



BSG iPad Induction – Student Guide

There are 36 steps to complete.

This guide will cover the following topics:

- Learn to recognise some of the iPad's basic features: **Home Button, Power Button, Home Screen.**
- Connect to the University's Wi-Fi network '**eduroam**'.
- Enable the University of Oxford to apply **our management** to your iPad.
- Set a **Passcode** to secure your iPad. You will need to enter this each time you unlock your iPad.
- Configure your **Oxford Nexus** account on the iPad. Nexus is the University's email and calendar system.
- Create an **Apple ID** if you do not yet have one.
- Install the **BSG App** and **Yoyo Wallet** on your iPad. Yoyo Wallet will be the payment method for the BSG.
- Install the **iWork** suite of apps on your iPad: **Pages, Numbers** and **Keynote**.

You will need the following:

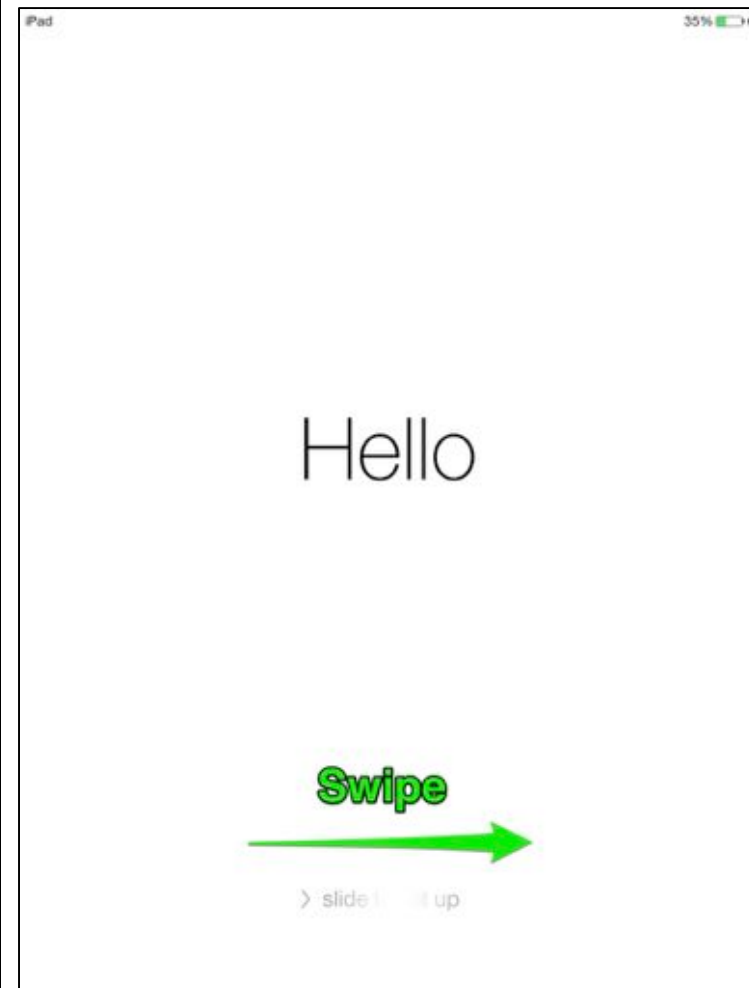
- Your **iPad**.
- Your **Remote Access Account** username and password.
- Your **BSG Account** username and password.
- Your **Apple ID** username and password, if you have been able to create one.
- Your **Single Sign On (SSO) Account** username and password.

Your Staff Helper is here to assist with any issues – please ask them if you have problems.

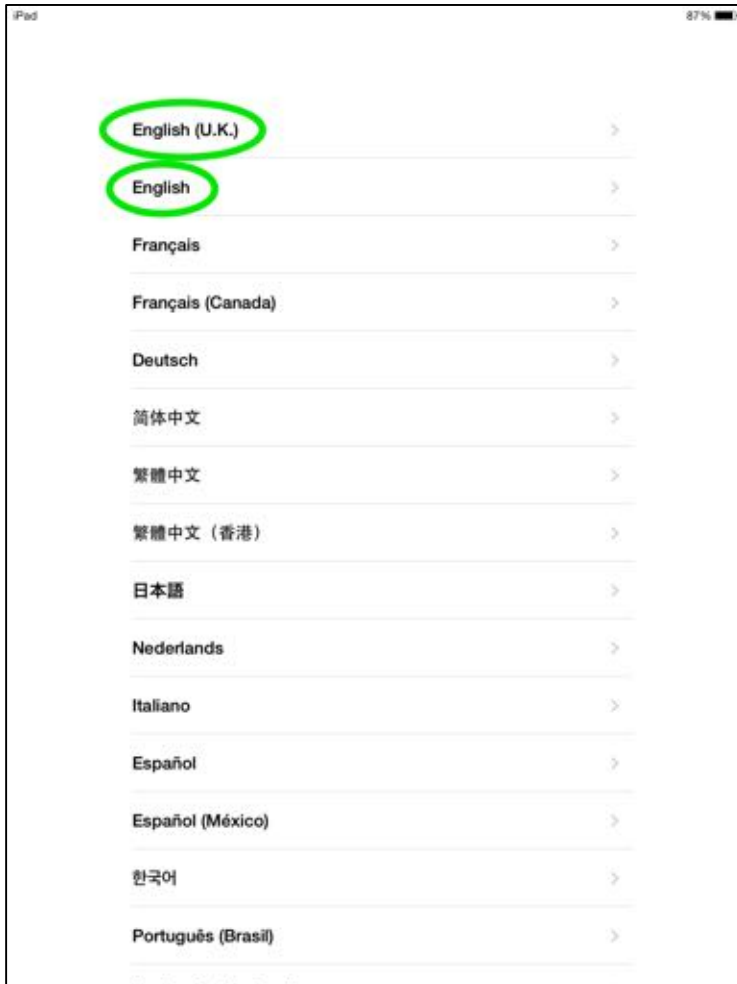
1. Hold the **Power Button** until the Apple icon appears. Your iPad is now starting up.



