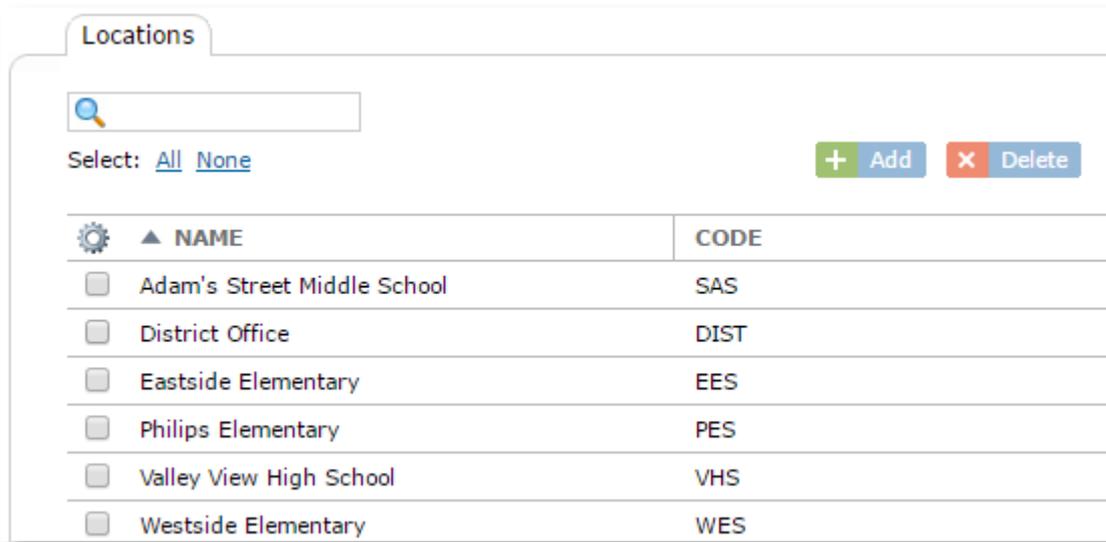


4 Managing Locations

Use the Locations menu item under the Organization menu to create or edit locations within your organization. A location refers to a site that manages sets of device groups independently.

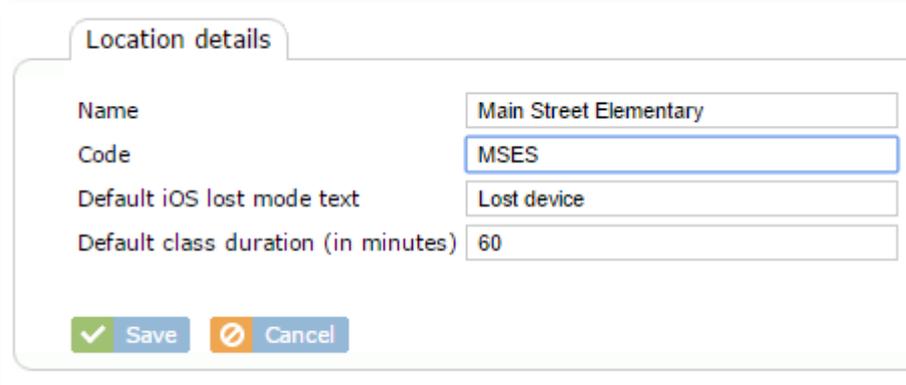


New accounts will have a default location called "Main Location" already created. If you only have one location, you can use this default name. If you have multiple locations (i.e. schools within a district), you should edit the default location to become one of your school locations, then add the others.



To edit a location, click the name from the list.

To add a new location, use the Add button, then fill in the Location details.



Name: The name of the location

Code: A short code to uniquely identify this site. This might be the school initials or some other code that's already used throughout other systems in the district as the unique identifier for this site. Codes may come into play during data import/export functions such as CSV user import.

Default iOS lost mode text: This will be the default text used when putting a device into iOS Lost Mode (iOS 9.3 and greater). The text can be changed at the time Lost Mode is activated, but this will be the default text filled in.

Default class duration: This is the default class length used when activating screen layouts for classes. Choose the most common class length for this school to prevent teacher from having to change it each time they activate a layout for a class.

5 Managing Devices and Device Groups

A device group can represent any group of devices within a location in the organization such as a grade level, a classroom or a cart-full of devices. Each device can only belong to a single device group but can easily be move to a different group later (see [Moving Tablets to a Different Device Group](#) in the [Managing Devices and Device Groups](#) section of this guide).

Each device must belong to one, and only one device group (although it may belong to multiple classes).

In 1-to-1 implementations, a device group is often created for each grade level (later, teachers can add specific student devices to classes). In some cases, there might be multiple groups for a grade level if different groups of students are to have different restrictions on a normal basis. For example, you might have "9th Grade Students" and "9th Grade Honors Students" as groups.

You may name the group anything you like such as: Room 107 Tabs, Cart B, Science Wing, 9th Grade Tablets, Library Loaners etc.

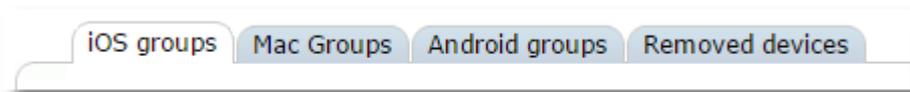
Each device group can contain only devices of the same type: Android, iOS, Mac.

5.1 Adding & Configuring iOS Device Groups

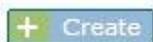
1. Choose Device Groups from the Organization menu.



2. Choose the **iOS groups** tab



3. Click the Create button.



4. Enter a Group name and optional description and choose iOS for the Type.

Auto-Sync apps and content: With Auto-sync turned on, apps and files will automatically install to devices in the group as soon as they are assigned to the group. They will also be removed from the devices in the group when the app is unassigned from the group. Leave this box selected unless directed by TabPilot Support to do otherwise for troubleshooting purposes.

Require VPP license during VPP app installation: When installing apps with user-based VPP app assignment (as opposed to device-based app assignment), and with this item enabled, if there are not enough VPP licenses to install onto every iPad in the group, TabPilot will stop installing onto remaining devices until more licenses are available. However, if you disable this option, TabPilot will treat the installation on the remaining iPads as if it were an App Store installation. This will attempt to install using the Apple ID through the App Store on each of the remaining devices. In most cases, this also means the user will be prompted to enter the password for the Apple ID on the device. It is recommended that you leave this item enabled.

Disable device-based VPP licensing: Enable this setting if you want apps to be assigned with user-based licensing (i.e. using the iTunes account of the local user) rather than device-based licensing, even if the app and device both support device-based licensing. It is recommended to leave this setting OFF because device-based licensing is almost always preferred. User-based licensing requires each iPad be properly configured with the user's Apple ID and all VPP user setup steps, such as sending and accepting VPP invitations must be complete.

Location Enabled: Locating devices through Control Tower will only be available for devices in this group if this option is enabled.

- This option is only available on Supervised devices (i.e. it cannot be used on BYOD iPads)
- This option is disabled by default.

- Only administrators can enable this option.
- Enabling the option will prompt the administrator to agree to the disclaimer.
- Enabling this option will send an email to all administrators, notifying them that the feature has been enabled for the device group.
- Users can disable this on their iPad at any time.
- Users are shown that the feature is enabled if they open the TabPilot Agent app. They are also periodically asked to confirm that they wish to allow the TabPilot Agent to access location services.
- This feature should be enabled and used only with caution, being observant of all applicable privacy laws.

Show Lost/Return Message on lock screen: Enable this setting to cause the default "lost message" to appear on the lock screen of the iPad.

Show Asset Tag on lock screen: This setting can be used to display the DEP asset tag field on the lock screen of the iPad. It can also be set to show the Device name, IP address, or WiFi mac address.



Shared iPad mode: Enable this settings if you want iPads enrolled through DEP to be configured in Shared iPad Mode. Changing this setting will not affect devices already enrolled in the group, nor will it affect devices moved to this group from a different one. Shared iPad mode is available in certain model iPads that have 32GB or more and run iOS 9.3 and above. If an iPad does not meet the requirements for shared iPad, it will be configured as a standard device when enrolling into a group configured for Shared iPad.

Maximum Cached Users: With Shared iPad, iOS will set aside a certain amount of space on the iPad for each user and will intelligently cache their data to that area. This makes the login process faster when the same student uses the iPad in the future, and saves on local bandwidth since not as much of the student's data has to be pulled down from the cloud. This is also why it's recommended that the same student use the same iPad as often as possible. By default, iOS will determine how many "slots" it will set aside for caching user data, but you may wish to choose your own. It's recommended to choose a value between 2 and 10. Larger values will keep cached data for more students, but will not allocate as much space for each. Don't worry about choosing a perfect number though...if more students attempt to logon than there are "slots" for cached data, iOS will automatically delete the cached data for the student who has not logged on in the longest amount of time, and the new student will be able to log on.

Lockscreen Passcode Grace Period: In Shared iPad, the student screens will lock after a period of inactivity. By setting a value (in minutes) in this field, you can configure the iPads to wait a certain amount of time after the screen lock, during which the student will not be required to enter their

passcode again. During the grace period, they can just swipe or press the home key to unlock (based on the version of iOS).

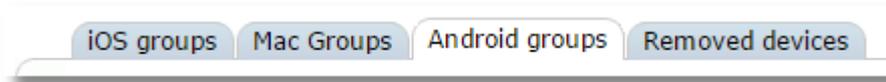
Enrollment Profile: Click the link to download an enrollment profile that can be loaded into Apple Configurator 2. See the section of this guide on [Enrolling iPads using Apple Configurator 2](#) for more details.

5.2 Adding & Configuring Android Device Groups

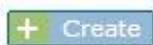
1. Choose Device Groups from School menu.



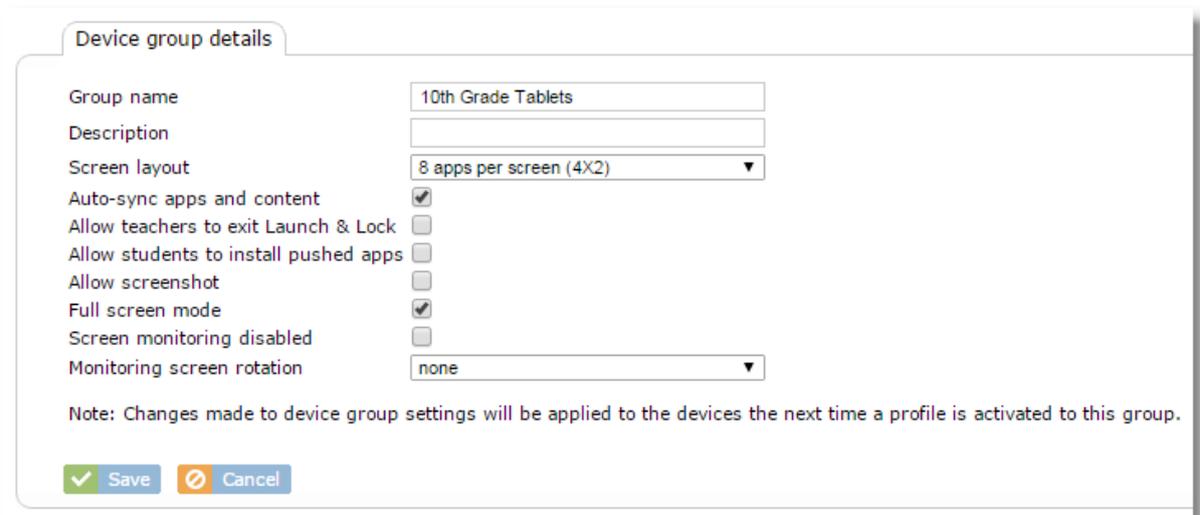
2. Choose the **Android groups** tab.



3. Click the Create button.



4. Complete the configuration settings and press Save.



Device Group Settings

Group Name: Enter required group name here

Description: Optional description

Screen Layout: Select a screen layout from the drop down list. The number of icons that appear

on the tablet screens are determined automatically by the tablet screen size. This setting determines when Control Tower will provide a warning that you've assigned too many apps to a screen. You should set this to a size that matches what's actually appearing your tablets.

Auto-sync apps and content: With Auto-sync turned on, apps and files will automatically install to devices in the group as soon as they are assigned to the group. They will also be removed from the devices in the group when the app is unassigned from the group. Leave this box selected unless directed by TabPilot Support to do otherwise for troubleshooting purposes.

Allow teachers to exit Launch & Lock: If this item is not checked, then an administrator password will be required to exit Launch & Lock on devices in this group. If this item is checked, Launch & Lock will also accept the password of the teacher who activated the profile to the group.

Allow students to install pushed apps: Tablets that run in Standard Mode will not automatically install apps after they are pushed to the devices. Instead, they will display a notification in the notifications bar informing the user that the app has been downloaded and is ready to install. If this option is enabled, the student will be able to select the notification and complete the installation of the pushed app. If this option is not enabled, the student will be blocked from doing this and installation will require a teacher or administrator to exit Launch & Lock with their password before selecting the notification and completing the installation of the downloaded app.

Note: This setting does NOT mean that students will be able to download and install apps on their own, nor does it mean they will have access to Google Play. This setting only determines whether or not they can complete the installation of an app pushed to the device from Control Tower.

Allow screenshot: When this setting is enabled, the student will be allowed to use the screenshot function on the table to take tablet screenshots that get saved as images to the Gallery on the device. With this setting turned off, students will be prevented from doing this. Most online testing requirements state that screenshots must be disabled.

Full screen mode: On some devices and versions of Android, the notification bar will remain visible, while others will hide it. This setting will attempt to make the tablet hide the notification bar while in Launch & Lock by making Launch & Lock go full-screen.

Screen monitoring disabled: If selected, screen monitoring will be disabled for all devices in this group.

Monitoring screen rotation: for some device brands, screens will appear rotated 90 degrees when viewing them in [Teacher Tools](#) (for Enhanced Mode devices). This setting allows this to be adjusted for the entire group so that each one does not have to be individually rotated when viewing.

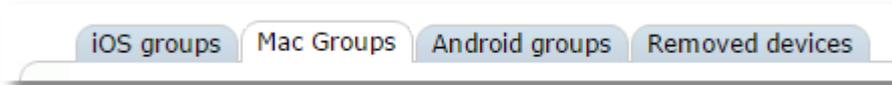
Note: Changes made to these settings do not take effect on the tablets until the next time a profile is activated to the group.

5.3 Adding & Configuring Mac Device Groups

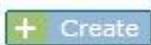
1. Choose Device Groups from School menu.



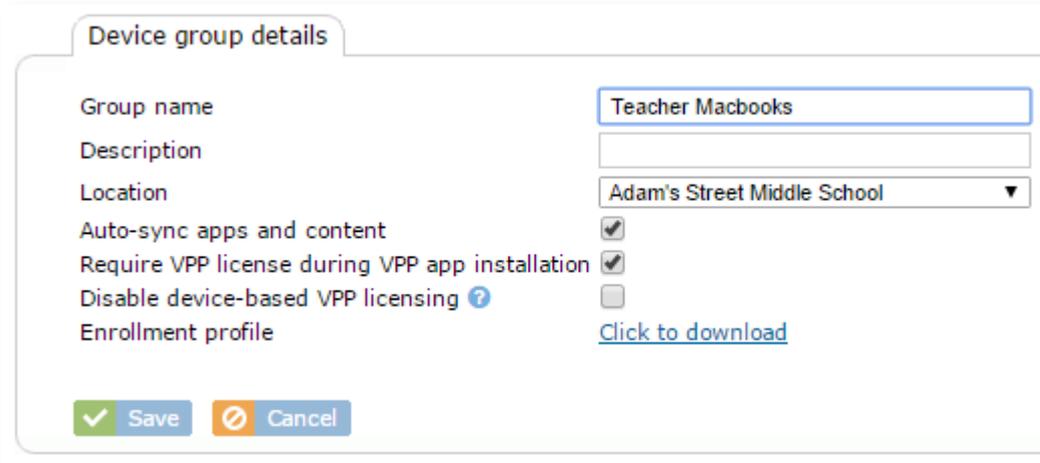
2. Choose the **Mac groups** tab.



3. Click the Create button.



4. Complete the configuration settings and press Save.



Device Group Settings

Group Name: Enter required group name here

Description: Optional description

Location: Choose a location where the device group should be created.

Auto-Sync apps and content: With Auto-sync turned on, apps and files will automatically install to devices in the group as soon as they are assigned to the group. They will also be removed from the devices in the group when the app is unassigned from the group. Leave this box selected unless directed by TabPilot Support to do otherwise for troubleshooting purposes.

Require VPP license during VPP app installation: When installing apps with user-based VPP app assignment (as opposed to device-based app assignment), and with this item enabled, if there are

not enough VPP licenses to install onto every device in the group, TabPilot will stop installing onto remaining devices until more licenses are available. However, if you disable this option, TabPilot will treat the installation on the remaining iPads as if it were an App Store installation. This will attempt to install using the Apple ID through the App Store on each of the remaining devices. In most cases, this also means the user will be prompted to enter the password for the Apple ID on the device. It is recommended that you leave this item enabled.

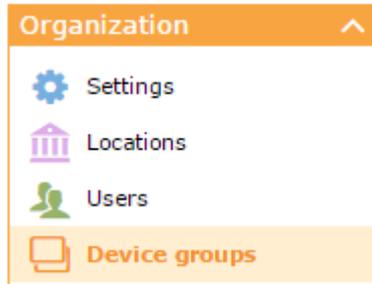
Disable device-based VPP licensing: Enable this setting if you want apps to be assigned with user-based licensing (i.e. using the iTunes account of the local user) rather than device-based licensing, even if the app and device both support device-based licensing. It is recommended to leave this setting OFF because device-based licensing is almost always preferred. User-based licensing requires each iPad be properly configured with the user's Apple ID and all VPP user setup steps, such as sending and accepting VPP invitations must be complete.

Enrollment Profile: Click the link to download an enrollment profile that can be loaded into Apple Configurator 2. See the section of this guide on [Enrolling iPads using Apple Configurator 2](#) for more details.

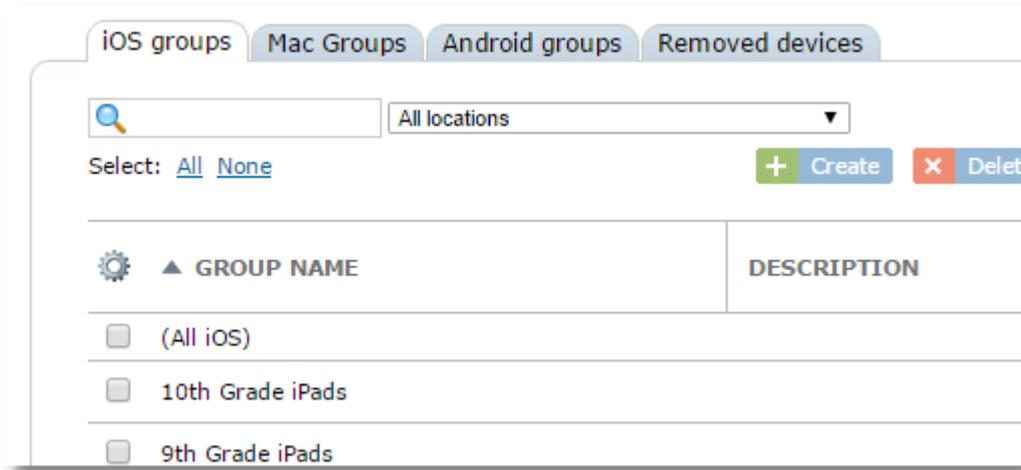
5.4 Assigning Access Rights to Device Groups

Before a teacher can manage a group of devices, including the ability to choose the group in Teacher Tools, they must be granted access rights to the group.

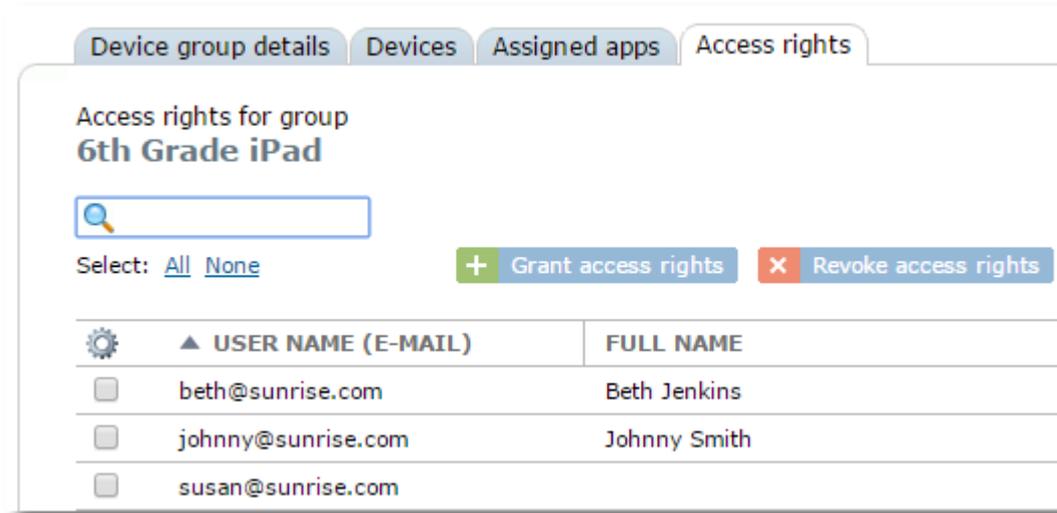
1. Choose **Device groups** from the Organization menu.



2. Click on the name of the group from the list.



3. Click on the **Access rights** tab.

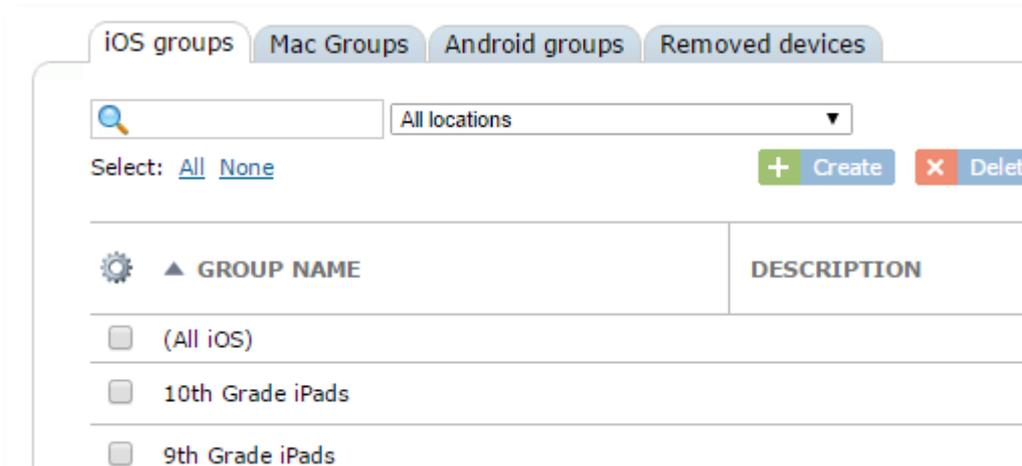


4. Use the **Grant access rights** button to add users to the list and grant them access, or choose users from the list and use the **Revoke access rights** button to remove them.



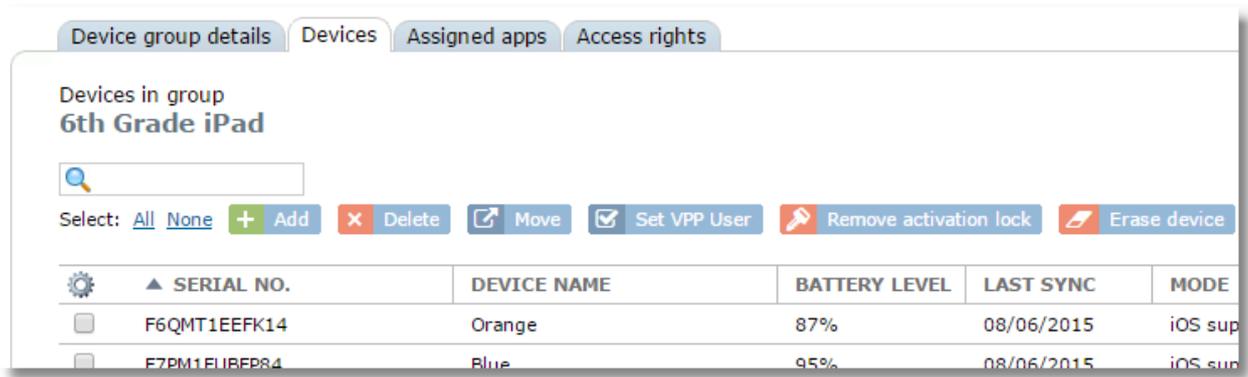
5.5 Viewing the Device List and Finding a Device

To view all devices in a group, select Device Groups from the Organization, then choose the appropriate tab.



Click any group to open it.

To view all devices for a particular device platform, use the "(All ...)" selection at the top of the groups list.



Use the search box at the top of any list to search for a device.

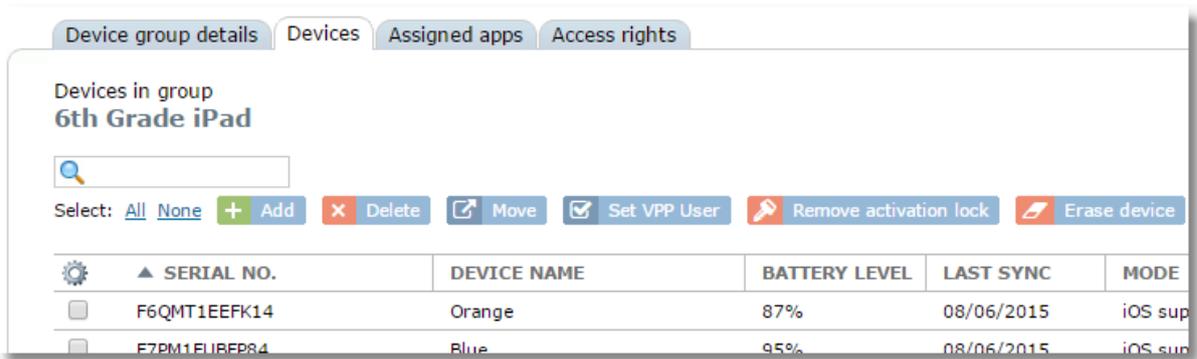
The device list table can be exported to a CSV file using the Export button: 

Use the gear icon to customize the viewable columns. Changes will be reflected in the exported CSV file.

5.6 Moving Devices to a Different Device Group

Each device can belong to only a single device group.

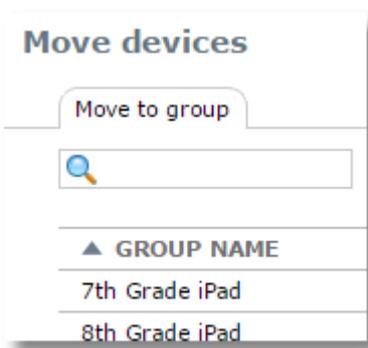
1. Select one or more devices from the device list.



2. Click the Move button.



3. From the list of available device groups, click the name of the group you want to move the device(s) into.



Note: You can only move a device to a device group of the same type, Android, iOS, or Mac.

5.7 Locating all devices in a group

You can display a map that shows the location of all Android or iOS devices in a group provided the following criteria are met:

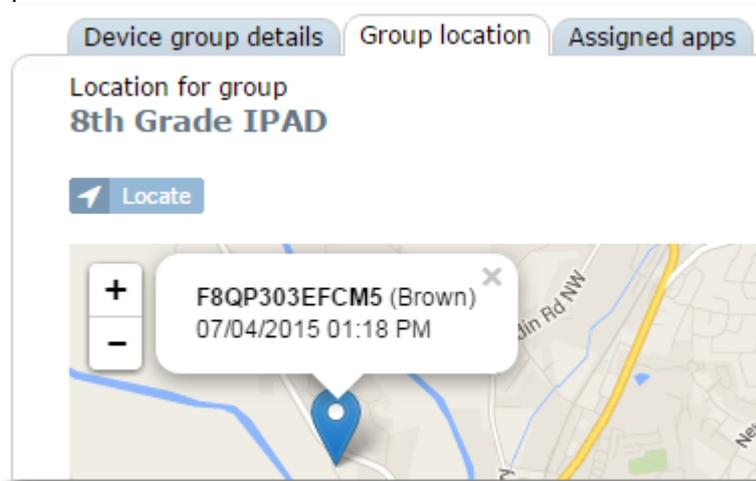
1. The location feature has been enabled for your school
2. The location feature has been enabled for the device group

For iOS devices, only those that meet the following criteria will be shown:

1. The device is in iOS Supervised mode
2. The location feature has not been disabled on the Device Details tab
3. Location services has been enabled in Settings on the iPad
4. Location services has been configured to allow access to the TabPilot Agent App (this can be done from settings, or when prompted when opening the TabPilot Agent app on the iPad)

This feature should be enabled and used only with caution, being observant of all applicable privacy laws. This function is not available to users in the teacher role.

Click on the pin for any device to display the device name and the date and time that the location was last updated.



Note: For iOS, the location functions are built with maximum privacy for the device user, offering multiple ways for locations services to be turned off. Therefore, it's not a reliable, guaranteed method for finding devices, but rather a convenience for situations where it remains enabled. The feature has largely been replaced by the new iOS Lost Mode, introduced in iOS 9.3. It is recommended that Lost Mode be used in most cases. The Location feature described here will eventually be phased out as Lost Mode becomes more commonly used. Refer to the [Lost Mode](#) section under [iOS Device Management](#) of this guide for more information.

5.8 Rebooting an Android Device

Administrators can remotely reboot an Android device by selecting a device using the **Reboot** button at the top of the device list.



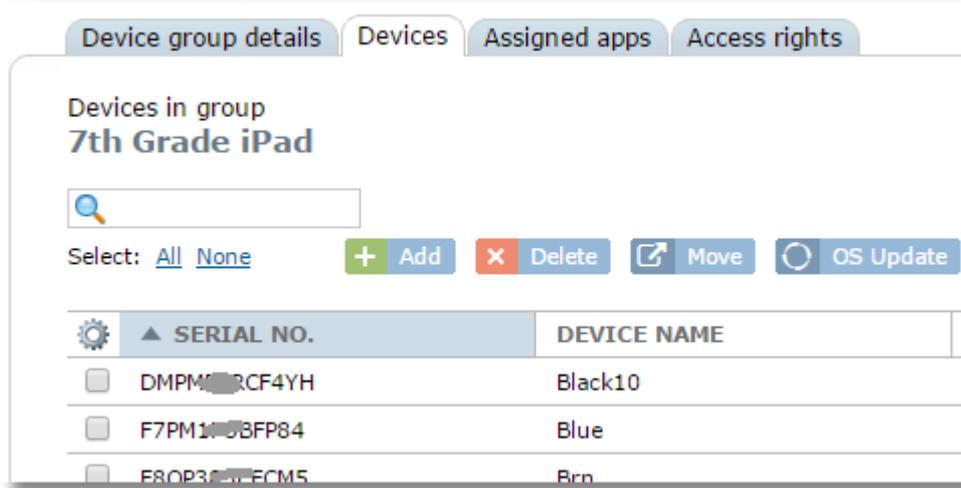
5.9 iOS Device Management

TabPilot gathers key information about the iPads it manages. You can check these details by selecting a device from the Device Group list.

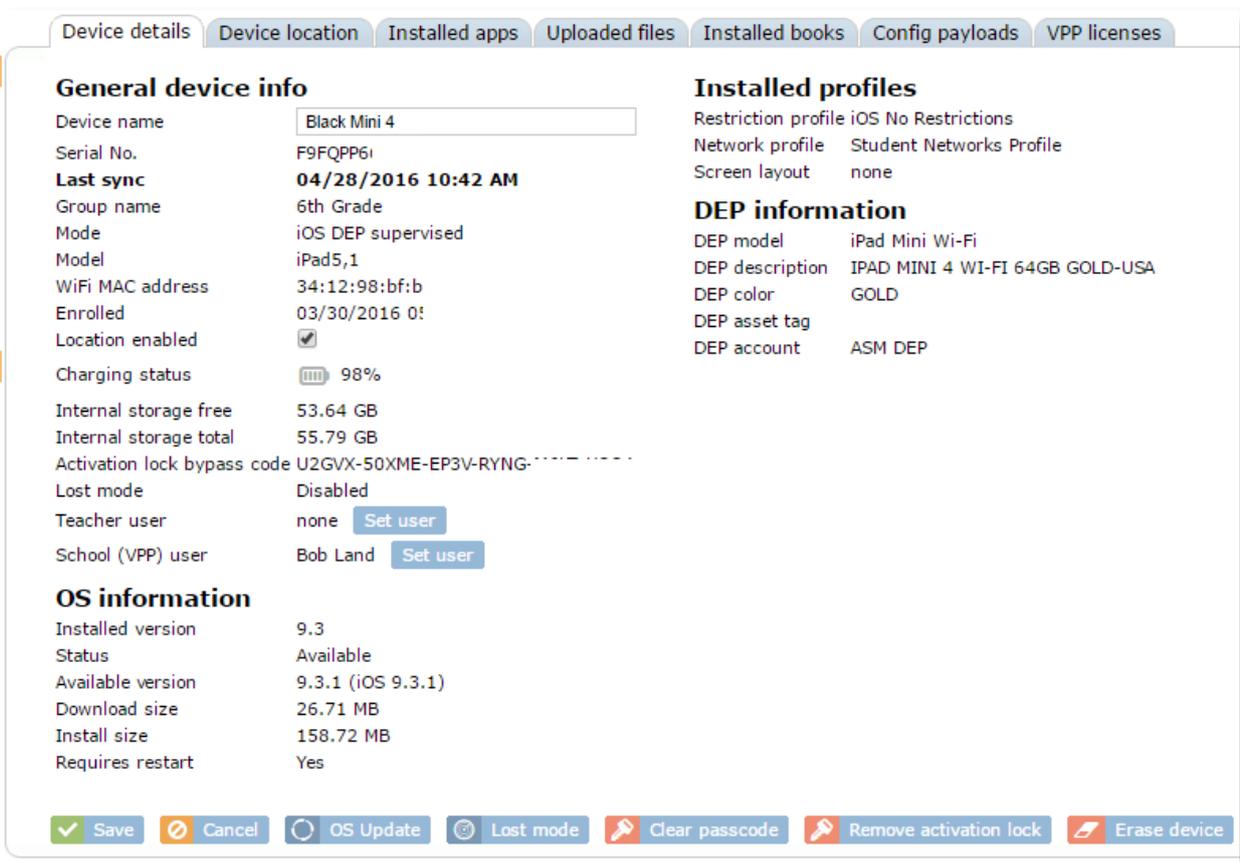
Choose **Device groups** from the Organization menu.



Click on any device group on the iOS groups tab.



Device details tab



5.9.1 Assigning a teacher or student to a device

You can assign a teacher or a student to a device using one of two methods. One method is to assign the device from the user from the user details. The other method (described here) is to assign the user from the device details. Assigning users will be helpful when using the classes feature. It will also be necessary to assign a teacher to a device if you will be using Apple's Classroom App because TabPilot needs to know which devices to send specific class rosters to.



Click the "Set user" button next to "Teacher user" or "School user" to make the assignment, then select a user from the list.

5.9.2 Rename an iOS device

To rename a device, type a new name in the **Device name** field on the Device Details tab and click **Save**.

5.9.3 Clear an iPad Passcode

To Clear an iPad passcode use the **Clear passcode** button from device details. Note that you can also clear passcodes from the Teacher Tools screen.

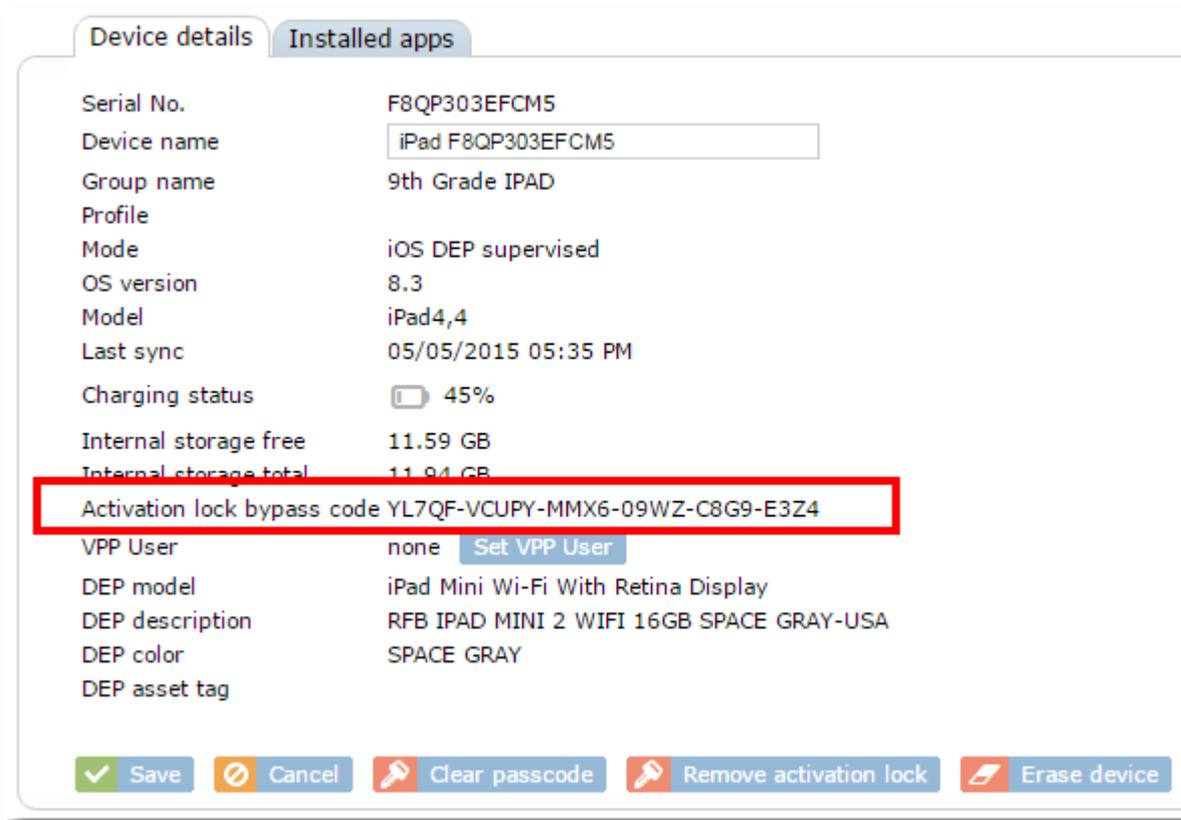


5.9.4 Activation Lock Bypass on iPad

Activation Lock is a feature of iOS 7 and above that's designed to prevent the activation of a lost or stolen device. Activation Lock is enabled when the user enables the Find My iPad feature that is available when they enter their iCloud account in Settings.

If Activation Lock is enabled for an iPad, it can become difficult for the school to reset and use the iPad again after a student turns a device back into the school without having access to the student iCloud ID and Password. The solution is to use TabPilot's activation lock bypass features.

When a supervised device (DEP or non-DEP) enrolls into TabPilot, Control Tower will capture the activation lock bypass code and store it for later. You can view the code on the device details screen:



There are two ways to use the activation lock bypass code. If the student has already reset the device and it is prompting for the login ID and password in the starting activation process, the code can be entered manually. Just leave the ID field blank, and enter the bypass code into the password field. Note that it's case sensitive!

If the device has not already been reset and is still registered in Control Tower, then an easier way to bypass the activation lock is to use the Remove Activation Lock button in device details.



Once the code is removed, you can reset the device and will not be prompted for the previous user's account info.

5.9.5 Lost Mode for iOS

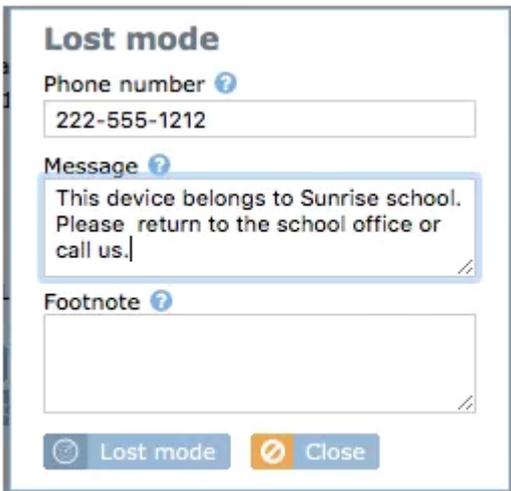
Lost Mode helps you lock and find lost devices. When initiated, you'll be prompted to enter a phone number and custom message that will appear on the device screen. The device will be locked into the screen with your message until you release it. The device will also report its location back to TabPilot, even if location services are disabled on the device.

To enable Lost Mode in iOS 9.3 or above:

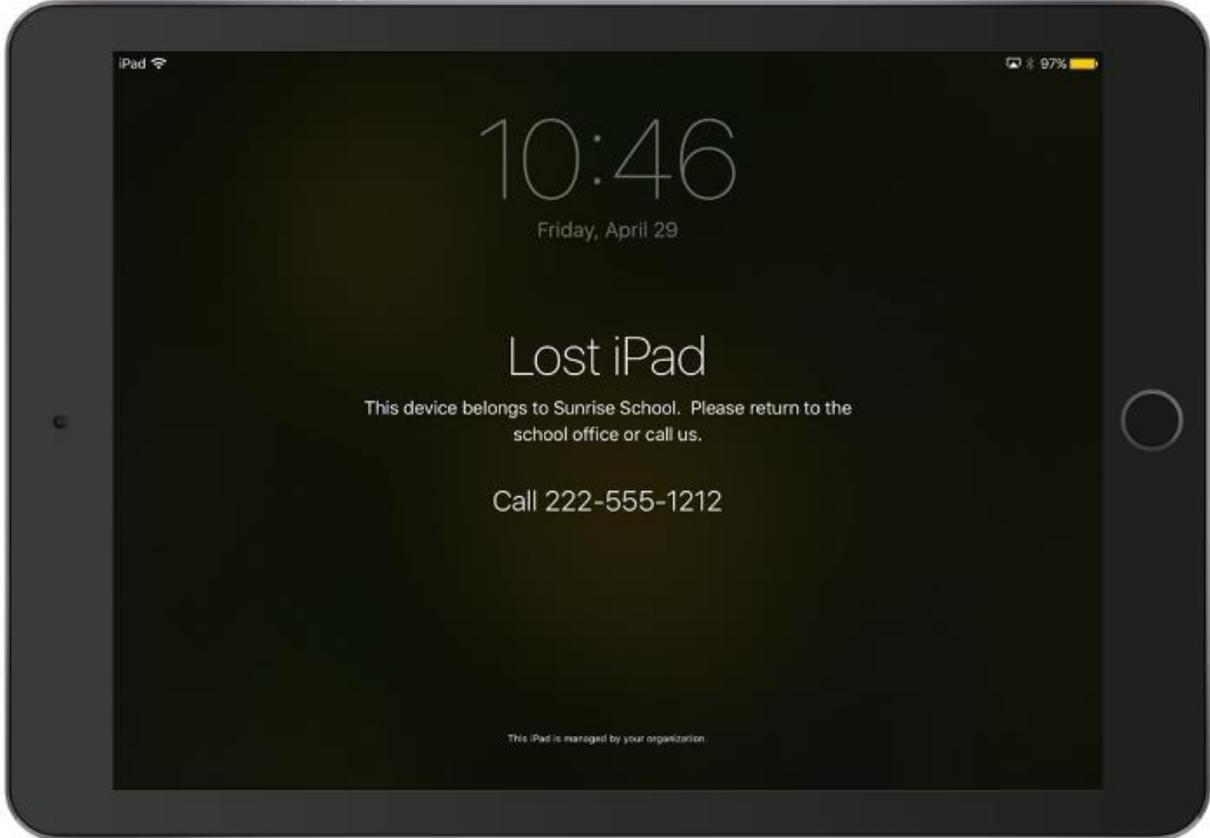
1. Go to Device Details and click the Lost mode button.



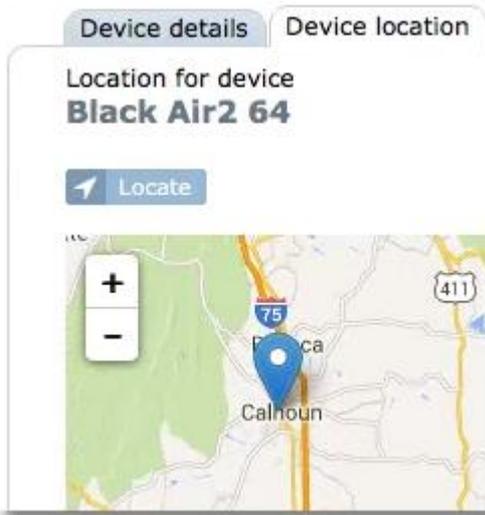
2. Enter a phone number, message, and footnote to appear on the lock screen (note that the footnote is quite small and may be difficult to read on the device). Click the **Lost mode** button to send the command to the device.



3. The iPad will lock and display your custom information. It also sends its current location to TabPilot.



4. To find the lost iPad using a map, go to the Location tab next to Device Details.

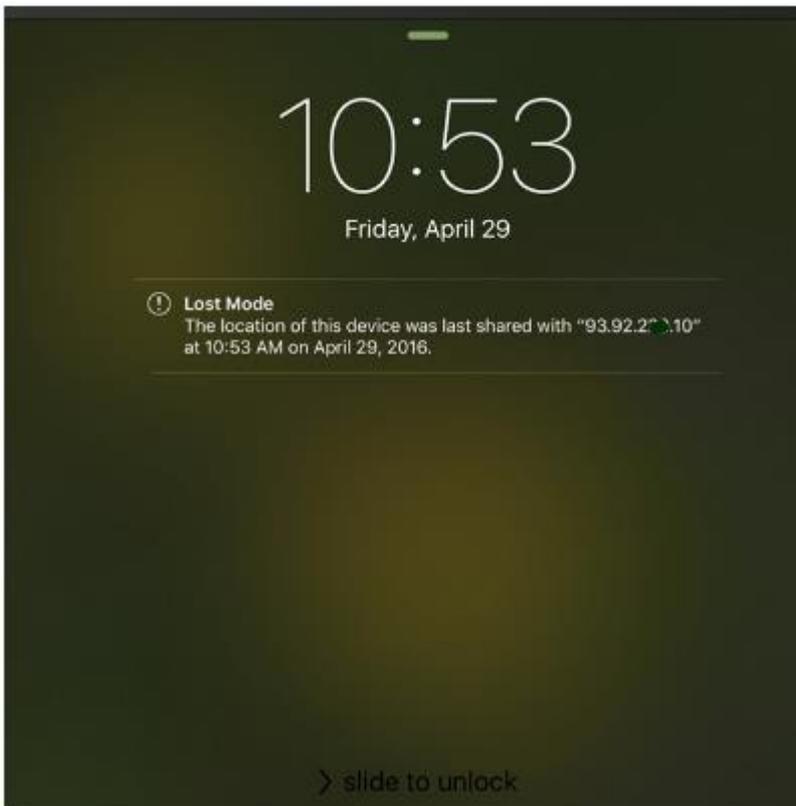


To disable Lost Mode once a device is found:

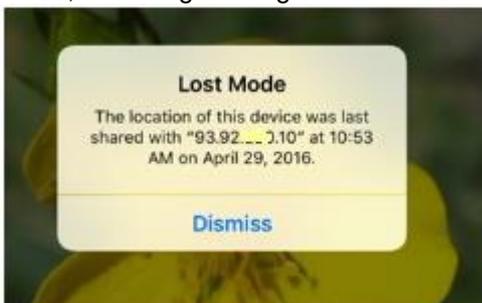
1. From Device Details, click the **Disable lost mode** button.