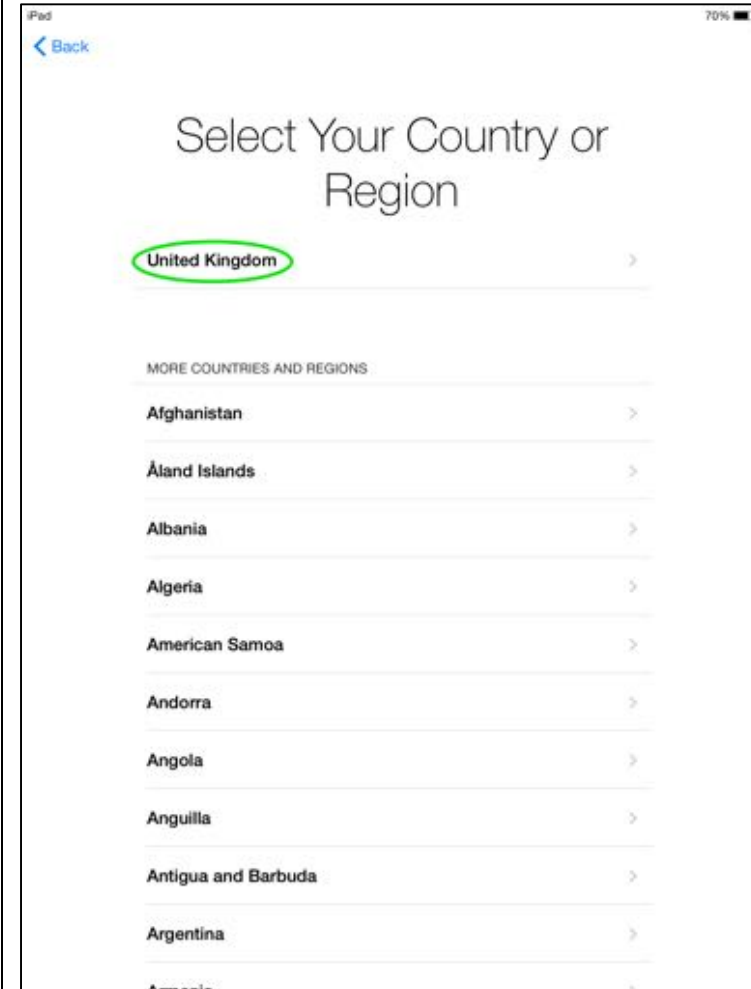
2. You will see a Welcome page. Place your finger on the iPad screen and **swipe from left-to-right** to dismiss the Welcome page.
① If the screen is black, your iPad may have gone into standby; press the Power Button to wake it up again. If you still do not see the white Welcome page below please inform your Staff Helper.



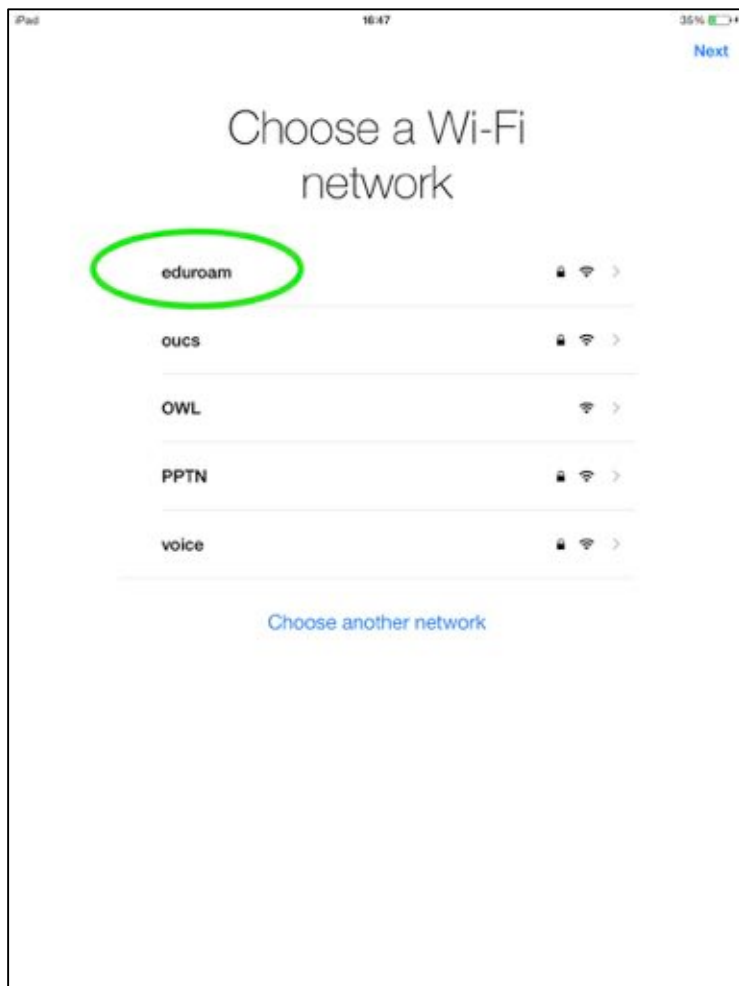
3. Tap either **English (U.K.)** or **English** to set this as the language the iPad will use.
① *English (U.K.) may appear further down the list under 'E'.*