2. The iPad lock screen will display a message to notify the user that the device had been in lost mode and that the location information was shared.



3. After the iPad is unlocked by the user, another message is displayed to let the user know about lost mode, and the gathering of the device location.



5.9.6 Remote Wipe (erase) an iPad

To remote wipe (erase) an iPad, use the **Erase Device** button from device details. Note that if Activation Lock has been enabled (i.e. the student enabled Find my iPad) you should remove the activation lock first.



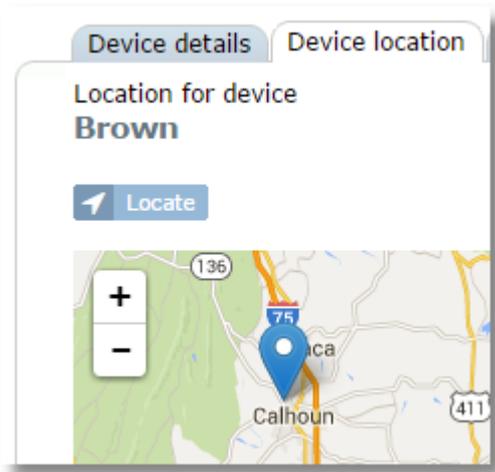
You can also erase a device or erase an entire group by using the **Erase device** button at the top of the device list.

5.9.7 Locate a Device

You can locate a device on a map with the Locations feature provided the following criteria are met:

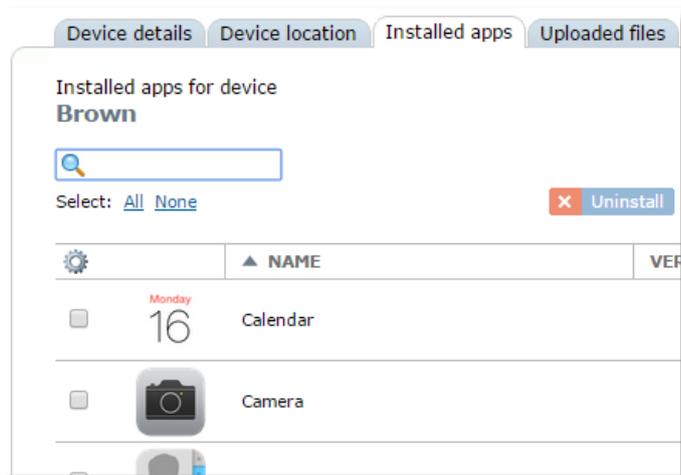
1. The location feature has been enabled for your school
2. The location feature has been enabled for the device group
3. The location feature has not been disabled for the device on the Device Details tab
4. Location services has been enabled in Settings on the iPad
5. Location services has been configured to allow access to the TabPilot Agent App (this can be done from settings, or when prompted when opening the TabPilot agent app on the iPad)

This feature should be enabled and used only with caution, being observant of all applicable privacy laws. This function is not available to users in the teacher role.



5.9.8 Listing apps or files installed on a device

Use the **Installed Apps** or **Uploaded Files** tab to find apps and files loaded on the device.



To remove an app from the Installed Apps tab: Managed apps can be removed using the **Uninstall** button on the Installed Apps tab. However, if the app is assigned to a group or class to which the device belongs, and auto-sync is enabled for the group, the app will be reinstalled during the next sync. Usually, apps are removed by unassigning them from the group or class that caused the installation in the first place.

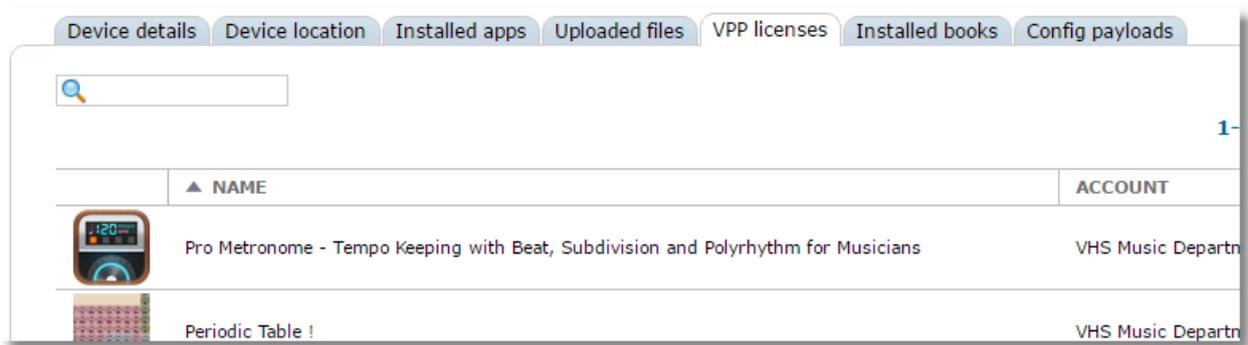


To remove a file from the Uploaded files tab: Files can be removed using the **Remove** button on the Uploaded Files tab. However, if the file is assigned to a group or class to which the device belongs, the file will be reinstalled during the next sync. Usually, files are removed by unassigning them from the group or class that caused the installation in the first place.



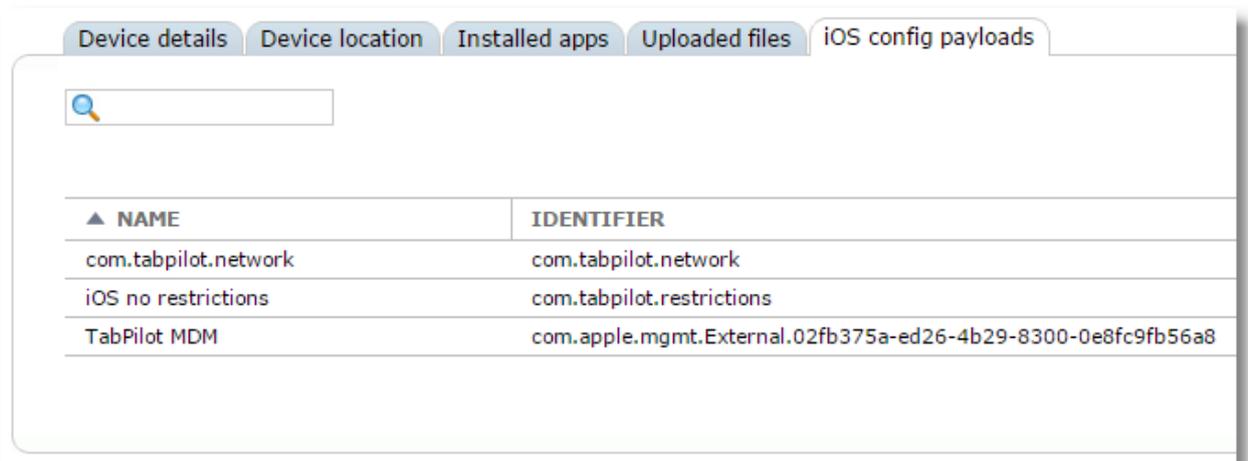
5.9.9 View VPP app and book licenses for a device

The VPP licenses tab is used to view a list of VPP app and book licenses assigned to the current device.



5.9.10 Viewing iOS profile information

The iOS Config Payloads tab provides technical details on installed profiles. Clicking on any profile will show the profile configuration payload details. This information can be useful for troubleshooting issues while working with TabPilot Technical Support. It can also be useful for identifying unwanted student-installed profiles.



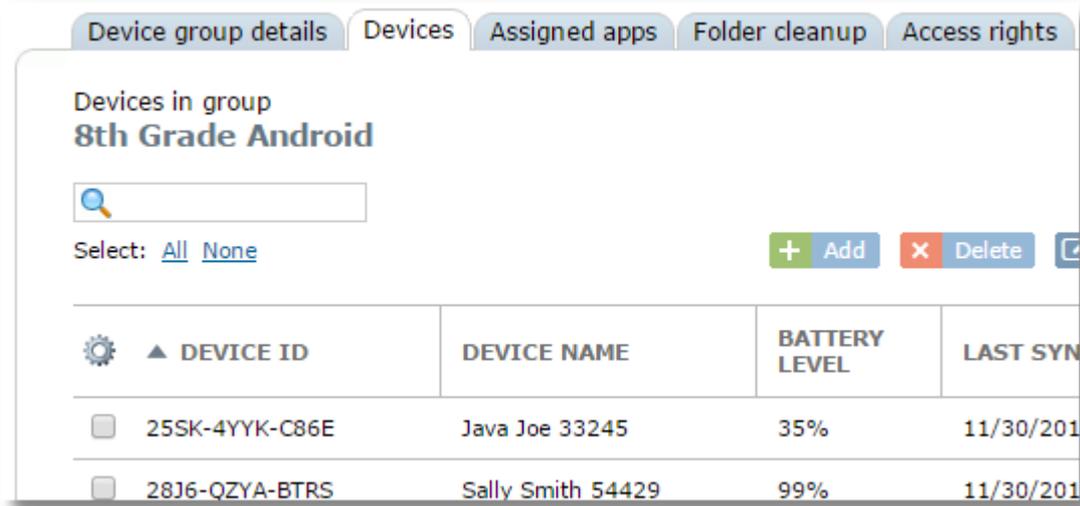
5.10 Android Device Management

TabPilot gathers key information about the devices it manages. You can check these details by selecting a device from the Device Group list.

Choose **Device groups** from the Organization menu.

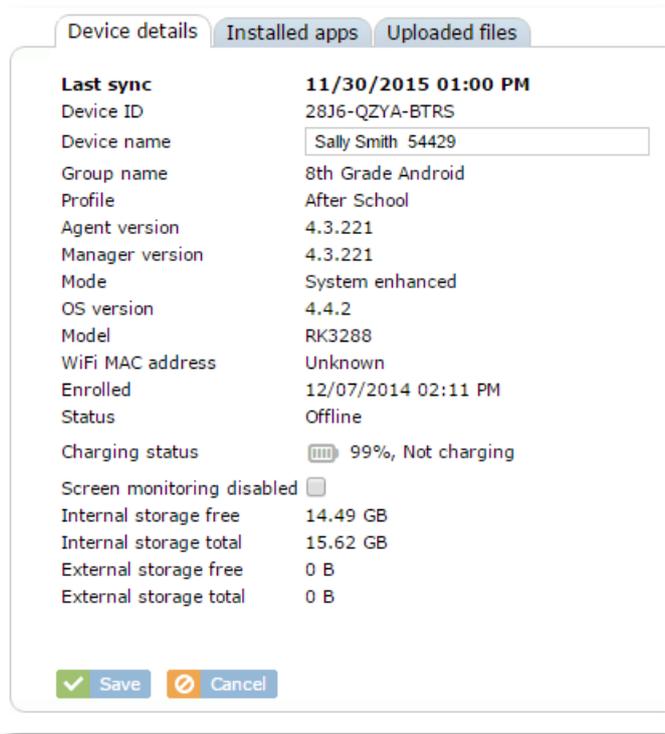


Click on any device in the device list on the **Devices** tab.



Device details tab

This screen shows key information about the device including the Device Name and TabPilot version. This same information can also be displayed on the devices table on the previous screen using the customize button (gear).



5.10.1 Rename an Android device

To rename an Android device, go to the **Device Details** tab, edit the device name, and click **Save**.

5.10.2 Disable screen monitoring

To disable screen monitoring for a device, put a checkmark in the check the "screen monitoring disabled box" on the **Device details** tab and click save. You may wish to do this on certain devices for privacy. No user, including administrators will be able to monitor a device screen if this option is enabled.

5.10.3 Listing apps installed on a device

Use the Installed apps tab to list all apps currently installed on the device.



5.10.4 Uninstalling a single app from a device

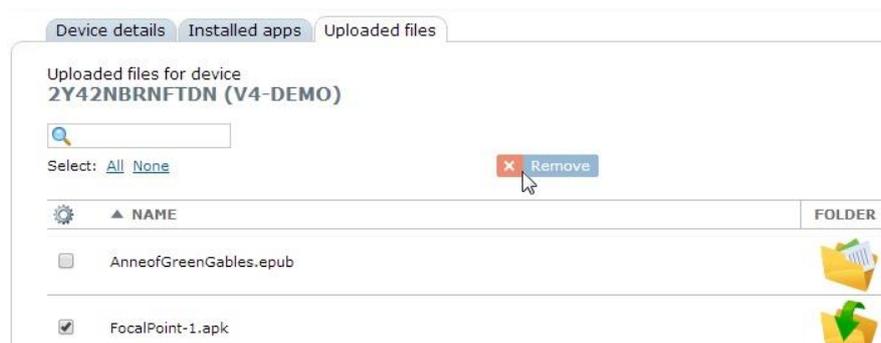
The Uninstall button allows you to remotely uninstall apps from the devices. Note, however, that if you uninstall an app from this area, and the app is assigned to the device group to which the device belongs, and the group is set for auto-sync, the app will automatically reinstall during the next sync.

See the section [Deleting one or more apps from a device](#) section of this guide for details.

5.10.5 Viewing or removing uploaded files

The Uploaded files tab will display files in the folders managed by TabPilot. From here, you can remove one or more files from the device. Note, however, that if you remove a from this area, and the file is assigned to the device group to which the device belongs, and the group is set for auto-sync, the file will automatically reinstall during the next sync.

See the section on [Content/Files](#) for details on managing files.

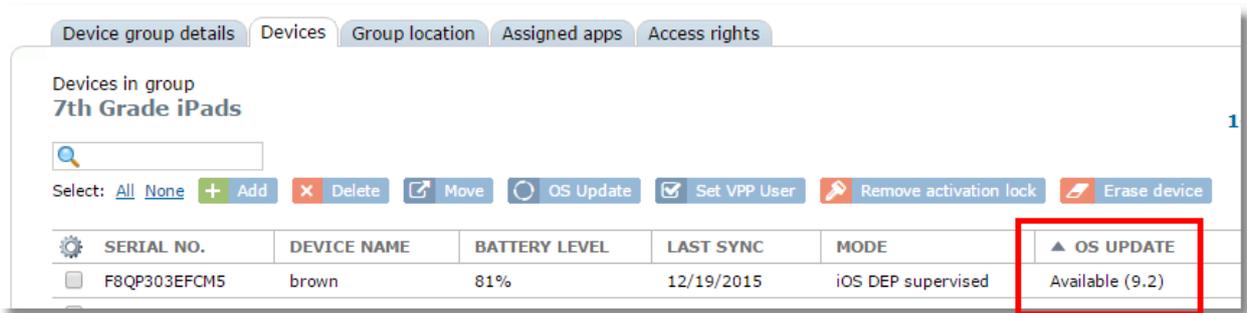


5.11 Managing iOS updates

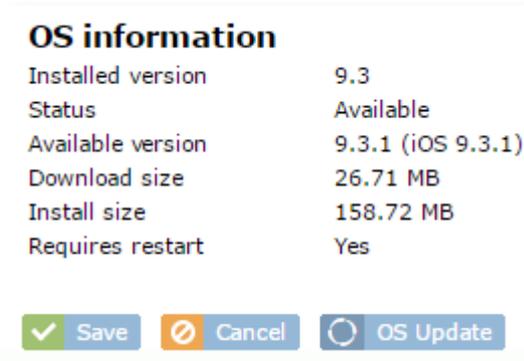
TabPilot can be used to manage updates to the iOS operating system on iPads that are enrolled in TabPilot via DEP. If your iPads are not DEP-enrolled, you can view iOS information, but will not be able to manage the update.

You can find devices that have an available OS update either from the device list or device details.

To find devices that have an available update, choose the device group or "All iOS" from Device Groups. Look for the column labeled "OS UPDATE". You can sort the list by clicking the column header to bring all devices with an available update to the top. If an update is available, the version will be indicated in the update column.



You can also find out if an update is available for a specific device in the OS information section of Device Details.

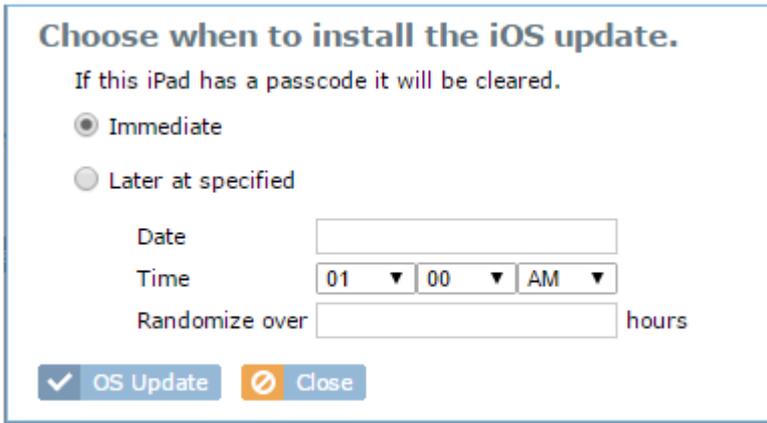


Viewing updates from this area provides additional details such as the size of the download.

To initiate or schedule the update choose the device(s) from the list or device details page, then click the OS Update button.



Choose whether you want the update command to be sent to the iPad(s) immediately, or at a scheduled time. When scheduling and update, you can send the command at a fixed time, or randomize it over a specified number of hours. Randomizing the update over a few hours can help avoid WiFi bandwidth problems if many devices are using the same WiFi access points.



5.12 Finding non-active or recently removed devices

It can be useful to know when devices have been removed from TabPilot, the reason they were removed and the user responsible for the removal. You can access this information from the **Removed devices** tab in the **Device Group** area.

Android groups iOS groups Removed devices						
<input type="text"/> All						
Select: All None 1-12						
	▲ DEVICE ID	DEVICE NAME	REASON	INITIATOR	REMOVE DATE	LAST SYNC
<input type="checkbox"/>	F7PM1FUBFP84	Blue	MDM Profile		04/24/2015	04/24/2015
<input type="checkbox"/>	F7PM1FUBFP84	Blue	MDM Profile		04/10/2015	04/09/2015
<input type="checkbox"/>	F7PM1FUBFP84	Blu	Device	john@sunrise.com	04/06/2015	04/02/2015

This is particularly useful for iPads that have not been locked down to prevent MDM removal because it allows you to know if the device is no longer connecting to TabPilot due to removal by the student. This might be more common in a BYOD environment. The **Remove Date**, **Initiator**, and **Last Sync** fields are particularly helpful in this scenario. You may wish to sort the table by **Last Sync** or **Remove Date** (click the column heading).

Reason Codes:

- MDM Profile = profile was removed on device
- Device = particular device was removed from CT
- Group = entire group was removed from CT

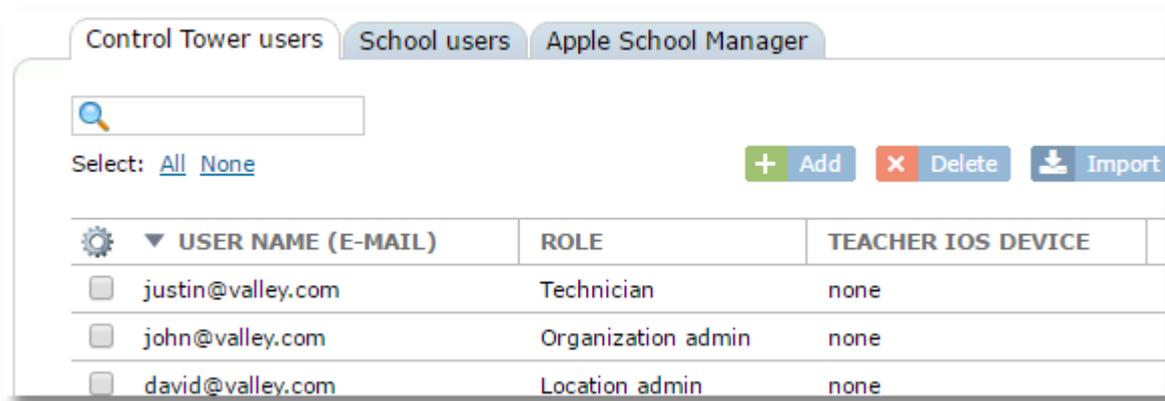
6 Managing Users

Select **Users** from the School menu for the user management area.



6.1 Control Tower Users

The **Control Tower Users** tab is for managing users who have an account for logging into Control Tower including teachers, technicians, and administrators. Each user account in this area is assigned an ID and password to log into Control Tower and access functions assigned to their role.



Users can belong to one of four roles:

- **Organization Admin:** access to all locations and all functions in the system
- **Location Admin:** access to locations and features enabled by the district admin (if any) and configured in [Settings / Permissions](#)
- **Technician:** access to locations and features enabled by the district admin (if any) or location admin and configured in [Settings / Permissions](#)
- **Teacher:** access to limited locations and features as set by users of higher role levels and configured in [Settings / Permissions](#)

6.1.1 Importing Control Tower Users from a File

To import a list of users, you need to provide a CSV (comma separated values) file with the users. You can save to CSV from any spreadsheet program or export to CSV from most management systems.

The CSV file should have the following fields, in order:

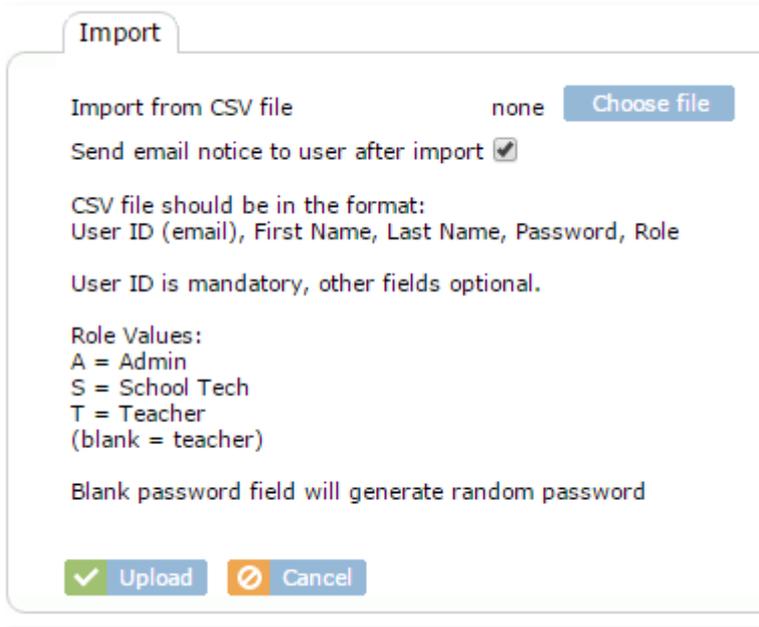
Email, First Name, Last Name, Password, Role

- Do not use a header row.
- Email, First Name, and Last Name are required.
- For Role use A for Administrator, S for School Technician, or T for Teacher. If blank, user will be assigned to the Teacher role.
- If Password is left blank, a random password will be assigned.

1. Click the import button.



2. Click the Choose File button.



3. Browse and select the CSV file to import
4. Control Tower will automatically send an email to each user to notify them of their login credentials and the login URL. Uncheck the box "Send email notice to user after import" if you don't want the system to do this.
5. Click the Upload button
6. The confirmation prompt will show the values of the first record in the file.



View the sample record to be sure the fields are in the correct order, then click Yes to complete the import.

6.1.2 Adding Control Tower Users Manually

Click the Add button.



Enter a user name or e-mail address for the user. We highly recommend using an e-mail address because this will allow the user to access the “forgot my password” feature if they forget their password.

The system will automatically create a random password for the user. If you wish to enter a password manually, uncheck the box "Create random password" to clear the password fields so that you can enter your own.

User details

User name (e-mail)	<input type="text" value="cjohanson@valley.com"/>
Create random password	<input checked="" type="checkbox"/>
Password	<input type="password" value="*****"/>
Password again	<input type="password" value="*****"/>
Notify user via email	<input checked="" type="checkbox"/>
Role	<input checked="" type="radio"/> Teacher <input type="radio"/> Technician <input type="radio"/> Location admin <input type="radio"/> Organization admin
Location	<input type="checkbox"/> Adam's Street Middle School <input type="checkbox"/> District Office <input type="checkbox"/> Eastside Elementary <input type="checkbox"/> Philips Elementary <input checked="" type="checkbox"/> Valley View High School <input type="checkbox"/> Westside Elementary
First name	<input type="text" value="Cassandra"/>
Last name	<input type="text" value="Johanson"/>
Notes	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

✓ Save
✗ Cancel

Notify user via email: When selected, this option will send an email to the user notifying them of their login ID and password immediately after you click Save.

Role: Sets the role for the user

Location: Set at least one location for the user. Users will be able to choose selected locations under the Location menu in Control Tower. This will also assign them Access rights to the location (as shown in Locations on the Access rights tab).

Notes field: Use the Notes field for any additional information you wish to record, such as department or location. This information will be searchable in other areas of TabPilot to help you find users that meet a specific criteria.

6.2 School Users

The **School Users** tab is for managing student accounts or accounts of users who only need to receive VPP app and book assignments and don't need to login to Control Tower. Typically, this would be your list of students.

The School users tab will also show users that were pulled in from your Apple School Manager account. When users are added from ASM, TabPilot will automatically associate them with all VPP accounts so that they can receive app assignments.

USER ID	FIRST NAME	LAST NAME	USER NAME (E-MAIL)	GRADE	STATUS	ASSIGNED DEVICES
2	Adam	2	adam2@notrealemail.com			
3	Bob	McDonald	bob@mcdonald			
100	David	Pasqua	david@tabt.com		VPP Primary: Associated	map m
102	Adam	Cusick	adam@notrealemail.com		VPP Primary: Registered	ill red

6.2.1 Importing School Users from a File

To import a list of users, you need to provide a CSV (comma separated values) file with the users. You can save to CSV from any spreadsheet program or export to CSV from most management systems.

The CSV file should have the following fields, in order:

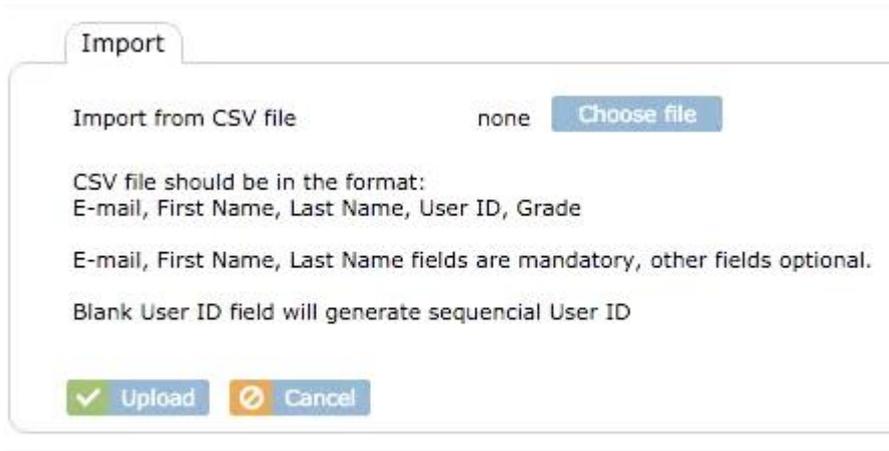
E-mail, First Name, Last Name, User ID, Grade

- Do not use a header row.
- Email, First Name, and Last Name are required.
- If the User ID field is left blank, TabPilot will generate sequential ID numbers during import.

1. Click the import button.



2. Click the Choose File button.



3. Browse and select the CSV file to import then click the **Upload** button.

6.2.2 Adding School Users Manually

1. Click the Add button.



2. If the user will receive an invitation to accept user-assigned VPP apps or iBooks, check the box for the VPP account to use. Note: this is not the preferred method for app assignment, as device-based assignments are recommended.
3. The system will automatically generate a User ID, but you can replace it if desired.
4. Enter a first and last name (required).
5. Optionally, enter a grade.
6. If you wish to send an email invitation to accept user-assigned VPP apps or iBooks, check the box for "Send VPP email invite". This is not the preferred method for app assignment. Also, if you do need to send invitations, device-based invitations are preferred to email invitations in most cases since they must be accepted on the correct device.

School user

VPP accounts	<input type="checkbox"/> Main VPP account
User ID	<input type="text" value="5"/>
E-Mail	<input type="text" value="joe@schools.com"/>
First name	<input type="text" value="Joe"/>
Last name	<input type="text" value="Test"/>
Grade	<input type="text" value="9"/>
Send VPP email invite	<input type="checkbox"/>

✓ Save
✗ Cancel

6.2.3 Adding Student Photos

To add a student photo, select the student account from the School Users tab. Click the Set photo button and browse to add a photo. You will be able to rotate or zoom to a selected area of the photo before saving.

6.2.4 Assigning a device to a student

There are two ways to assign a device to a student. One method is to assign the student from the device details. The other method is to assign the device from the student details.

1. Select a student from the School Users list to view student details.

2. Click the Add button next to "Assigned devices"
Assigned devices + Add
3. From the list of devices, select the device to assign and click Save.

Devices in group		Select: All None
DEVICE ID	DEVICE NAME	
<input type="checkbox"/> F6QQK09XG5VW	big bk	
<input type="checkbox"/> F6QQL07RG5W0	Big RED	
<input type="checkbox"/> DMPMPBRCE4YH	Back in Black	

6.2.5 Delete (purge) student photos

To delete one or more student photos, select the student(s) from the School Users list and use the Purge Photos button.

 Purge photos

6.3 Apple School Manager Users

After configuring the DEP account from your Apple School Manager account, TabPilot will pull in your ASM class roster and populate the Apple School Manager tab. This list is for reference only. The IDs themselves are managed through ASM.



 ▲ NAME	APPLE ID	SOURCE	GRADE	ROLE
<input type="checkbox"/> Albert Einsetin	albert@tabpilot.com	MANUAL	8	
<input type="checkbox"/> Betty Bop	bettybop@tabpilot.com	MANUAL	8	
<input type="checkbox"/> Billy Student	billystudent@tabpilot.com	MANUAL	9	

Because each user also needs to receive VPP app assignments, TabPilot also adds these IDs to the School users tab and associates them with all VPP accounts.

The **Push roster to Classroom app** button will force-push any changes to class rosters out to the appropriate student and teacher devices to make the Apple Classroom app for iOS work properly. This button is only for backup purposes though. Normally, TabPilot automatically pushes out roster changes any time a change is made in a class roster including adding or removing students or assigning student and teacher devices.

7 Network Profiles

Network Profiles allow for the configuration of WiFi Networks, Global Proxies, Certificates, and Apple TV devices.

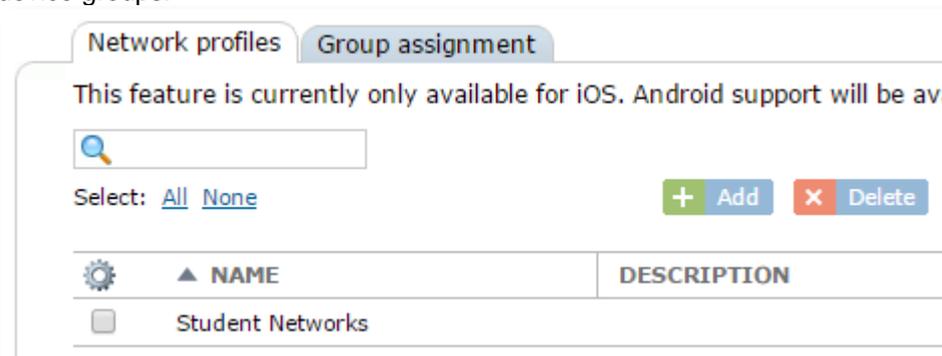
Each Network profile can consist of multiple WiFi Network definitions (SSIDs, passwords, etc.) in combination with the Proxies, Certificates and Apple TV definitions. Each device group can then be assigned to use a specific Network Profile. Once assigned, all defined items are pushed to the devices in the group.

Only one Network Profile can be assigned to a device group.

To configure Network Profiles, choose **Network Profiles** from the School menu.



Tabs are available to show existing Network profiles and configure the assignment of Network profiles to device groups.



7.1 Adding, Editing, Deleting Network Profiles

To add a Network Profile:

Click the Add button.



Complete the fields and click **Save**.

Settings with "iOS" marked next to the box only take effect on iOS devices.

Name: enter a descriptive name, such as Student Network

Description: enter an optional description

Allow only listed Apple TVs: When selected, devices will not be able to browse for Apple TVs, but will only see the ones configured through TabPilot when the iPad user launches AirPlay from the device. This setting only takes effect on iOS devices.

Save Apple TV passwords on iPads: If checked, passwords for each configured Apple TV in the profile will be saved to the iPads. This will allow the iPad user to launch AirPlay on their iPad and connect to any Apple TV in the list. In most cases, this setting should be disabled for profiles assigned to student iPad groups. Even if this setting is disabled, teachers will be able to use the AirPlay feature in Teacher Tools to connect a student iPad to a selected Apple TV. In this case, the password will be entered to make the connection, but will not be stored on the iPad for future use directly by the student. It might be handy to have this setting enabled for teacher iPads groups.

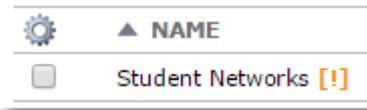
After creating a Network Profile, it will appear in the Network Profile list. Click the name of the profile to edit available options.

To Edit a Network Profile:

Click the Network Profile name from the list:

	NAME	DESCRIPTION
	Student Networks	

Note: When you make changes to a network profile, such as adding or changing an SSID or proxy setting, the changes do NOT take effect on devices in the assigned device group until you reapply the network profile to that group. You can do this by simply clicking Assign & Apply button again on the Group Assignment tab. A warning symbol will appear next to changed profiles that need to be reassigned to help remind you.



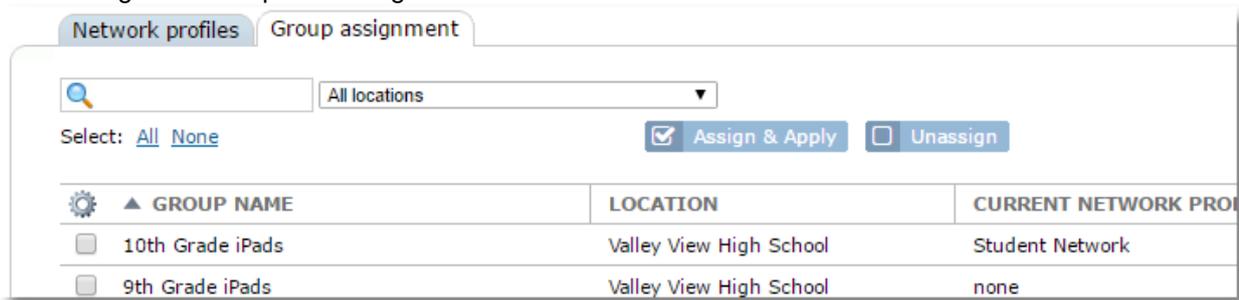
To Delete a Network Profile:

Select the checkbox next to the Network Profile to delete and use the Delete button.



7.2 Assigning Network Profiles to Device Groups

Network profiles are assigned to device groups on the Group assignment tab. Each device group may only have a single network profile assigned.



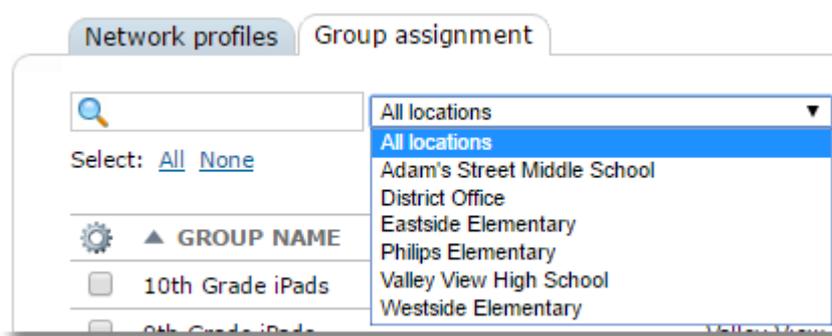
Click the group name(s) and use the Assign & Apply button to choose which profile should be assigned to the group(s).



Use the Unassign button to remove a network profile from a group.



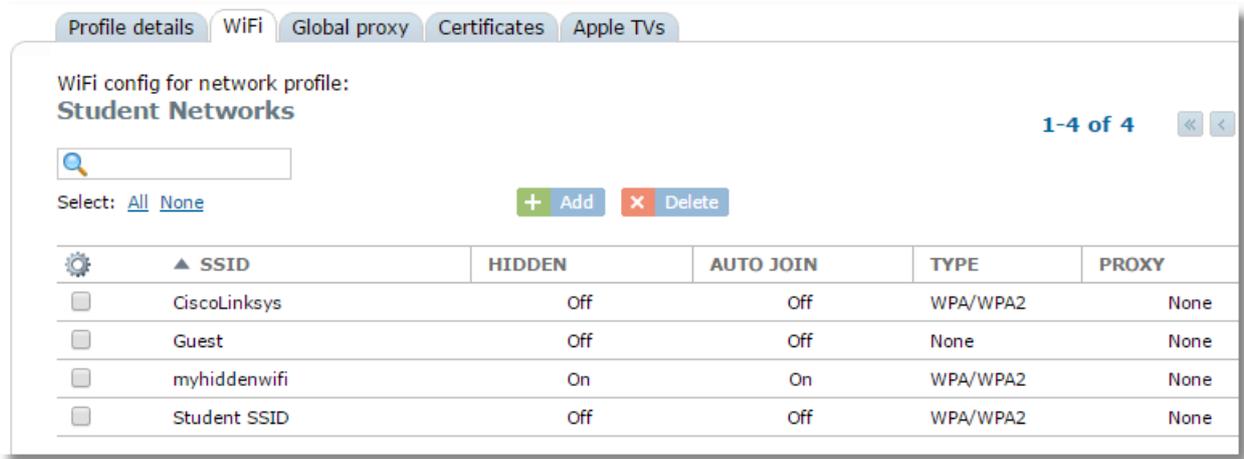
You can filter the list to show only groups in a specific location using the location filter at the top of the list.



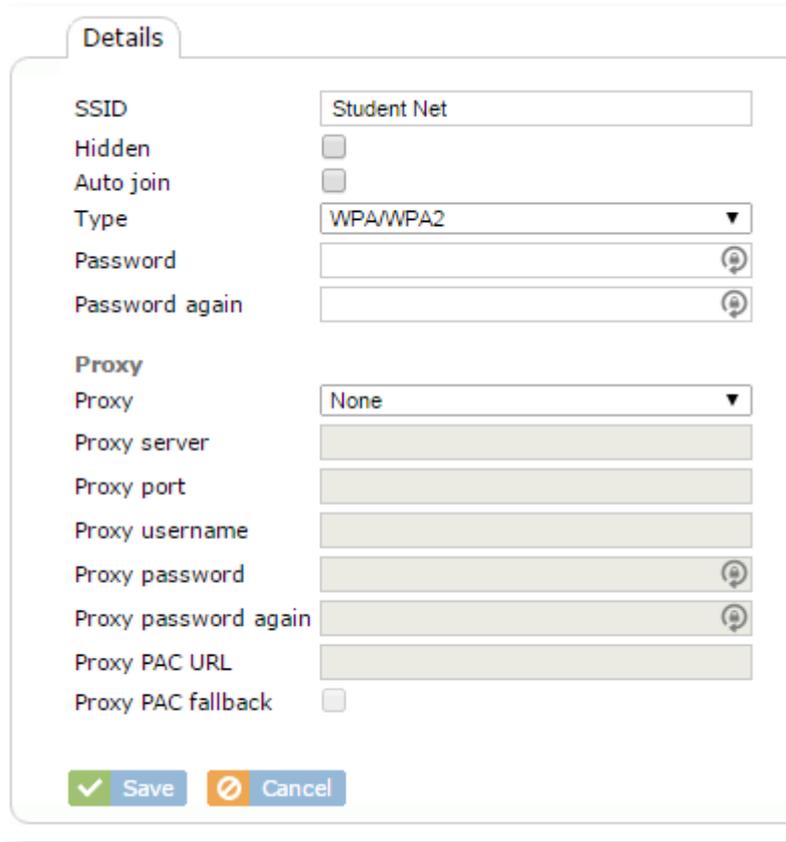
7.3 WiFi

Click the name of any Network Profile from the list, then choose the **WiFi** tab to configure WiFi settings.

Use the **Add** button to set up a single WiFi SSID. Use the **Add** button additional times to configure more SSIDs.



For each SSID, complete the fields on the Details tab, then click **Save**.



Note that the Proxy settings on the **Details** tab are for configuring a proxy that only applies when using that SSID. This is NOT the same as a Global Proxy, which will take effect on all network connections and is configured on the Global Proxy tab instead.

Android Compatibility Notes:

Auto-join is not supported on Android.

Proxy settings may not be compatible with all versions of Android on all device types. The proxy settings have been tested and are known to work on Android 5.X devices running in TabPilot Enhanced or Standard Mode and all devices running Samsung Enhanced Mode on Android 4.X and 5.X.

PAC Fallback is not supported on Android

7.4 Global Proxy

Use the **Global Proxy** tab of a Network Profile to configure a global proxy for the current Network Profile.

The screenshot shows the 'Global proxy' tab selected in a network profile configuration interface. The profile name is 'Student Networks'. The configuration options are as follows:

- Proxy:** Manual (selected from a dropdown menu)
- Proxy server:** server.proxy.org
- Proxy port:** 8080
- Proxy username:** (empty text field)
- Proxy password:** (empty text field with a password icon)
- Proxy password again:** (empty text field with a password icon)
- Proxy PAC URL:** (empty text field)
- Proxy PAC fallback:**
- Proxy captive login:**

A green checkmark icon and a 'Save' button are located at the bottom left of the configuration panel.

There can only be a single Global Proxy per profile.

Once sent to the iPad, the Global Proxy will be in effect regardless of which WiFi network the iPad user connects to. For schools, this is the solution for forcing all Internet traffic back through your filter even when the iPads are used off-site.

CAUTION: Be careful when configuring a Global Proxy. If you configure the Global Proxy in error and then send that to the devices, they can get locked out of the Internet completely, which can prevent them from receiving any correction from Control Tower.

Android Compatibility Note

Global Proxy settings are not compatible with all versions of Android on all device types.

PAC Fallback is not supported on Android

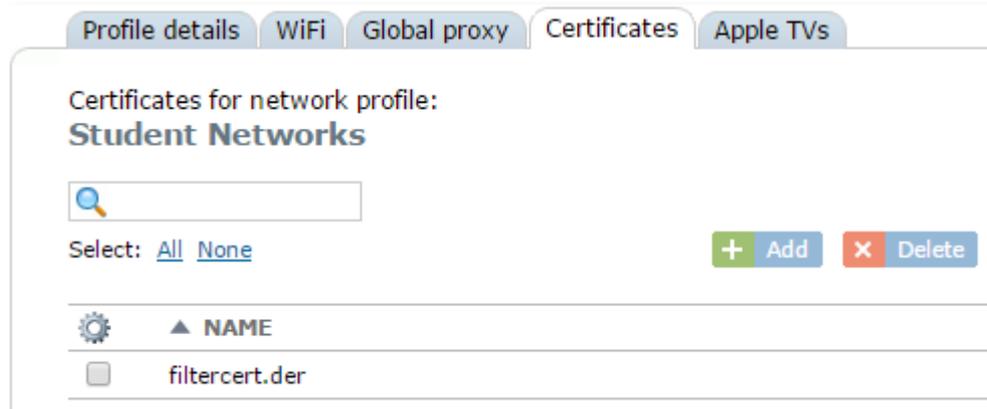
Captive Login is not supported on Android.

Global Proxy settings have been tested and are known to work on:
 Devices in TabPilot System Enhanced Mode running Android 5.X for proxy types auto and manual
 Devices in Samsung Enhanced Mode running Android 4.X or 5.X for proxy type manual

Global Proxy settings have been tested and are known NOT to work on:
 Devices in TabPilot Enhanced or Standard mode running Android 4.X
 Devices in TabPilot Standard mode running Android 5.X

7.5 Certificates

Use the **Certificates** tab of a Network profile to upload any certificate that you would like to distribute to the devices. This is often used in schools for the web filter certificate for filters that need to decrypt HTTPS traffic.



Download the necessary certificate to your computer, then upload it here using the **Add** button.

The certificate will be distributed to devices once the Network Profile is assigned to the device group.