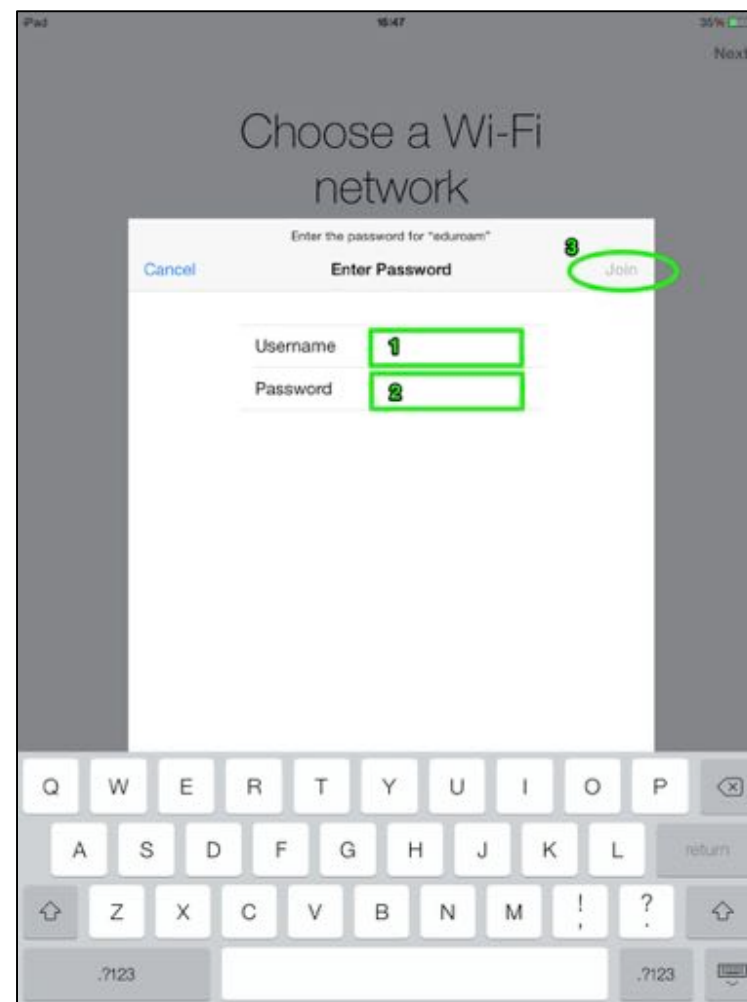
4. Tap on **United Kingdom**.



5. Tap **eduroam**. This is the University Wi-Fi network.

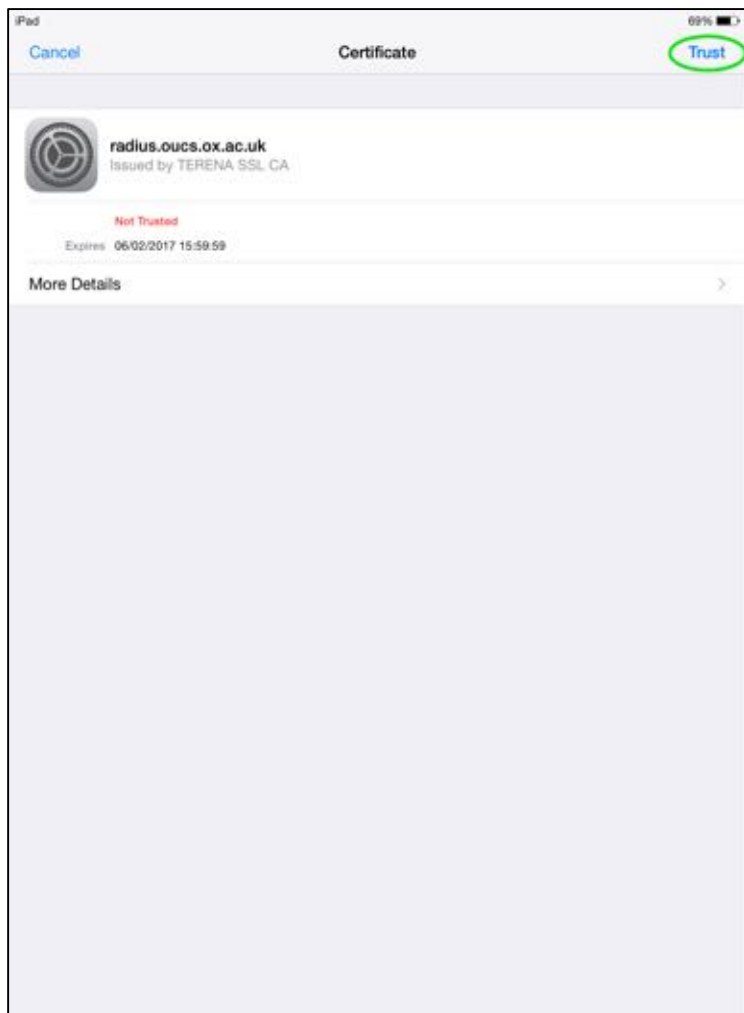


6. You now need to enter your **Remote Access** account credentials.
- Tap in the **Username** box and type your **Remote Access username** followed by **@ox.ac.uk**. (for example, **univ1234@ox.ac.uk**)
 - Next tap in the **Password** box and type your **Remote Access password**.
 - Then tap **Return** or **Join**.