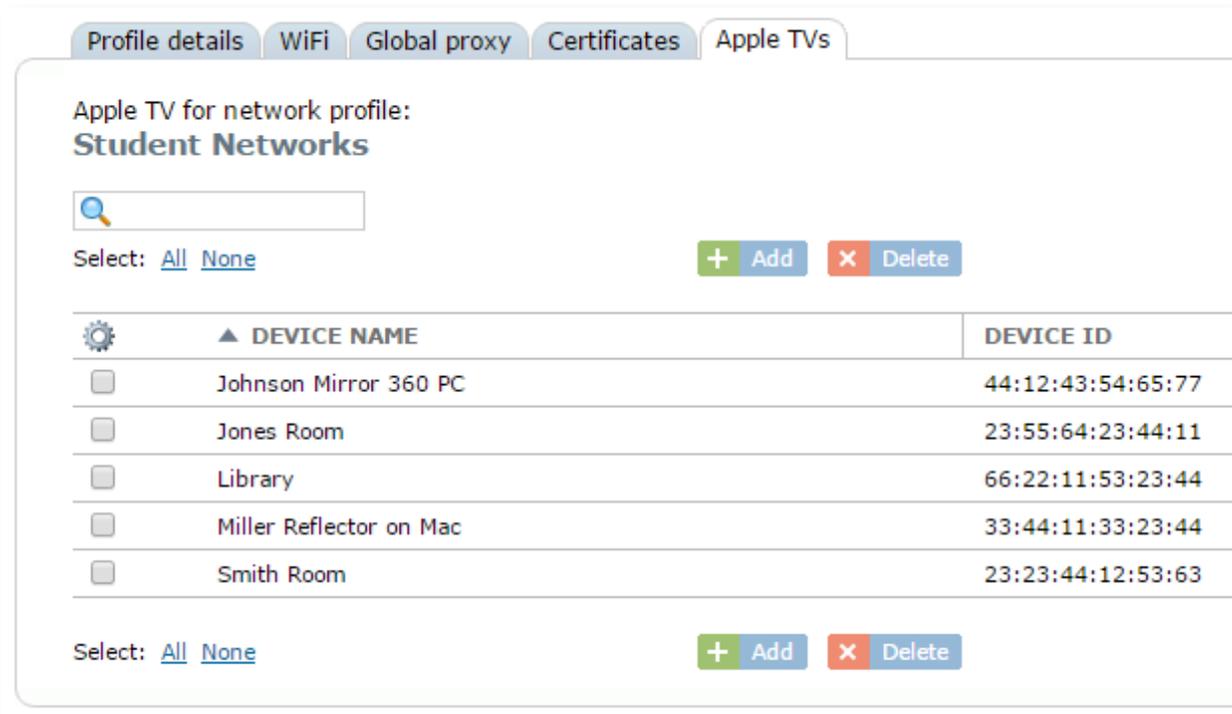
Android Compatibility Note:

Certificate installation and removal are not compatible with all versions of Android on all device types

Android 4.X		
TabPilot Enhanced Mode	Adding: Yes, via Android UI	Removing: No
TabPilot Standard Mode	Adding: Yes, via Android UI	Removing: No
Samsung Enhanced Mode	Adding: Yes	Removing: Yes
Android 5.X and above		
TabPilot Enhanced Mode	Adding: Yes	Removing: Yes
TabPilot Standard Mode	Adding: Yes, via Android UI	Removing: No
Samsung Enhanced Mode	Adding: Yes	Removing: Yes

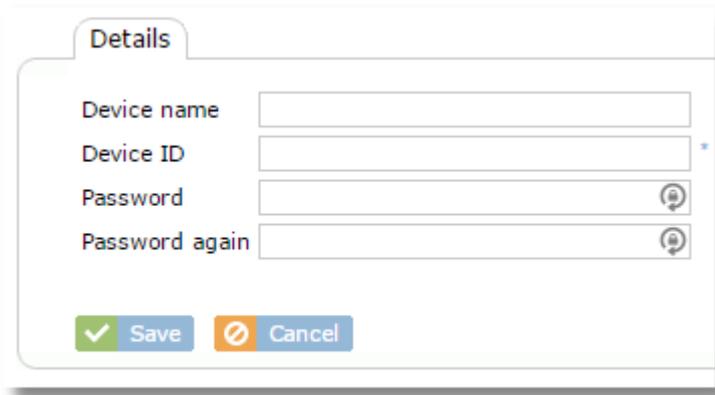
7.6 Apple TVs

Use the **Apple TVs** tab of Network Profiles to configure each Apple TV device whose credentials you would like to send to the iPads using the Network Profile. This allows the iPads to connect to an Apple TV device using AirPlay without the need to know or enter the password of the Apple TV. This also allows the teacher to use the AirPlay function in Teacher Tools to choose a student device and send a command to the device to start broadcasting to a selected Apple TV to display the student iPad to the class.



Add or remove Apple TV devices to the list with the Add and Delete buttons.

When adding an Apple TV, you will need to enter the Device ID. The ID is found from the device itself and is in the form xx:xx:xx:xx:xx:xx.



Details

Device name

Device ID

Password 

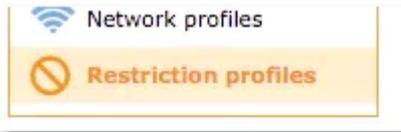
Password again 

TIP: Want to use your computer and projector to display a student iPad without an Apple TV? Look for third-party apps that allow iPad mirroring to computers such as Mirroring 360 from Splashtop and Reflector from Squirrels. Some apps even allow multiple iPads to be on your screen (and projector) at the same time. When using one of these apps, you'll use the network card's physical address as the Device ID. On Windows, this can be found from the command prompt with IPCONFIG /ALL.

8 Restriction Profiles

8.1 iOS Restriction Profiles

Access iOS Restrictions profiles by choosing Restriction profiles from the Organization menu.



Click the tab for iOS restriction profiles



To create a profile:

1. Click the **Add** button.



2. Enter a name and optional description for the profile. Choose the "shared" checkbox if you wish for this profile to be available for other teachers to activate (in most cases this is not needed). Click **Save**.

 A form titled 'Restriction profile details' with the following fields:

- Name: [text input field]
- Description: [text input field]
- Type: iOS
- Shared:
- Owner: johnny@sunrise.com [dropdown menu]

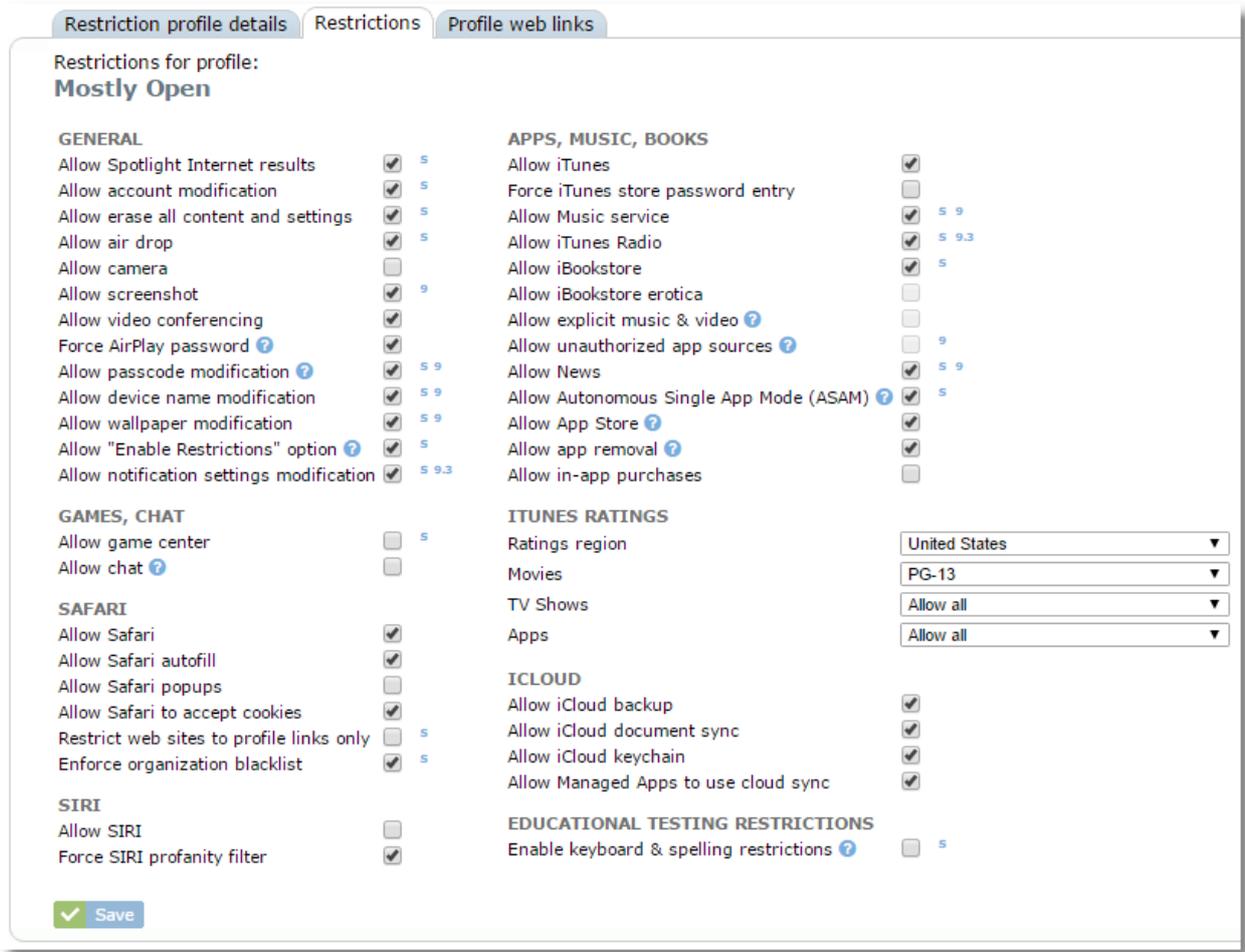
 At the bottom are two buttons: a green 'Save' button with a checkmark and a blue 'Cancel' button with a crossed-out circle.

Administrator Note: Teachers can only edit or delete a profile if they are the profile owner. The Owner box allows you to create a profile on behalf of a teacher and set them to be the profile owner.

3. Your new profile will now be available in the profile list.

To set iOS Restrictions:

Choose a restriction profile from the list to edit the settings on the Restrictions tab.



Use the checkboxes to select or deselect items, then click Save.

Items marked with a small 's' are only available on supervised devices.

Items marked with a small '9' or '9.3' require that version of iOS or higher.

Use the "?" icon next to items for a further description of the restriction.

Use the ITUNES RATINGS area to choose an allowed level of media that can be downloaded from the App Store or iTunes. Items with higher ratings will be excluded from searches and thus cannot be installed.

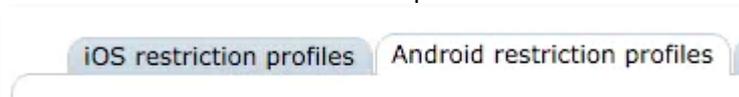
Note that the "Allow unauthorized app sources" setting is sometimes called the "enterprise app restriction" setting. This setting will prevent users from accepting 3rd party app stores as sources of apps, as they are often illegal and/or dangerous.

8.2 Android Restriction Profiles

Access Android Restrictions profiles by choosing Restriction profiles from the School menu



Click the tab for Android restriction profiles



To create a restriction profile:

1. Click the **Add** button.



2. Enter a name and optional description for the profile. Choose the "shared" checkbox if you wish for this profile to be available for other teachers to activate (in most cases this is not needed). Click **Save**.

 A form titled "Profile details" with the following fields:

- Name: [text input field]
- Description: [text input field]
- Type: iOS
- Shared:
- Owner: [dropdown menu showing "sunrisetech@sunrise.com"]

 At the bottom are two buttons: a green "Save" button and an orange "Cancel" button.

Administrator Note: Teachers can only edit or delete a profile if they are the profile owner. The Owner box allows you to create a profile on behalf of a teacher and set them to be the profile owner.

3. Your new profile will now be available in the profile list.

To set Android restrictions:

Choose a restriction profile from the list to edit the settings on the Restrictions tab.

 A form titled "Restrictions" for the "Advanced Math Profile". It contains the following settings:

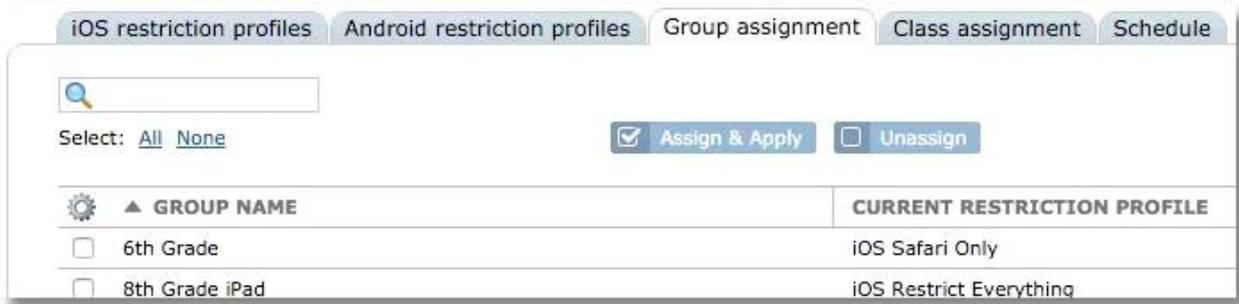
- Allow Google Play:
- Allow settings:
- Allow camera:
- Allow YouTube:

 At the bottom is a green "Save" button.

If licensed, the profile can also contain Launch & Lock settings.

8.3 Assigning restriction profiles to devices

To assign a Restriction Profile to a Device Group, click on a profile from the list and choose the Group assignment tab.



Select the group(s) from the list, then click the Assign & Apply button



From the list of restriction profiles, click to choose the one you would like to assign.



The assignment takes effect immediately on all affected devices. If devices are off-line, they will pick up the new assignment when they come online again.

8.4 Assigning restriction profiles to classes

Restriction profiles work a little differently when applied to classes. When you assign a restriction profile to a class, it is only active for a configured length of time (typically a class period). You will have an option to set the length of time during the assignment.

IMPORTANT CONCEPT: When a restriction profile is assigned to a class, it replaces the restrictions that were applied to the group. In other words, the device will be governed only by the restrictions assigned to the class, and not a combination of both. At the end of the scheduled time, the class restriction profile is removed and the one assigned to the device group is activated on the device again.

To assign a Restriction Profile to a Class, click on a profile from the list and choose the Class assignment tab.



Select the group(s) from the list, then click the Assign & Apply button



Choose either the length of time (in minutes) that the profile should remain active, or set a specific end date and time.

Assigning restriction profile to class(es)

Restriction profiles

Activation parameters:

Current school time 4/28/16 3:04 PM

Length (in minutes)

End date

End time

My restriction profiles only

▲ NAME	DESCRIPTION
iOS App Store Only	
iOS Camera Only	

Click to choose a profile to assign to the class.

The assignment takes effect immediately on all affected devices in the class. If devices are off-line, they will pick up the new assignment when they come online again.

8.5 Cloning a Restriction Profile

If you wish to create a profile based on another profile, it's helpful to simply clone the previous one, then make changes.

1. On the profiles list screen, put a checkmark in the box next to the profile you wish to duplicate.
2. **Clone** button



3. You will now see the duplicate profile in the profile table with the text "-Copy" added to the end. All of the Apps, Web Links, and Visual Appearance settings assigned to the original profile are copied to the clone.

▲ NAME
<input type="checkbox"/> 10th Grade Main
<input type="checkbox"/> 10th Grade Main-Copy

4. Click the name of the new profile to edit the details and change the name and save your changes.

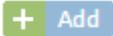
8.6 Scheduling Profiles

Profiles can be scheduled to be activated on one or more device groups from the **Profiles / Schedule tab**.

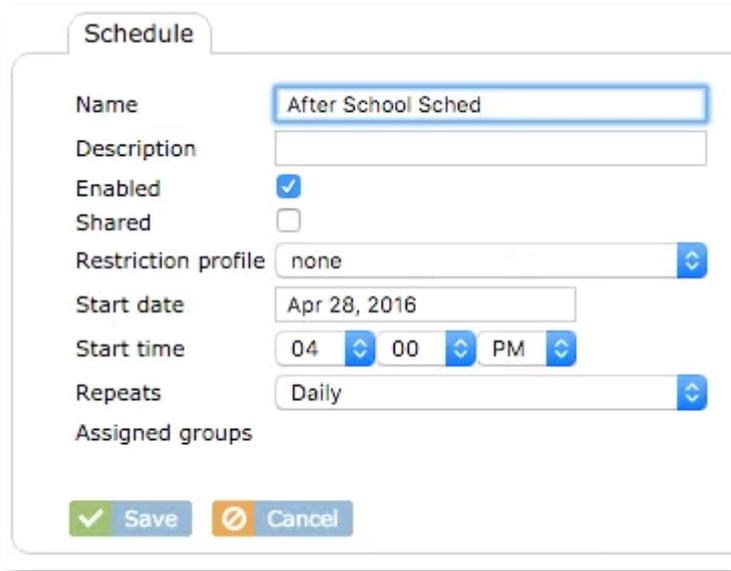


To add a scheduled profile activation:

Use the **Add** button



Complete the fields on the form and click **Save**. You can set the scheduled task to repeat daily, weekly, weekdays, or monthly at a fixed time. Choose one or more device groups for the selected Profile to be activated to.



To delete a scheduled profile task:

Select the schedule(s) to delete and click the **Delete** button



To temporarily prevent a scheduled task from running:

Use the **Disable** button to disable a scheduled task and prevent it from running. Select the schedule(s) then click the **Disable** button. Use the **Enable** button to re-enable the task later.



To force a scheduled task to run immediately:

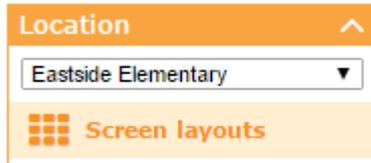
The **Run Now** button will allow you to force a task to run immediately, even though it's not yet the scheduled time. This will activate the configured profile on the configured device groups immediately.



9 Screen Layouts

Screen Layouts allow teachers and administrators to choose specific apps and web links to appear on device screens. All other apps and links are hidden. A background image can also be selected as the wallpaper for each layout.

Screen Layouts are accessed from the Location menu. Users with access to more than one location can choose a location from the location selector to manage layouts from a specific location.



Note: Screen Layouts are location-specific. They can only be used in the same location where they are created.

9.1 Creating a Screen Layouts

From the Screen Layouts area, choose the iOS tab.

Click the Add button at the top of the layouts list.



Complete the fields on the Layout details screen.

 A screenshot of a 'Layout details' form. The form has a title 'Layout details' at the top. It contains several fields: 'Name' with the text 'Morning Math Layout', 'Description' (empty), 'Type' set to 'iOS', 'Shared' with an unchecked checkbox, and 'Owner' with the email 'johnny@sunrise.com'. At the bottom of the form are two buttons: a green 'Save' button with a checkmark and a blue 'Cancel' button with a close icon.

The "Shared" setting allows the layout to be available for use by teachers who are not the owner of the layout. However, only the owner or an administrator can edit or delete a layout.

Administrators will be able to choose another user (such as a teacher) as the owner of the layout. Teachers will not be the owner of any layout they create and will not be able to change it.

9.2 Cloning a Screen Layout

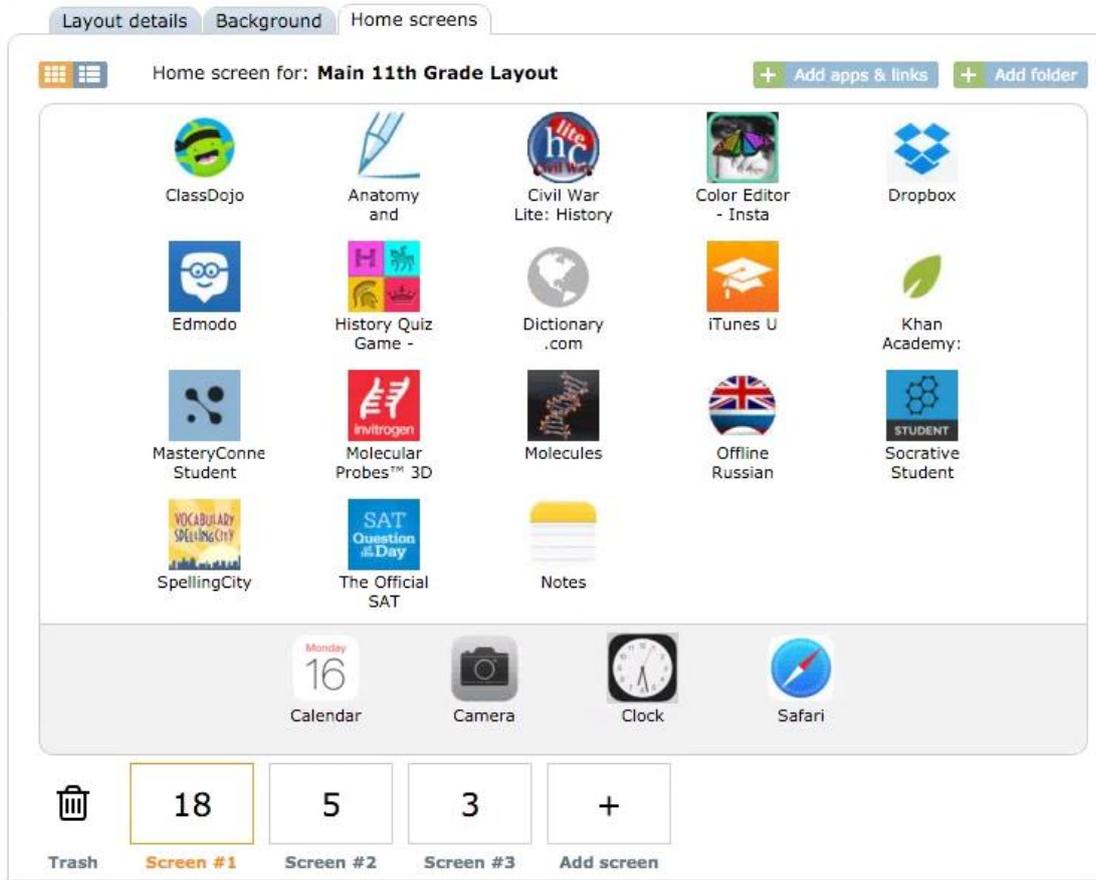
To make a copy of a layout, use the Clone button.



This will make an exact copy of the selected layout and append the text "-Copy" to the end of the name. Once a clone is made, the layout can be renamed and edited.

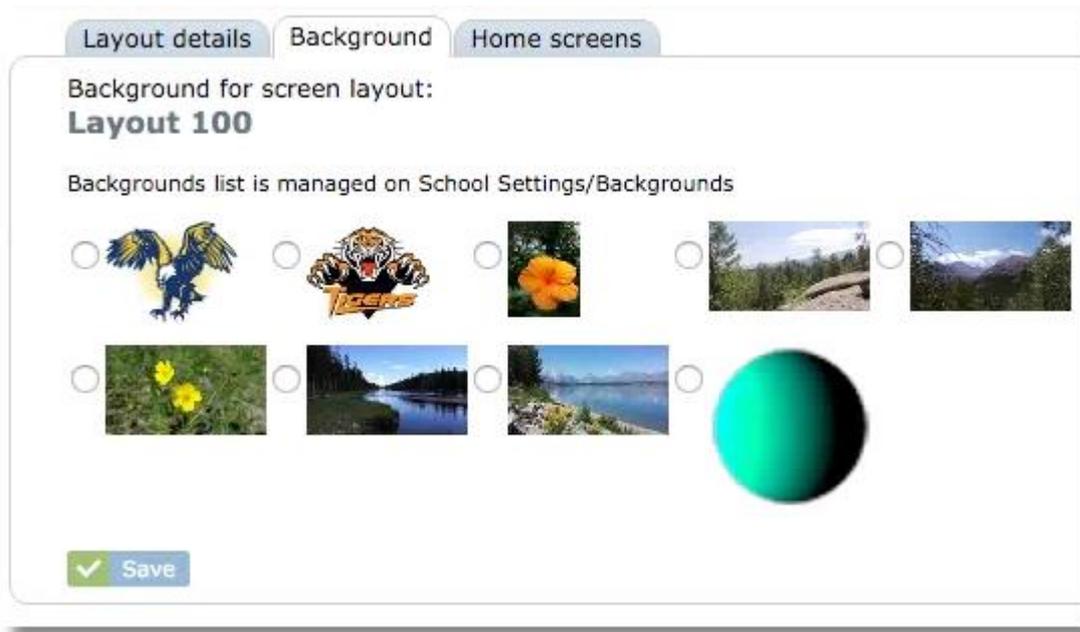
9.3 Editing iOS Screen Layouts

After creating a new, empty screen layout or cloning an existing one, you can select it from the layouts list to change details, backgrounds, and home screens.



9.3.1 Setting a background image for a Screen Layout

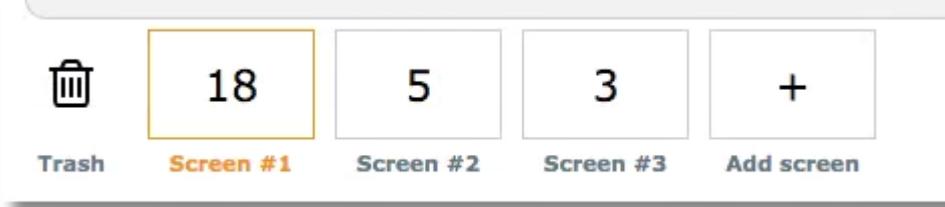
When creating or editing a screen layout, the Background tab can be used to select an image.



Select an image from the list and click Save. To upload new images, use the [Settings / Backgrounds](#) area.

9.3.2 Adding Apps to Home Screens

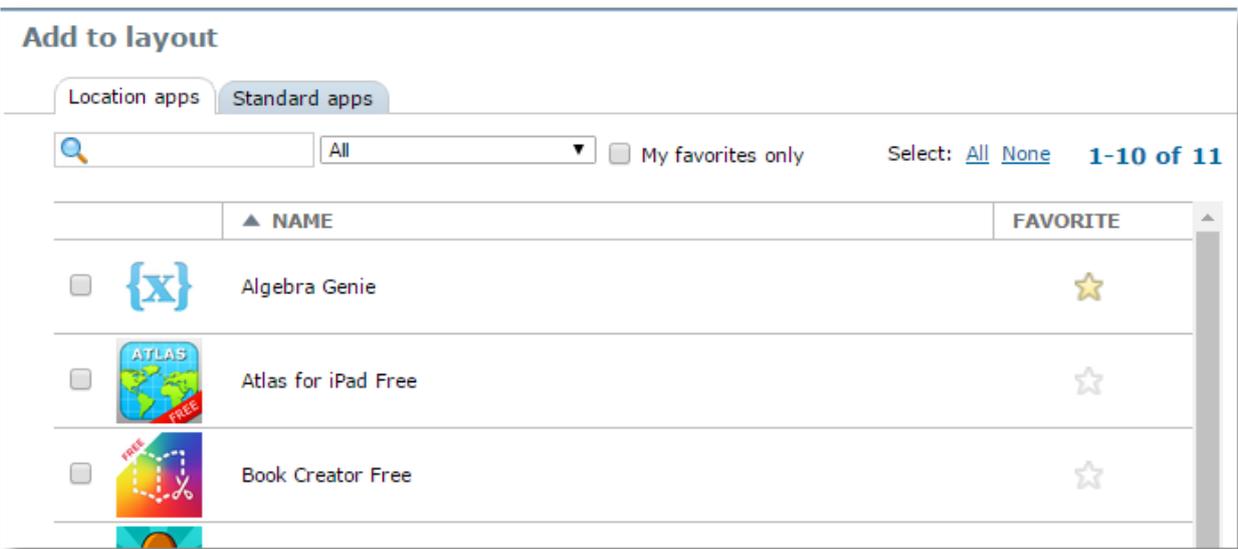
Select a screen using the screen selector boxes at the bottom. The orange highlight will indicate the currently selected screen. The number inside the box indicates the number of items on that screen.



Click the **Add apps & links** button.



From the **Add to layout** window, choose **Location apps** or **Standard apps**.



Location Apps tab: These are the app from your iOS Location Apps list.

When using the Location Apps list, use the filter next to the search box to limit the list to only those that are assigned to a specific group or class. This makes it easier to find and select only the apps that you've already installed onto a specific set of iPads.



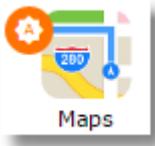
Standard Apps tab: These are built-in apps such as contacts, calendar, and Safari

Apps and links that are greyed out are already added to the current layout, so they cannot be selected.

You can use the star icon in the Favorites column to mark an app as a favorite. Later, you can click on the Favorite column header to sort the list so that your favorites appear at the top of the list, easy to find or use the "My favorites only" selector.



When adding multiple apps, if you add more apps than the current screen can hold, the extras will automatically flow to the next screen and be flagged with the "auto" symbol to show that they were auto-assigned. Once you drag them to a new position, the indicator will disappear.



9.3.3 Alternate Method: Adding apps from App list

Rather than adding apps to layouts from the Screen Layouts area, you can add them directly from the **iOS location apps** list using the **Add to screen layouts** button found at the top of the location apps list. This can be handy if you are already working in the apps list area.

Choose one or more apps from the iOS Location apps list then click the **Add to screen layouts** button

The screenshot shows the 'iOS location apps' section of the interface. At the top, there are tabs for 'iOS location apps', 'iOS blacklist apps', 'Android location apps', and 'OS X location apps'. Below the tabs is a search bar and a dropdown menu set to 'All groups'. There are also checkboxes for 'My favorites only' and 'Select: All None'. Action buttons include '+ Add app', 'x Remove app(s)', 'Assign', 'Unassign', and 'Add to screen layouts' (which is circled in red). Below the buttons is a table with the following columns: NAME, FAVORITE, INSTALL COUNT, LICENSE COUNT, USED SCHOOL USER LICENSES, USED VPP DEVICE LICENSES, DEVICE ASSIGNABLE, and SOURCE.

	NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED SCHOOL USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE	SOURCE
<input type="checkbox"/>	BrainPOP Featured Movie	☆	5	1200	0	4	✓	VPP: Elementary (ASM) VPP 1
<input type="checkbox"/>	BrainPOP Jr. Movie of the Week	☆	5	4000	0	4	✓	VPP: Elementary (ASM) VPP 1

Select one or more screen layouts where you want the selected apps to be placed

The screenshot shows the 'Add to screen layouts' dialog box. It has a title 'Add to screen layouts' and a sub-tab 'iOS screen layouts'. There is a search bar and a checked checkbox for 'My screen layouts only'. Below this is a table with columns 'NAME' and 'DESCRIPTION'.

	NAME	DESCRIPTION
<input type="checkbox"/>	After school iPad layout	
<input type="checkbox"/>	Main Layout	

The advantage of adding apps with this method is that you can quickly add one or more apps to multiple layouts at the same time.

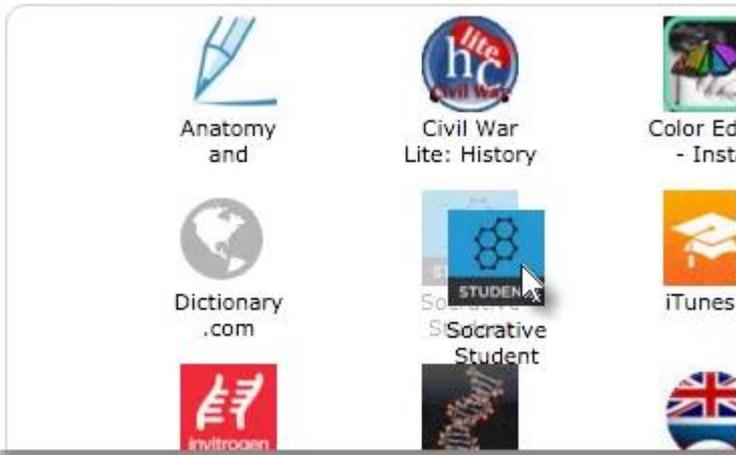
The disadvantage of adding apps to layouts with this method is that the apps are set to "auto" for screen assignment. If you wish to add them to a specific home screen or place them in a folder on a home screen, you will need to edit the screen layout from the Screen Layouts area. Later, you'll be able to identify the apps set for "auto" by the symbol placed on the icon in the layouts area.



9.3.4 Arranging items on home screens

Arranging items is simple with drag-and-drop. You can:

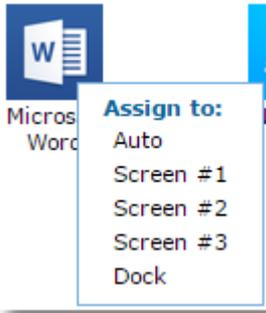
- Move items to a new position on the current screen. Other icons will be repositions to make room.



- Move items to a new screen by dragging to the screen indicator boxes at the bottom



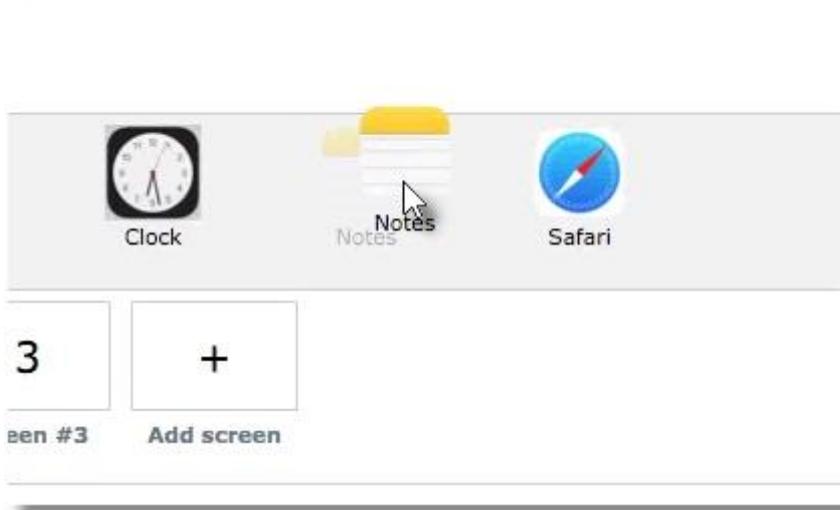
Alternately, you can assign an item to a home screen or the dock by right-clicking the item and making a selection from the pop-up menu.



- Remove items from a screen layout by dragging to the trash can



- Move items onto the dock by dragging and dropping onto the dock area at the bottom



- Move items into a folder by dragging and dropping onto the folder

9.3.5 Adding a Folder to a Home Screen

You can create folders on home screens that will hold apps and web links.

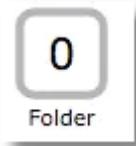
Select a screen using the screen selector boxes at the bottom. The orange highlight will indicate the currently selected screen.



Click the **Add folder** button.



A new folder will be created on the current screen.



The 0 inside the folder indicates that there are no items currently in the folder.

Click the folder icon to display the folder editing window and give the folder an appropriate name, then click Save.



Add apps and web links to the folder by dragging them from a screen and dropping them in the folder. The number in the folder icon will indicate the number of items inside the folder.

You can move the folder to a new position on the current screen or move it to a different screen with drag-and-drop.

9.3.6 Adding, removing, and rearranging screens

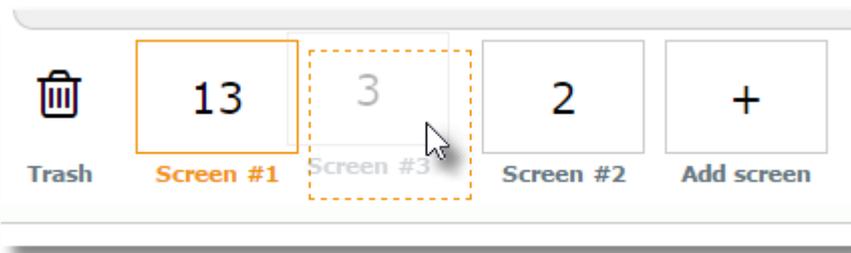
To add a screen, click the Add Screen box.



To remove a screen, remove all icons from the screen. The counter in the screen box will change to the minus sign. Click to remove the screen.



To change the order of the screens, drag the screen box to a new location along the bottom.

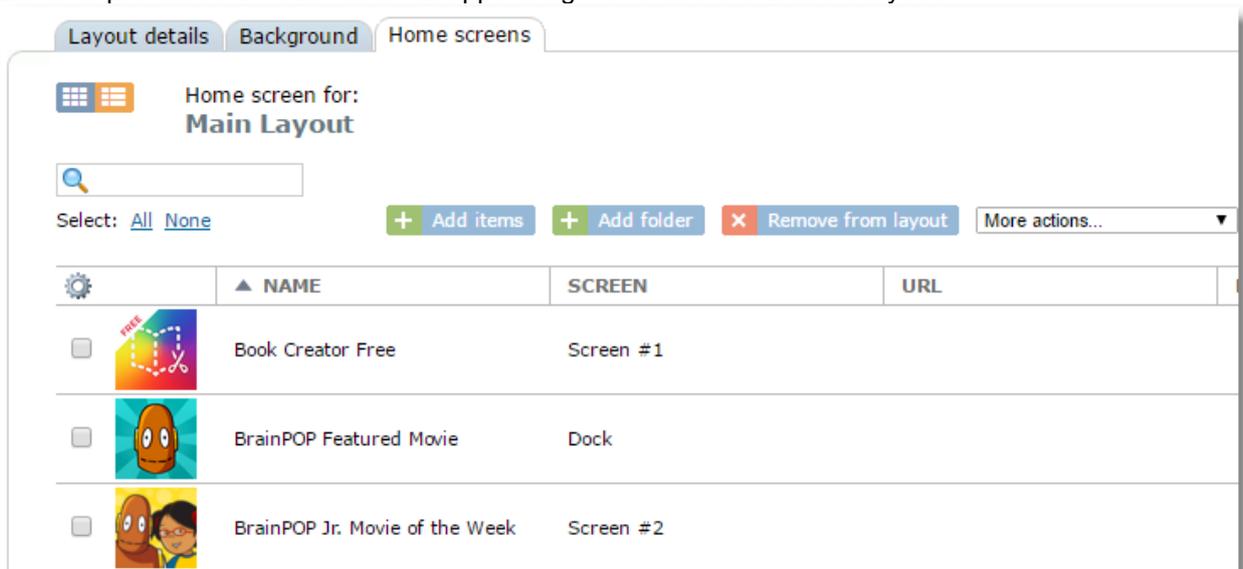


9.3.7 Editing Screen Layouts with List View

In addition to the default, drag-and-drop, graphical editor for screen layouts, a list view is also available. Switch between views with the button at the top.



List view provides a list that shows all apps assigned to all screens in the layout.

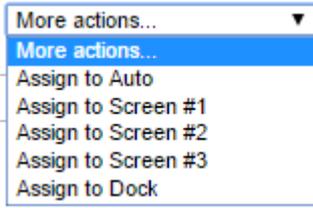


An advantage of list view is that it can make it easier to perform bulk functions by selecting multiple apps.

For example, if you wanted to move a group of apps from Screen 1 to Screen 2, you could sort the list by Screen so that all of the Screen 1 items are together, then select multiple items with the checkboxes and use "move to..." on the More actions menu.

Another example is for bulk deletion. You could do this by selecting multiple items and using the **Remove from layout** button at the top.

To move items between screens in list view, select the items you wish to move, then select a function from the "More actions..." selector.

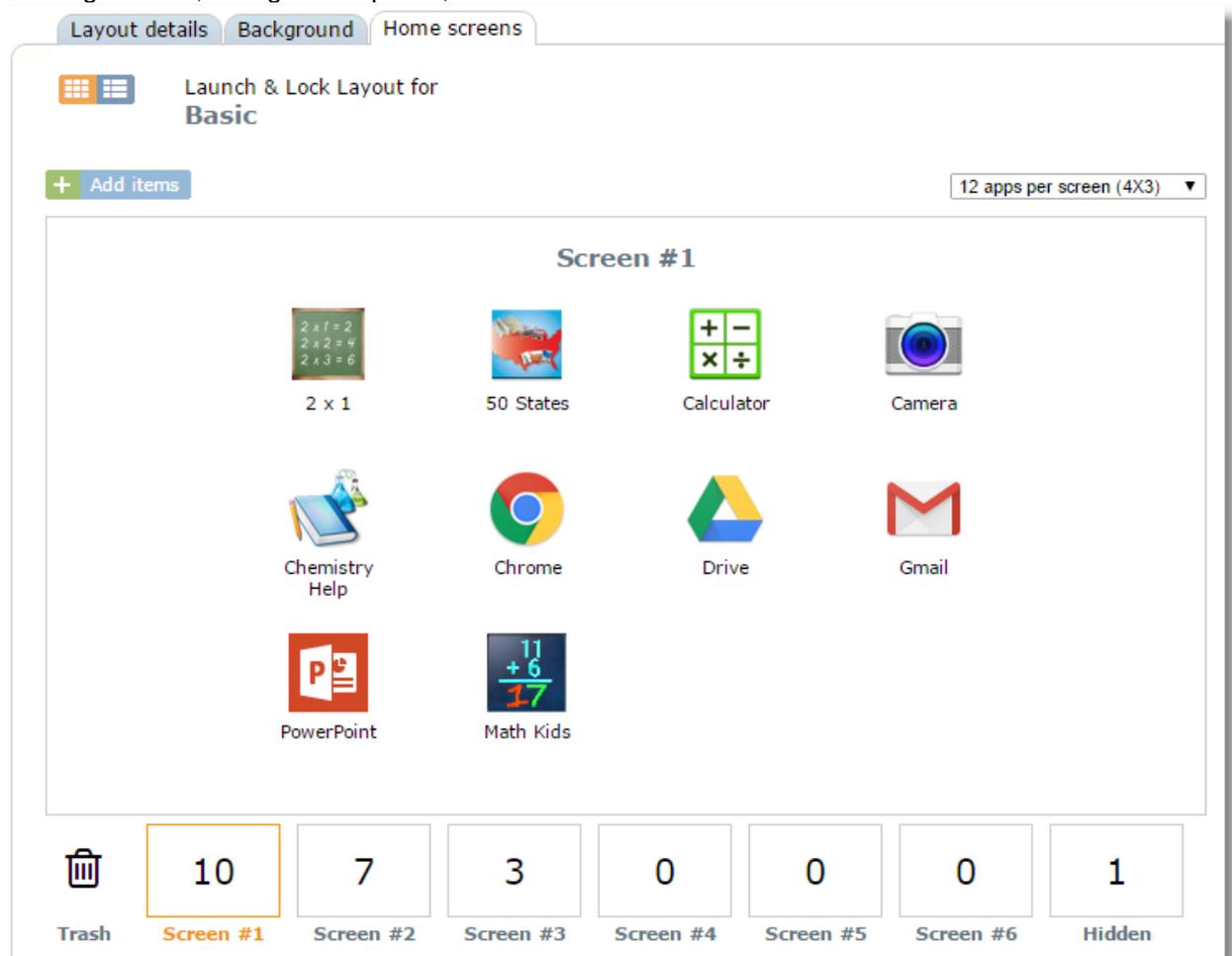


9.3.8 Applying Screen Layouts to Devices

Screen Layouts are applied to Device Groups and Classes from the Teacher Tools area. Refer to the [Teacher Tools section](#) of this guide.

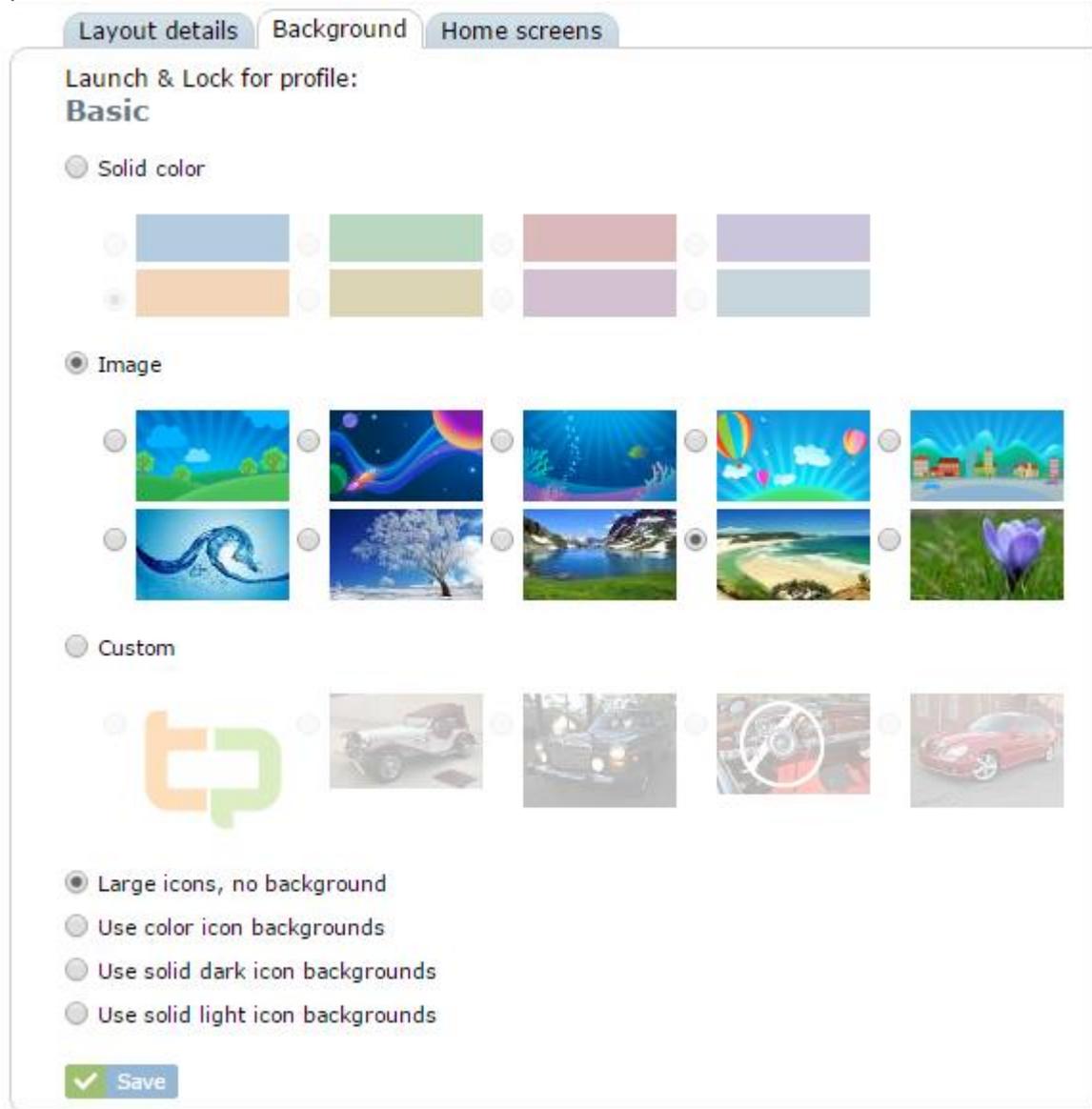
9.4 Editing Android Screen Layouts

After creating a new, empty screen layout or cloning an existing one, you can select it from the layouts list to change details, background options, and home screens.



9.4.1 Setting Android Screen Layout Background options

Use the Background tab to choose a background color or image for the home screens and to set icon options.



Large icons, no backgrounds: icons will appear without a colored bubble behind each one.

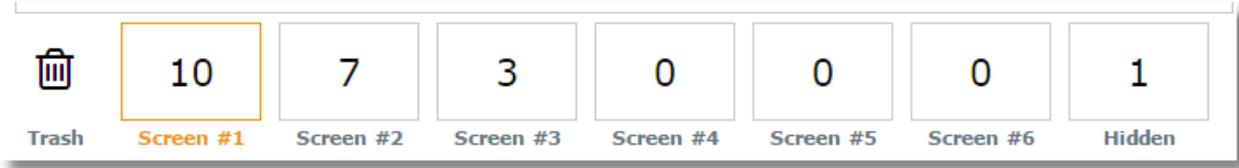
Use color icon backgrounds: A different color bubble will appear behind each icon from a set of colors

Use solid dark icon backgrounds: A blue bubble background will appear behind each icon

Use solid light icon backgrounds: A white bubble background will appear behind each icon

9.4.2 Adding apps and web links to home screens

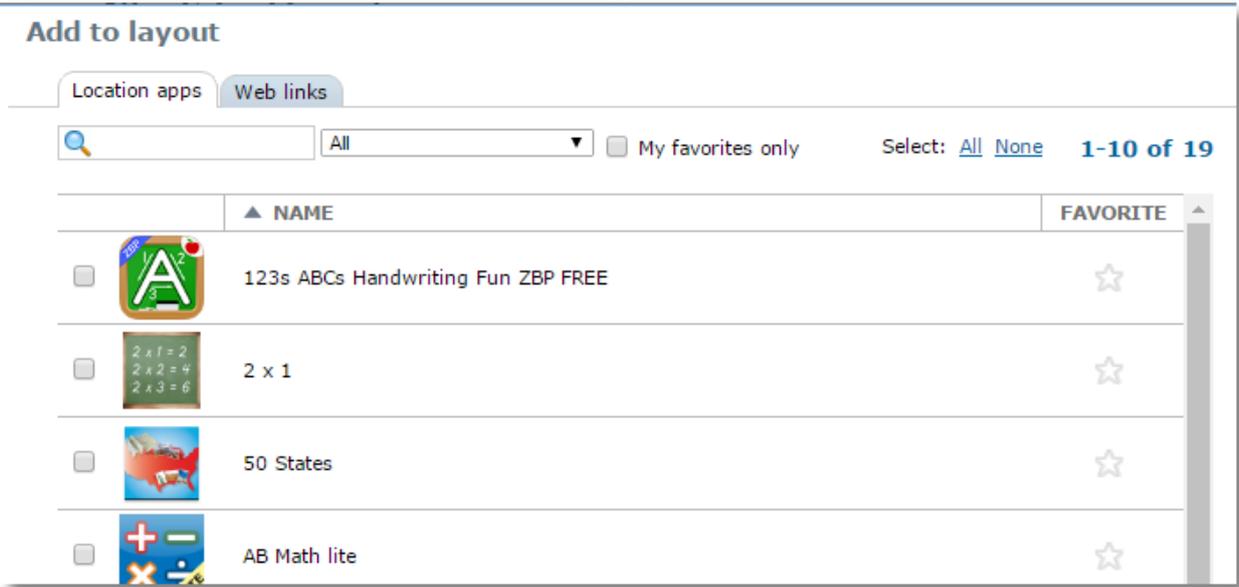
Select a screen using the screen selector boxes at the bottom. The orange highlight will indicate the currently selected screen. The number inside the box indicates the number of items on that screen.



Click the Add items button.



From the Add to layout window, choose **Location apps** or **Web links**.



Select the apps or web links you wish to add by clicking the checkbox next to each one, then clicking the Add to profile button at the bottom.



The items you selected will be added to the currently selected screen.

Apps and Links that have already been added to the profile will appear ghosted and without a checkbox.

Sort the list

You can sort the list of Apps and Links by clicking any column heading to sort by that column. Click a second time to sort in reverse order.

Find a specific app or web link quickly

Type all or just part of the name in the search box and press enter.



Use Favorites

To make your most common apps easier to find later, you can flag them as a "favorite" by clicking the star in the Favorite column

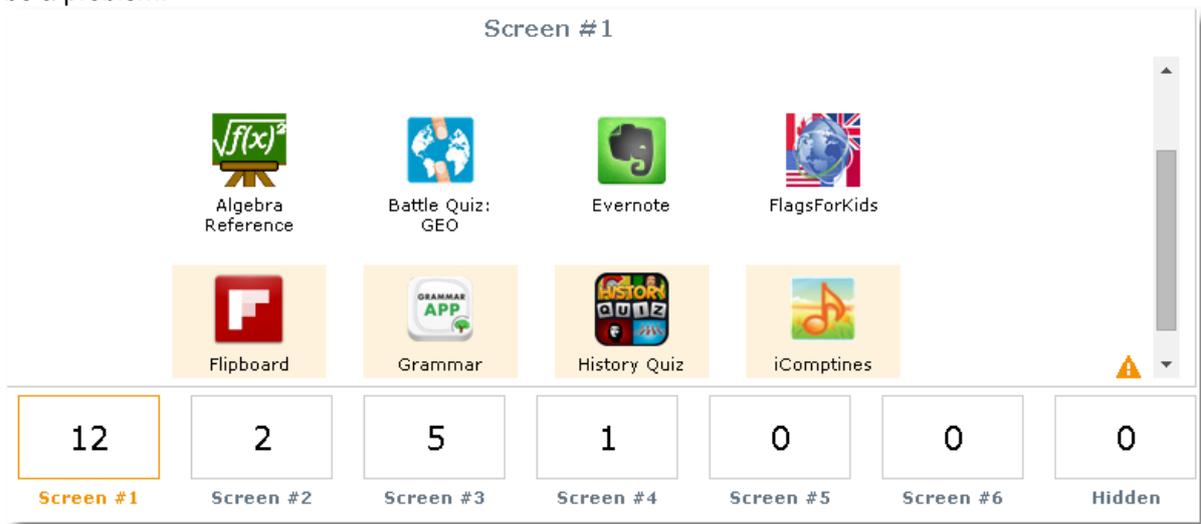


To find your favorites later, check the box at the top for My Favorites Only

My Favorites Only Select: [All](#) [None](#)

Too many apps!

If you assign more apps than will fit on the screen you will have two visual indicators that there might be a problem.



The first indicator is the triangle with the ! inside at the right side of the window. The second indicator is that the extra icons will have a light background behind them.

9.4.3 Alternate Method: Adding items from apps or web links lists

Rather than adding apps and web links to layouts from the Screen Layouts area, you can add them directly from the **Android location apps** or the **Web Links** list using the **Add to screen layouts** button found at the top of those lists. This can be handy if you are already working in the apps list or web links areas.

Choose one or more apps or web links from the appropriate list then click the then click the **Add to screen layouts** button.

All groups My favorites only
 Select: [All](#) [None](#) + Add app x Remove app(s) ☑ Assign ☐ Unassign ☰ Add to screen layouts

	NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	VERSION	SOURCE	INSTAL STATUS
<input type="checkbox"/>	123s ABCs Handwriting Fun ZBP FREE	☆	2	∞	13	Device	<input type="checkbox"/>
<input type="checkbox"/>	2 x 1	☆	2	∞	1.17	Device	✓
<input type="checkbox"/>	50 States	☆	2	∞	3.3.1	Device	✓

Web links
 My web links only
 Select: [All](#) [None](#) + Create x Delete ☰ Add to screen layouts

	NAME	OWNER	URL
<input checked="" type="checkbox"/>	Cambridge Dictionary	david@valley.com	http://dictionary.cambridge.org/us
<input type="checkbox"/>	Khan Academy	david@valley.com	https://www.khanacademy.org/

Select one or more screen layouts where you want the selected items to be placed.

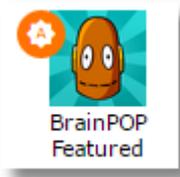
Add to screen layouts

My screen layouts only

NAME	DESCRIPTION
<input type="checkbox"/> After School Layout	
<input type="checkbox"/> Basic	
<input type="checkbox"/> Chemistry	

The advantage of adding apps and links with this method is that you can quickly add one ore more apps or links to multiple layouts at the same time.

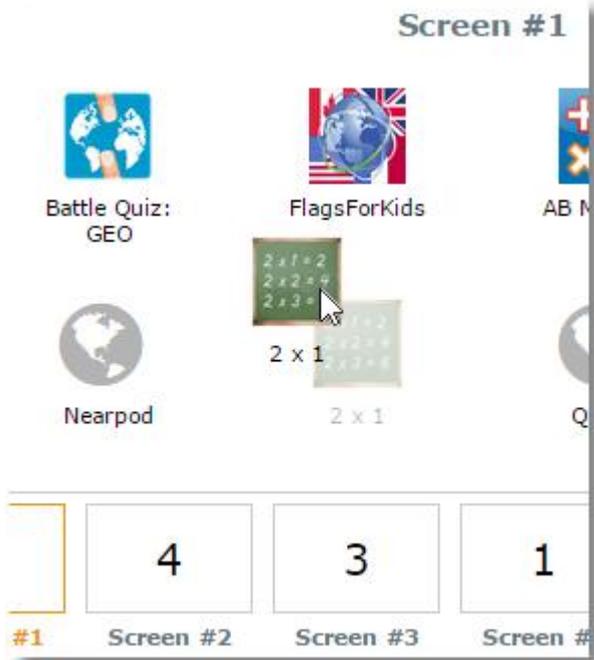
The disadvantage of adding items with this method is that the items are set to "auto" for screen assignment. If you wish to add them to a specific home screen, you will need to edit the screen layout from the Screen Layouts area. Later, you'll be able to identify the items set for "auto" by the symbol placed on the icon in the layouts area.



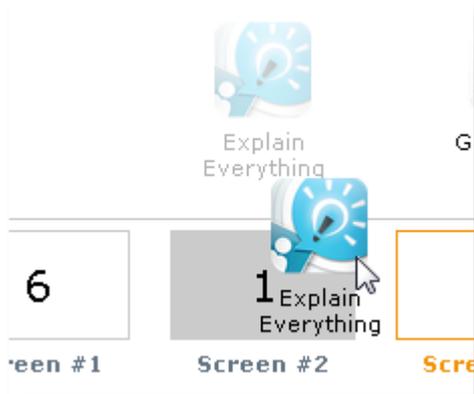
9.4.4 Arranging icons on home screens

Arranging items is simple with drag-and-drop. You can:

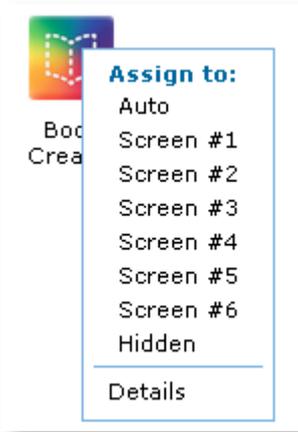
- Move items to a new position on the current screen. Other icons will be repositions to make room.



- Move items to a new screen by dragging to the screen indicator boxes at the bottom



Alternately, you can move an app to a different screen by right-clicking the app and choosing the screen from the list.



- Remove items from a screen layout by dragging to the trash can



9.4.5 Rename an app on a home screen

You can change the name that will appear under the app icon for the specific profile. To do this, right click on the app in screen view and select Details



On the App Details - Profile menu change the Profile Display Name.



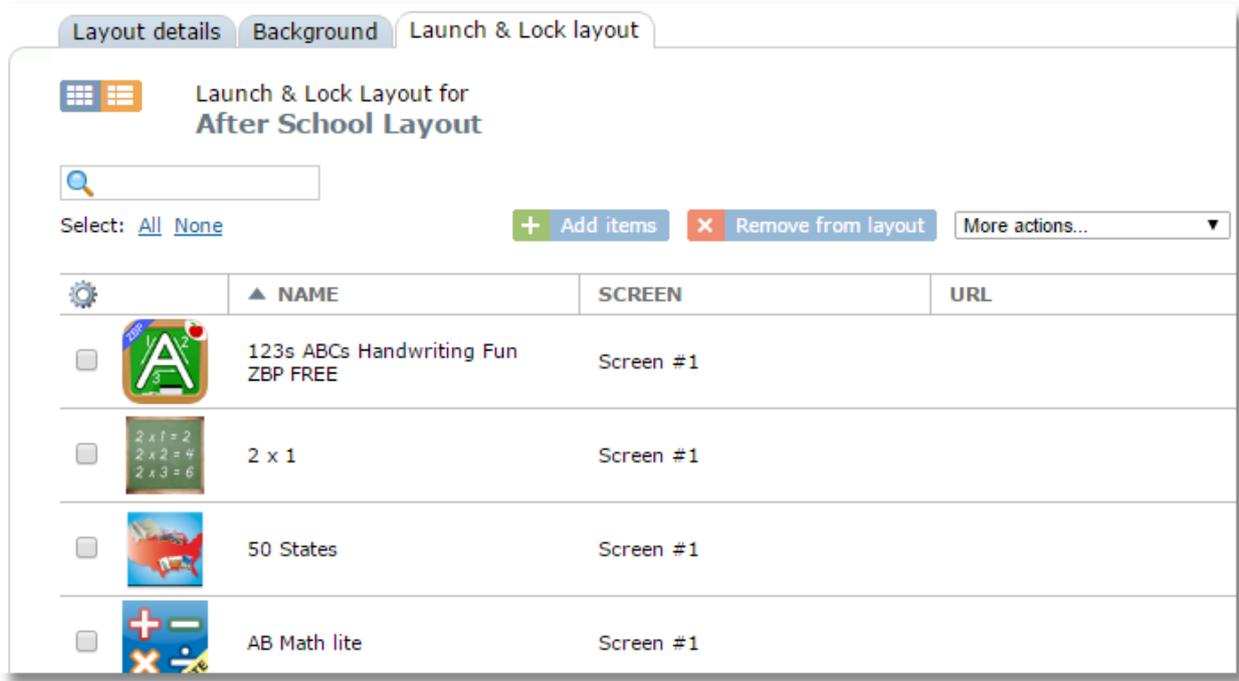
Click Save.

9.4.6 Working in List View

The List View provides an alternate way to work with profile apps and links. To switch to List View, use the button at the top left.



Use the button a second time to switch back to Screen View.



Advantages of List View: List view provides a place to find all of the apps and web links assigned to a profile in a single list. List view also allows you to see additional information such as the app description or the Web Link URL

List View provides methods for accomplishing most of the same functions as Screen View.

Add Apps and Links

Use the **Add Apps & Links** button to add an app or a web link to the profile.



Refer to the [Adding apps and web links to screens](#) section of this guide for details.

Auto Screen Assignment

One difference when adding apps from List View is that there is not a "current" screen for allowing the app to be added to a home screen in the same step as it's added to the profile (which is a big advantage of adding them from the Screen View). So when you add an app from List View, it gets set for "Auto Assign". You'll see this in two places:

1) From the list in List View, the Screen column will show "Auto"

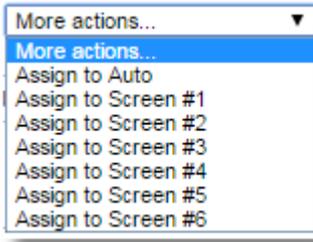
NAME	SCREEN
123s ABCs Kids Handwriting ZBP	Auto

2) If you switch to Screen View, the app will show with an indicator attached to the top left of the icon (circle with an "A" in the middle).



Move App to a different screen

Whether set to "Auto" or a specific screen, you can move the app to a specific screen either by going to Screen View and using the drag-and-drop method from there, or by selecting the app from List View and using the More Actions menu.

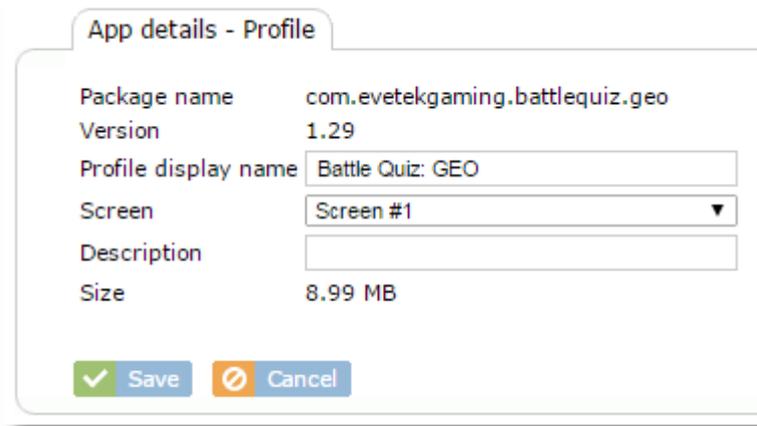


Remove an App or Web Link from a screen

Remove an app or link from a screen in List View by putting a checkmark in the box next to the item and using the Remove from Profile button.  Remove from profile

Rename an app on a home screen

Click an app to display the details tab and change the Profile Display Name



10 Classes

The Classes feature allows teachers to group devices into classes so that they can manage or monitor just the tablets in the classroom at given time, even if those devices belong to different device groups.

A class can represent a group of devices or it can represent a group of students logged into shared iPads that are in shared iPad Mode (introduced in iOS 9.3).

Another use for classes is to create a sort of "sub group" of devices for the purpose of assigning specific apps. For example, you might create a "Special Ed" class and add the devices of the students who need a specific app. Even though the students don't meet together as a "class" during the same period, the class structure provides a place for you to assign the app to be installed.

Classes are secondary to Device Groups. That is, all tablets still belong to a Device Group, even if it's just one large device group for the whole school. A typical scenario though might be to have one device group for each grade.

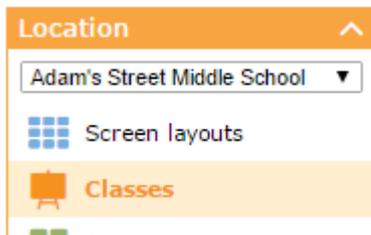
Teachers can take control of a class from Teacher Tools performing functions like freezing screens, or applying screen layouts.

Note that screen layouts and restrictions profiles for classes override layouts and restrictions applied to device groups. When these items are applied to a class, they replace the ones applied to the group, but only for the configured length of time, after which they go back to the layouts or restrictions applied to the group.

10.1 Creating Classes

To create a class

1. Choose a location from the selector and click **Classes** from the Location menu.



2. Click the **Add** button.



If you want to make a copy of an existing class, that will include all the same devices already added, use the **Clone** button.



A new class will be added to the class list with the same name as the copied class and the word "copy" at the end. You can then [add](#) or [remove](#) devices from the copied class.

3. Enter a name for the class (description is optional), choose the type of devices for the class and click **Save**.

Class details

Name: World History

Description:

Type: iOS

Owner: johnny@sunrise.com

Save Cancel

4. Your new profile will now appear in the Profiles list.

Classes

Search: []

Select: All None + Add Clone Delete

NAME	DESCRIPTION
Advanced Math	
English 1st Pd	
World History	

Select: All None + Add Clone Delete

5. Continue with the next section to add devices to your class

10.2 Adding Devices to a Class

To add devices to a class

1. Click the class name from the class list table.

Class details **Class devices**

Devices for class:
World History

Search: []

Select: All None + Add devices Remove from class

DEVICE ID	DEVICE NAME	CLASSES

Select: All None + Add devices Remove from class

2. Click the **Add devices** button.



- Use the checkboxes to choose the devices you wish to add to the class then click the Add devices button at the bottom of the window.

Add devices

All devices

All groups Select: [All](#) [None](#) 1-6 of

<input type="checkbox"/>	▲ DEVICE ID	DEVICE NAME	CLASSES	STATUS	LAST SYNC
<input type="checkbox"/>	F5H9-U49T-F8JR	s7	2nd Period, 3rd Period	Offline	09/29/2014
<input type="checkbox"/>	28J6-QZYA-BTRS	Sally Smith 54429	World History Class	Offline	12/09/2014
<input type="checkbox"/>	25SK-4YYK-C86E	Java Joe 33245	2nd Period, World History Class	Offline	12/09/2014
<input type="checkbox"/>	4GB1-192C-K3NT	Jeremy Jones	2nd Period, World History Class	Offline	12/09/2014

Notice that the Classes column indicates other classes that each device belongs to.

- To find student devices faster, try searching for part of the student name in the search box. This assumes that your device names include the student name.

Narrow the device list by choosing a specific device group from the drop-down selector at the top.

All groups
 All groups
 10th Grade Devices
 11th Grade Devices

10.3 Removing Devices from a Class

To remove devices from a class:

- Choose a location from the selector and click **Classes** from the Location menu.

Location

Adam's Street Middle School

Screen layouts

Classes

- Click the name of the class to edit

Classes

Select: [All](#) [None](#) + Add Clone × Delete

<input type="checkbox"/>	▲ NAME	DESCRIPTION
<input type="checkbox"/>	Advanced Math	
<input type="checkbox"/>	English 1st Pd	
<input type="checkbox"/>	World History	

Select: [All](#) [None](#) + Add Clone × Delete

- Put a checkmark in the box of the devices you wish to remove, then click the **Remove from Class** button

Class details | **Class devices**

Devices for class:
1st Period

Select: [All](#) [None](#) + Add devices x Remove from class

	▲ DEVICE ID	DEVICE NAME	CLASSES
<input type="checkbox"/>	F5H9-U49T-F8JR	s7	2nd Period, 3rd Period, 1st Period
<input checked="" type="checkbox"/>	28J6-QZYA-BTRS	Sally Smith 54429	1st Period, World History Class
<input checked="" type="checkbox"/>	25SK-4YYK-C86E	Java Joe 33245	2nd Period, 1st Period, World Histo
<input type="checkbox"/>	4GRJ-J92C-K3NT	Jeremy Jones 81276	2nd Period, 1st Period, World Histo

10.4 Deleting a Class

To delete a class:

- Choose Classes from the Manage Menu
- Put a checkmark next to the class to delete.
- Click the **Delete** button.



10.5 Viewing apps and files assigned to a Class

You can view which apps and files have been assigned to a given class from the Class Apps and Class Files tabs. This area is for informational purposes only. To actually make assignments of apps and files, use the Apps and Content areas of Control Tower.

Class details | Class devices | **Class apps** | Class files

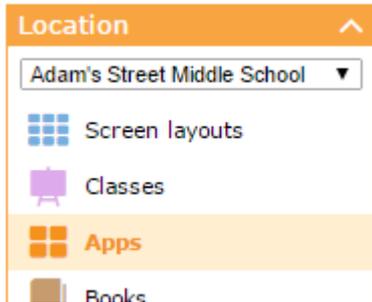
Apps for class
Advanced Class

My favorites only

	▲ NAME	RESTRICTED	FAVORITE	INSTA COUN
	Excel	<input type="checkbox"/>	<input type="checkbox"/>	0
	My Math Flash Cards App	<input type="checkbox"/>	<input type="checkbox"/>	0
	SAT Flashcard	<input type="checkbox"/>	<input type="checkbox"/>	0

11 App Management

The Apps area of TabPilot provides functions for managing app details, licensing, remote installation of apps to devices, and more. Access is provided from the main menu in the Manage section.



Note: The apps list is location specific. The apps in the location apps list can only be assigned to groups and classes in the same location as the list. To assign an app to groups in another location, the same app needs to be added separately to the location apps list for that location.

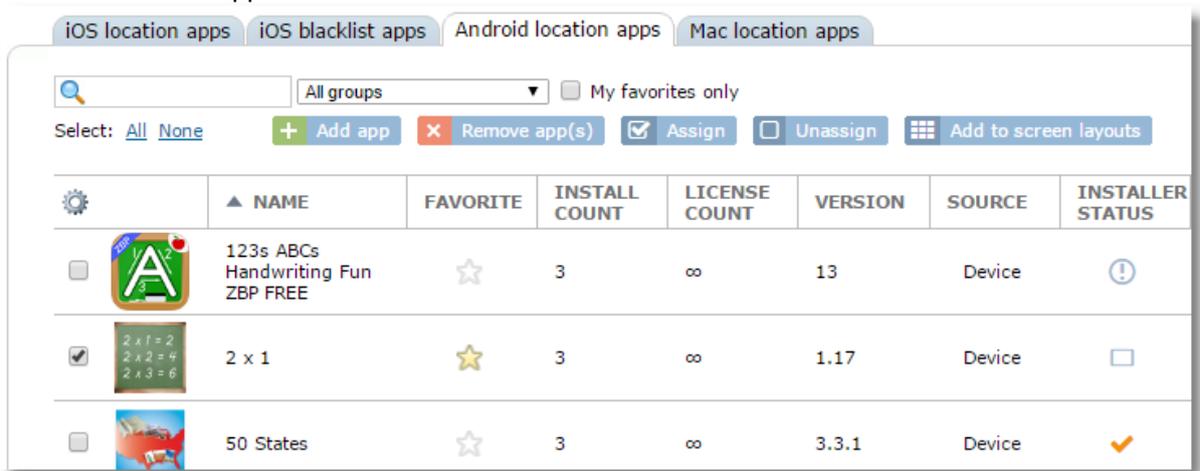
11.1 Android App Management

The Android Apps List

The Android location apps list represents school-managed apps. The list starts out empty. Each location maintains its own list of apps and distributes those apps by assigning them to device groups and classes within that location only.

You can add apps to be managed through TabPilot either by pulling the app from a device where it's already installed, or by uploading the APK for an app.

After apps are added to the Android location apps list, they can be assigned to groups or classes in order to install the apps on those devices.



Finding and Filtering the Apps list

Use all the standard table tools for [sorting](#), [resizing/rearrange](#) columns, and [customizing visible columns](#) (the gear icon) with the apps list. (See [Working with Tables](#) in [Control Tower Interface](#) section of this guide)

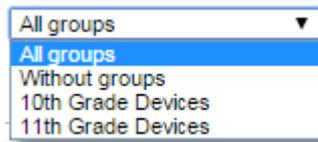
Use the search box to find a specific app by typing all or part of the app name then pressing Enter.



Use the drop-down selector to filter the list to show only apps on a specific device.



Use the groups selector to filter the list to show only apps assigned to a specific device group. This is a convenient way to see a list of all apps assigned to a group to select multiple apps and remove them all from the group at once by utilizing the "remove from group..." item on the **More actions** menu.



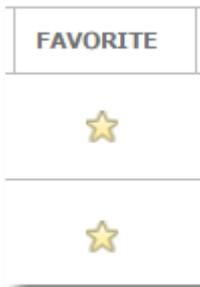
To find a list of apps that are not assigned to any device groups, select "Without groups" from the group selector.

Filter the list to show only apps marked as favorites with the "My Favorites Only" option.

Set the list to include apps installed on your tablet if you use the "My Device" feature.

Setting an app as a Favorite

Set an app as a favorite by clicking the star icon in the Favorite column.



An alternate methods for setting an app as a favorite and way to set multiple apps at once is to select them with the checkboxes and then select "set as favorite" from the **More actions** menu.

Checking Installer Status

The installer status column will provide information to indicate whether or not the installer for the app has been fetched (uploaded) into the TabPilot database. For more information about fetching and distributing apps, see the [App Distribution](#) section of this guide.

Identifying apps with newer versions



When TabPilot detects that a registered device has a newer version of an app that other tablets it will show the symbol [!] next to the version number in the version column. When you see this, you should fetch the installer from the tablet with the latest version so that you can update the other devices. See the section on [fetching installers](#) for more information.

11.1.1 Adding Apps from Google Play

TabPilot does not interface directly with Google Play for app installation. To manage apps that come from Google Play, you should first find and install the app on a tablet using Google Play, then you can use that tablet as a source for the app to manage in TabPilot.

1. Find the app on Google Play
2. Download and install the app on a tablet

3. Add the app to the Android School Apps list
4. Fetch the installer from the tablet so that it can be distributed to other tablets

Finding New Apps

Finding new apps

There are multiple choices available for finding and installing apps to Android tablets including Google Play and the Amazon App Store. Since Google Play is the most common, we'll use that for the remainder of this guide although the same concepts apply if you use other sources.

TabPilot functions as an app-distribution tool. This means that it is capable of pushing new apps to tablets for installation. Because of this, it's not necessary to configure an account for Google Play on every tablet. Nor is it necessary to manually search for, download, and install the apps on every device. You only need to do this on one device. You can then use TabPilot Control Tower to pull (or "fetch") the app from that device and into your database, where you can then distribute (push) it to other devices.

You can fetch apps from *any* device that is registered with TabPilot.

Paid Apps

While most schools find that free apps meet 95% of their needs or even 100% for some schools, there may be times in which you desire to use a paid app on your tablets.

There are two methods you can use to purchase paid apps from Google Play.

Method 1: Use the standard Google Play app: This method does not have the capability to purchase volume licensing; however, it is the most common source for apps. You can use this to purchase a single copy of the app, then contact the app developer to purchase a volume license directly. Although TabPilot will provide the physical means to distribute an app to multiple devices, you **MUST** purchase an appropriate number of licenses. In this manner, Android app license compliance should be handled in the same way and with the same type of care and tracking as you use for apps you purchase for the Mac or PC computers in your facility. Functions within TabPilot will help you determine the number of tablets that are running a specific app so that you can monitor app license compliance.

To contact an app developer, look for the link "Email Developer" and "Visit Developer's Website" on the apps listing in Google Play. You will find this in the Google Play app on the tablet and on the Google Play web site at <http://play.google.com>.



You should purchase a single copy of the app and verify that it can properly be fetched and deployed to other devices prior to investing the volume license purchase since not all paid apps will distribute properly through TabPilot.

TIP: Google Play supports gift cards. To avoid having to enter credit card information into a Google Play account, you may wish to purchase gift cards to apply to the account periodically. This will allow teachers to use the credit on the account to purchase apps in single quantity without security risk. An administrator might, for example, apply a \$10 gift card to the account that's on the master tablet in each device group. After a teacher purchases a single copy of the app for that one tablet, the app developer can then be contacted to inquire about purchasing a volume license. You can use TabPilot to distribute the app to other tablets.

Method 2: Google Play for Education: This program allows for volume license purchases of Android apps. However, this program requires the purchase of an Android tablet that's part of the Google Play for Education program, such as the Google Nexus 7. Additionally, the school must be enrolled in the Google Apps for Education program. It may be necessary to purchase a minimum quantity of five Google Play for Education (GPFE) Android Tablet licenses, even if you only have a single tablet. You will need to add a Google Account to the GPFE tablet that is part of the school's domain that has been registered in the program. You can use the tablet as a "master" tablet for downloading apps from Google Play. You can use the Play for Education web site to purchase volume licensing for your Android apps.

You should purchase a single copy of the app and verify that it can properly be fetched and deployed to other devices prior to investing the volume license purchase since not all paid apps will distribute properly through TabPilot.

The advantage of this method over the first method is that you do not need to contact the app developer to purchase volume licensing. The disadvantage is the complexity and cost involved and the need to purchase a specific tablet for this purpose.

Why "push" vs. "install"?

You will notice that we use the term "push" for sending an app to a tablet for installation and may wonder why we don't simply use the word "install." The reason is that these are two separate processes that happen in sequence. In some cases, both processes happen automatically, but in other cases they do not.

The term "push" is used to refer to the process of sending the actual app installer from TabPilot Control Tower down to the tablet. It's similar to the idea of downloading a program to your computer.

The term "install" is used to refer to the process of taking that file that has been pushed to the tablet (i.e. downloaded to it) and installing it so that it's ready to run.

If your tablets run TabPilot in Enhanced Mode, apps are automatically installed after they are pushed! So for you, the terms somewhat refer to one big process.

However if your tablets run in TabPilot Standard Mode, apps that get pushed to the tablets are NOT automatically installed. Instead, a notification appears in the notifications area and a user must select that notification to perform the installation of the app.

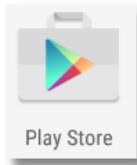
Downloading and Installing Apps

Follow these steps for using Google Play to find and install an app to a tablet. Later, you'll use this tablet as a source for the app to pull it into the TabPilot database for distribution to other devices.

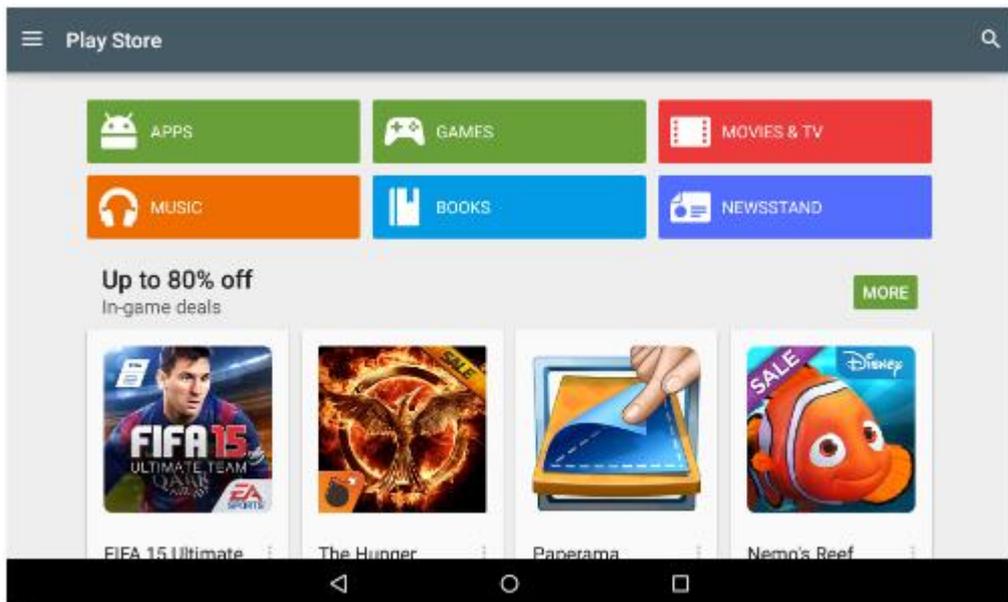
Configure a Google Play account on a tablet if one is not already configured.

Searching and installing from Google Play on the tablet

1. Exit *Launch & Lock™* to the *TabPilot Console*, then use the Exit option on the Console menu to exit to the default Android launcher. See the [Exiting Launch & Lock](#) section of this guide for details.
2. Open the Google Play app.

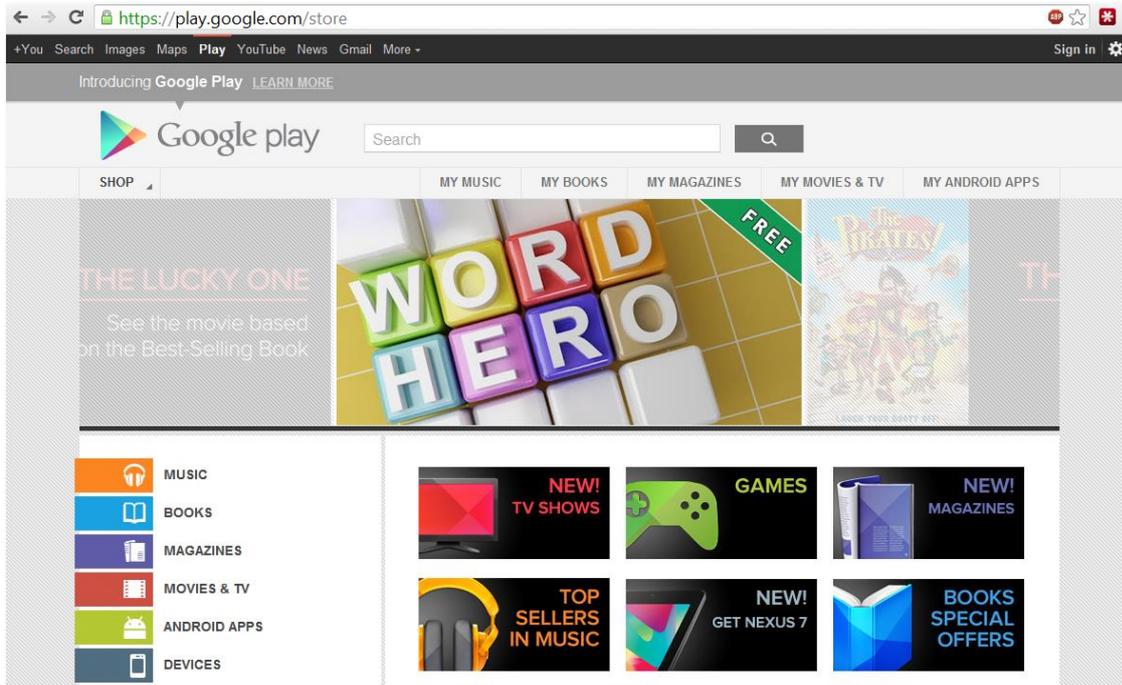


3. Use the search or browse features of Google Play to find and install apps

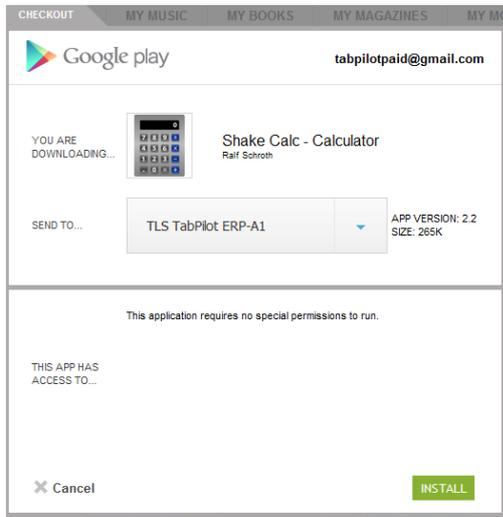


Searching and installing using the Google Play web site from a computer

From your computer's browser go to <http://play.google.com>

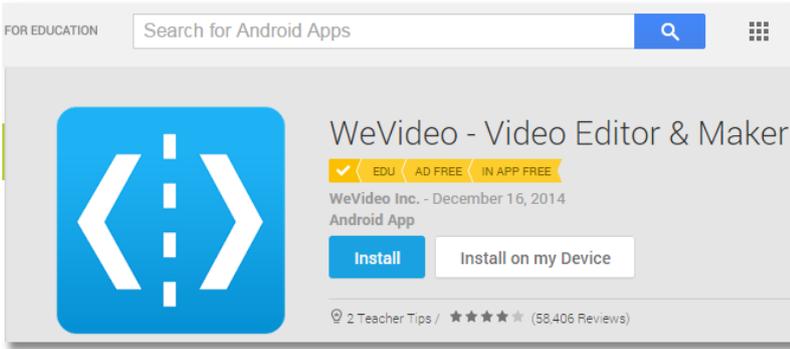


Use the “Sign In” button at the top right and login using the same Google ID and password that is in use on the tablet you are using. When you find an app you’d like to install, you can tell Google play to send the app to the tablet and install it automatically. Just click the Install button, and verify that your device is shown in the “send to...” list.



Test the app on the tablet to be sure it runs as expected.

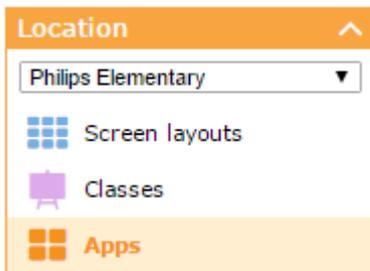
When you find an app, use the Install buttons to remotely install the app to your tablet, where it will then be available for management with TabPilot.



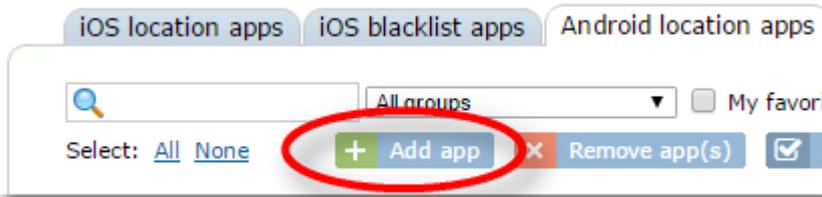
Add App to Android School Apps List

Once you have an app on a tablet that you'd like to manage with TabPilot, you need to add it to the Android School Apps list.

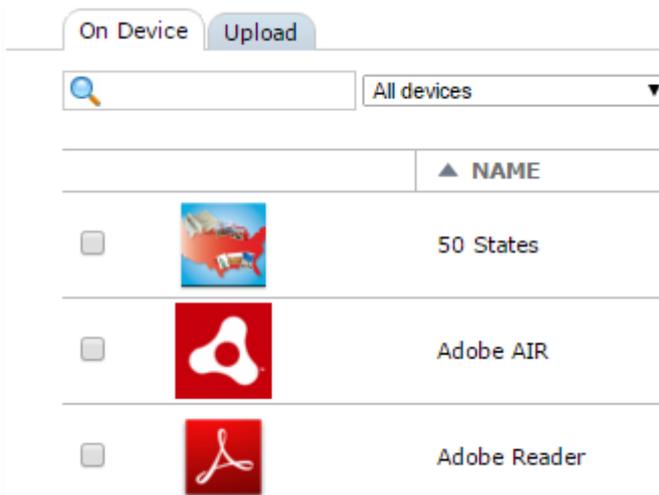
1. Choose a location from the selector, then select **Apps** on the Location menu



2. From the **Android location apps** tab, click the **Add app** button.



3. From the **On device** tab, select the app(s) you want to add, then click the **Add** button at the bottom.



4. The app(s) will now appear in your **Android location apps** list.

Fetching Apps into the TabPilot Database

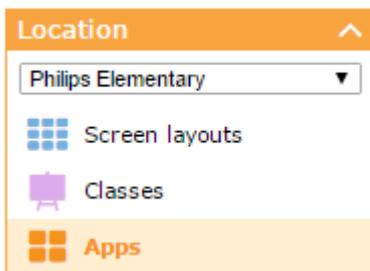
Once you have loaded an app onto a tablet, the next step is to pull the app installer into your TabPilot database so that you can then push it out to other tablets remotely. We call this operation "fetching" the app from the tablet.

You can fetch an app from any device, not just one you've designated as a master tablet. Fetching apps is **only** necessary for apps that are not already installed on other tablets. So there is no need, for example, to fetch system apps that may have come preinstalled on all your devices such as the web browser. If you wish to make these apps available in Launch & Lock for student use, just add them to a profile and activate the profile (no fetch or push is needed since they are already installed on the devices).

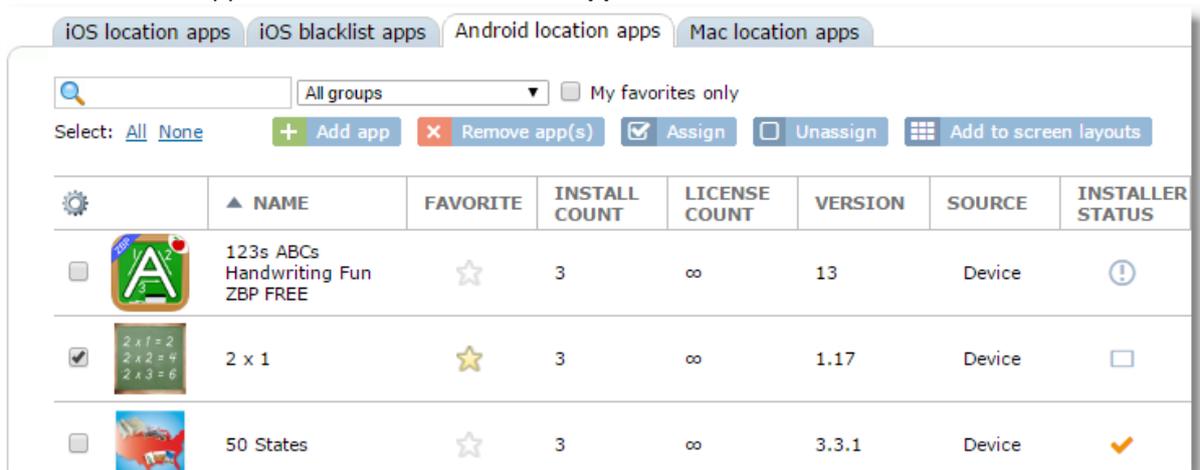
*Note: When you fetch an app into the database, it will automatically replace any older versions of that app that you fetched previously. You'll then have the opportunity to update devices that have the older version. There are multiple places to see which versions of an app are installed on various tablets, but the most common is to click the app from the **Apps** screen and go to the **Devices with app installed** tab.*

To fetch an app

1. Choose a location from the selector, then select **Apps** on the Location menu.



2. Find the desired app from the **Android location apps** list.



Make it easier to find your app by searching for all or part of the name with the search box or by using filters such as the device-group selector, column sorting, or favorites list. These tools are listed in the [overview for the Apps area](#).

3. The installer status column will show an orange square icon to indicate that there's a tablet online with the necessary installer that can be fetched, or a gray box if there's not one online. If the box is gray, power on a device with the necessary app, then click the icon to fetch the installer.



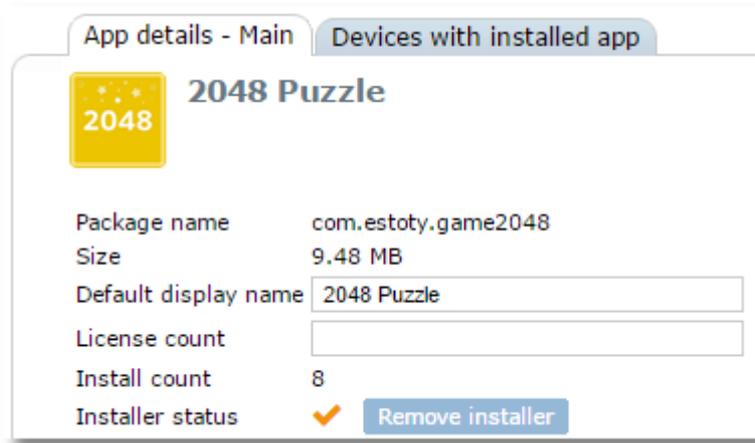
- After a few minutes, you should see a message at the top of Control Tower indicating that the fetch was successful.

You will also see the icon in the Installer Status column change to an orange checkmark, indicating that the app installer is now in the TabPilot database.



Removing an installer from the database

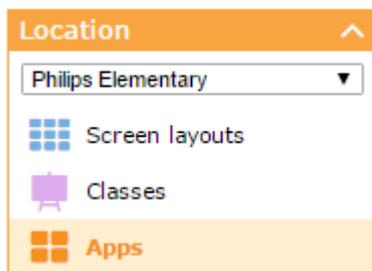
If you wish to remove an installer from the database, you can do this from the **App details** tab with the **Remove installer** button.



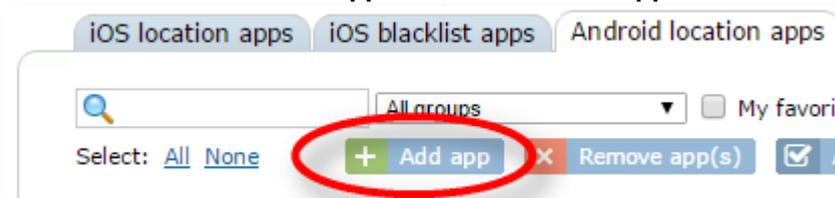
11.1.2 Adding Apps via APK file upload

Advanced users might have an app installation file, or APK, that they wish to distribute to tablets using TabPilot. In order to distribute an APK, the file needs to be added to the Android School Apps list.

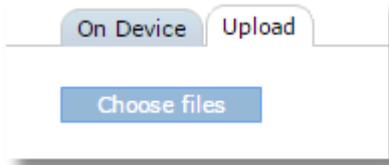
- Choose a location from the selector, then select **Apps** on the Location menu.



- From the **Android location apps** tab, click the **Add app** button.



- Use the **Upload** tab to choose the APK file to upload.