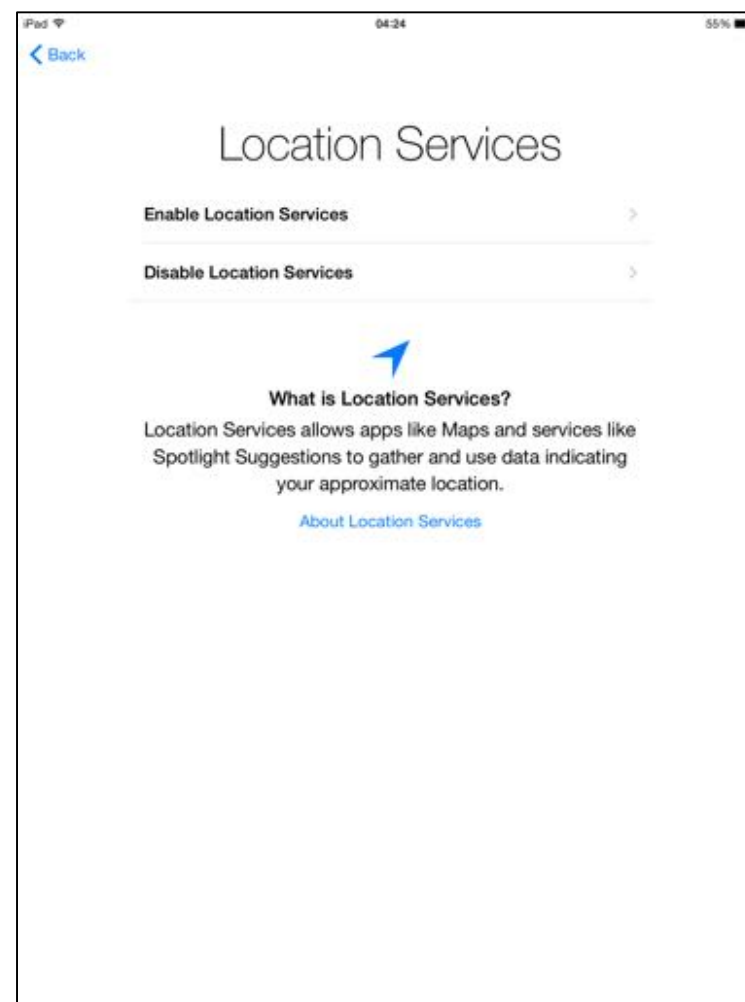
7. Check the certificate looks like the image below and if so tap **Trust**. This will return you to the Wi-Fi network list, where after a few moments a **tickmark** should appear next to 'eduroam'. Tap **Next** to proceed.

① *If your Remote Access account is rejected, please check and re-enter the details. If your Remote Access account is still being rejected, inform your Staff Helper.*



8. Tap **Enable Location Services**.

① *This is required for the library search in the BSG App.*



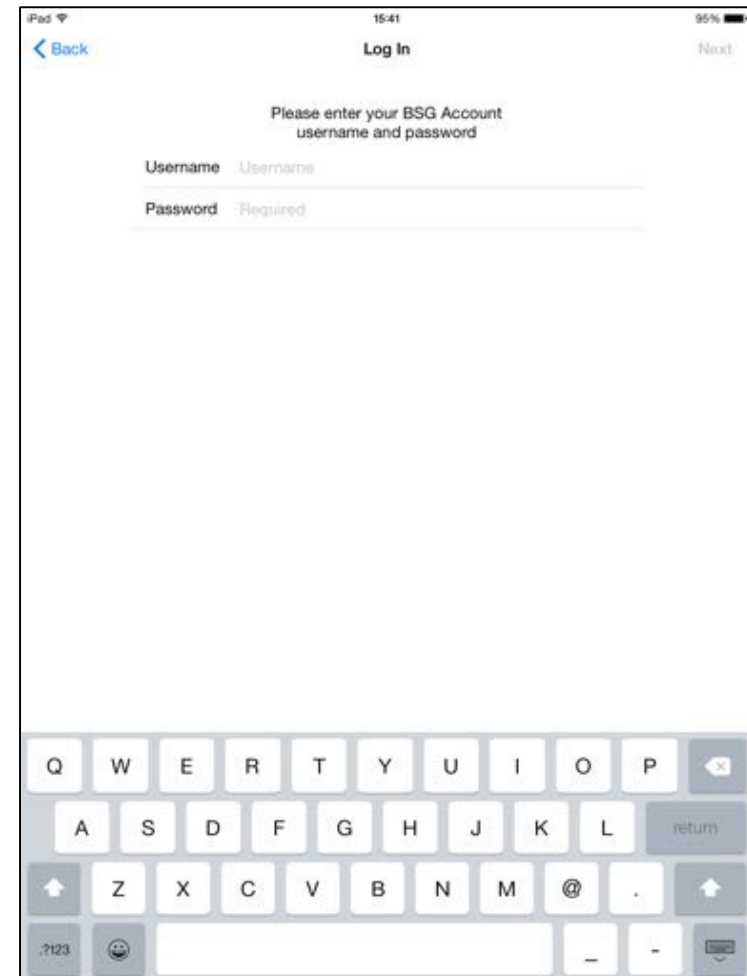
9. The automated setup process will now begin. Tap **Next**.



10. This time you need to enter your **BSG Account** credentials.

- Tap in the **Username** box and type your BSG Account username.
- Next tap in the **Password** box and type your BSG Account password.
- Then tap **Login**.

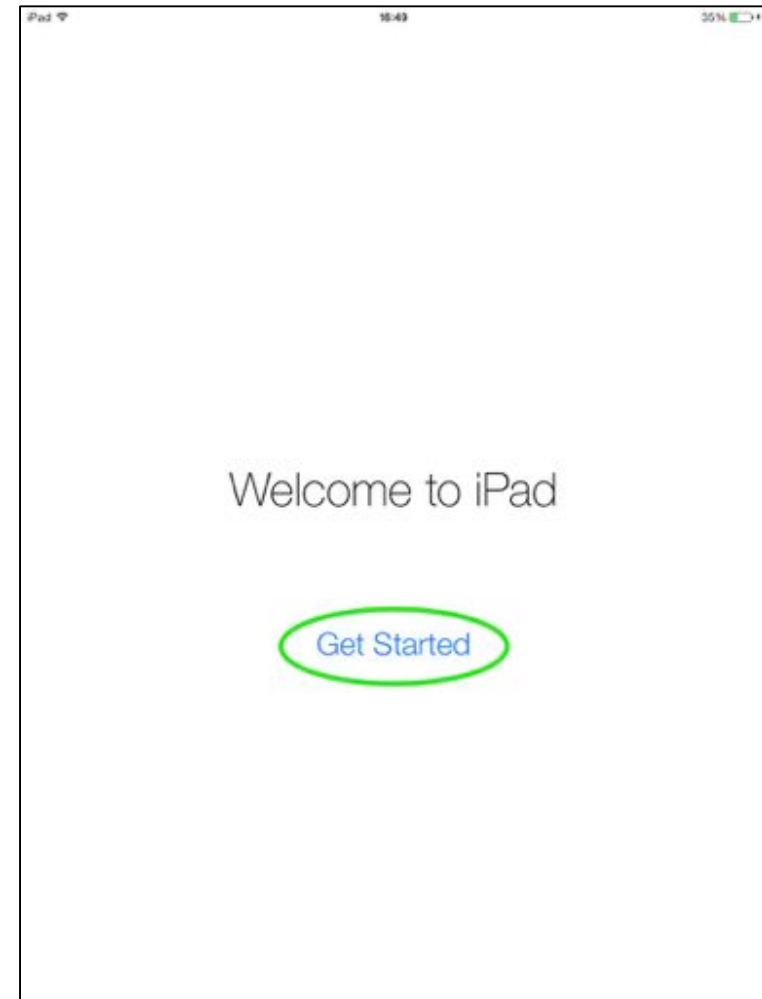
① If you enter your credentials and the boxes go blank, try again, and if you still cannot proceed inform your Staff Helper.