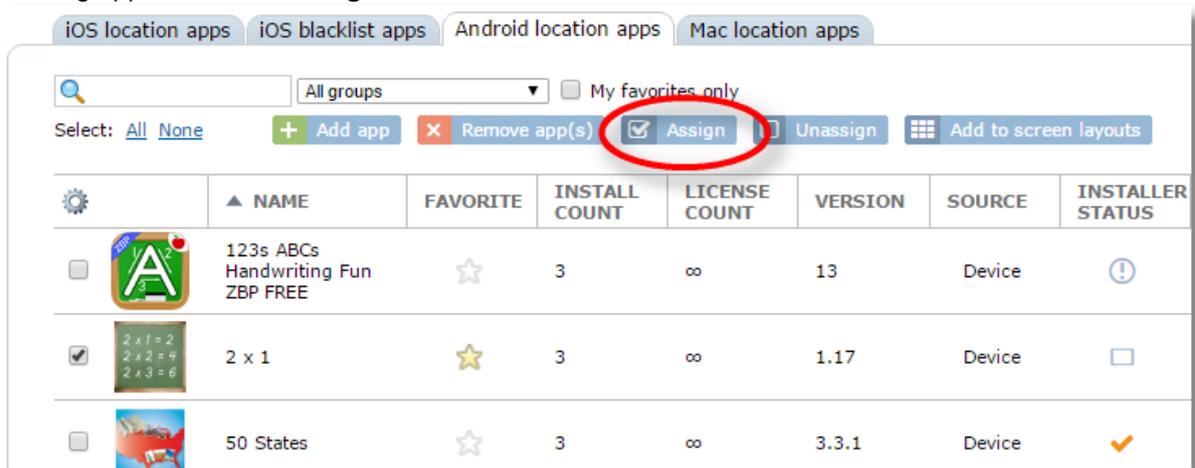
- When the upload is complete, the app will appear in your **Android location apps** list.

11.1.3 Distributing apps by assigning to groups or classes

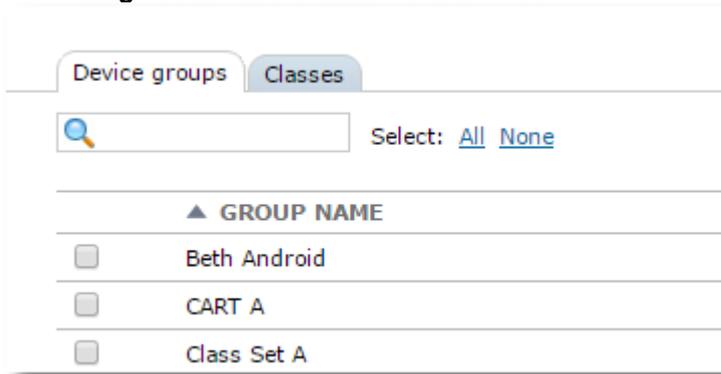
To distribute an app to a group of tablets, first add the app to the **Android locatoin apps** list using one of the two methods described in this chapter. To distribute the app, you need to have the installer fetched into the database, or the APK file uploaded.

Apps are distributed to devices when you assign the apps to a device group or a class to which the tablets belong.

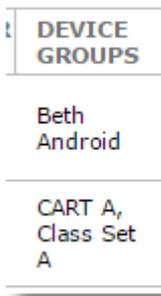
- Select an app that has an installer fetched into the database, as indicated by the orange checkmark. If the app you wish to distribute does not have the installer fetched, refer to the section of this guide on fetching apps. Click the **Assign** button.



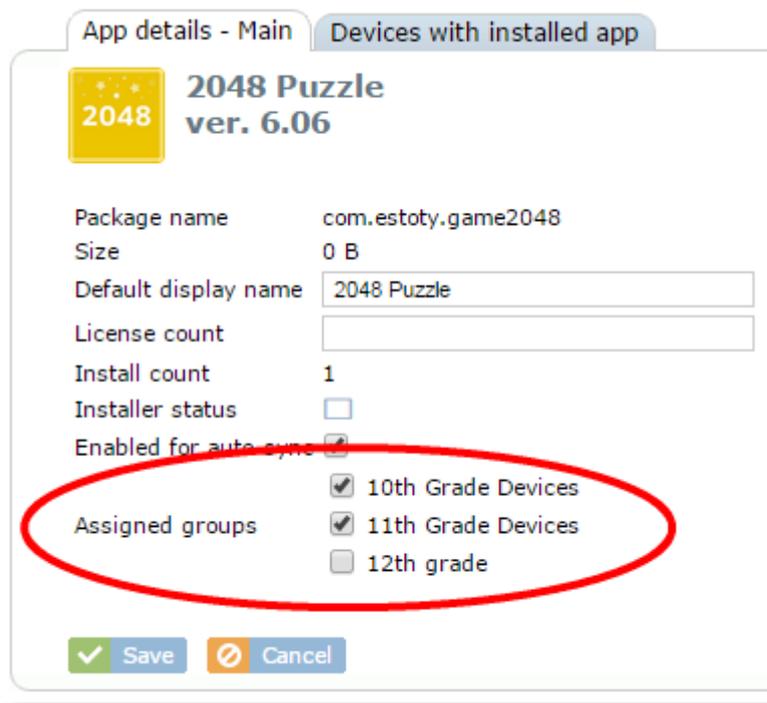
- On the pop-up window, choose the tab for Device groups or Classes, then make your selection and click **Assign** button at the bottom of the window.



- The Device Group column will change to show the name of the newly assigned groups and/or classes.



An alternate method of assigning an app is to click on the app to go to the **App details** tab and put a checkmark in the box next to each group or class that you wish to assign the app to.



For devices in groups set for auto-sync: After a short delay, the app(s) should begin to push out to the devices

For devices in groups with auto-sync disabled: Without auto-sync, an additional step of pushing out the apps from the Status area is necessary. Please see the section Installing Pushed apps on Devices.

11.1.4 Installing Pushed Apps on Devices

After following the steps from the section [Pushing Apps to Devices](#), the installer file should now be pushed (or downloaded) to the selected device(s). The next step is to run the installation on the device(s).

If your devices are running TabPilot in **Enhanced Mode**, the app(s) will install automatically on each device. The installation will happen in the background, without user intervention. Notifications will appear in the Android notifications area indicating the progress of the download and installation. There's nothing else for you to do!

If your devices are running TabPilot in **Standard Mode**, then the installation needs to be completed manually on each device.

[Read more about Standard Mode and Enhanced Mode](#)

For tablets running STANDARD MODE, complete the installation as follows:

1. If the device is assigned to a group that is configured for "Allow students to install pushed apps" then there is no need to exit Launch & Lock to install the app. However, some tablets are configured so that the notification bar is not visible while in Launch & Lock. On these tablets, look for the double-arrow icon at the bottom of Launch & Lock to indicate that a notification is available. Tap this icon to take Launch & Lock out of full screen to reveal the notification bar.



2. If the device is assigned to a group that is not configured for "Allow students to install pushed apps" you will need to exit Launch & Lock to proceed. See the section [Exiting Launch & Lock](#) of this guide for details.
3. Look for the "Tap to install" notification in the Android Notifications area. The Notifications bar can be at the top or bottom of the screen, based on your tablet type and Android version.
4. Drag or touch to access the notification, then touch "Tap to install"



This will launch the standard installer where you may need to confirm the security prompts to complete the installation of the app.

5. You will need to repeat this process on each device

11.1.5 Upgrading app to new versions

Upgrading apps

When TabPilot detects that a tablet has a newer version of an app than other tablets it will display the symbol [!] next to the version number in the apps list. This is your indicator that other tablets need to be upgraded.



When you see this, you'll know that you need to fetch the latest version of the app from a device where it's installed.

Check the installer status column. If the icon is ghosted out, it means that the tablet(s) with the latest version is not online, so you'll need to find out which tablet has the newest version. To do this, simply click on the version number or the icon in the installer status column to jump to the **Devices with installed app** tab.

App details - Main | Devices with installed app

 **50 States**

Select: [All](#) [None](#)

	▲ DEVICE ID	DEVICE NAME	VERSION
<input type="checkbox"/>	3XAU-NEAP-562L	intel7	3.3.1
<input type="checkbox"/>	5LE9-9KNB-ZD6N	i7	2.0.5
<input type="checkbox"/>	7GBR-2E33-J98J	asus	2.0.5
<input type="checkbox"/>	B5FG-5KAR-E2FW	asus2screen	2.0.5

Tip: click the Version column to sort the list by version number. This will bring the highest version to the top of the list to make it easy to find.

Once the device with the latest version is online, you can proceed with fetching the installer. See [Fetching Apps into the TabPilot Database](#) in the [App Distribution](#) section of this guide for details.

Once the latest version has been fetched (and the installer status column changes to a checkmark), the new version can be pushed out to devices. If the app is assigned to a device group and the group is set for auto-sync, the update should push out automatically, otherwise, follow the instructions under [Pushing Apps to Devices](#) of this guide.

11.1.6 App Details

To view or edit App details click an app icon or name from the apps list

App details - Main | Devices with installed app

 **2048 Puzzle**
ver. 6.06

Package name: com.estoty.game2048
 Size: 0 B
 Default display name:
 License count:
 Install count: 1
 Installer status:
 Enabled for auto-sync:
 Assigned groups: 10th Grade Devices
 11th Grade Devices
 iPads 12th grade

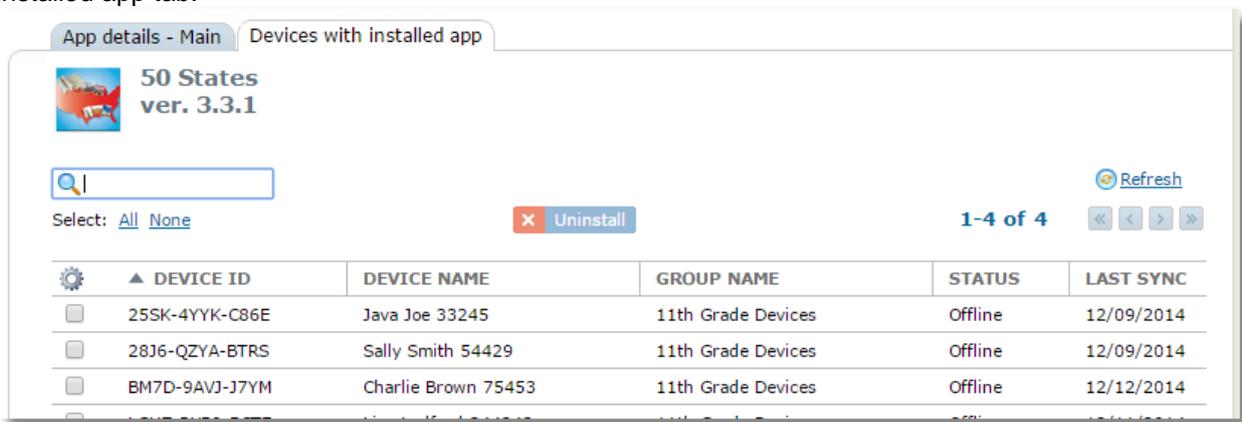
Default display name: this allows you to change the name that appears under the app icon in Launch & Lock. The name can also be changed for a specific profile only by editing the [Profile Display Name](#) on the app details in the profile.

License count: by default this field is empty, which indicates unlimited licenses. By entering a number here, users will be restricted from installing this app on more than the configured number of devices. You should set this number appropriately for all paid apps to indicate the number of licenses purchased. For paid apps you must purchase one license for every device on which the app is installed unless you have purchased a site license from the app developer. Purchasing just a single app from Google Play, for example, only gives licensing to install it to a single device.

Assigned groups: Assigning an app to a group will cause that app to be installed on any device in that device group the next time the device syncs with the system. This will occur as long as the device group is set for [auto-sync](#). Unassigning an app from a group will cause the app to be uninstalled from the device during the next sync.

11.1.7 Finding all devices where an app is installed

To find all devices where an app is installed, click the app from the apps list, then switch to the Devices with installed app tab.



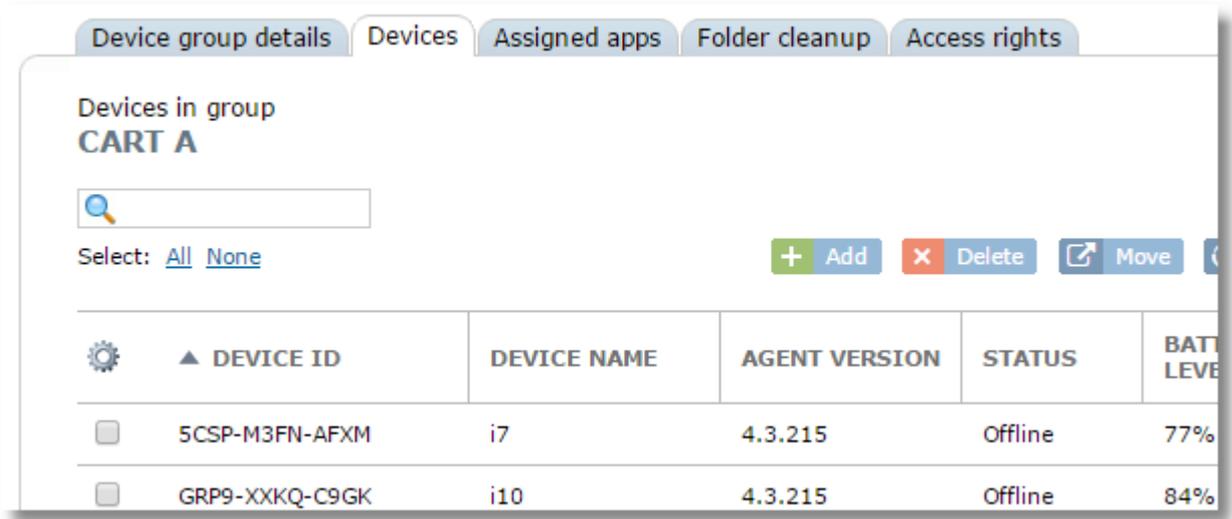
11.1.8 Listing all apps installed on a specific device

To find all apps installed on a specific device you need to have permissions to manage device groups.

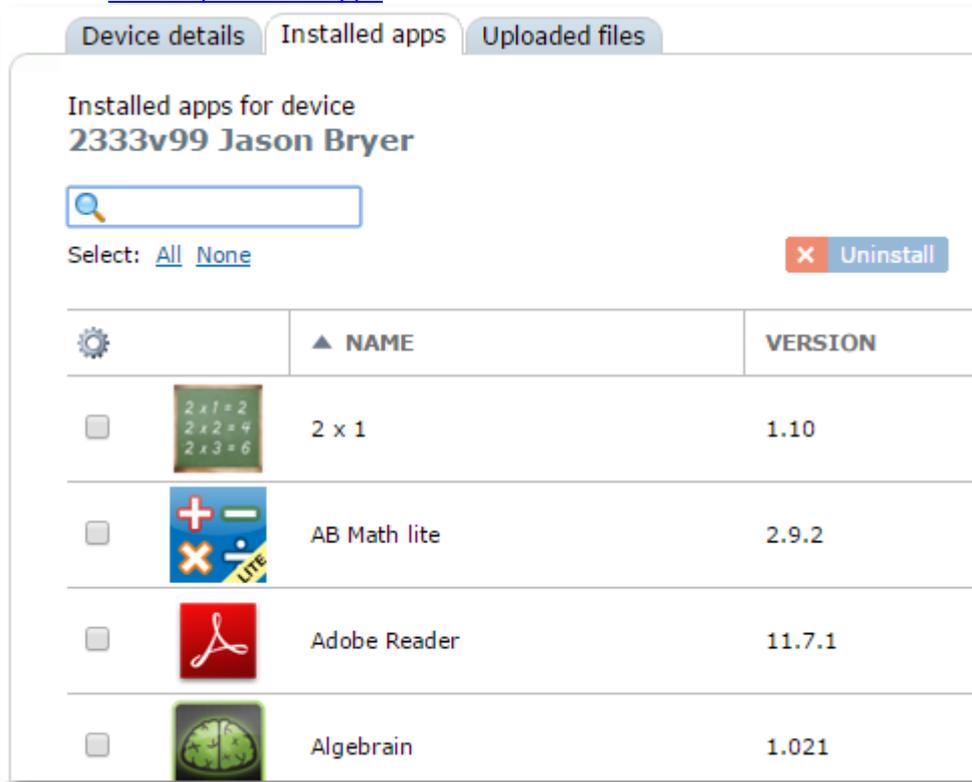
Choose Device Groups from the Organization menu.



Click on the device group of the device you wish to check, or use the "(All Android)" list then choose the **Devices** tab and click the name of the device.



Switch to the **Installed apps** tab to view all apps installed on the device. You can also use the Uninstall button to [remotely uninstall apps](#) from the device from this screen.

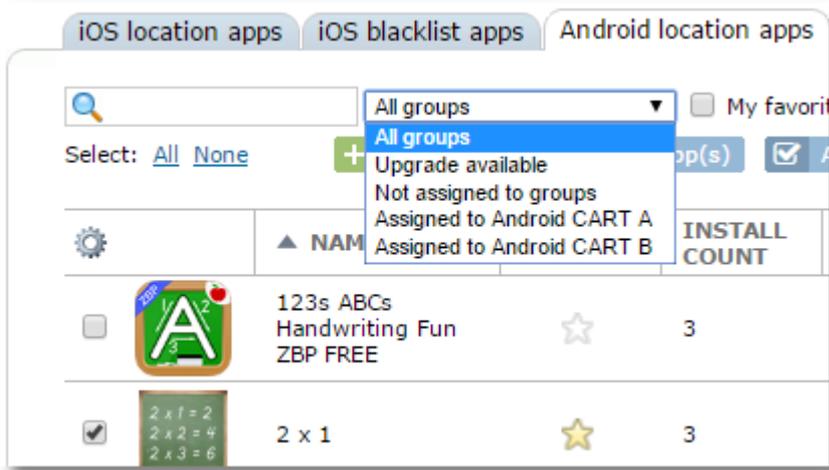


11.1.9 Finding all apps assigned to a group or class

Find assigned apps by filtering the apps list

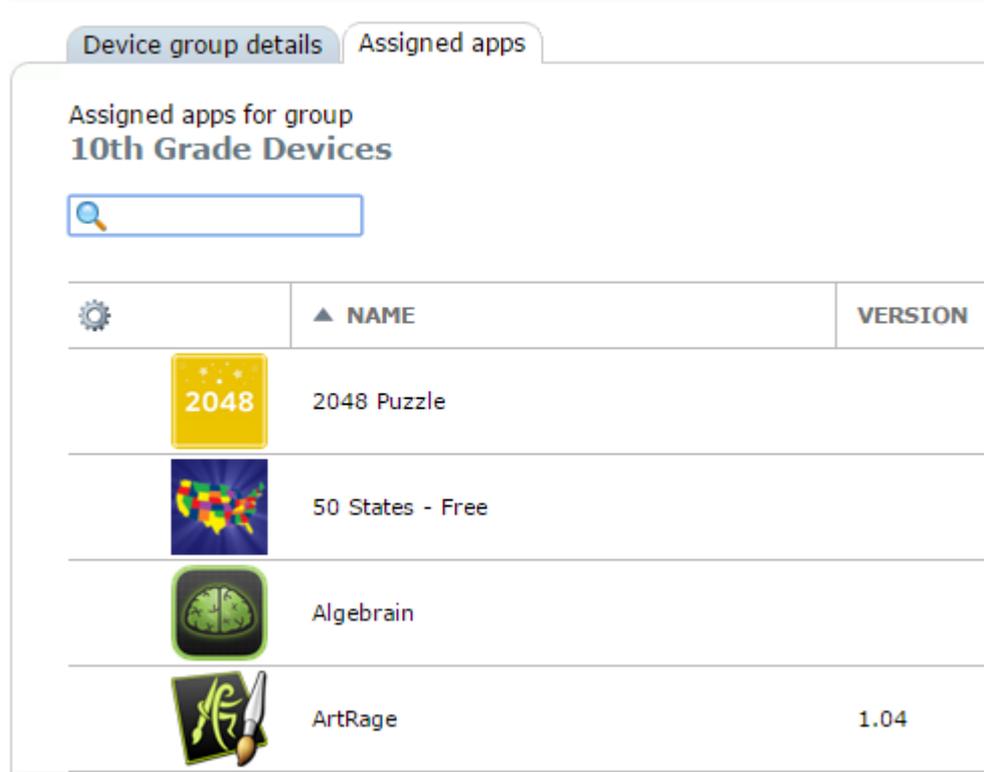
Choose **Apps** from the **Manage** menu. At the top of the Apps list, use the group selector to choose a single device group.

Now the apps list will show only apps assigned to the selected device group



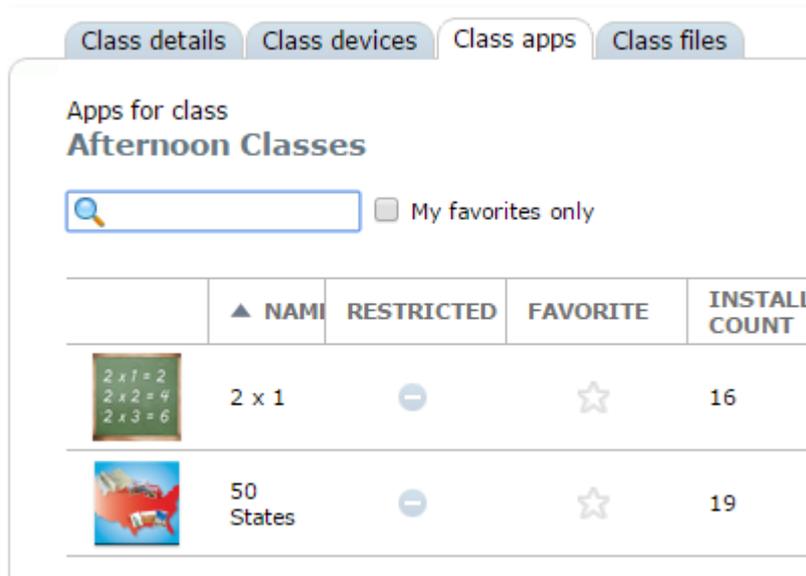
Find assigned apps from Device Group Details

Choose **Device Groups** from the **School** menu (if your administrator has granted permissions to this area), then click on the device group to check. Switch to the Assigned Apps tab



Find assigned apps from Class details

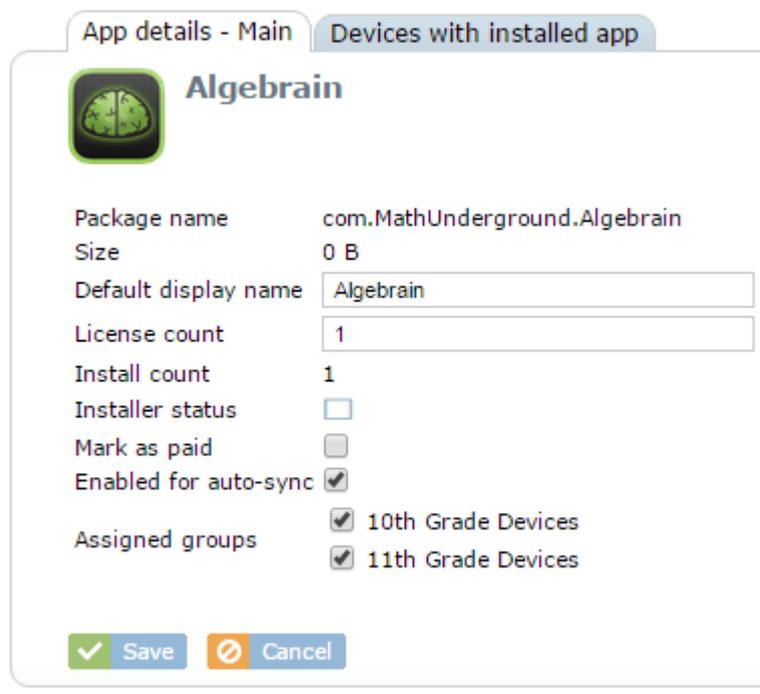
From the **Classes** menu, click a class name to display the **Class details** page, then switch to the **Class apps** tab.



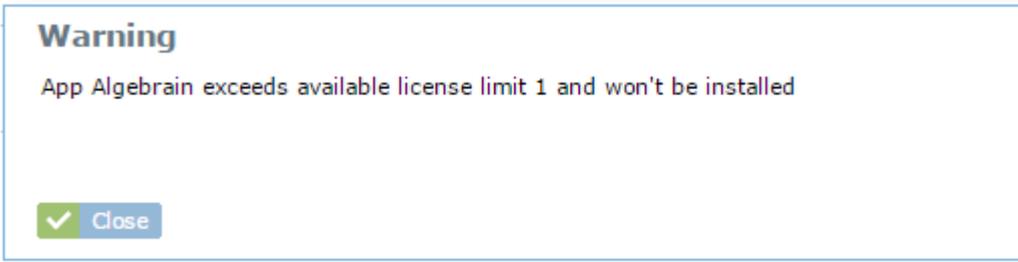
11.1.10 Tracking app licenses for paid apps

Each app has a field for license count on the [App details](#) tab. In most cases, this field is blank, indicating unlimited licenses, which would be used for all free apps. If TabPilot is able to detect that an app is a paid app when you fetch it from a device, the field will default to 1.

To edit the license count for an app, open the App details tab and change the license count number.

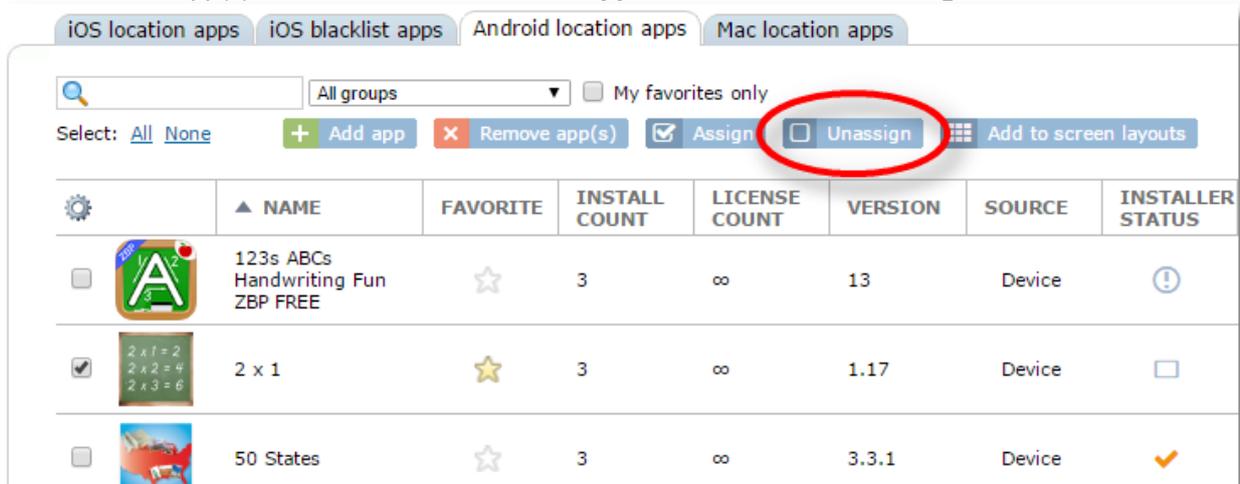


If a user tries to push an app to one or more devices and the license count has been exceeded, the app will fail to push to the device, and the user will receive a message indicating that there are not enough licenses available. Only authorized users (usually administrators) have permissions to edit the license count.

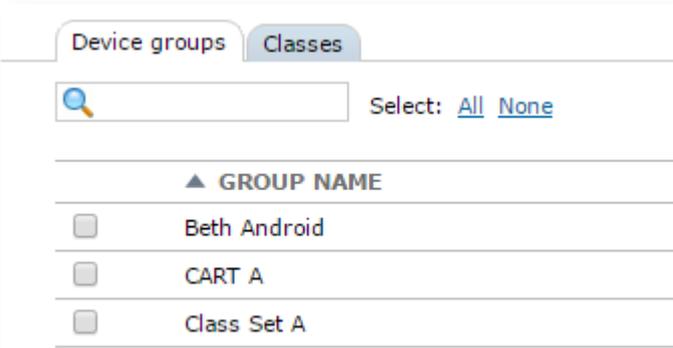


11.1.11 Uninstalling apps from Android tablets using Unassign

To remove an app from a group of devices, simply unassign the app from the device group or class. To do this, select the app(s) from the **Android location apps** list and click the **Unassign** button.

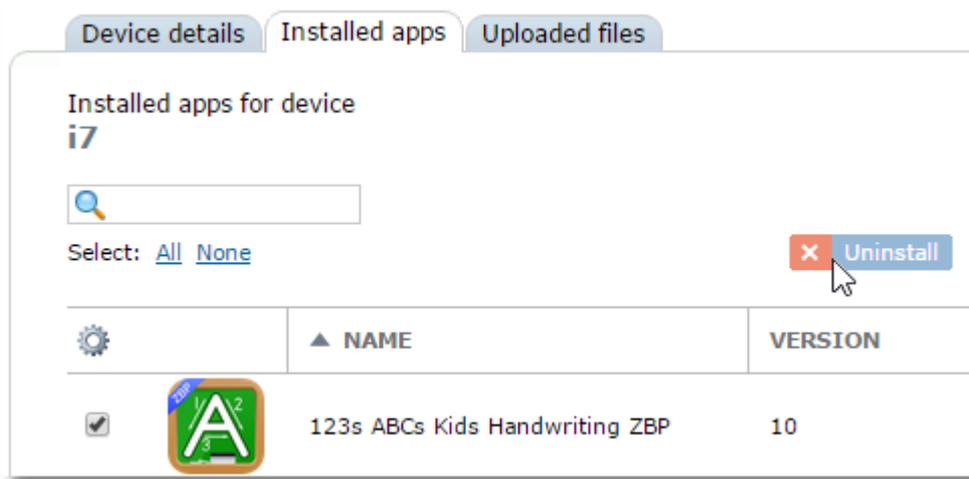
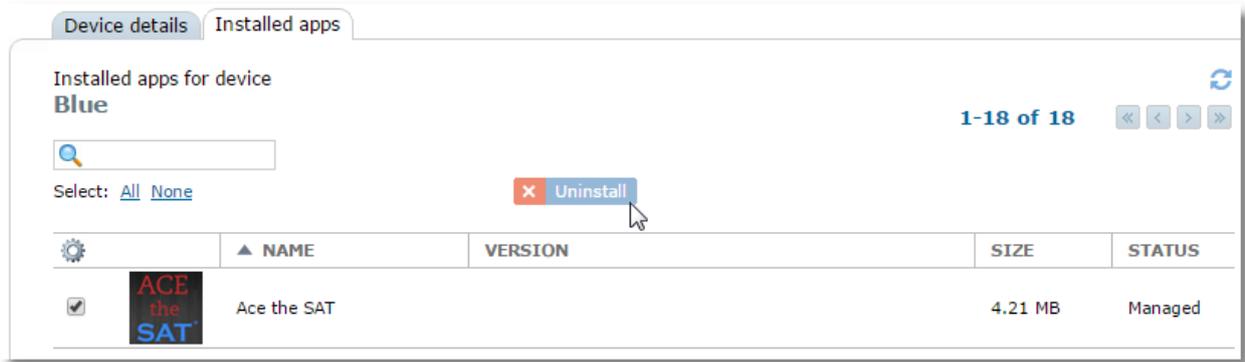


On the pop-up window, select the group(s) or class(es) from the appropriate tab and click the **Unassign** button at the bottom of the window.



Once an app is unassigned from the group and all classes that a device belongs to, the app will be uninstalled.

You can also manually remove a single app from a single device by selecting the device from the devices list and going to the **Installed Apps** tab. Select an app from the device and click the **Uninstall** button.



Note, however, that if the app is still assigned to the device group and the device group is set for auto-sync, the app will reinstall during the next device sync. Removing a device in this manner is usually only done in special circumstances. The standard method is to unassign the app from the device group.

Completing app uninstall in Standard Mode

This process is only necessary on tablets running TabPilot in Standard Mode.

1. If the device is assigned to a group that is configured for "Allow students to install pushed apps" then there is no need to exit Launch & Lock. However, some tablets are configured so that the notification bar is not visible while in Launch & Lock. On these tablets, look for the double-arrow icon at the bottom of Launch & Lock to indicate that a notification is available. Tap this icon to take Launch & Lock out of full screen to reveal the notification bar.



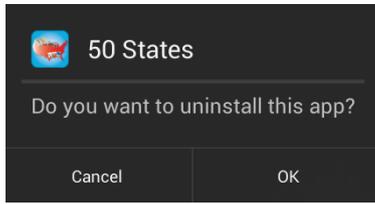
2. If the device is assigned to a group that is not configured for "Allow students to install pushed apps" you will need to exit Launch & Lock to proceed. See the section [Exiting Launch & Lock](#) of this guide for details.
3. Look for the "Tap to uninstall" notification in the Android Notifications area. The Notifications bar can be at the top or bottom of the screen, based on your tablet type and Android version.



4. Touch “Tap to uninstall”



5. Confirm removal.



You will need to repeat this process on each device

11.2 iOS App Management

The iOS Apps List

The Android location apps list represents school-managed apps. The list starts out empty. Each location maintains its own list of apps and distributes those apps by assigning them to device groups and classes within that location only.

You can add apps to be managed through TabPilot either by pulling the app from a device where it's already installed, or by uploading the APK for an app.

After apps are added to the Android location apps list, they can be assigned to groups or classes in order to install the apps on those devices.

	NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED SCHOOL USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE	SOURCE	DEVICE GROUPS	CLASSES
<input type="checkbox"/>	Algebra Genie	☆	0	60	0	0	✓	VPP: Main District VPP	10th Grade iPads	
<input type="checkbox"/>	Atlas for iPad Free	☆	0	100	0	0	✓	VPP: Main District VPP	9th Grade iPads, HS Teacher Group	
<input type="checkbox"/>	Book Creator Free	☆	0	75	0	0	✓	VPP: Main District VPP		
<input type="checkbox"/>	BrainPOP Featured	☆	4	1200	0	3	✓	VPP: Elementary		

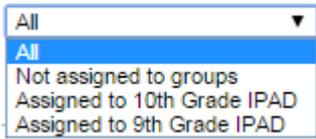
Finding and Filtering the Apps list

Use all the standard table tools for [sorting](#), [resizing/rearrange](#) columns, and [customizing visible columns](#) (the gear icon) with the apps list. (See [Working with Tables](#) in [Control Tower Interface](#) section of this guide)

Use the search box to find a specific app by typing all or part of the app name then pressing Enter.

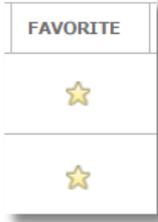


Use the groups selector to filter the list to show only apps assigned to a specific device group. This is a convenient way to see a list of all apps assigned to a group to select multiple apps and remove them all from the group at once by utilizing the "remove from group..." item on the **More actions** menu.



Setting an app as a Favorite

Set an app as a favorite by clicking the star icon in the Favorite column.



Device Assignable Column: This column will have a checkmark when the app developer has allowed the app to be licensed to devices rather than just users. If an app is not device assignable, then a VPP user license must be used, which requires an Apple ID on the device that has accepted the VPP invitation. It's recommended to always use device assignable apps.

11.2.1 Adding VPP Apps

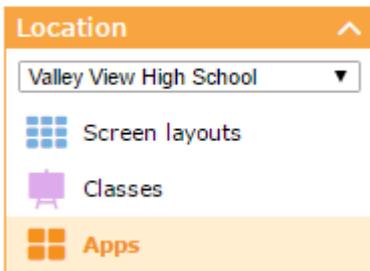
Using VPP apps is the preferred method for app distribution for both free and paid apps. The reason is that VPP apps can install silently in the background on the iPads without prompting the user to enter their Apple ID and password for the App Store.

To add VPP apps to the iOS location apps list, you need to have already linked TabPilot to your VPP account. If you have not done this, please refer to [Setting Up Apple Volume Purchase Program](#) in the Setting Up TabPilot section of this guide.

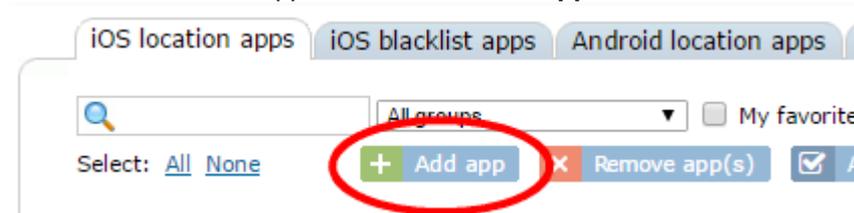
In order to add VPP apps into TabPilot, you must first purchase them through Apple's VPP site (even free apps) at deploy.apple.com or school.apple.com.

To add VPP apps to your iOS School apps list:

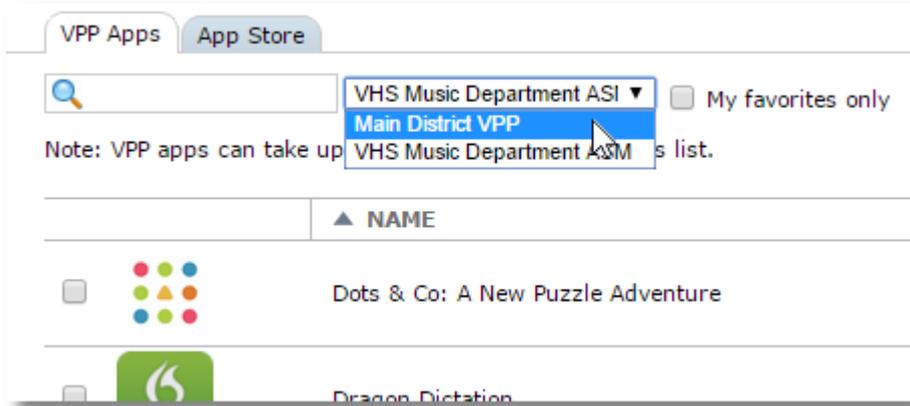
1. Choose a location then select **Apps** from the **Location** menu.



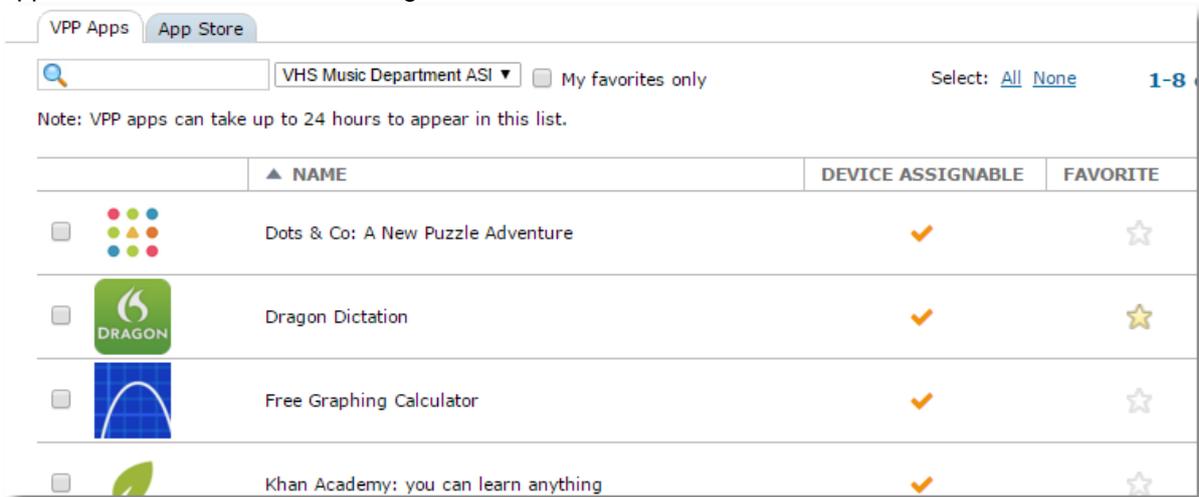
2. From the iOS location apps tab, click the **Add app** button.



- If you have more than one VPP account, choose the account with the apps you wish to add from the selector at the top.



- Make note of the **Device Assignable** column. If an app contains a checkmark in this column, the app can be assigned directly to devices using device-based VPP app assignment, rather than assigning to a VPP User. If you have not set up VPP Users for user-based assignment, then you should look for apps that allow device-based assignment.



- Use the checkboxes to select the apps you would like to add and click the **Add** button at the bottom of the window.
- The app(s) will be added to the iOS location apps list. The **Source** column will indicate the VPP account of the app.

	NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED SCHOOL USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGNABLE	SOURCE
<input type="checkbox"/>	Algebra Genie	☆	0	60	0	0	✓	VPP: Main District VPP

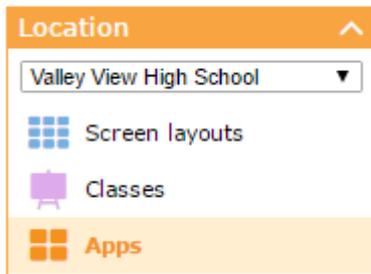
*TIP: It's possible to add the same app from multiple VPP accounts. This is useful for paid apps where some licenses are purchased from a specific fund under a specific VPP account. By adding the app from each VPP account, you can then choose a specific device group or class for each set of licenses. For example, if a paid app was purchased out of Title I funds, and you have a separate VPP account for Title I, you can assign those licenses to a class that contains the devices of the Title I students. This guarantees that apps purchased with those funds are only used by those students. When adding an app from multiple VPP accounts, the app will show up multiple times in the **iOS location apps** list, where the source column can be used to identify the source account.*

11.2.2 Adding Apps from the App Store

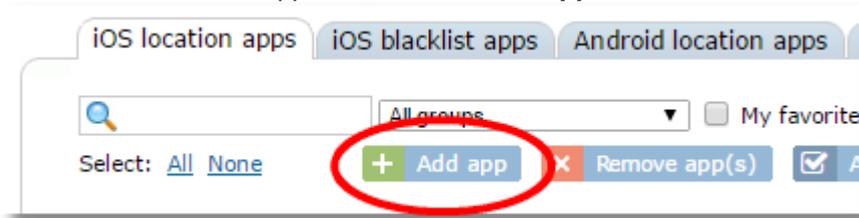
You can add apps to the iOS location apps list from the App Store, then assign them to device groups or classes for installation. Apps assigned from the App Store will install using the Apple ID on each iPad by prompting the user for the App Store password for that device. If you wish to install silently and avoid the prompt, you'll need to install VPP (Volume Purchase Program) apps instead.

Tip: iPad users that have iOS version 8.3 and above can avoid being prompted for their password for free apps by changing a setting in Settings / iTunes & App Store / Password Settings / Free Downloads / Require Password.

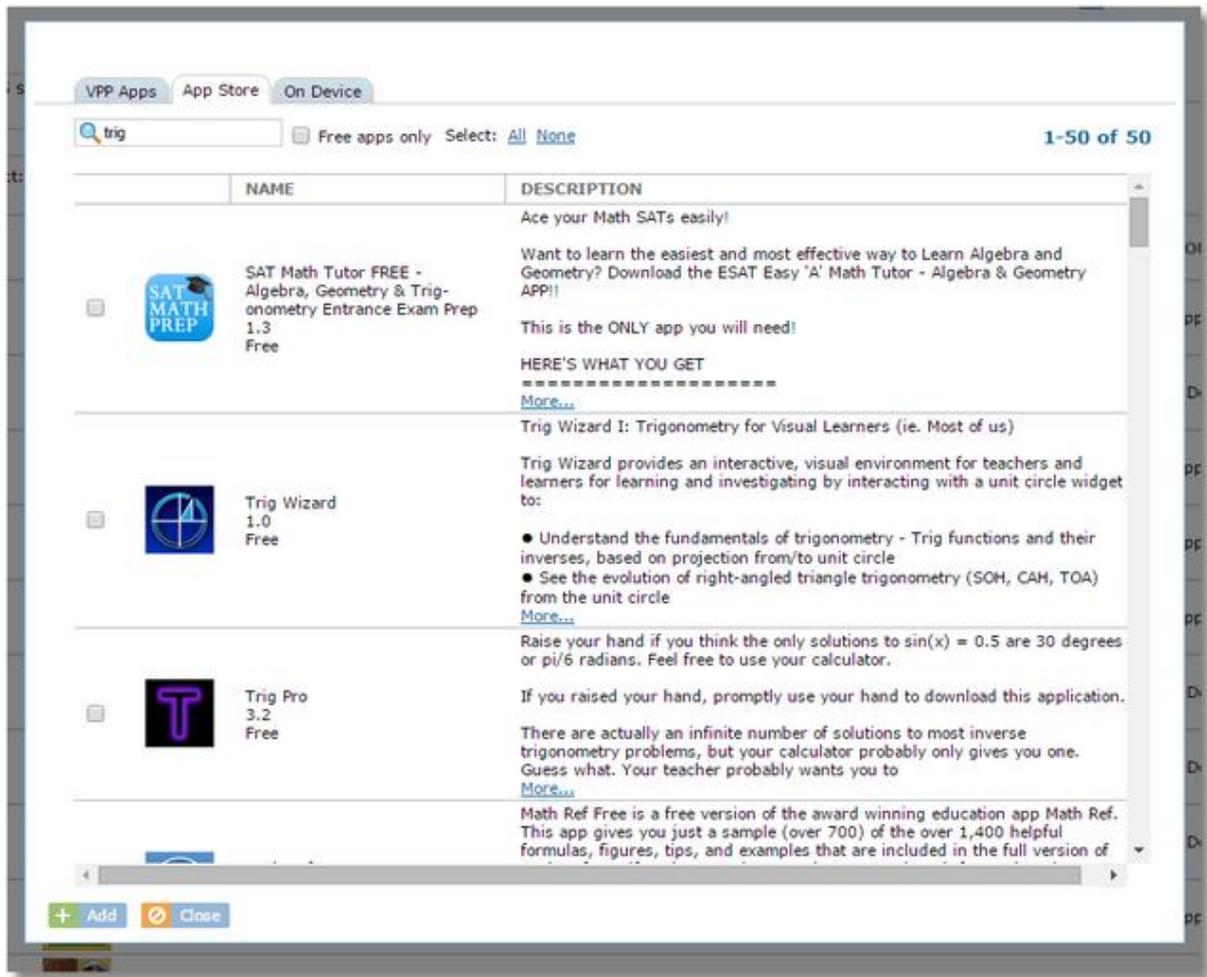
1. Choose a location then select **Apps** from the **Location** menu.



2. From the iOS location apps tab, click the **Add app** button.



3. Choose the App Store tab in the pop-up window then enter a search term in the search box to search the Apple App Store.



TIP: To limit the search to show only free apps, check the box "Free apps only"

4. Put a checkmark in the box of any app you wish to add and click the **Add** button at the bottom of the window.
5. The app will be added to your iOS school apps list. The Source column will indicate "App Store".

	▲ NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	AVAILABLE VPP LICENSES	VERSION	SOURCE
<input type="checkbox"/>	Chess Free		0	0	0		App Store

11.2.3 Installing apps by assigning to groups or classes

To distribute an app to a group of iPads, first add the app to the iOS location apps list using one of the two methods above in this chapter. Note that the only method that allows the apps to be installed silently in the background on the iPads without prompting for the Apple ID password is the VPP method. The only exception to this is when distributing free App Store apps to iPads where the user has changed their iPad settings to stop prompting for passwords on free apps.

Apps are distributed to devices when you assign the apps to the device group or a class to which the iPads belong.