11. Tap **Agree**, in the bottom right hand corner. A pop-up box will appear, tap on **Agree** again.

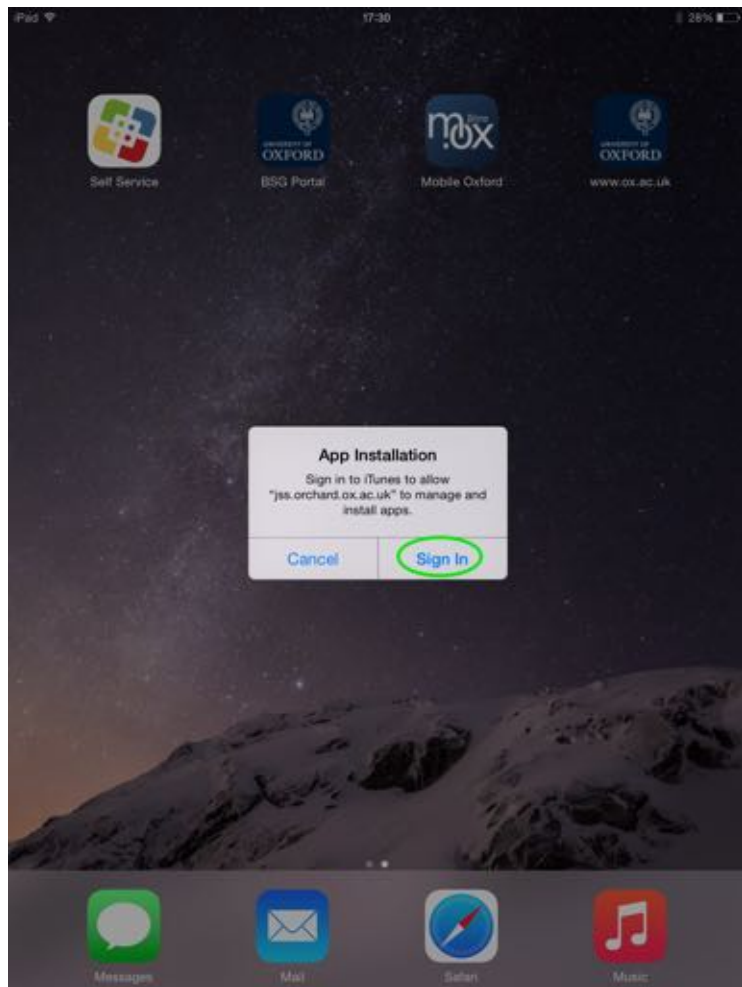


12. Tap **Get Started**.



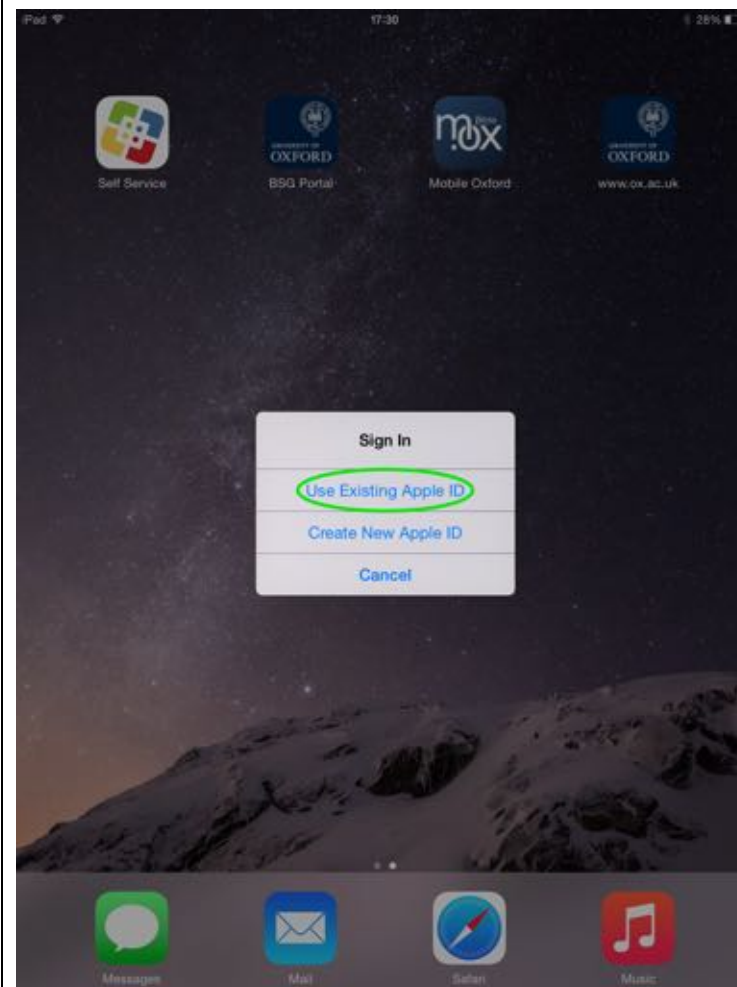
13. The **Home Screen** of the iPad will appear. The automated setup process will now install the **BSG App** and **Yoyo Wallet**. Wait for a message to appear asking you to sign into iTunes, then tap **Sign in**.

① If you see a message asking you to set a Passcode, tap **Later**. If you see a message regarding the Home Screen, tap **Dismiss**.



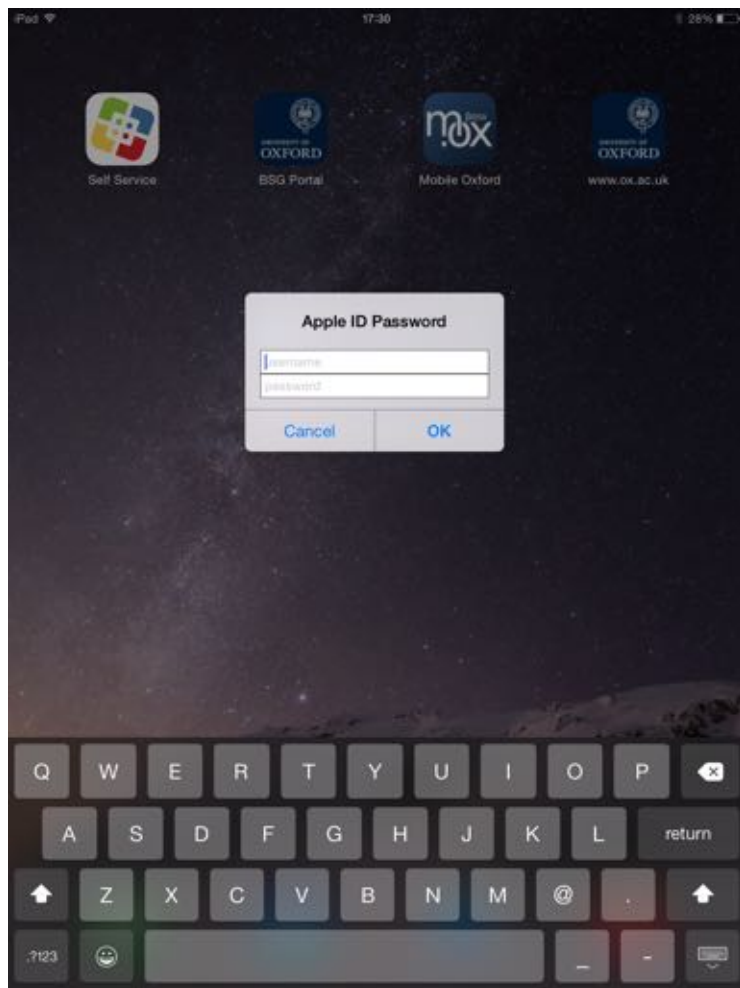
14. If you have created an Apple ID, tap **Use Existing Apple ID**.

① If you have yet to create one please refer to **Appendix A**.

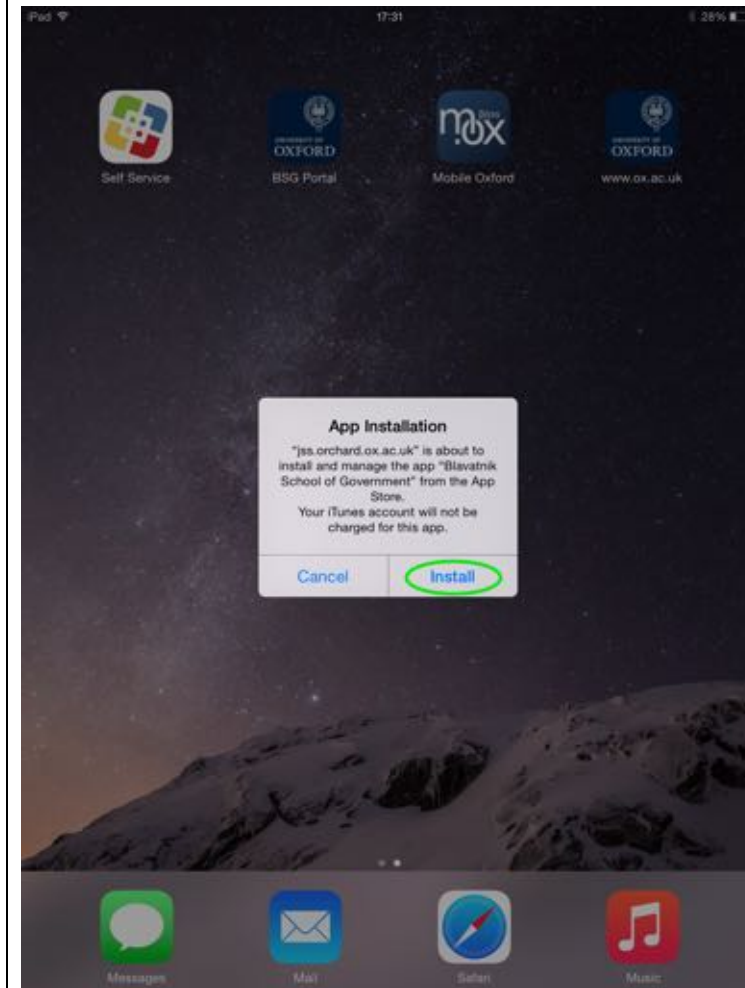


15. Type your **Apple ID** Username, followed by your **Apple ID** Password. Then tap the **OK** button.

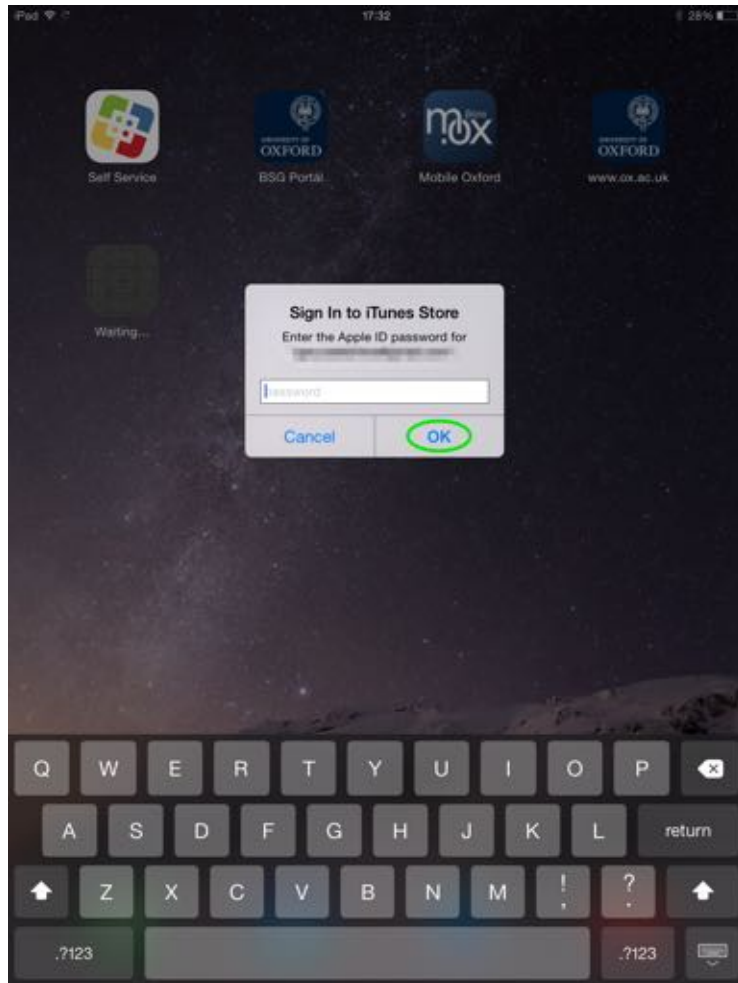
① *If you are asked you to verify your payment method, tap **Not Now** or **Cancel**.*