TWO METHODS OF ASSIGNING APPS

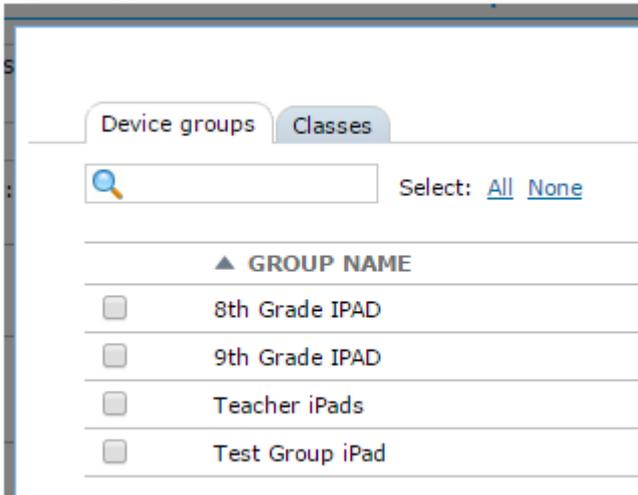
Device-based app assignment: with iOS 9 and above, apps can be assigned directly to devices, rather than to users. This makes it possible to assign apps to devices even if they don't have an Apple ID configured on the device. This newer method is the recommended method of distributing VPP apps because it saves the complexity of the VPP user invitation system.

User-based app assignment: this method requires that each device have an Apple ID configured and the owner of the ID must accept an invitation to accept apps from the organization and associate their Apple ID. This also requires you to assign a VPP User to each device so that when an app is assigned to a device group or class, TabPilot will know which users to assign the app to. This older method requires more setup and is more complicated than device-based assignment. See the setup section of this guide for instructions on setting up VPP users and invitations.

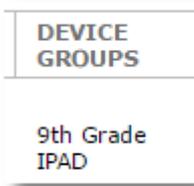
1. Select the checkbox beside the app(s) you wish to distribute, then click the **Assign** button



2. On the pop-up window, choose the tab for Device groups or Classes, then make your selection and click **Assign** button at the bottom of the window.



3. The Device Group column will change to show the name of the newly assigned groups and/or classes.



Device-based licensing is the default: The app will be assigned using a device-based license as long as

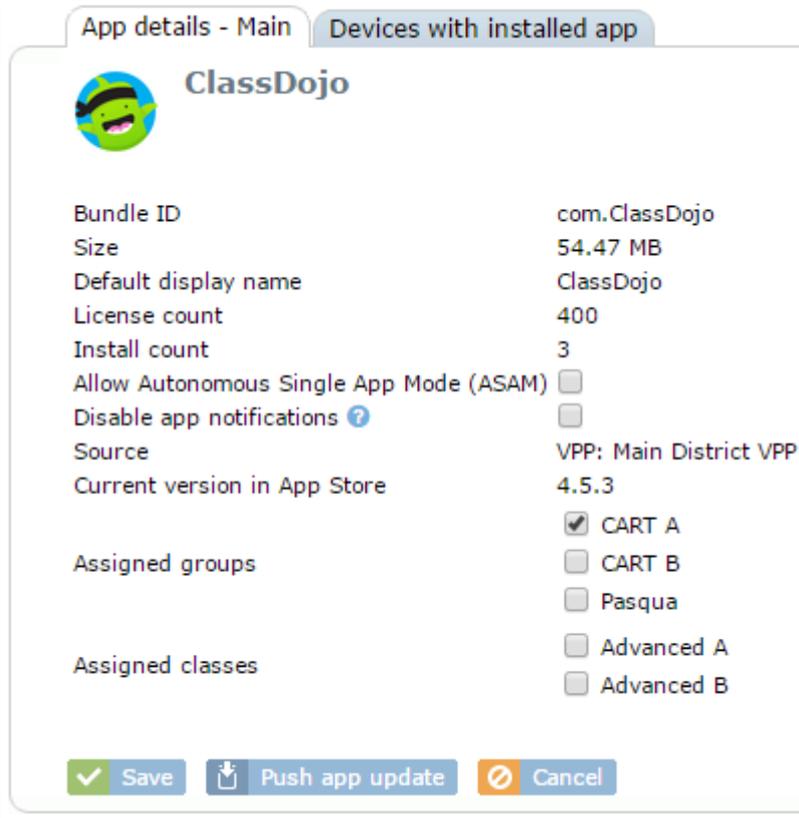
- the app is Device Assignable and
- the device is in a Device Group that is *not* configured for "Disable device-based VPP app installation"

After a short delay, the app(s) should begin to install on the iPads.

For non-VPP apps (those added from the App Store) if the user is prompted for the password and cancels the request, the app will not install. You can attempt to send it again by pushing the app to the device from the missing apps list on the Status page.

11.2.4 App Details

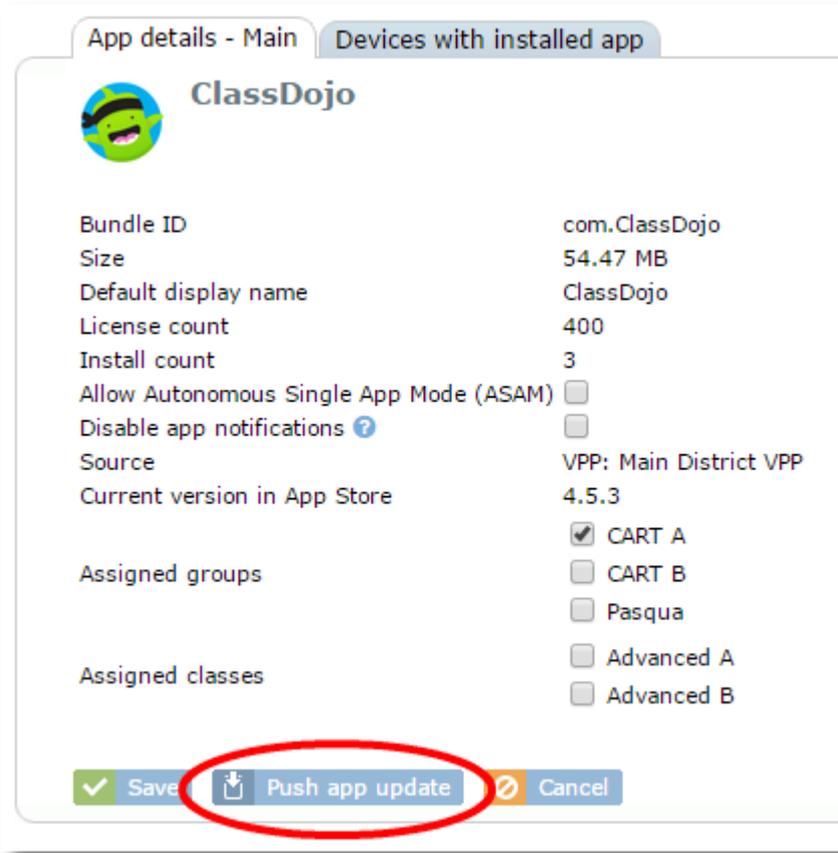
Click any app from the iOS school apps list to display the App Details page



You can also assign or unassign the app from device groups and classes from the details tab.

11.2.5 Updating an iOS app

To update an app, choose the app from the iOS location apps list to display the **App Details** page. Use the "Push app update" button at the bottom. This will send a signal to all devices in the location where the app is installed to check the App Store for a new version and download and install it if found.



11.2.6 Autonomous Single App Mode (ASAM)

ASAM is an iOS feature that allows an app to put itself into Single App Mode. When in Single App Mode, other apps are prevented from running, effectively locking the user into that single app.

What's the purpose of ASAM?

ASAM is most often used for test-taking apps in a school environment. For a device to be secure during testing, the student needs to be prevented from accessing things like the web browser or other apps.

Can I use ASAM with any app?

No. An application's developer must specifically built this feature into their app. Apps such as Pearson's TestNav are designed for this.

How is ASAM started?

When an app that is designed to use ASAM is launched by the user, it should send a request to iOS to enter ASAM mode, then enter it immediately. However, this only works if the MDM has configured iOS to allow that specific app to use ASAM.

What's the difference between ASAM and App Lock that's available in TabPilot?

App Lock does, indeed, put an app into Single App Mode, similar to what happens with ASAM. Actually, App Lock in TabPilot will do this for any app, so the app doesn't have to be specifically designed for it. The difference between App Lock and ASAM is that App Lock is initiated by the teacher through TabPilot and the app is automatically launched on the selected student devices. It will remain locked until the teacher releases it. ASAM on the other hand, is initiated by the app itself, as soon as the student launches it. An administrator can enable ASAM for a given app and then any time the student starts the app, it will use ASAM, without the teacher having to do anything. Also, as of iOS 9.3.2, ASAM will no longer require an iPad to be in Supervised mode, whereas Screen Lock does.

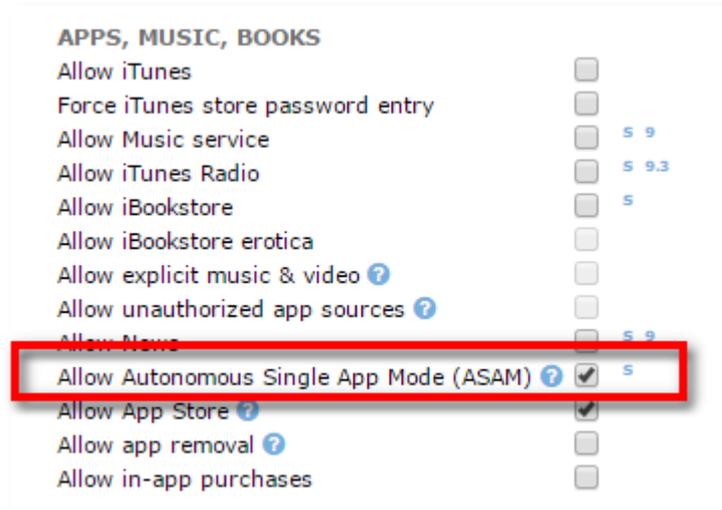
How do I set an app for ASAM in TabPilot?

Two things have to be configured to use ASAM. Here's how:

1. The app has to be enabled for ASAM in App Details. Choose the app from the iOS School Apps list and put a check in the box for "Allow Autonomous Single App Mode (ASAM)."



2. The Restrictions Profile that's applied to the device(s) should have the setting enabled for for "Allow Autonomous Single App Mode (ASAM)" enabled. Be sure this setting is selected and the restriction profile applied to the correct device group or class.



IMPORTANT NOTE! In late-2016 Apple introduced a replacement for ASAM called Automatic Assessment Configuration, or AAC. One difference between the two is that the developer's app can put itself into AAC without any setting from an MDM. Apple is working on getting all major test vendors to switch to AAC. We continue to offer ASAM features for those apps that don't switch. You can learn more on Apple's web site: <https://support.apple.com/en-us/HT204775>.

11.2.7 Removing apps from the iOS location apps list

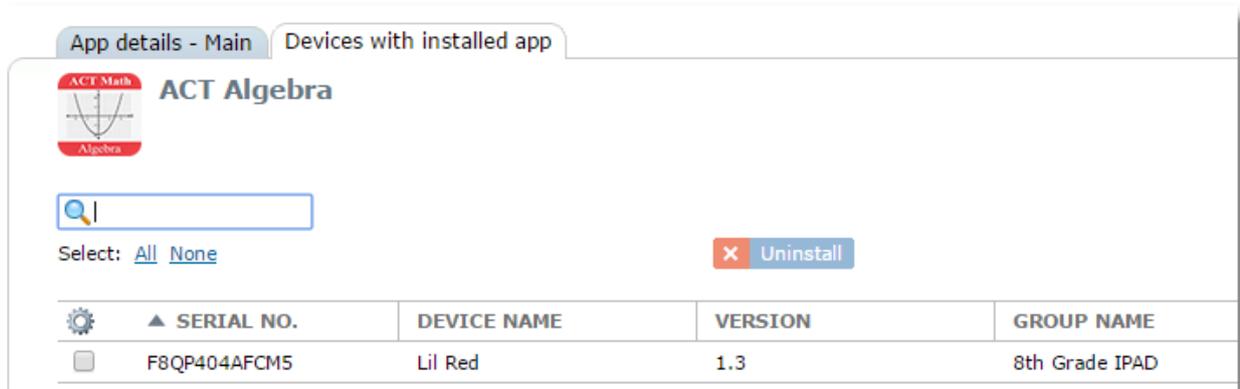
To remove an app from the iOS school apps list, select the app(s) from the list and click the "Remove app" button.



If an app is assigned to a group or class, it will not be deleted from the list until it has been unassigned from the group(s) or class(es).

11.2.8 Finding all devices where an app is installed

To find out all devices with a particular app installed, click the app from the iOS location apps list and then switch to the **Devices with app installed** tab.



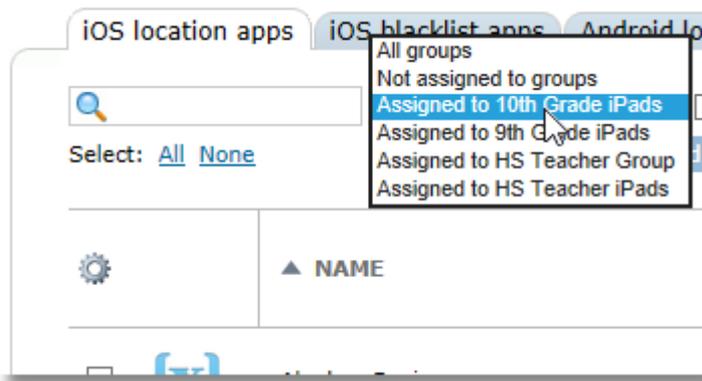
You can use the Uninstall button to remove an app from a device. However, if the app is assigned to the device group or class that the device belongs to, and auto-sync is turned on, the app will automatically reinstall during the next sync.

11.2.9 Finding apps assigned to a group or class

Find assigned apps assigned to a group by filtering the apps list

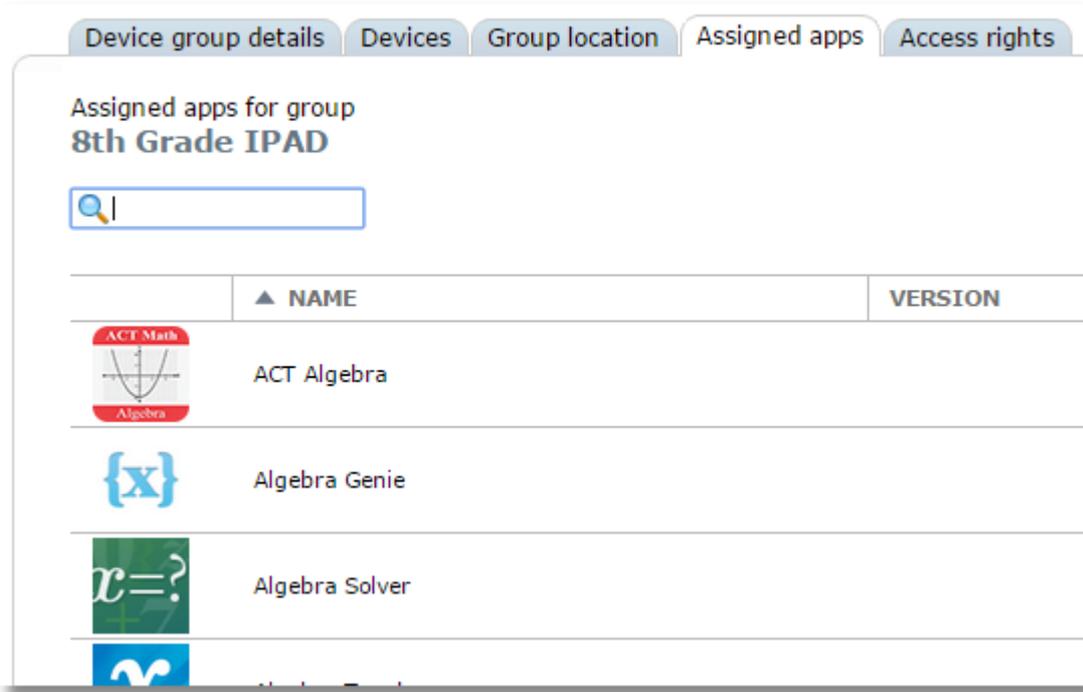
Select a location then choose **Apps** from the **Location** menu. At the top of the Apps list, use the group selector to choose a single device group.

Now the apps list will show only apps assigned to the selected device group



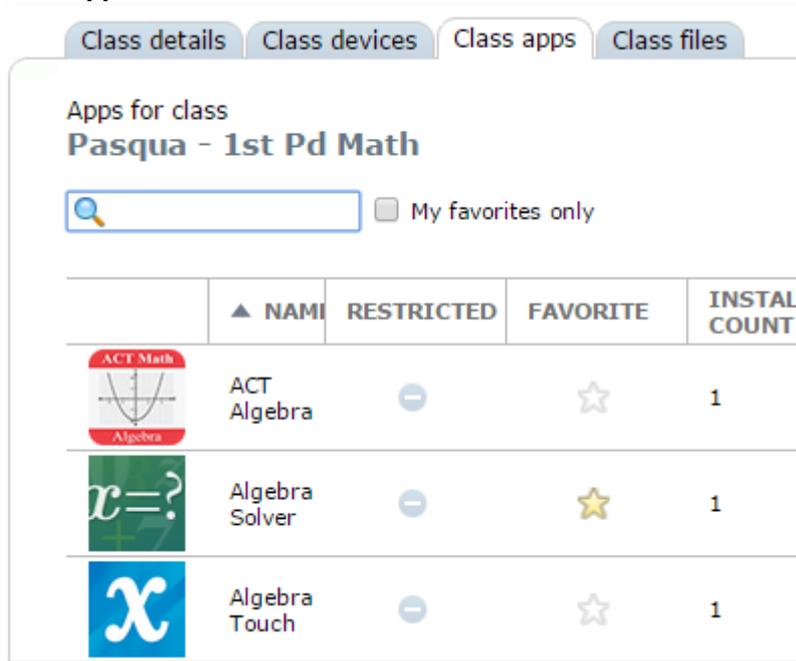
Find assigned apps assigned to a group from Device Group Details

Choose **Device Groups** from the **Organization** menu, then click on the device group to check. Switch to the Assigned Apps tab



Find apps assigned to a class

From the **Classes** menu, click a class name to display the **Class details** page, then switch to the **Class apps** tab.



11.2.10 Distributing apps from status report

If TabPilot was unable to install an app to a device to which it was assigned, it will show on the missing apps list on the Device Status tab of the Status area.

Choose **Status** from the main menu.



Check the Status column for missing apps.

Device status | Group status | Class status

Current profile: none Refresh

1-3 of 3

SERIAL NO.	DEVICE NAME	STATUS
F7PM1FUBFP84	mini blue 2	OK
F8QP303EFCM5	iPad F8QP303EFCM5	1 app(s) missing (show)
F8QP404AFCM5	iPad Red case	OK

Click "show" in the status column, then click the Push button next to the app to install.

Missing items for iPad F8QP303EFCM5

Missing items assigned to Device Group: 9th Grade IPAD

Push 1st Grade Math: Splash Math Worksheets App for Numl

11.2.11 Uninstalling apps from iPads

Apps can be uninstalled from iPads if they are "Managed Apps." These are apps that were originally installed from TabPilot. This would include VPP apps as well as App Store Apps (with a source of App Store or Device). All managed apps are automatically removed from a device if the device is unenrolled (removed) from TabPilot, deleting the MDM profile from the device.

To remove an app from a group of devices, simply unassign the app from the device group or class. To do this, select the app(s) from the iOS School Apps list and click the Unassign button.

iOS location apps | iOS blacklist apps | Android location apps | Mac location apps

Assigned to 10th Grade iPa My favorites only

Select: All None + Add app x Remove app(s) Assign Unassign Add to screen layouts

NAME	FAVORITE	INSTALL COUNT	LICENSE COUNT	USED SCHOOL USER LICENSES	USED VPP DEVICE LICENSES	DEVICE ASSIGN
<input checked="" type="checkbox"/> Algebra Genie	<input type="checkbox"/>	0	60	0	0	<input checked="" type="checkbox"/>

On the pop-up window, select the group(s) or class(es) from the appropriate tab and click the **Unassign** button at the bottom of the window.

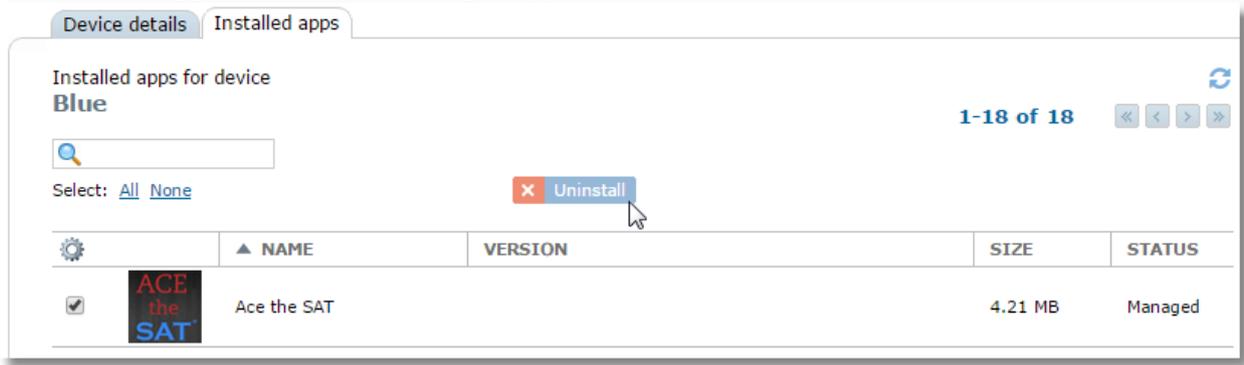
Device groups | Classes

Select: All None

GROUP NAME
<input type="checkbox"/> 8th Grade IPAD
<input type="checkbox"/> 9th Grade IPAD

Once an app is unassigned from the group and all classes that a device belongs to, the app will be uninstalled.

You can also manually remove a single app from a single device from the Device Details area by accessing the **Installed Apps** tab. Select a managed app from the device and click the **Uninstall** button.



Note, however, that if the app is still assigned to the device group and the device group is set for auto-sync, the app will reinstall during the next device sync. Removing a device in this manner is usually only done in special circumstances. The standard method is to unassign the app from the device group.

11.2.12 Blacklisting iOS Apps

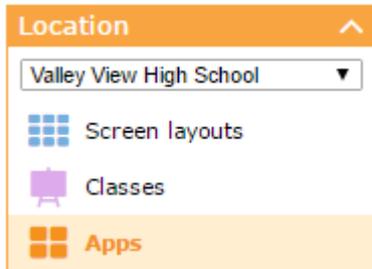
Apps can be blacklisted in order to prevent them from showing or running on a device. TabPilot allows blacklist app assignments to apply only to specific device groups or classes.

Blacklisting iOS apps was introduced in iOS 9.3 and is available only on supervised devices.

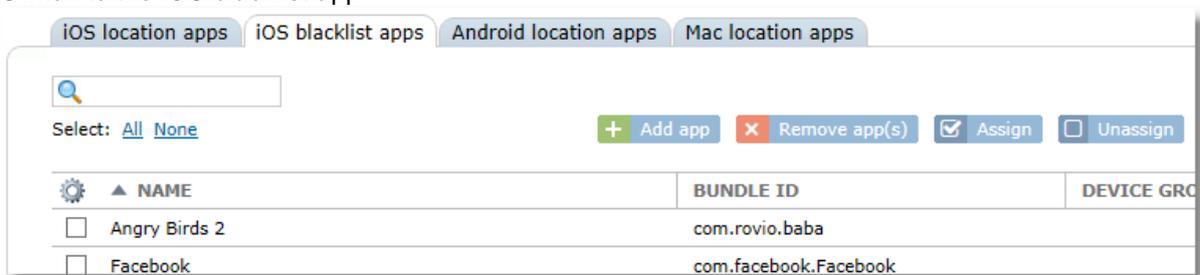
Note that the Screen Layouts feature also functions as a type of blacklist because it automatically hides (and thus blacklists) all apps that are not part of the layout. Screen Layouts is the preferred method for teachers to prevent students from accessing certain apps, whereas app blacklisting would be more commonly used for administrators to prevent apps from running. In most cases, teachers would not have access to the app management area, and thus would not use the blacklist feature.

To blacklist an app:

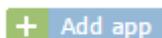
1. Choose a location then select **Apps** from the **Location** menu.



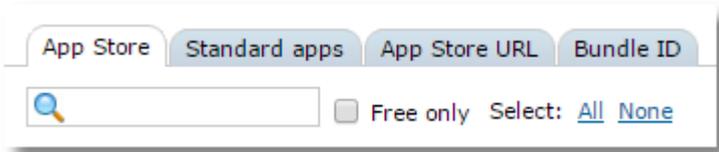
2. Switch to the iOS blacklist app



3. Click the Add app button



4. There are four ways to find or enter the app you wish to blacklist. Choose the tab for the option you'd like to use.



App Store: Search the app store to find the app you wish to blacklist

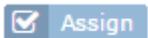
Standard Apps: Choose from the standard apps like calendar, clock, camera, contacts, etc.

App Store URL: If you have the URL of the app from iTunes, enter it on this tab

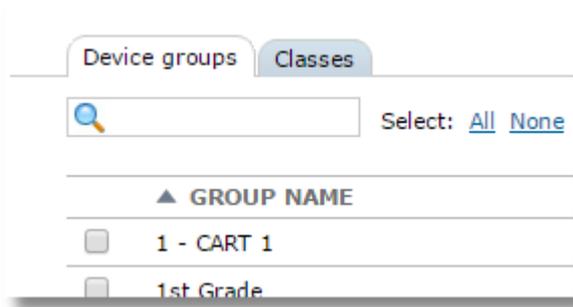
Bundle ID: If you have the Bundle ID of the app, enter it on this tab

Regardless of which method you choose, the result is the same. The app will be added to the table of blacklisted apps, but they are not blacklisted on any devices just yet. The remaining step is to assign the blacklisted app to a device group or class.

- Click the Assign button at the top of the blacklisted apps list



- Choose one or more device groups or classes.



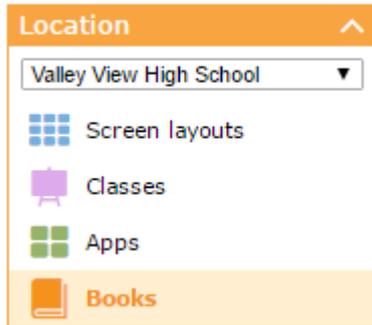
- The Device Groups (or classes) column will immediately show the assignment and it will take effect immediately. If the blacklisted apps are already on home screens of iPads, they will disappear.

DEVICE GROUPS	CLASSES
1st Grade	
1 - CART 1, 1st Grade, Ms. Johnson	

Blacklisted apps will be unable to run on all tablets where the assignment is in effect.

12 Book Management

The Books area of TabPilot provides functions for managing Apple iBooks.



Note: The books list is location specific. The books in the location apps list can only be assigned to groups and classes in the same location as the list. To assign a book to groups in another location, the same book needs to be added separately to the location books list for that location.

12.1 Adding iBooks from VPP

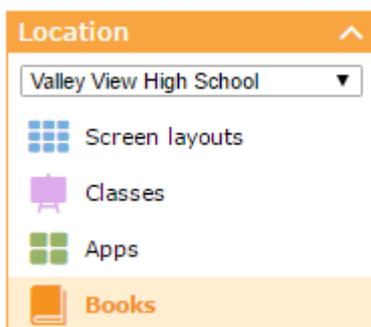
To add VPP iBooks to the location books list, you need to have already linked TabPilot to your VPP account. If you have not done this, please refer to [Setting Up Apple Volume Purchase Program](#) in the Setting Up TabPilot section of this guide.

In order to add VPP iBooks into TabPilot, you must first purchase them through Apple's VPP site directly or through your Apple School Manager account.

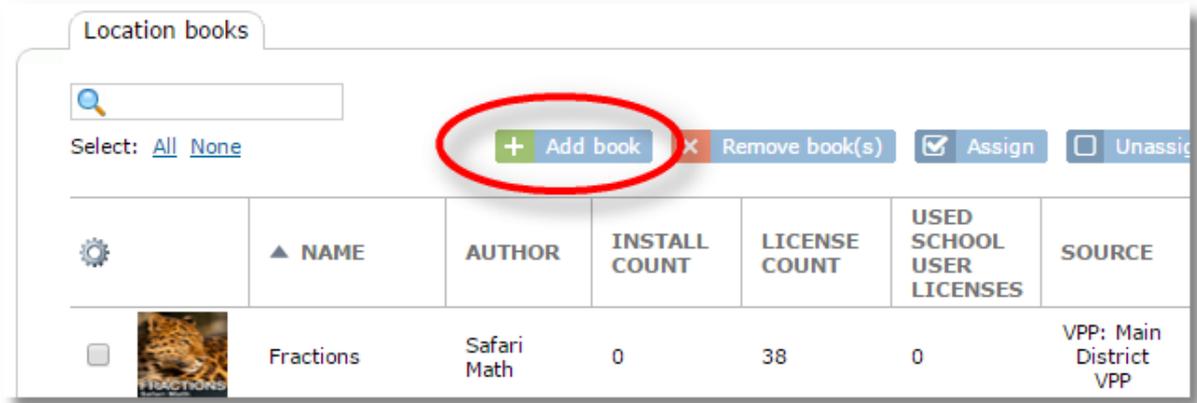
IMPORTANT: THERE IS NO DEVICE-BASED ASSIGNMENT WITH BOOKS LIKE THERE IS FOR APPS. To distribute iBooks, each device must have an Apple ID configured on the device and the user must accept an invitation to receive VPP items from your organization. Please see the section [Setting Up Apple Volume Purchase Program](#) for all of the necessary steps.

To add VPP book to the location books list:

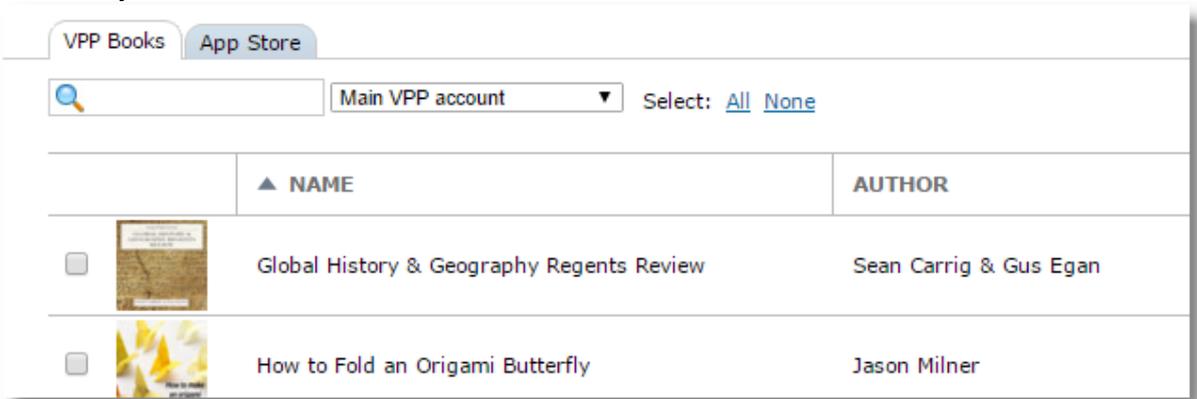
1. Choose a location from the selector then choose **Books** from the main menu.



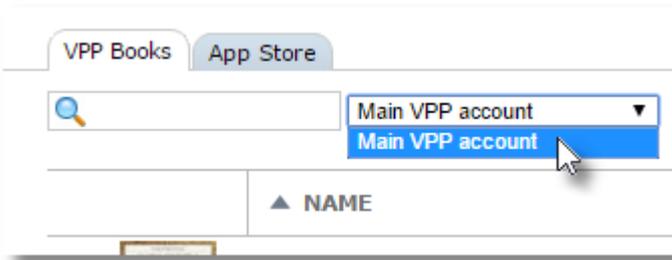
- From the Location books tab, click the **Add book** button.



- The **VPP Books** tab will list books that are currently available from the selected VPP account that are not already in the **School books** list.



- Use the VPP account selector to choose a VPP account if you have more than one configured for your school.

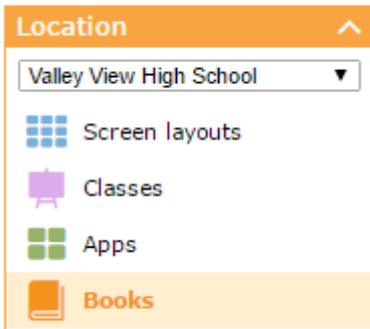


- Use the checkboxes to select the book(s) you would like to add and click the **Add** button at the bottom of the window.
- The book(s) will be added to your School books list. The **Source** column will indicate "Apple VPP" with the VPP account name listed in parentheses.

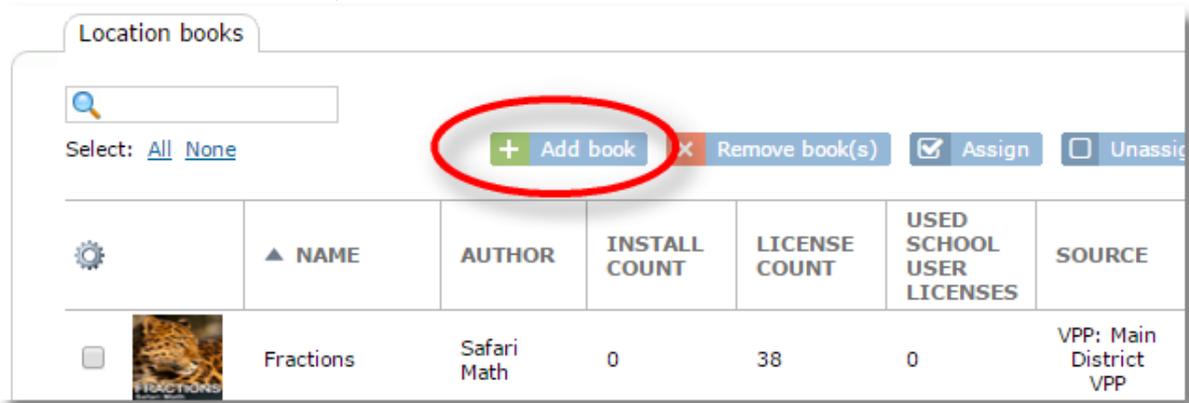


12.2 Adding iBooks from the App Store

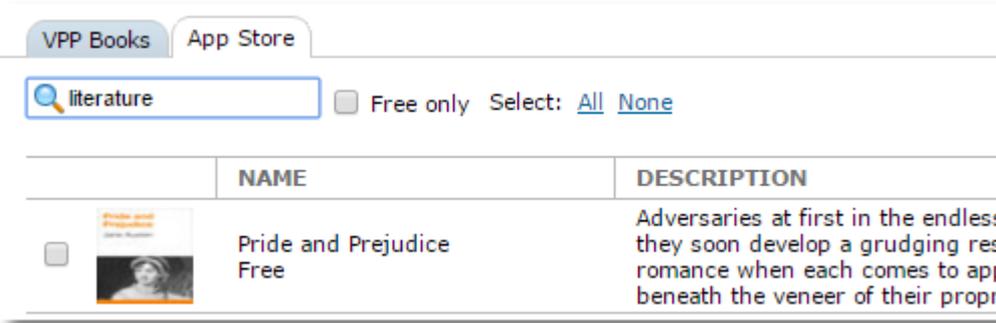
1. Choose a location from the selector then choose **Books** from the main menu.



2. From the Location books tab, click the **Add book** button.

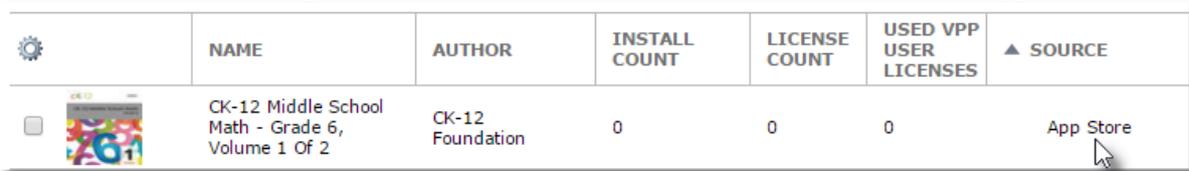


3. Choose the App Store tab in the pop-up window then enter a search term in the search box to search the Apple App Store.



TIP: To limit the search to show only free books, check the box "Free only"

4. Put a checkmark in the box of any book you wish to add and click the **Add** button at the bottom of the window.
5. The book will be added to your School books list. The Source column will indicate "App Store".

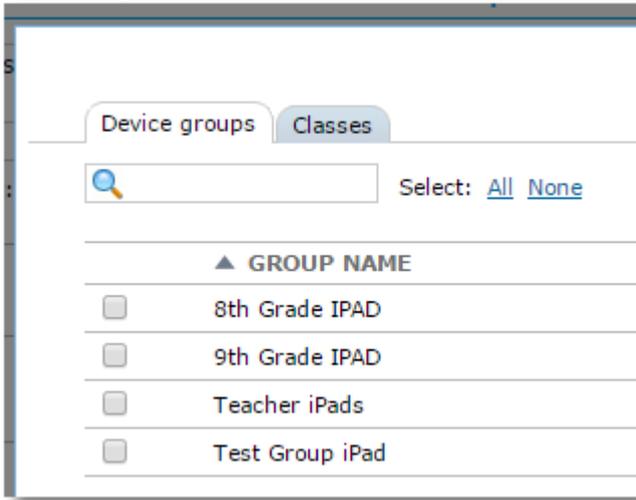


12.3 Distributing books by assigning to groups or classes

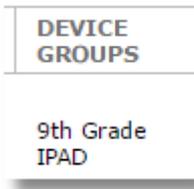
1. Select the checkbox beside the book(s) you wish to distribute, then click the **Assign** button



2. On the pop-up window, choose the tab for Device groups or Classes, then make your selection and click **Assign** button at the bottom of the window.



3. The **Device Group** column will change to show the name of the newly assigned groups and/or classes.

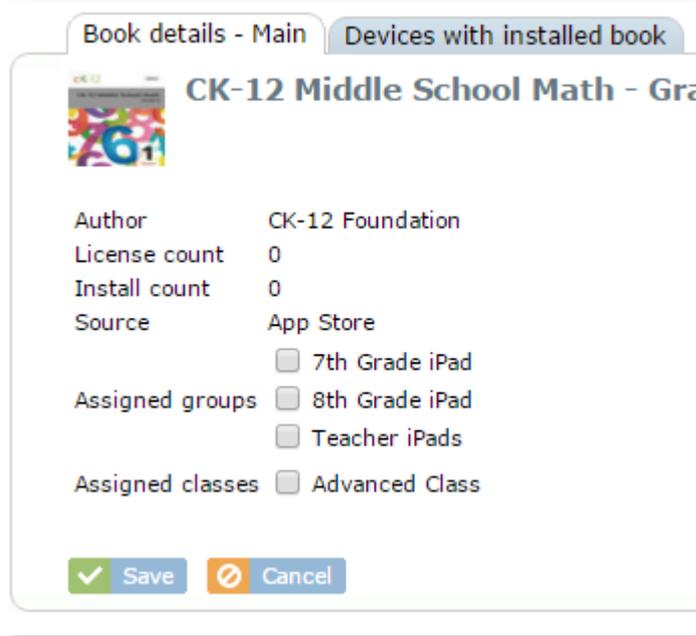


After a short delay, the book(s) should begin to install on the iPads.

For non-VPP books (those added from the App Store) if the user is prompted for the password and cancels the request, the app will not install. You can attempt to send it again by pushing the app to the device from the missing apps list on the Status page.

12.4 Book details

Click any book from the **School books** list to display the book details.



You can also assign or unassign a book from device groups and classes from the **Book details** tab.

12.5 Removing books from the School books list

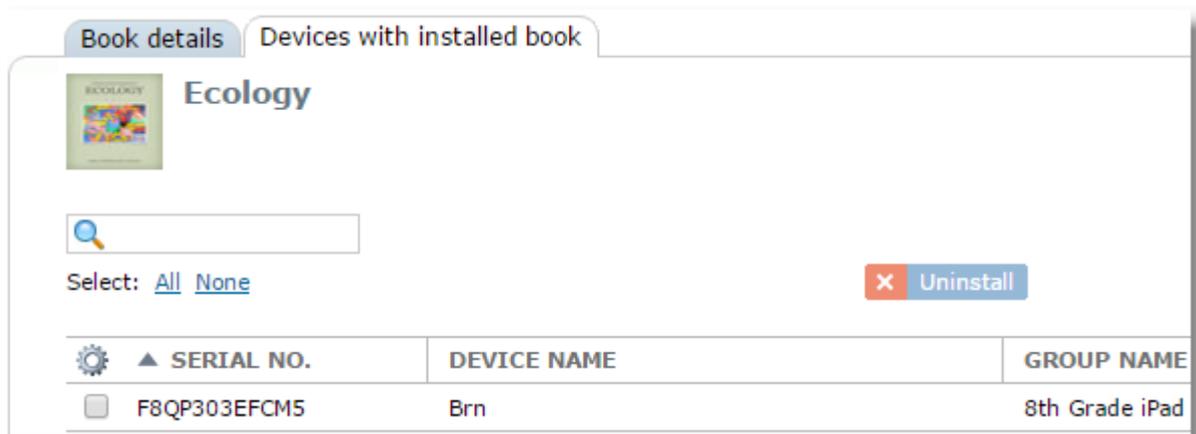
To remove a book from the School books list, select the book(s) from the list and click the "Remove book" button.



If a book is assigned to a group or class, it will not be deleted from the list until it has been unassigned from the group(s) or class(es).

12.6 Finding all devices where a book is installed

To find out all devices with a particular book installed, click the book from the School books list and then switch to the **Devices with book installed** tab.



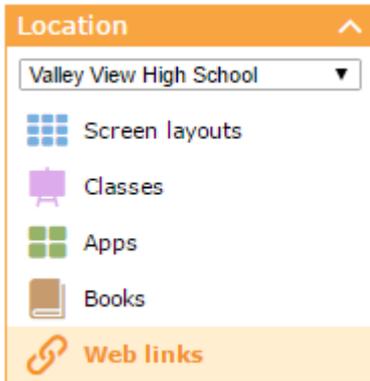
You can use the Uninstall button to remove book from a device. However, if the book is assigned to the device group or class that the device belongs to, and auto-sync is turned on, the book will automatically reinstall during the next sync.

13 Web Links

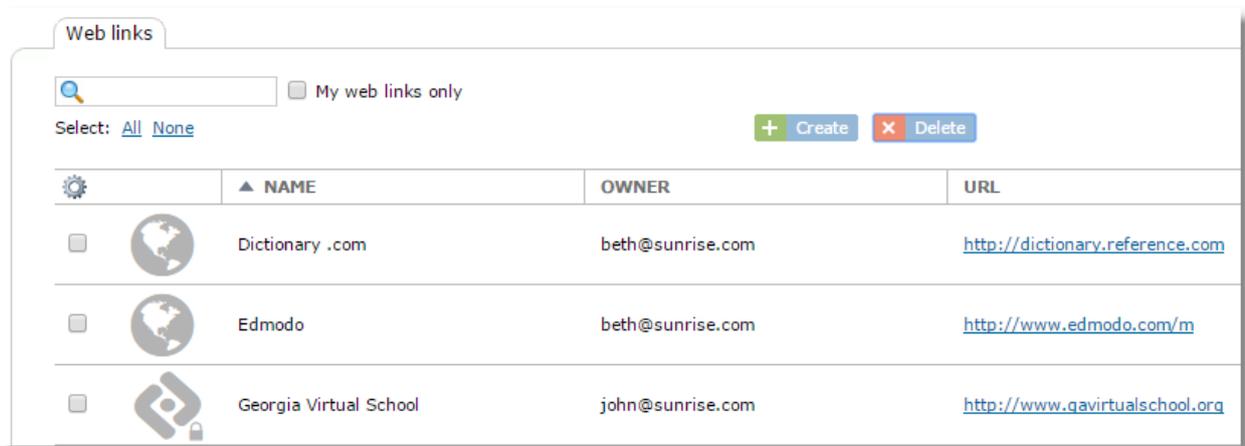
The Web Links area allows users to create links to web sites that will be used in various areas of TabPilot.

Administrators can control who has access to create Web Links by using the "Manage Web Links" setting in Organization/Settings/Permissions.

Web Links are accessed from the Location menu.



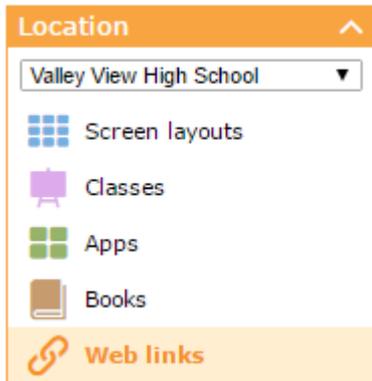
Existing Web Links will show in the table. **Create** and **Delete** buttons are provided for adding new web links or deleting existing ones.



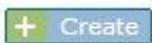
Note: Web Links are location-specific. They can only be used in the same location where they were uploaded. To use a web link in another location, it must be created in the web link list for that location.

13.1 Creating Web Links

Choose a location from the selector then select **Web links** from the Location menu



Click the Create button



Fill in the required fields.

If the link will only be used on iOS, you only need to complete the **Name** and **URL** field.

If the link will be used on Android, you should also make selections for the **Android browser** and **FocalPoint browser type** fields

 A screenshot of a 'Web link details' form. The form has a title 'Web link details' in a rounded rectangle at the top. Below the title are five rows of input fields:

- 'Name' with the text 'Georgia Virtual School'.
- 'URL' with the text 'http://www.gavirtualschool.org'.
- 'Description' with the text 'Student login page for Georgia Virtual School'.
- 'Android browser' with a dropdown menu showing 'Default browser' and a downward arrow.
- 'FocalPoint browser type' with a dropdown menu showing 'Mobile: Android (Default)' and a downward arrow.

 At the bottom of the form are two buttons: a green 'Save' button with a white checkmark and a blue 'Cancel' button with a white 'X' icon.

Android Browser Options



Default Browser: The link will open in the browser set as the default browser on each tablet. This might be Google Chrome or some other browser. Each tablet keeps track of a browser that's set as default. If a tablet has multiple browsers installed, the user will be prompted for which browser to set as the default for that table the first time a link is opened on that device.

IMPORTANT: Note that if the tablet has more than one browser installed, the user will be presented with a choice of available browsers the first time a link is opened, as well as an option to set it as the default. This is probably not something you want students to do. So it's recommended that you do this once on each tablet before deploying to students.



TabPilot FocalPoint, external links allowed (except school blacklist): When you select this option, the link will open in FocalPoint. Links to other web sites will be active and allowed, so students will be able to use those links to access other sites. However, links to sites that have been added to the [school blacklist](#) in TabPilot will be blocked.

Note: Be careful when using this option. Keep in mind that with links enabled, a student can use the links to access other sites that have links too. Note that many sites include footers or sidebars with links to their company page on social media sites like Facebook and Twitter that could potentially provide students with ways to access those sites. This is one of the key reasons for using the school blacklist feature. If you wish to allow access to a site with links enabled, but do NOT want to allow access to social media site or other sites for which links are available, add those sites to the school blacklist.



TabPilot FocalPoint, external links blocked (except school whitelist): This is the most restrictive option for opening web links. When you select this option, the link will open in FocalPoint. Links to other web sites will be blocked, so students will remain locked into the domain of the configured web link. The only exception for link blocking is that links to sites on the [school whitelist](#) will still be allowed.

Tip: There are a variety of reasons to use the whitelist for exceptions. One reason is to allow access to use another site for user authentication. For example, you might be using a site that allows the student to enter their Google account info or Dropbox info in order to import documents from their Google Drive or Dropbox account. In these cases, you might want the very restrictive nature of blocking all other links, but they still need to login to those sites for access to their documents. The trick here is to figure out that exact URL. You can do this by attempting to use the link from FocalPoint until you get to the blocked site message. Then go to the FocalPoint menu and choose "blocked sites" for a list of recently blocked URLs. The most recent one is probably the one you need to add to the whitelist to allow access.

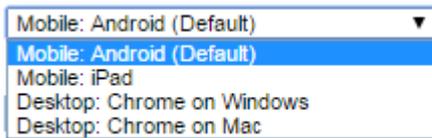
FocalPoint Browser Types

Some web sites will check to see what type of web browser you are using and then do different things based on the browser detected. The most common is that when sites detect that you're using a

"mobile" browser (i.e. tablet or phone) and then give you the mobile version of their site, rather than the full version. Other times (more rare) a site might not display at all unless it detects specific browsers and will display a message like "you are not using a supported browser."

TabPilot provides a way for you to set the browser to "trick" sites like these into thinking you're really running a different browser. In the case of the example where the site would normally give you the mobile version of the site, this allows you to see the full version instead. In the case of the example that tells you you're using an unsupported browser, it might allow you to bypass that message, and although there's no guarantee that the site will function properly, it might still work well enough for your needs.

To change what type of browser FocalPoint reports itself to be to the requesting web site, use the selector to choose Android or iPad for mobile browsers, or Chrome on Windows or Mac for a desktop browser.



Note that this does NOT change anything about FocalPoint itself and does not make it try to emulate or try to duplicate any functions of the non-Android browsers in any way. FocalPoint still functions exactly the same way. This setting ONLY changes the way FocalPoint reports itself to the web site that you're visiting.

13.2 Deleting Web Links

You can only delete web links that you have created. To do this, go to the Web Links list, put a checkmark beside the link you wish to delete, then click the Delete button.



The OWNER column will help you identify the user who created the Web Link. When a Web Link is deleted, it will also be removed from any profiles it was assigned to.

Note: if you only want to remove a Web Link from a Launch & Lock tablet home screen on Android, it's not necessary to delete the Web Link entirely. Instead, just [remove it from the profile](#) and [activate the profile](#) again.

13.3 Using Web Links with Android

Web Links on Android appear on one of the tablet home screens in Launch & Lock (just as an app does) and opens the web browser to a specific web site.

A web link will be configured to open using either the default web browser on the tablet or in the TabPilot FocalPoint secure browser. In all cases, the web sites will be filtered through the web filter at your facility as long as the tablet is connected through your Wi-Fi.

There are two ways to add a web link to an Android home screen.

1. Method 1: Add from Web link list: Add the web link to one or more Screen Layouts directly from the web links list. Use the "Add to Screen Layouts" button at the top of the web links list, then choose the layout(s). This method makes it easy to add a web link to multiple screen layouts at once, but it does not let you choose which home screen on which you'd like the link to appear.



2. Method 2: Add from Screen Layouts: Add the web link by going to the Screen Layouts area, selecting a layout, and using the "Add items" button. This method is covered in the [Editing Android Screen Layouts](#) section of this guide.

13.4 Using Web Links with iOS

There are several ways to use Web Links on iOS.

Web Lock (from Teacher Tools)

Teachers can use Web Lock from [Teacher Tools](#) to automatically launch Safari on student iPads, restrict Safari to a single web site or several web sites selected from the list and lock the student into Safari, preventing them from using anything else on the iPad.

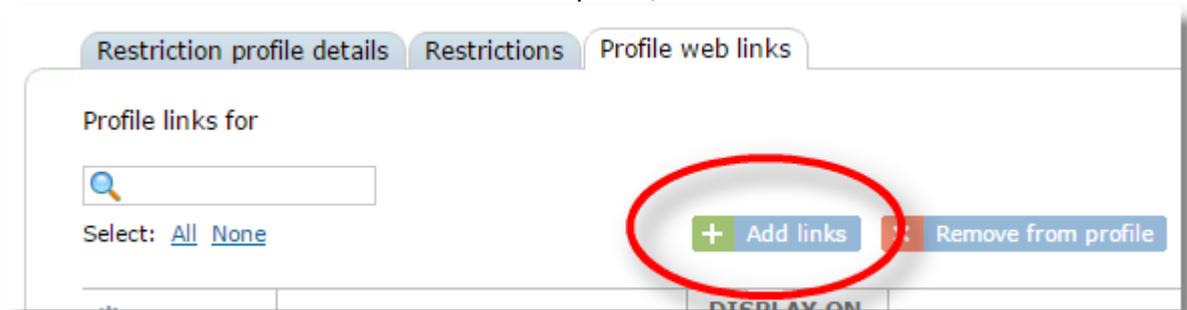


Home Screen Links (from Profiles)

Web Links can be made to appear as icons on iPad home screens (sometimes called Web Clips) using Restriction Profiles.

Note: You can only add web links to iOS home screens if you are NOT using Screen Layouts. A bug in iOS prevents web links from working in screen layouts.

From the **Profile web links** tab of the restriction profile, use the **Add links** button.



When adding the link, use the "Screen" column to set the link to appear on an iOS Homescreen. There is not a way to choose a specific home screen for the link. It will be placed automatically by iOS.

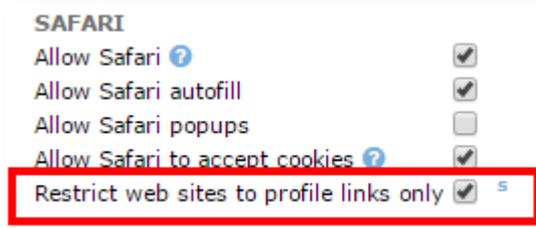
When opened on the iPad, Safari will launch directly to the configured site. Safari is not restricted to this site. The link simply provides a way to make it easy for a student to get to a site.

Note: This method is not often used because the restrictions area is not typically an area where teachers are granted access. Web links are much more useful when used through Web Lock in Teacher Tools.

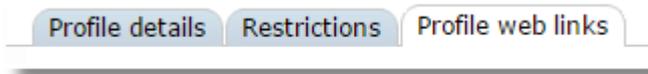
Restricting Safari to a list of sites through the restriction profile

It's possible to use Web Links for the purpose of restricting students from browsing to any sites except those in a list. To do this, choose a restriction profile to edit, and do the following:

1. Use the **Profile Restrictions** tab to enable the setting "Restrict web sites to profile links only"



2. Use the Profile Web Links tab to add web sites to the restriction profile



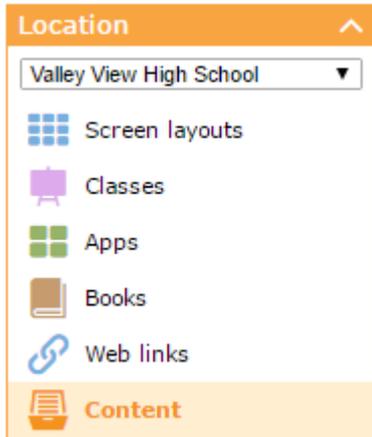
3. Assign the profile to the group or class

This is similar to selecting multiple sites in Web Lock except that this method does not lock the student into Safari. Instead, the student can use other apps on the iPad as normal, but are just restricted to these sites when they open Safari.

Students can access the selected sites from Safari by going to Bookmarks/Allowed Sites.

14 Content / Files

The Content feature allows files to be pushed out to devices. Access the content area by selecting a location then choosing **Content** under the **Location** menu.



On iOS, all files are sent to the TabPilot File Locker app on the iPad. From File Locker, students can view most common file types using the built-in viewer, or send them to a different application on the iPad for viewing.

On Android, files can be sent to one of four folders on the internal storage area of the device. The folder can be found at the same level as the Downloads and documents folder of the device. Programs such as Adobe Reader, or E-book readers such as Aldiko will automatically scan and find files placed in the TabPilot Content folder, or they can be accessed through the TabPilot File Locker app for Android.

The Files tab shows a table with uploaded content. The "My uploads only" option allows the table to be filtered to show only files uploaded by the current user. Only the owner of a file or an administrator can delete a file.

NAME	FOLDER	OWNER	DESCRIPTION	SHARED	SIZE	DATE	DEVICE GROUPS
banner-resize.jpg		beth@sunrise.com	Photo for 3A project	No	61.96 kB	05/03/2013	
ClassicsCollection.epub		Jarrett@tabpilot.com		No	79.26 kB	01/03/2015	
HuckFinn.pdf		susan@sunrise.com	E-Book	No	808.68 kB	06/17/2013	9th Grade IPAD, 8th Grade IPAD

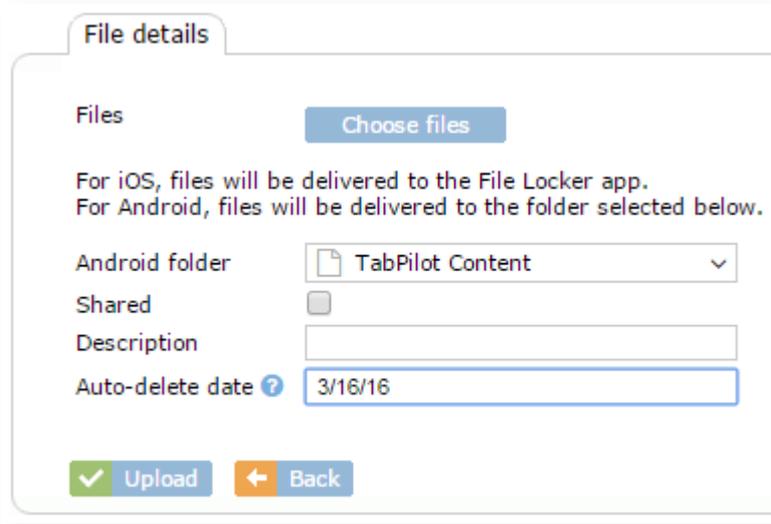
Note: Files are location-specific. They can only be assigned to groups and classes in the same location where they were uploaded.

14.1 Uploading Files

1. From the **Files** tab, click the Add button.



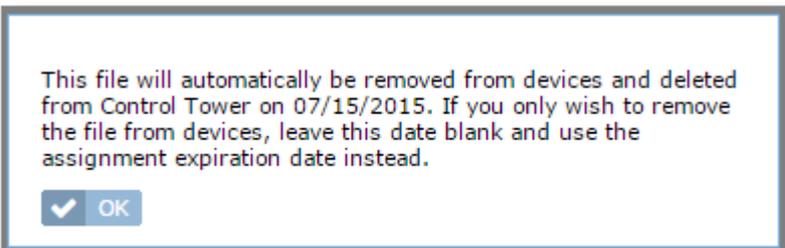
2. Click the Choose Files button



3. Browse your computer for the file or files you wish to upload, then click Open. The filename(s) will appear in the File box.

Tip: You can select multiple files by holding down the CTRL key (Windows) or Command key (Mac) during file selection.

4. Android folder: this will determine on of four possible folders on the Android device that TabPilot can use for pushing files.
5. Shared: select this checkbox if you would like for your file to be available to other teachers in the Files list. Administrators will see all files whether this checkbox is checked or not.
6. Type an optional note or description
7. Auto-delete date: If you set a date in this field, the file will automatically be deleted from Control Tower on that date. This will also cause the file to be removed from assigned devices. Using Auto-delete is a good way to keep both Control Tower and the tablets clean when it's known that a file will only be needed for a specific amount of time. When you set a date in the Auto-delete Date field, a warning box will be shown.



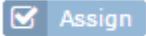
8. Click Upload. Wait while the file uploads. Some browsers, such as Google Chrome, will display a progress indicator while uploading. Other browsers, such as IE, will not. When the upload is complete, Control Tower will return to the file list screen.



14.2 Pushing files to devices with Assign

Assign files to device groups or classes to install them on the devices. When an assignment is made, the file(s) will be pushed to the devices as long as auto-sync is turned on for the group to which the devices belong. You can use check the Status area for any files that need to be installed and manually push them from there too.

To push files to devices, select the file(s) and use the **Assign** button.



From the assignment window, select the groups you wish to assign the file(s) to. Use the tabs at the top to select from groups or classes.

Assign file(s) to group(s) or class(es)

Device groups
Classes

Assignment Expires:

Never
 In Days On

Select: [All](#) [None](#)

	▲ GROUP NAME	DESCRIPTION
<input type="checkbox"/>	6th Grade iPad	
<input type="checkbox"/>	7th Grade iPad	
<input type="checkbox"/>	8th Grade Android	
<input type="checkbox"/>	9th Grade Android	

Assign
 Close

Assignment Expires: You can choose to automatically remove the file(s) from the devices after a certain number of days or on a specific date. This helps keep the devices clean from files that are no longer needed without requiring you to remove the files later. Use the **Assignment Expires** area to choose a date or number of days.

You can also assign files to groups and classes from the file details page.

File details **Devices with uploaded file**

Name [AnneofGreenGables.epub](#)

For iOS, files will be delivered to the File Locker app.
For Android, files will be delivered to the folder selected below.

Android folder

Owner john@sunrise.com
Size 226.32 kB
Date 07/04/2015 01:58 PM
Shared
Description
Auto-delete date

Assigned groups	Assignment Expires:	Days On	10/2/15
<input type="checkbox"/> 6th Grade iPad	● Never ● In 90	Days On	10/2/15
<input checked="" type="checkbox"/> 7th Grade iPad	● Never ● In 90	Days On	10/2/15
<input type="checkbox"/> 8th Grade Android	● Never ● In 90	Days On	10/2/15
<input type="checkbox"/> 9th Grade Android	● Never ● In 90	Days On	10/2/15
Assigned classes	Assignment Expires:	Days On	10/2/15
<input type="checkbox"/> After School Group	● Never ● In 90	Days On	10/2/15
<input type="checkbox"/> John's 1st Period	● Never ● In 90	Days On	10/2/15
<input type="checkbox"/> John's 2nd Period	● Never ● In 90	Days On	10/2/15

Tablets in the selected groups will show an indication on the Status screen if this file is missing. If auto-sync is enabled for the group, the file will automatically download to the device.

After assigning a file to a group, the Device Groups or Classes column will indicate the assignment. The date in parentheses is the date that the assignment will expire and the file will be removed from the devices.

DEVICE GROUPS	CLASSES
	John's 1st Period (10/02/2015)

If devices are not in a group set for auto-sync, or for some reason do not receive the file, you can check the Device status tab of the Status area for the missing files and use the "show" button to view missing files and push them manually.

Device status **Group status** **Class status**

Current profile, applied by office@tabpilot.com at 05/05/2015 05:12 PM

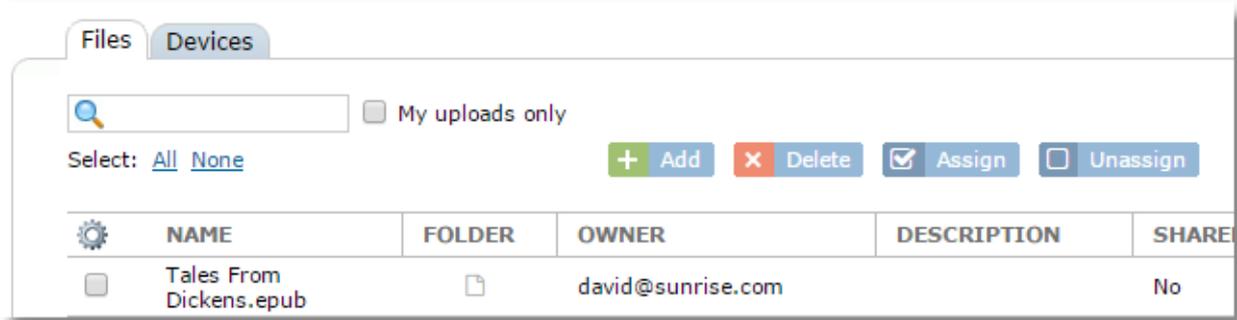
iOS Full Restrictions

SERIAL NO.	DEVICE NAME	STATUS
F7PM1FUBFP84	Blue	2 app(s) missing, 4 file(s) missing (show)
F8QP303EFCM5	Brown	Pending activation
F8QP404AFCM5	red	2 app(s) missing, 4 file(s) missing (show)

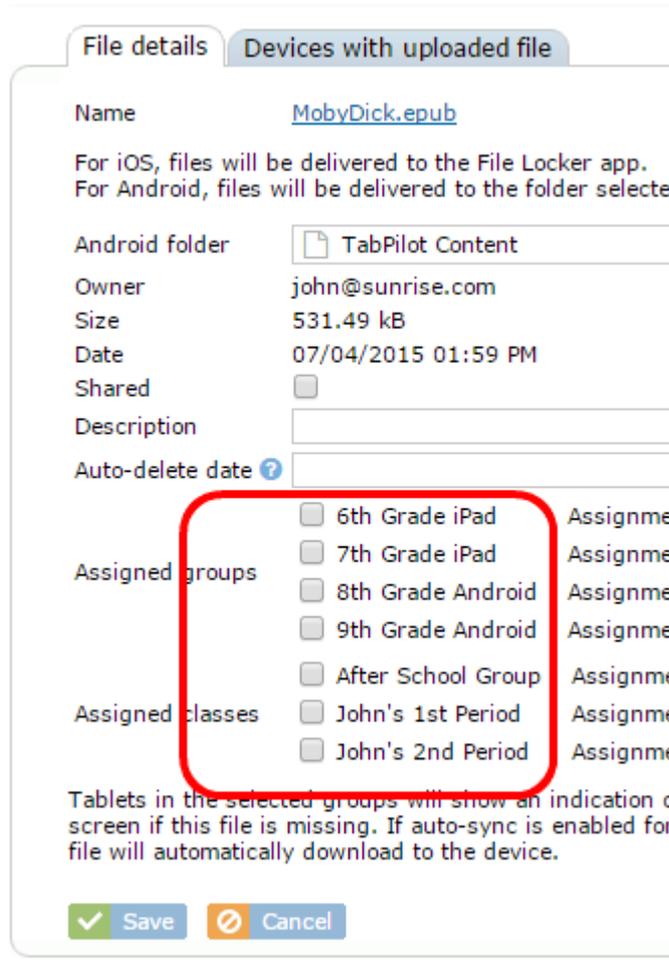
14.3 Removing files from devices

To remove files from devices, simply unassign the file(s) from the device group or class.

Select one or more files and use the **Unassign** button.



You can also unassign a single file from the file details view by unchecking the boxes next to each group or class.



After unassigning a file from a group or class, the **Device Groups** column will change accordingly.



Files will be removed from all devices in the group or class as long as auto-sync is enabled for the group.

14.4 Verifying which devices have a file

To find out which devices have a particular file installed, click on the file line from the files list, then choose the tab "Devices with uploaded file".

The screenshot shows the 'Devices with uploaded file' interface for the file 'AnneofGreenGables.epub'. At the top, there are two tabs: 'File details' and 'Devices with uploaded file'. Below the tabs, the file name 'AnneofGreenGables.epub' is displayed. There is a search bar and a 'Remove' button. Below this, there is a table with columns: 'DEVICE ID', 'DEVICE NAME', and 'GROUP NAME'. The table lists three devices: 'WKQE-YU97-HBUW' (1004a), '2Y42-NBRN-FTDN' (V4-DEMO), and 'PAJP-K3PU-UU6W' (v). All are in the 'CART A' group. There are 'Select: All None' and 'Remove' buttons at the bottom.

DEVICE ID	DEVICE NAME	GROUP NAME
WKQE-YU97-HBUW	1004a	CART A
2Y42-NBRN-FTDN	V4-DEMO	CART A
PAJP-K3PU-UU6W	v	CART A

14.5 Deleting files from Control Tower

To delete a file from Control Tower, put a checkmark in the box next to the file(s) then click the Delete button.

The screenshot shows the 'Files' interface. At the top, there are two tabs: 'Files' and 'Devices'. Below the tabs, there is a search bar and a 'My uploads only' checkbox. There are 'Select: All None' and '+ Add' and 'Delete' buttons. Below this, there is a table with columns: 'NAME', 'FOLDER', and 'OWNER'. The table lists one file: 'Tales From Dickens.epub' in the 'FOLDER' column and 'david@sunrise.com' in the 'OWNER' column. There is a checkbox next to the file name.

NAME	FOLDER	OWNER
Tales From Dickens.epub		david@sunrise.com

Administrators can delete any file. Teachers will only be able to delete files that they have uploaded. The Owner column indicates the user who uploaded the file.

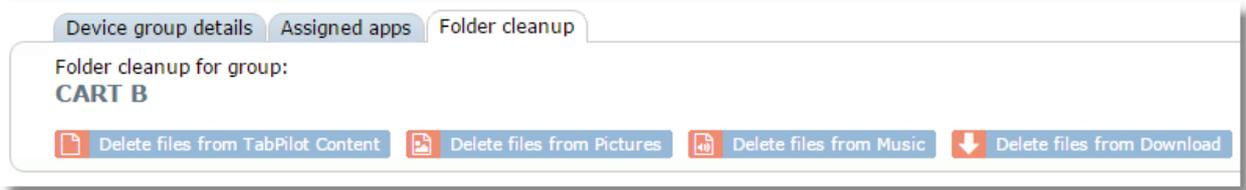
Note: Deleting a file from Control Tower unassigns it from all device groups. If auto-sync is turned on, this will also result in automatic removal of the file from all devices too.

Note that files that have been configured with an Auto-Delete date will be removed from Control Tower and all installed devices automatically on the configured date.

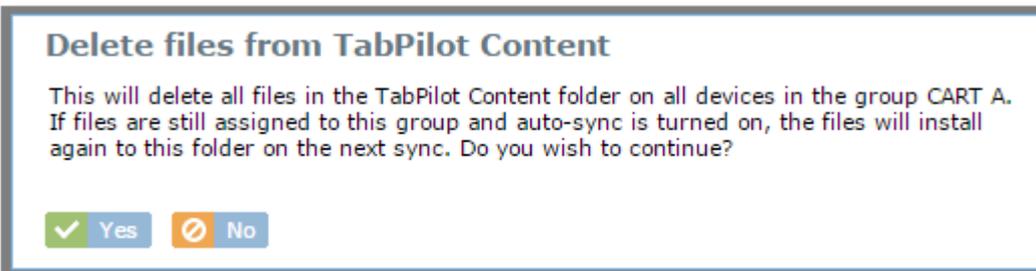
14.6 Cleaning up files from Android folders

Android files can be saved to one of the four monitored folders: TabPilot Content, Download, Pictures, or Music. These folders are also available as locations for saving files from with applications on the tablets. It can be useful to clear out all files saved to these folders. That's where the Folder Cleanup function comes in.

Go to **Device Groups** and select an Android group. Switch to the **Folder cleanup** tab and use one of the four delete buttons to delete all files in the selected folder.



Read and confirm the warning text. Be aware that any files that are still assigned to the group will get reinstalled to the folder as long as auto-sync is still turned on.



15 Settings

The settings menu provides access to system-wide settings that apply to the entire organization.



15.1 Permissions

Use the permissions are to choose functions that are available for users of each role.

Tip: *Keep It Simple! It is highly recommended that permissions for features that are not utilized by the school be removed. In most cases, this will remove menus and buttons for those features so the interface will be simpler and easier for your users.*

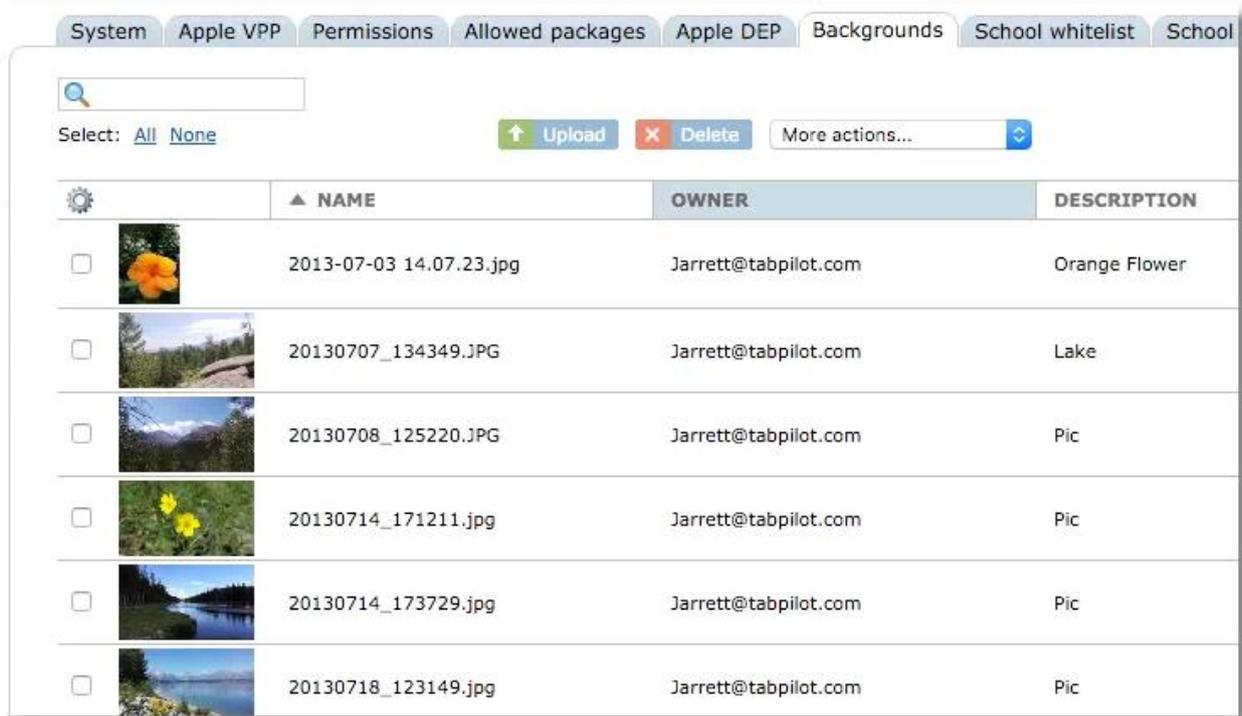
System Apple VPP Permissions Allowed packages Apple DEP Backgrounds Organization whitelist On

	TEACHER	TECHNICIAN	LOCATION ADMIN	ORGANIZATION ADMIN
GENERAL				
Manage locations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage device groups	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage users	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Use My Device feature	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cleanup Android content folders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access dashboard	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PROFILES				
Manage network profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage restrictions profiles	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TEACHER TOOLS				
Screen lock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
App lock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web lock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AirPlay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Clear passcode	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
View Android screens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Apply screen layouts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SETTINGS				
Manage custom backgrounds	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage organization blacklist and whitelist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANAGE				
Manage screen layouts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage classes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage apps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage books	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage web links	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage content	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save

15.2 Backgrounds

Use the Backgrounds tab to upload images that can be used in Screen Layouts.

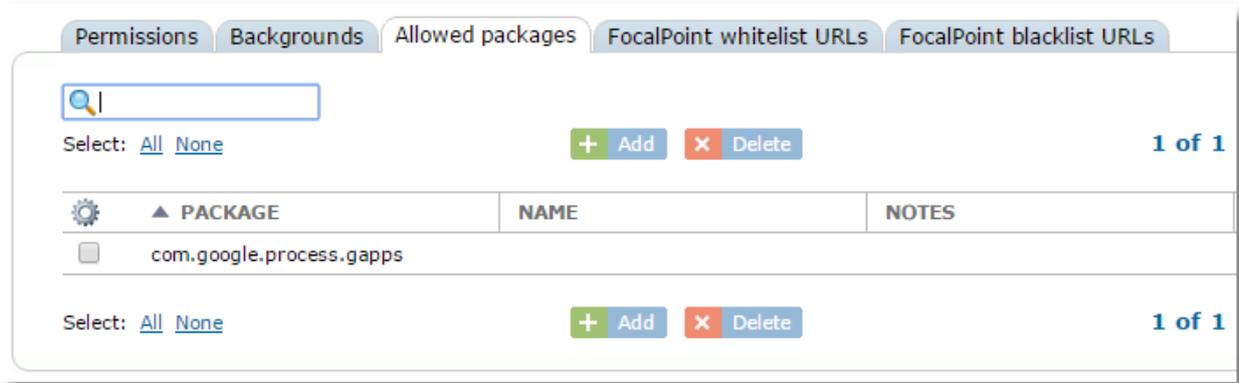


Tip: For Android screens, you should use an image size that is at least as large as the resolution of your tablet screen. It can be helpful to make the file a little larger horizontally to allow for some vertical scrolling when the user swipes between screens in Launch & Lock, as the image can slide slightly to show the change in screen.

15.3 Android Allowed Packages

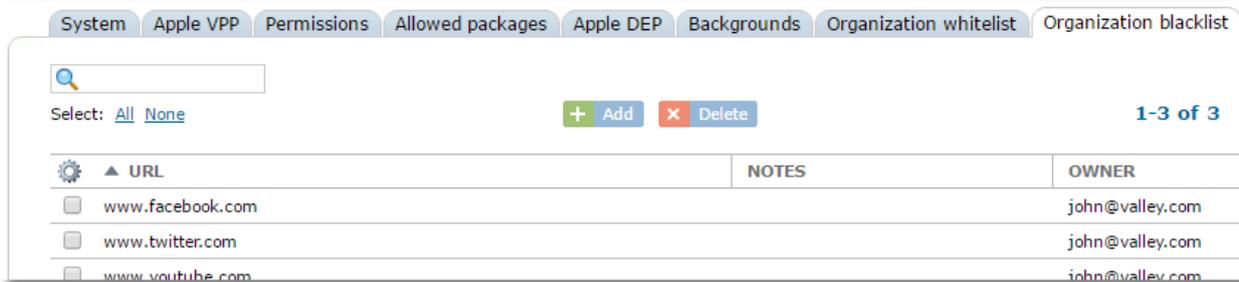
The Allowed Packages settings are for advanced users and generally only used at the direction of TabPilot Support. This area is used to add a specific Android process that should be allowed to run on the tablet without being blocked by TabPilot. Normally, an entry would only be added to this table to troubleshoot a specific problem caused either by an app that won't run properly, due to the need for the app to call a secondary process or app, or to resolve an error message that pops up for users.

This area should be used with caution because any app or process entered here will be allowed to run at all times on the tablets, even if the process is for an app that has not been added to a profile and might have alternate ways to be launched.



15.4 Organization whitelist and blacklist

The whitelist and blacklist features are found on separate tabs in the Settings area. These lists are used in other areas of TabPilot such as the web links area.



Whitelist

This list is useful for Android users making use of the FocalPoint browser. The list provides exceptions for web links otherwise set to block all external links using the "external links blocked" option. When a link is configured with this setting, the student will not be able to navigate to other web sites using links on the configured site with the exception of sites listed here in the FocalPoint whitelist.

Android/FocalPoint Tip: There are a variety of reasons to use the [whitelist](#) for exceptions. One reason is to allow access to use another site for user authentication. For example, you might be using a site that allows the student to enter their Google account info or Dropbox info in order to import documents from their Google Drive or Dropbox account. In these cases, you might want the very restrictive nature of blocking all other links, but they still need to login to those sites for access to their documents. The trick here is to figure out that exact URL. You can do this by attempting to use the link from FocalPoint until you get to the blocked site message. Then go to the FocalPoint menu and choose "blocked sites" for a list of recently blocked URLs. The most recent one is probably the one you need to add to the whitelist to allow access.

Blacklist

This list is used for iOS when the iOS restriction profile is set for "enforce organization blacklist."

This list is used for Android by providing a list of sites to block even when configuring links with the "external links allowed" option.

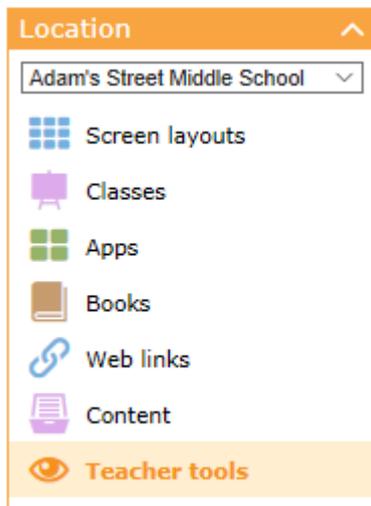
Android/FocalPoint Tip: Many sites include footers or sidebars with links to their company page on social media sites like Facebook and Twitter that could potentially provide students with ways to access those sites if teachers add web links set with external links allowed. You should consider adding social media sites to the blacklist just in case a teacher adds a "links allowed" site that would otherwise be safe. If your school policy is that students should never access Facebook at school, for example, it would provide an extra layer of security to add it to this list.

16 Teacher Tools

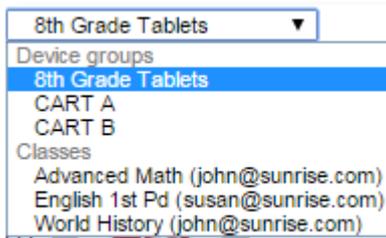
Teacher Tools offers classroom management features. Teachers can manage devices in the classroom either by group or by class.

16.1 Teacher Tools for Android

Teacher Tools is accessed from the **Location** menu. Choose a location from the selector, then select **Teacher Tools**.



Use the selection box to choose a specific Device Group or Class.



Use the search box if you wish to find a specific device.

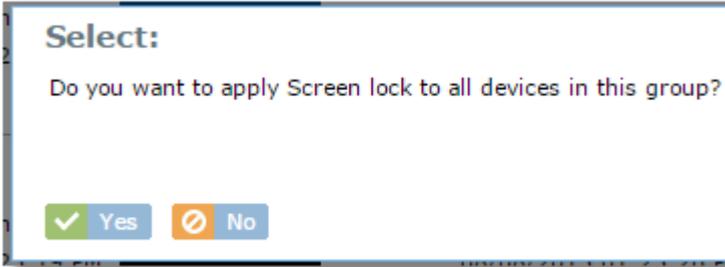


To select a device to perform an action, click on the device image or the information block next to the image. A checkmark in a green circle will indicate that the item is selected.



To perform a function on all devices, you can click the "all" link to select all items. Alternately, you can leave all items unselected and when you click one of the buttons to perform a function, Control Tower will

prompt to ask if you wish to automatically select all items.



The Teacher Tools screen may display one of the following images for a device:

Device Offline



The tablet is not communicating with Control Tower. It might be powered off or disconnected from WiFi.

Waiting for Image



The tablet is in Enhanced Mode and Control Tower is waiting for the screen image to be sent from the device.

16.1.1 App Lock

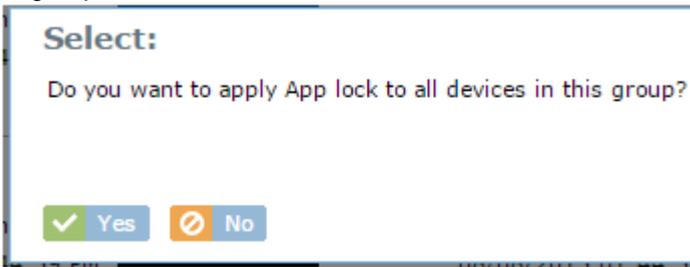
App Lock allows a teacher to select a single app that will automatically open on all selected tablets and be locked as the active app until released. The home key will not function for exiting the app.

To use App Lock, select one or more tablets then click the **App Lock** button.

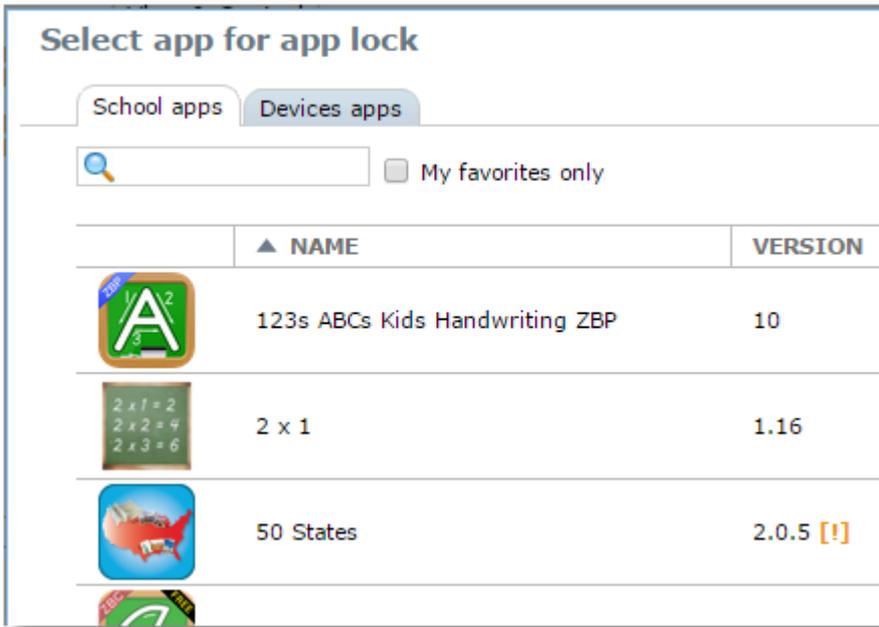


You can also right-click an individual iPad and choose **App lock**.

If you don't select any devices, Control Tower will ask if you want to use App lock on all devices in the class or group.



A pop-up window will be displayed showing a list of available apps that can be used for App Lock. You can select from apps on the **School apps** tab or the **Device apps** tab.



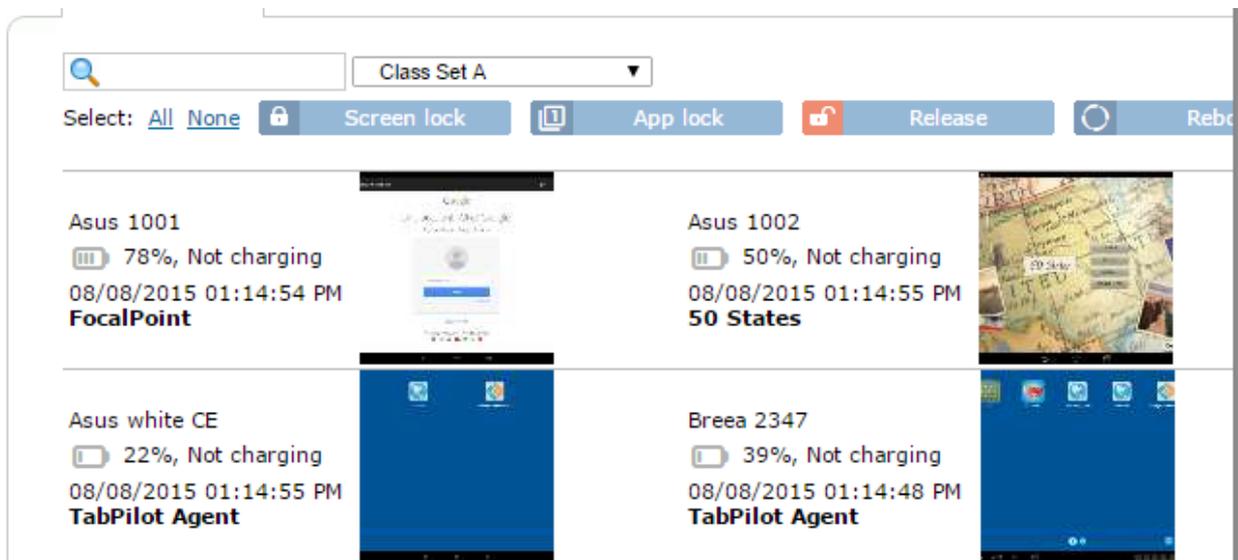
When you click an app, it will automatically launch on the selected device(s). The tablet will be locked into that app until you release it. The home button will be disabled.

When an iPad enters App Lock mode, the device icon in Teacher Tools will change to show the App Lock indicator in the bottom right corner and the icon for the app on the device.

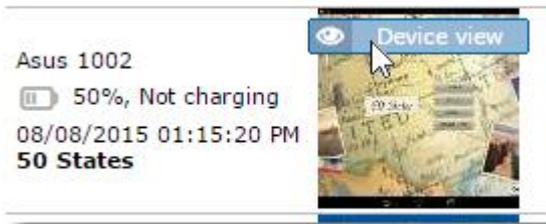


16.1.2 Viewing Student Screens

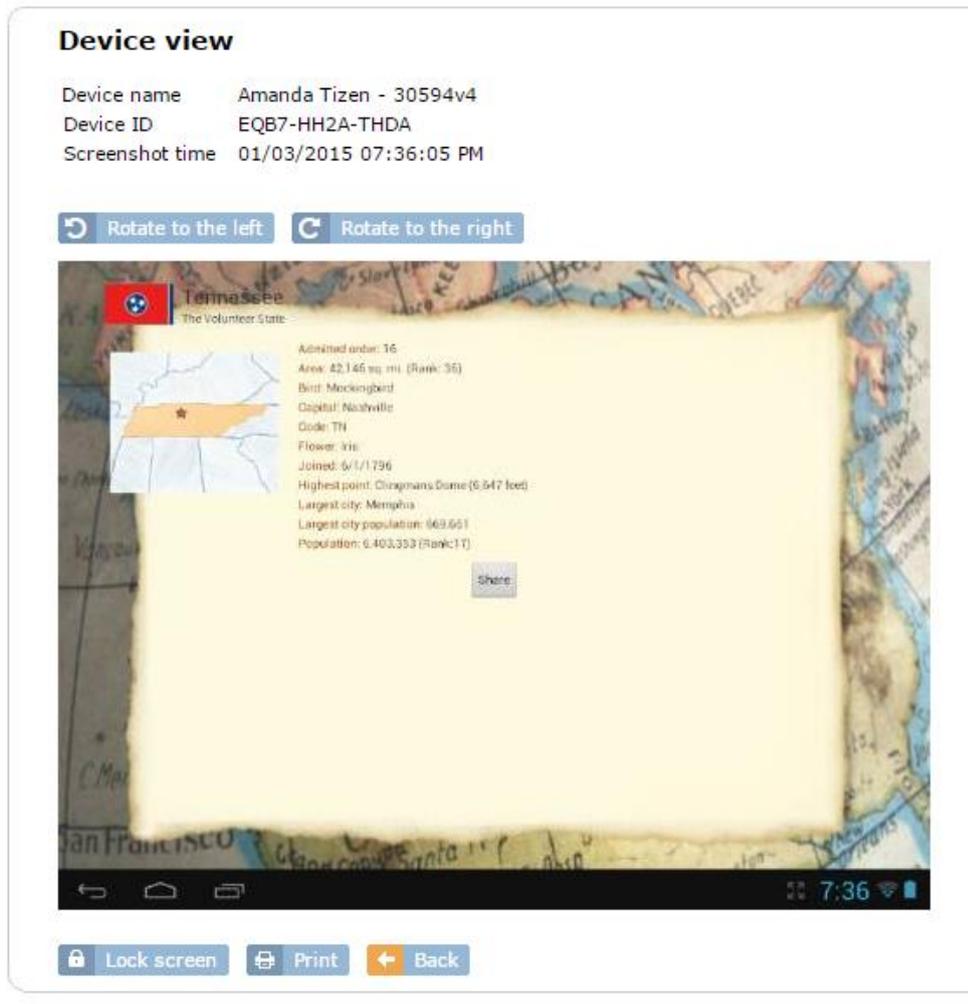
If your tablets run TabPilot in Enhanced Mode, the Teacher Tools screen will show a thumbnail image of the current screen on each device. The Teacher Tools screen updates about once every 10 seconds, or you can use the **Refresh** button to request an immediate update.



Device View provided a larger image of the screen of an individual Enhanced Mode tablet. When overing your mouse over a thumbnail image, a **Device view** button will appear.

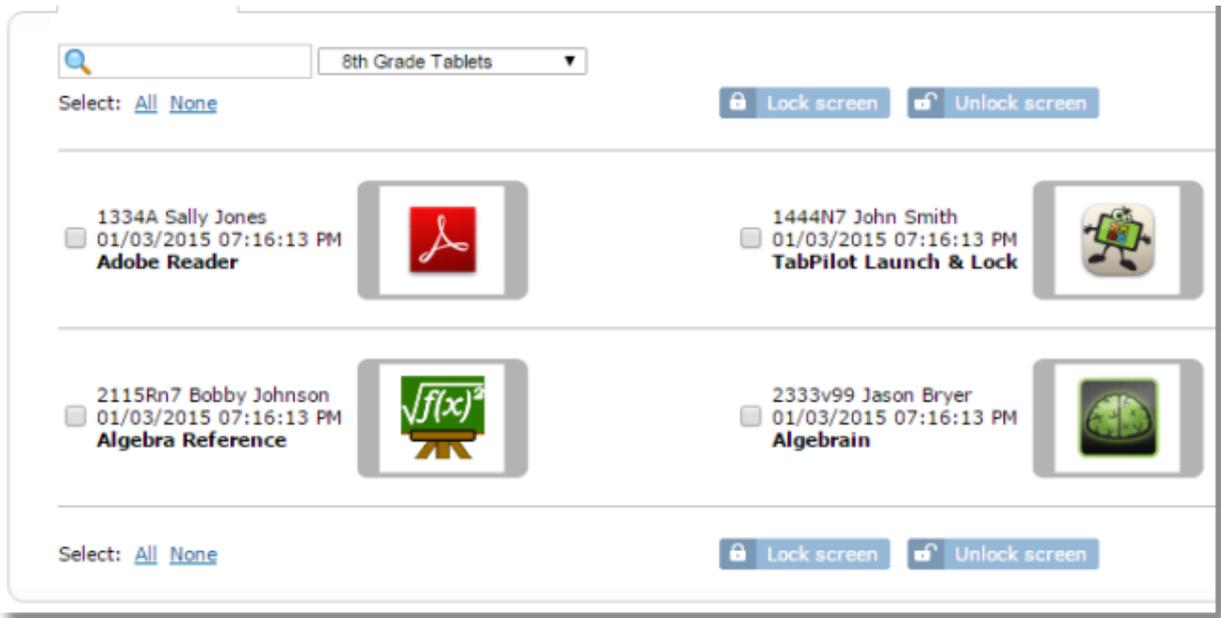


Click the **Device view** button for a larger screen image.



From **Device View** you can use the buttons provided to lock the tablet screen, print the current screen, return back to device view.

If your tablets run TabPilot in Standard Mode, the Teacher Tools screen will not be able to show live screen images, but it will display the icon for the app that's currently running in the foreground on each device, as well as the name of the app in the information area. Use the search box to find a specific device.



16.1.3 Screen Lock

The Screen Lock feature allows you to freeze student tablets, displaying a custom message such as "all eyes up front." Students will be unable to use the tablets until the screens are unlocked.

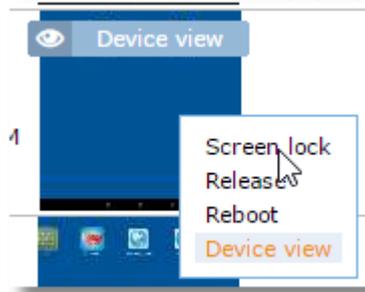
To lock one or more devices

1. Select the device(s) to lock and click the **Lock screen** button.

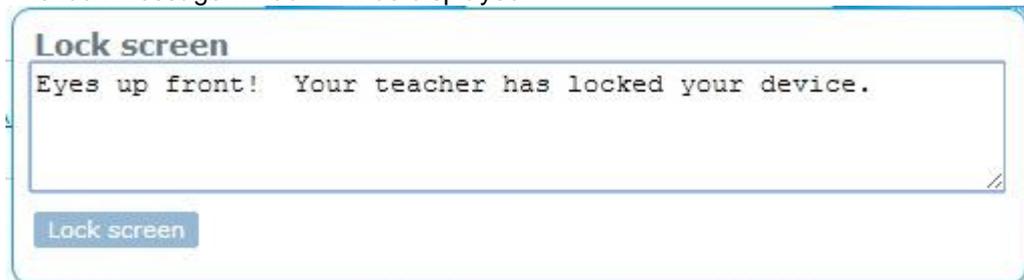


If you don't select any devices before clicking the button, you'll be prompted to lock the entire group or class.

An alternate method of locking an individual device is to right-click the tablet image and choose "Screen Lock" from the pop-up menu.

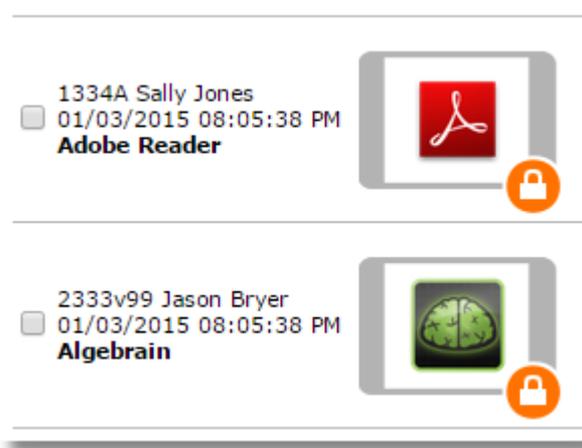


2. The lock message window will be displayed.

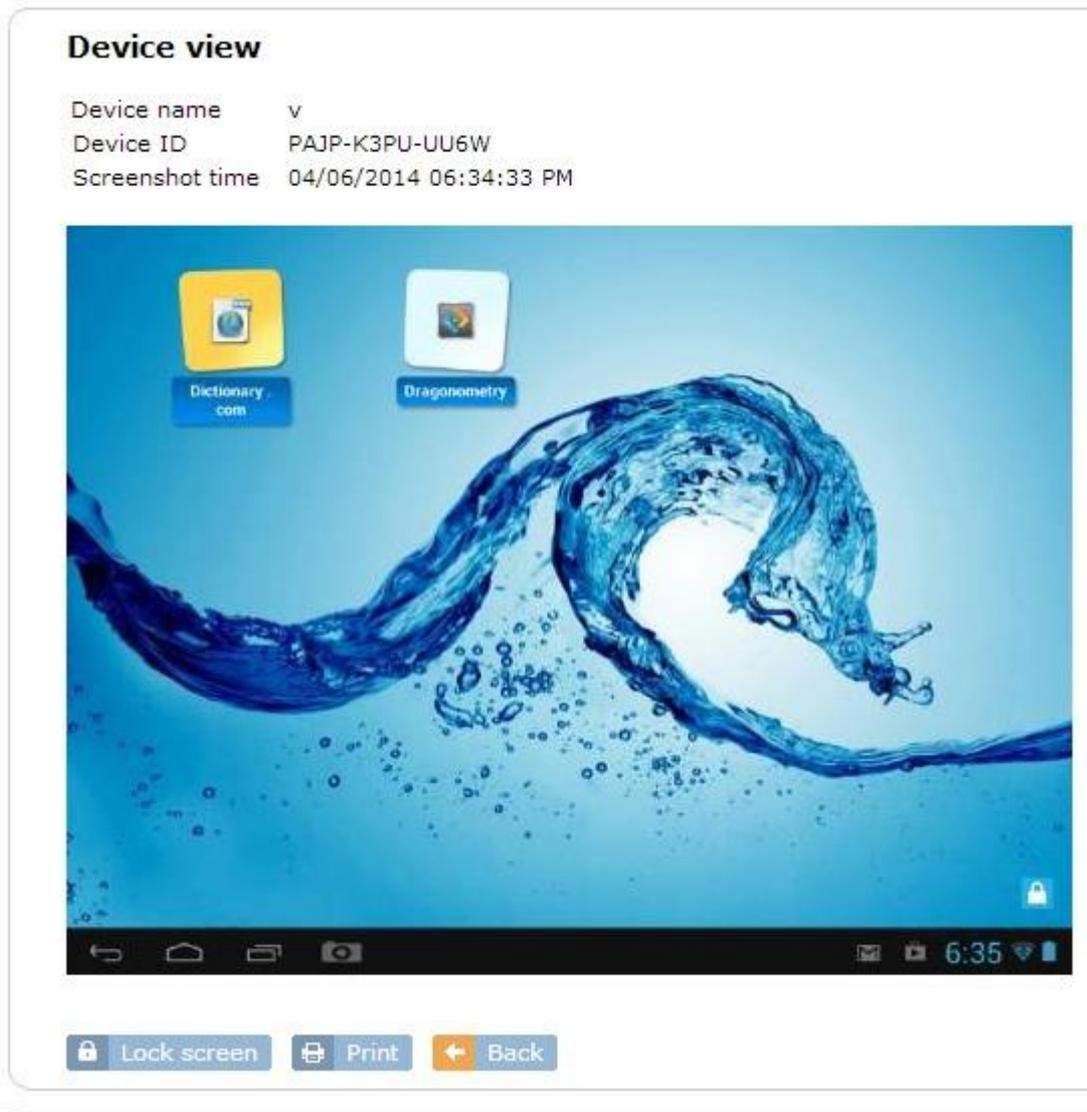


You may customize the lock message by editing the text in the box. Your changes will be remembered and available the next time you use this feature. Press the Lock screen button when ready.

- The tablets selected to be locked will instantly show the lock symbol over the screen image or icon. Note that you may not see the image on the tablet screen update until the end of the 10-second refresh cycle, but the lock icon will show the current status while waiting for the image to refresh.



You can also lock an individual screen from the Device View using the Lock screen button below the image.



To unlock one or more devices:

There are several ways to unlock devices.

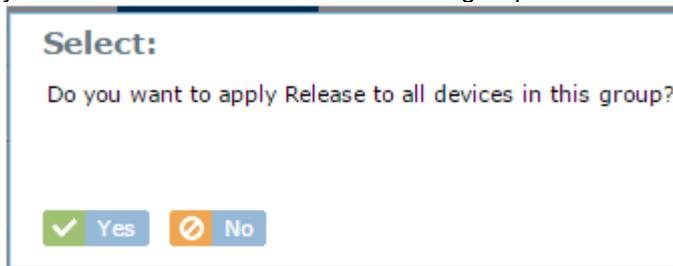
1. From the Teacher Tools screen you can click the lock icon in the lower right corner to unlock a single device.



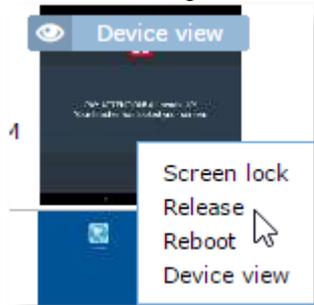
2. From the Teacher Tools screen you can unlock multiple device by selecting them from the list or using the **All** link to select the entire class or device group. Then click the **Release** button.



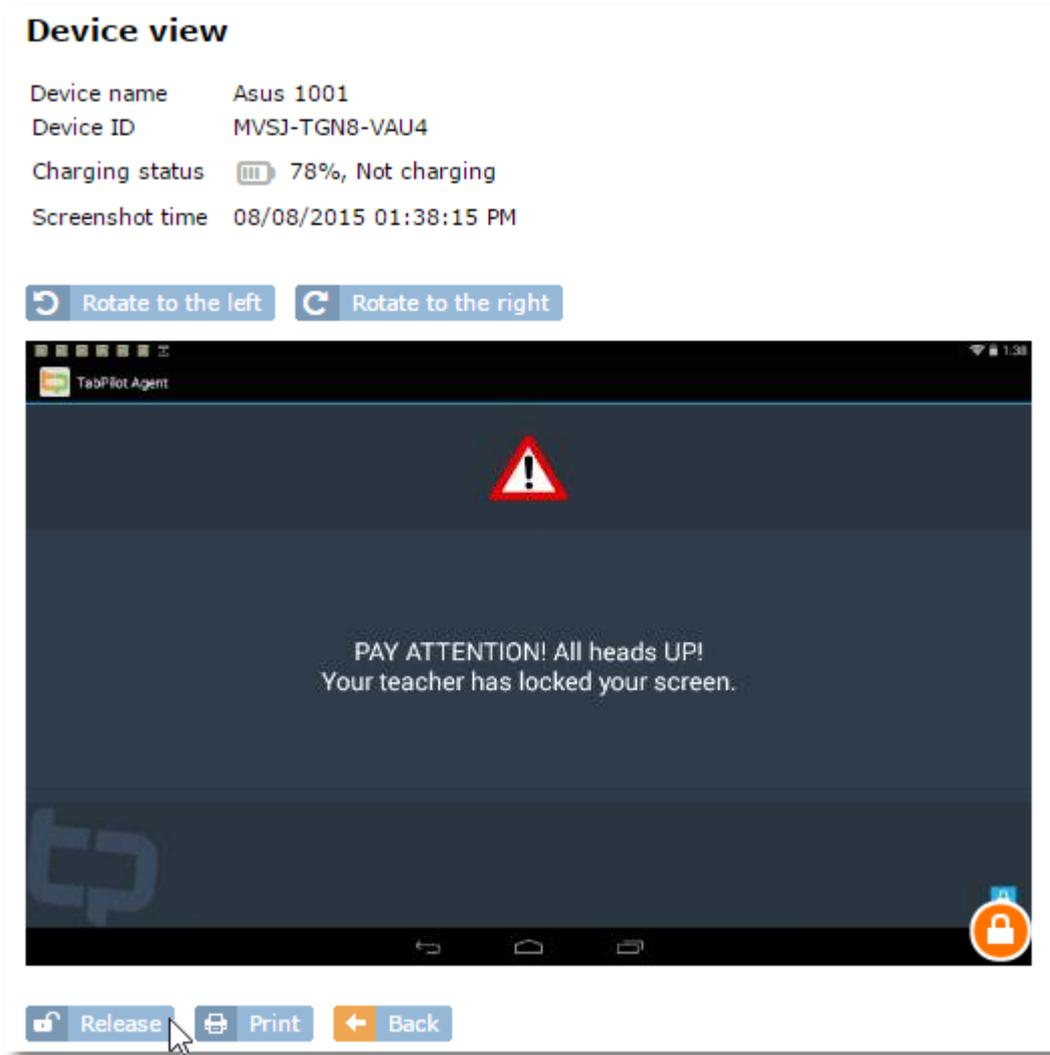
If you don't select any before clicking the Release button, Control Tower will prompt to ask if you want to release the entire class or group.



3. You can also right-click a device and choose **Release**.

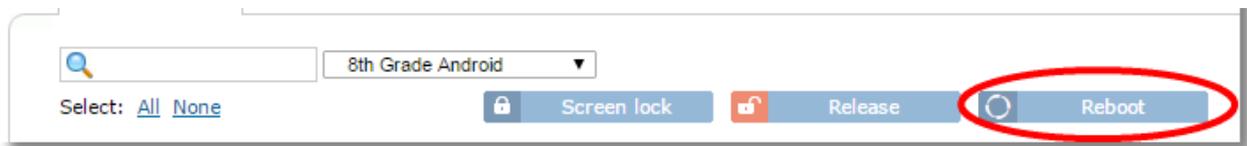


- From Device View you can click the **Release** button below the image.



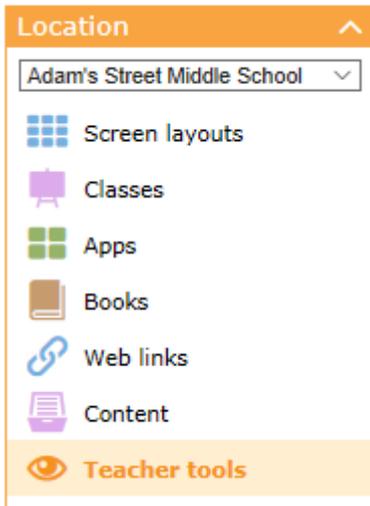
16.1.4 Reboot device

Use the Reboot button at the top of Teacher Tools to perform a remote reboot on one or more Android tablets. This function is only available on devices running in Enhanced Mode.

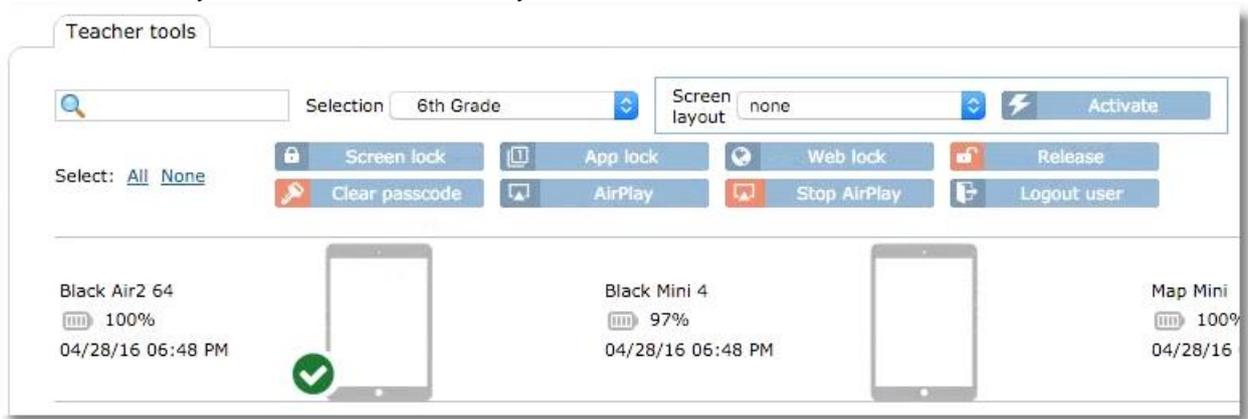


16.2 Teacher Tools for iOS

Teacher Tools is accessed from the main menu

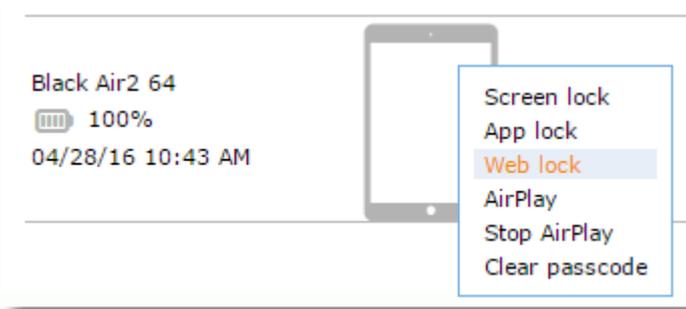


To choose devices to manage in Teacher Tools, use Selection to choose a device group or a class. Teachers will only see classes for which they are the owner.



Information for each iPad will be displayed: Name, Battery Level, Charging Status and the date and time of the last device sync.

Functions can be performed on one or more devices by clicking to select the device(s), then using the appropriate button (Screen lock, App lock, etc.). You can also perform a function on a single iPad by right-clicking on the iPad image for a pop-up menu of functions:

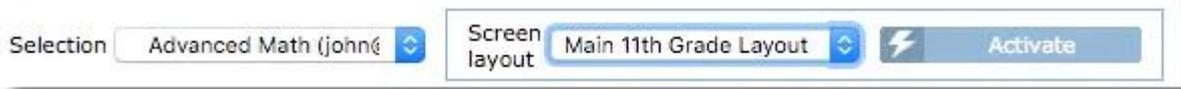


If an iPad is not in Supervised mode, it will appear with a warning symbol. Hovering over the device will display a message to let you know that Screen Lock, App Lock, and Web Lock will not be available for the device.



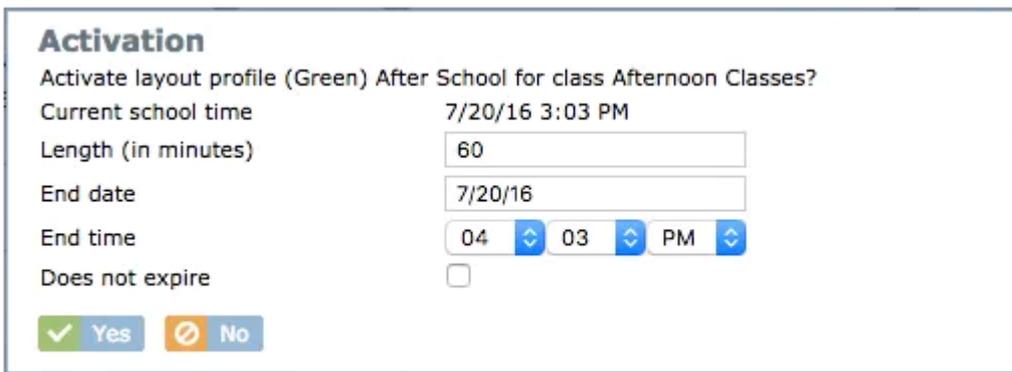
16.2.1 Applying a Screen Layout

To apply a Screen Layout, selected the group or class, then select the layout to apply from the layout selector. When ready to apply to layout, click the Activate button.



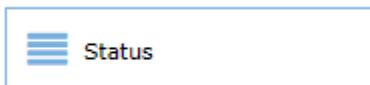
When activating to a class instead of a device group, you will also be prompted for the length of time, or ending date and time for the activation to remain active. You may enter either of these values (length or date/time) and the other will adjust accordingly. Alternately, you can set the activation so that it does not expire by using the setting for "Does not expire".

At the expiration of the configured time, the devices will return to the layout assigned to the group they belong to, if one is configured.



The default class length is 60 minutes, but this can be changed as a school-wide setting by going to Settings / System and changing "Default class duration".

It's possible to end an activated layout early. You can do this from the Status area by going to the Status area from the main menu



then switch to the Class Status tab, choose the class with the applied layout and use the End restriction profile button.



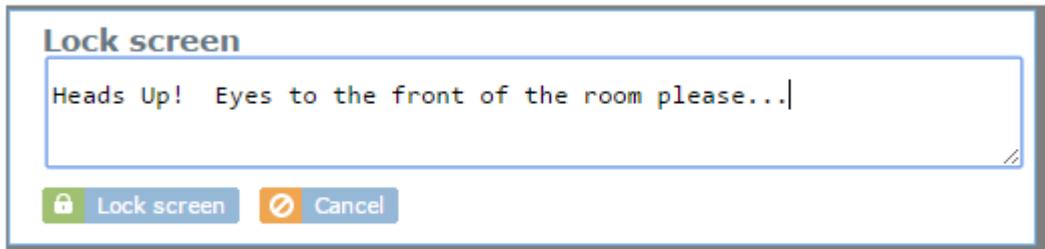
Note that layouts can only be applied to the entire group or class, and not to individual devices. If there is a need to apply a layout to specific devices, you can create a "class" with only the necessary devices and apply the layout to the new class.

16.2.2 Screen Lock

Screen Lock allows the teacher to freeze student screens and display a custom message. Students will be unable to use the devices until the screen is unlocked. Devices can be put into screen lock or released as an entire group or individually.

To lock student screens:

Select one or more iPads and click the **Screen Lock** button, or right-click an iPad and choose **Screen Lock**. Enter a custom message and click the Lock Screen button. Your custom message will be remembered for the next time.



The lock screen message will be displayed on the selected iPad(s) and the home button and power button will be unresponsive until the device is released from screen lock.

To unlock student screens:

Select one or more iPads and click the Release button.



or right-click an individual iPad and choose **Release**.

The iPad screen will change to show the TabPilot Agent screen with a message that the device has been unlocked. The student can then use the home button and return to other apps.

16.2.3 App Lock

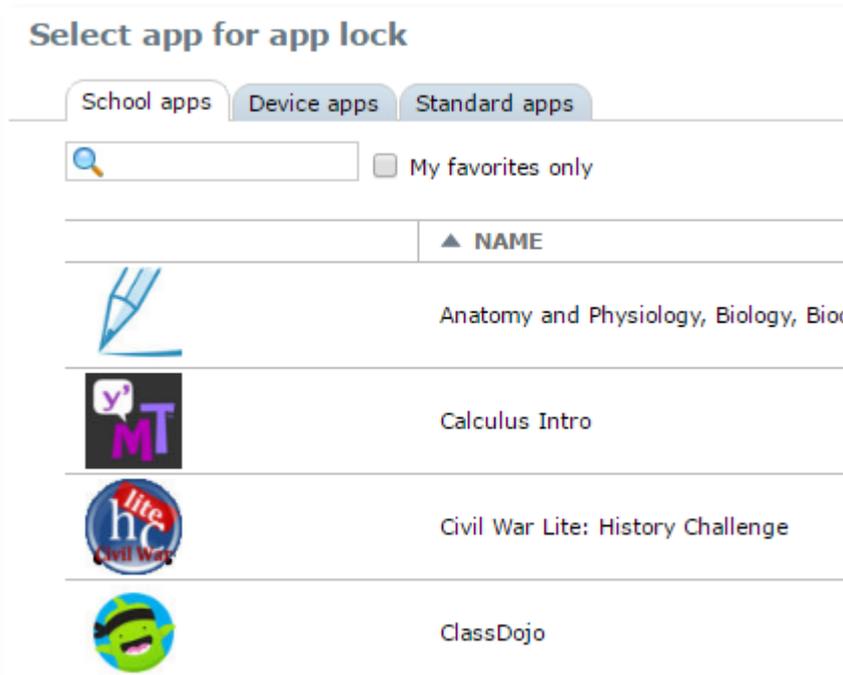
App Lock allows a teacher to select a single app that will automatically open on all selected iPads and be locked as the active app until released. The home key will not function for exiting the app.

To use App Lock, select one or more iPads then click the **App Lock** button.



or right-click an individual iPad and choose **App lock**.

A pop-up window will be displayed showing a list of available apps that can be used for App Lock.



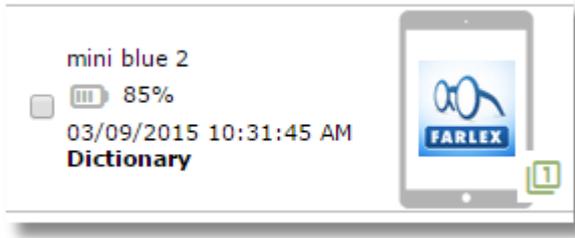
The **School Apps** tab will show apps that have been added to the school app list for devices that are in groups the current user has permissions to manage. In general, these are apps that were distributed to multiple devices.

The **Device Apps** tab shows apps that are installed directly on individual iPads. This list would include any app on the device whether it was installed through TabPilot or manually installed by the iPad user through the App Store.

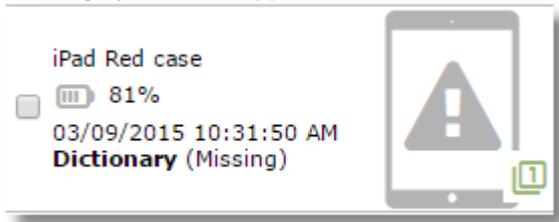
The **Standard Apps** tab shows apps that are part of iOS such as Calendar, Clock, Maps, etc.

When you click an app, it will automatically launch on the selected device(s). The iPad will be locked into that app until you release it. The home button and power button on the iPad will be disabled.

When an iPad enters App Lock mode, the device icon in Teacher Tools will change to show the App Lock indicator in the bottom right corner and the icon for the app on the device.



If an iPad is missing the selected app, the single-app indicator will appear in the bottom right corner and the warning symbol will appear on the device.



To release App Lock, select the device(s) and click the **Release** button.



or right-click an individual iPad and choose **Release**.

Once released, the home key can then be used on the iPad to exit the app.

16.2.4 Web Lock

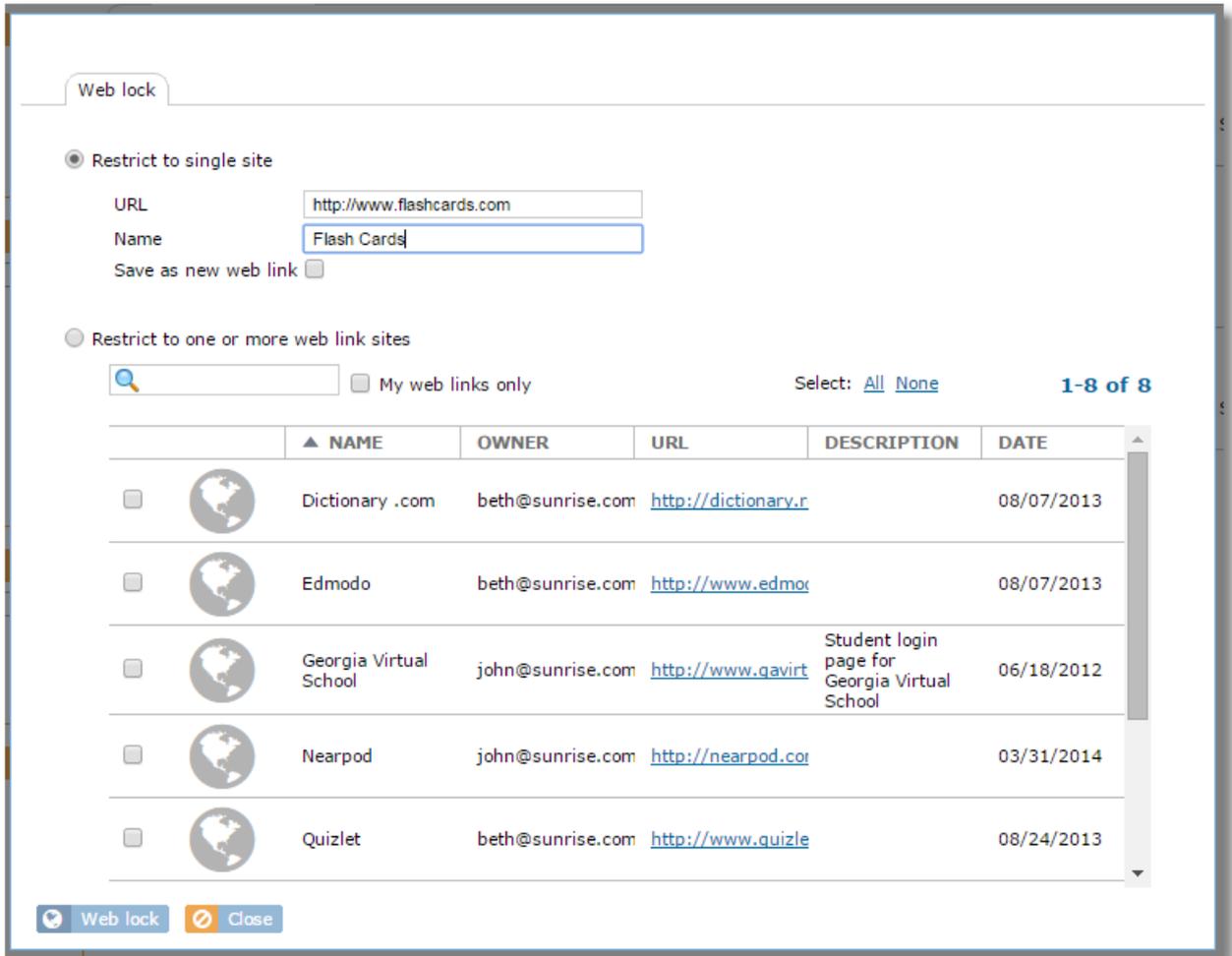
Web Lock allows the teacher to automatically launch Safari on selected devices, restrict Safari to one or more sites, and prevent Safari from being exited, thus locking students into the site(s) until released.

To use Web Lock, select one or more iPads and click the Web Lock button



or right-click an individual iPad and choose **Web lock**.

A pop-up window will be displayed with options for choosing one or more web sites.



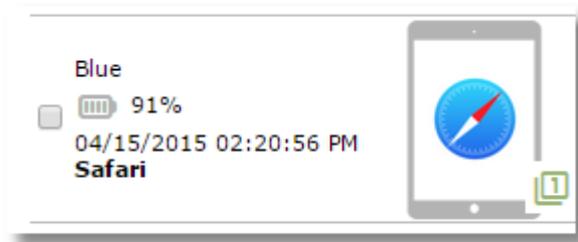
Restrict to single site: This option lets you quickly hand enter a web site without the need to have it pre-configured as a web link. You'll need to enter both a URL and a name that will be displayed as the site name in Safari's "Allowed Sites" list. You also have the option to save the link to the as a Web Link. The site you enter here will be remembered for the next time you use this feature, so you may not need to save it as a web link if you only plan on using it a few times in the near future.

Save as new web link: Check this box to save the site as a Web Link for future use from the web links list.

Save as new web link

Restrict to one or more web link sites: This option allows you to choose one or more web links to use for Web Lock. You can restrict the list to show only links that you created with the "My web links only" option.

Click the **Web lock** button at the bottom of the window to activate your choices. In Control Tower, devices that are in Web Lock mode will display the Safari icon as well as the app lock symbol in the bottom right and the text under the information block will show "Safari".



Students access the selected site(s) by going to the bookmark list in Safari and selecting "Allowed Sites". All other sites will be blocked with the message "Restricted Site".

To end Web Lock select one or more devices and use the **Release** button



or right-click an individual iPad and choose **Release**.

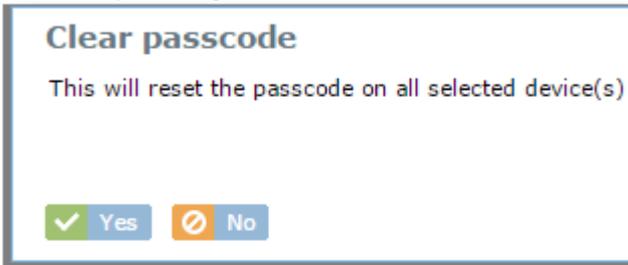
16.2.5 Clear Passcode

The Clear Passcode feature in Teacher Tools provides a quick and convenient way to clear a forgotten passcode from a student device so that they can immediately go back to work.

Select the device and click the **Clear passcode** button or right-click and choose **Clear passcode**

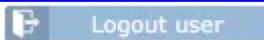


Confirm by clicking **Yes** in the confirmation window.



16.2.6 Logout User

The Logout user button will log out the currently logged in user of a shared iPad. This function is available on iOS 9.3 and above and only works on iPads configured in Shared iPad mode where users login using their Managed Apple ID configured through Apple School Manager. See the section of this guide on [Setting up iPads for Shared iPad Mode](#) for more details.



16.2.7 AirPlay for Apple TV

The AirPlay function in Teacher Tools lets you select a device to start broadcasting to an Apple TV device.

Select a single device from the group or class then click the AirPlay button



or right-click an individual iPad and choose **AirPlay**.

In the pop-up window you can either enter the information for an Apple TV device manually (it will be remembered for the next time you use the function) or you can choose from one of the devices in the list. The list shows the Apple TV devices configured by the administrator in Network Profiles on the Apple TV tab.

AirPlay

Specify an AirPlay device

Device name

Password

Choose an AirPlay device

▲ DEVICE NAME	DEVICE ID
Johnson Mirror 360 PC	44:12:43:54:65:77
Jones Room	23:55:64:23:44:11
Library	66:22:11:53:23:44
Miller Reflector on Mac	33:44:11:33:23:44

TIP: Want to use your computer and projector to display a student iPad without an Apple TV? Look for third-party apps that allow iPad mirroring to computers such as Mirroring 360 from Splashtop and Reflector from Squirrels. Some apps even allow multiple iPads to be on your screen (and projector) at the same time.

A command will be sent to the selected iPad to begin broadcast. The student will be presented with a prompt on the iPad and should choose "Display"



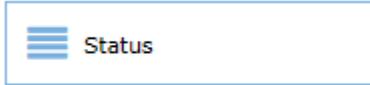
To stop AirPlay, select the device and click **Stop Airplay**



or right-click an individual iPad and choose **Stop Airplay**.

17 Status

Status is found on the main menu. Although this item is not directly inside the Location menu, it is still subject to the location selected at the top of the Location menu.



17.1 Device Status

The **Device status** tab indicates the current status of all devices in a selected group or class. Use the group drop-down selector to choose a group or class to view. Groups and classes from the location selected at the top of the location menu will be available.

Current profile, applied by Jarrett@tabpilot.com at 01/05/2015 10:01 AM
10th Grade Main Refresh

1-3 of 3

SEARCH [] CART B

⚙	DEVICE ID	▲ DEVICE NAME	STATUS
	EQB7-HH2A-THDA	Amanda Tizen - 30594v4	1 file(s) missing (show)
	Q8A5-ACSY-T4ZP	Christie Crow -44344	2 app(s) missing, 1 file(s) missing (show)
	9AHB-MEMK-D6WB	Rebecca Wilder -33241	2 app(s) missing, 1 file(s) missing (show)

The search box allows you to search for a specific tablet in a long list.



The selection box allows you to display the status of the tablets in a different group or class. If you change to a different group or class, the status will reflect the status in respect to the profile currently assigned to that group.

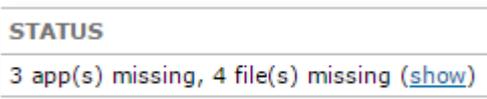


The Status column will show one of these indicators:

OK: The device received the configuration and all apps and files are installed and up to date.

App(s) Missing and/or missing files: One or more apps or files are missing from the device. *This will show if items are missing that are assigned to the device group to which the device belongs and items are missing that are assigned to the profile that's active on the tablet.*

Click the "show" link for a list of the missing items.



Missing items for Blue

Missing items assigned to device group: 8th Grade IPAD

Push	 Calc (ver. 5.7)	App Store	13.87 MB
Push	 Endless 123 (ver. 1.4)	Apple VPP	103.06 MB
Push	 Flashcards (ver. 2.1.1)	Apple VPP	2.95 MB
Push	 SAT-Prep-FlexBook-III.epub ()		3.81 MB
Push	 Science-Talk-Podcast.mp3 ()		79.26 kB
Push	 HuckFinn.pdf (E-Book)		808.68 kB
Push	 Tiger-A.jpg (Tiger Logo)		824.18 kB

 Push All Missing Apps
 Push All Missing Files
 Close

The pop-up window will show apps that are missing due to device group assignments. For Android, you will also see apps missing due to profile assignments, meaning that the app was added to a home screen in the current profile, but is not currently assigned to the device group.

For iOS apps, the app source, either Apple VPP or App Store will be shown next to the app size.

Pushing Apps from the Device Status list

If your administrator has configured your permissions to allow you to push apps and files to devices (configured in the [settings/permissions area](#)), then you may also see buttons for pushing the missing items to the device. For Android apps, If an older version of an app exists on the device, you may see an **Upgrade** button instead of a **Push** button.

Note: If the Push or Upgrade button is ghosted out, it means that the app is not available in your TabPilot database, so it can not be pushed out to the tablet. In this case, you will need to fetch the app from a tablet where it is installed into the system. Information on fetching apps can be found in the [App Distribution section](#) of this guide.

Device Unreachable (Android only): Control Tower can not reach the device. It might be powered off or disconnected from the Internet.

After installing files or apps or bringing a device back on-line, you can refresh the status list by clicking the “Refresh” link at the top right.



17.2 Group Status

The **Group status** tab shows the current profile assigned to each device group. Groups from the location selected at the top of the location menu will be available.

	▲ GROUP NAME	CURRENT PROFILE	USER	DATE
<input type="checkbox"/>	8th Grade IPAD	iOS Full Restrictions	office@tabpilot.com	05/05/2015 05:12 PM
<input type="checkbox"/>	9th Grade IPAD	none	Jarrett@tabpilot.com	04/30/2015 06:25 PM
<input type="checkbox"/>	CART A	After School	john@sunrise.com	05/05/2015 04:15 PM

The table will show the user who activated the profile for each group and the date and time it was most recently activated.

17.3 Class Status

The Class **Class status** tab shows a list of all classes for the current user. Administrators will see all classes by all users. Classes from the location selected at the top of the location menu will be available.

	CLASS NAME	RESTRICTIONS PROFILE	RESTRICTIONS PROFILE APPLIED BY	RESTRICTIONS PROFILE APPLIED	RESTRICTIONS EXPIRATION	LAYOUT	LAYOUT APPLIED BY	▲ LAYOUT APPLIED	LAYOUT EXPIRATION
<input type="checkbox"/>	Mrs. Johnson A3	iOS Full Restrictions	Jarrett@tabpilot.c	07/20/2016 03:13 PM	07/20/2016 04:12 PM	none	john@sunrise.com	05/04/2016 02:53 PM	never
<input type="checkbox"/>	Afternoon Classes	none	none	none	none	(Green) After School	john@sunrise.com	07/20/2016 03:04 PM	07/20/2016 04:03 PM

The table will show if there is currently a restrictions profile or a layout assigned to the class along with the user who activated it, the date it was activated, and the date and time the class activation will end.

To end a restriction or layout activation early, select the appropriate class then use the End Restriction Profile or End Layout Profile button.



Note that when a class restriction profile or layout ends, the devices in that class switch to the one assigned to the device group to which they belong.

18 My Account

You can access My Account from the user menu on the top right.



The My Account area in TabPilot Control Tower allows you to edit your name or change your password.

The Notifications section allows you to choose events that will send a notification via email.

Note: The password you use for Control Tower is the same password that is used to exit Launch & Lock on the tablets if enabled by your administrator. Your new password will be sent to a group of tablets the next time you activate a profile.

19 TabPilot Launch & Lock™ for Android

TabPilot Launch & Lock™ is the home screen interface that runs on Android tablets and displays the apps and web links configured in Control Tower. It is a replacement for the default app launcher that comes with the tablet and it blocks access to settings and other areas of the device. See [Setting Up TabPilot](#) for information on installation and initial configuration.

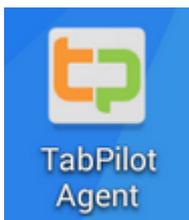
You must have a license for Launch & Lock. If your account is not licensed, the tablet will not progress past the TabPilot Agent Console screen and you will receive messages in Control Tower about the need for a license when trying to use the screen layout features.

19.1 Starting TabPilot Launch & Lock™

In most cases the tablets will default to opening Launch & Lock when they boot. All student tablets should already do this. If they do not, then the default launcher has not been set properly and you should see the section [Set TabPilot as Default Launcher](#).

However, there may be cases when you need to manually start Launch & Lock, such as after exiting to use the tablet as a standard, unrestricted Android device.

To put the tablet back in Launch & Lock, simply tap the TabPilot Agent icon from the app drawer. If Launch & Lock is enabled, the Agent will immediately jump to a Launch & Lock home screen.



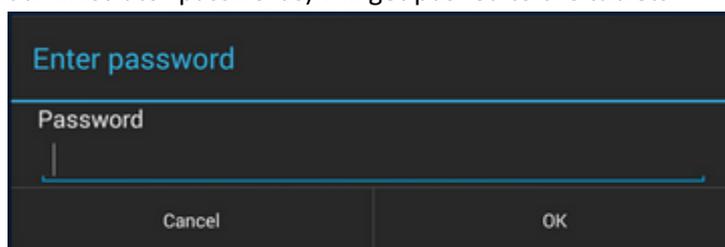
19.2 Exiting Launch & Lock™

You can exit TabPilot Launch & Lock™ to use the tablet without restriction with the standard Android launcher interface.

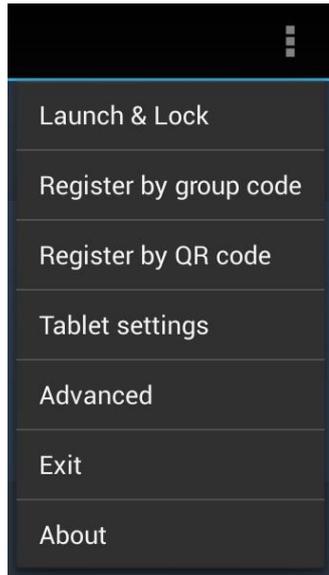
1. From Launch & Lock, press the lock icon in the bottom right corner



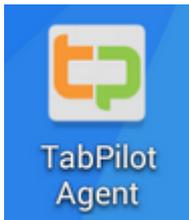
2. Enter your password and tap OK. This will be the same password you use for TabPilot Control Tower. If you change your Control Tower password, your new password (plus all other administrator passwords) will get pushed to the tablets.



3. From the Console, press Menu, then choose Exit.



IMPORTANT: You must re-launch TabPilot Launch & Lock after exiting in order for the device to be ready for students! Open the App Drawer (the place where all your Android apps are listed) and run the app “TabPilot Launch & Lock”.

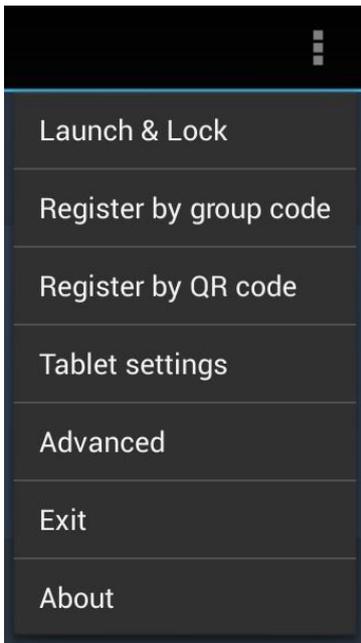


19.3 Advanced functions

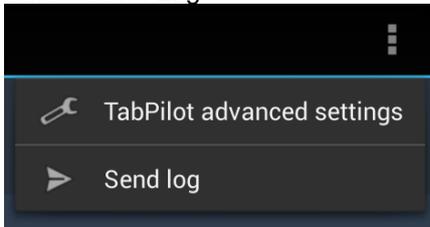
19.3.1 Send Log Files

The Send Log function in the Advanced menu of the TabPilot Console is available for sending device log information to TabPilot support to assist in troubleshooting an issue.

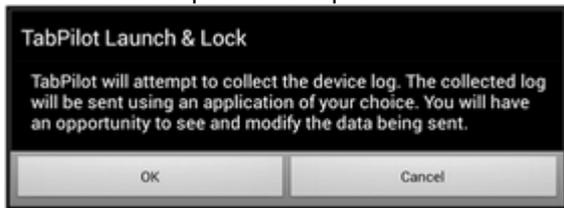
1. To access the Send Log function, access the TabPilot Console and tap the menu button and choose Advanced.



2. Select Send Log

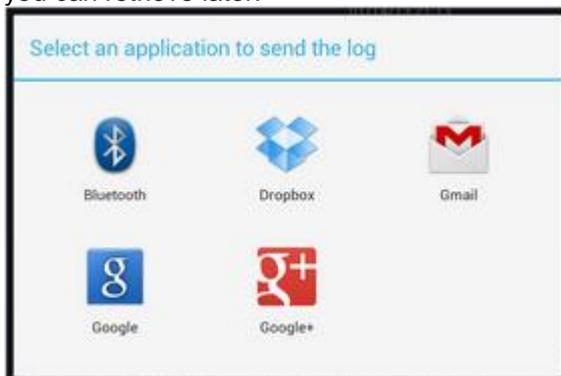


3. Read the description and tap OK



4. You will be presented with a list of destination apps that can receive the log information. Select an app from the list that has been configured with an e-mail account such as the Gmail or Email app. If the device does not have any app that's configured with an e-mail account (as some student tablets may not), then choose an app that will allow you to save the data to an SD card or USB drive that you can transfer to your computer where you can send it to TabPilot support.

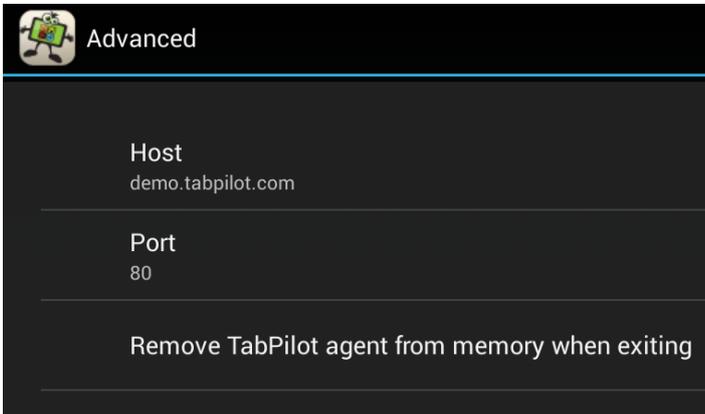
Another option would be to send the log file to an app like Dropbox which will ask for a filename which you can retrieve later.



The log file will be loaded into the selected app. If sending to an e-mail app, the TO: field will be pre-filled with the address `logs@tabpilot.com`. You may type a description at the top of the e-mail message before sending.

19.3.2 Connection settings

The Settings option under the advanced menu can be used to change the host or port settings that Launch & Lock will use to connect to Control Tower. These should not be changed unless instructed to do so by TabPilot support.



This section also contains a setting for "Remove TabPilot agent from memory when exiting". Normally, you would want to leave TabPilot running in memory at all times, even when not running Launch & Lock. However, if you wish to remove prevent TabPilot from running on the device, put a checkmark on this item.

20 TabPilot File Locker for Android

TabPilot File Locker for Android installs on student tablets and provides quick access to the four folders into which TabPilot can push content from Control Tower.

You can download File Locker from <http://ct.tabpilot.com/dist/filelocker.apk>.

Note that in many cases it's not necessary to be able to browse and find files directly in Android. Instead, most apps will automatically find all files on the device that are of a file type that they can open. For example, if you open the Adobe Reader app on Android, it will find all PDF files on the device, regardless of which folder they are in.

21 TabPilot File Locker for iOS

TabPilot File Locker for iOS is an application that allows students to view content pushed to the iPad from Control Tower. File Locker has a built-in viewer that can display most common file types directly inside the app. There is also a share button in the app that will allow the student to open the file in a separate compatible app.

File Locker is automatically installed on each iPad when it is registered with Control Tower.