16. Tap the **Install** button to install the first app. This may be the BSG App or Yoyo Wallet.

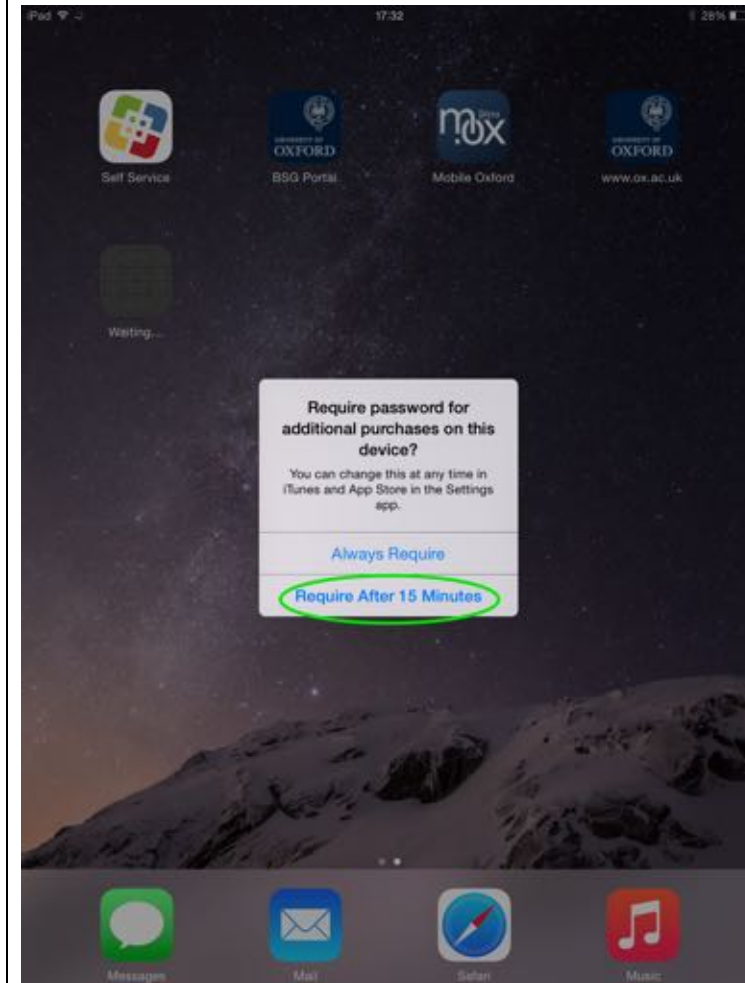


17. Enter the **Password** for your **Apple ID** again, then tap the **OK** button.

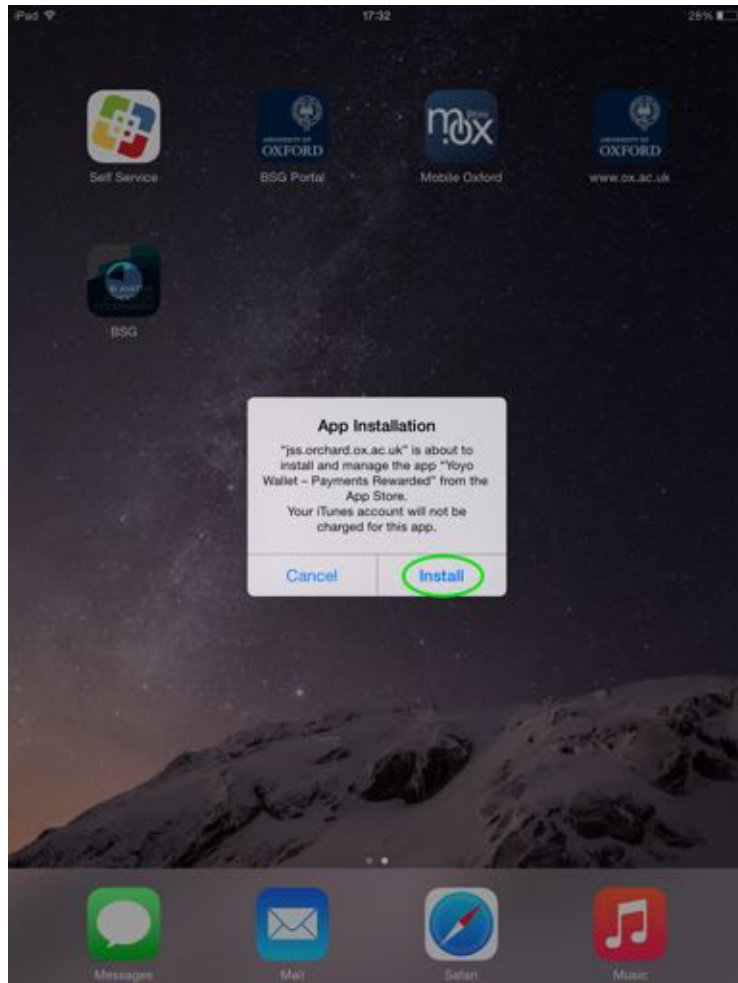


18. Tap on **Require After 15 Minutes**.

① *This is required to streamline the configuration process.*

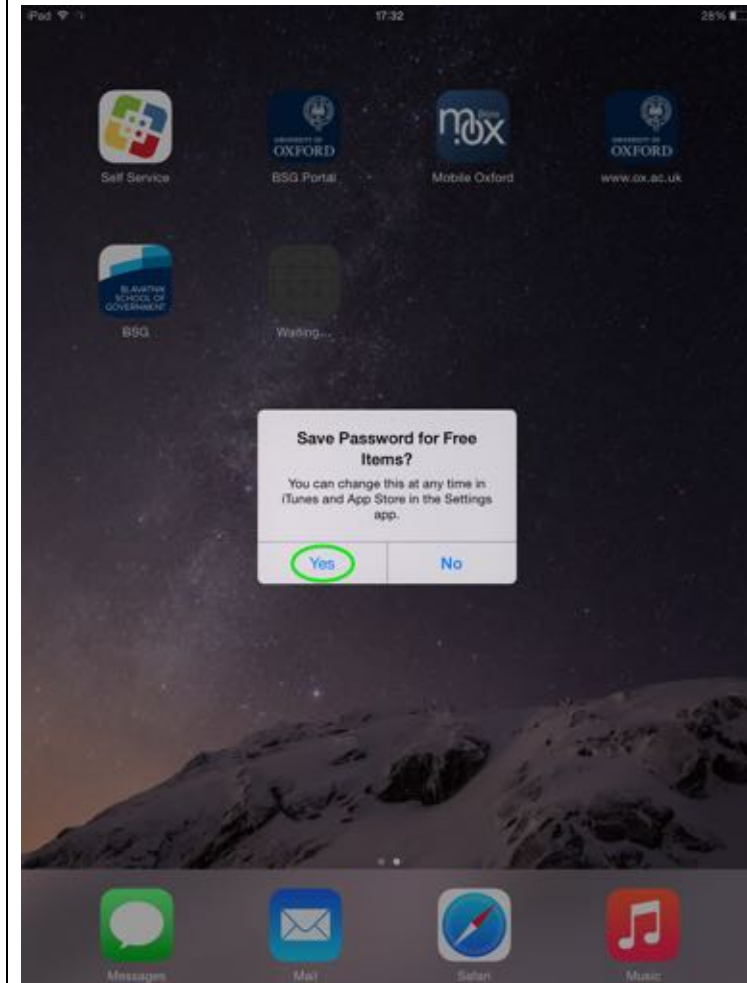


19. Tap the **Install** Button to install the remaining app.



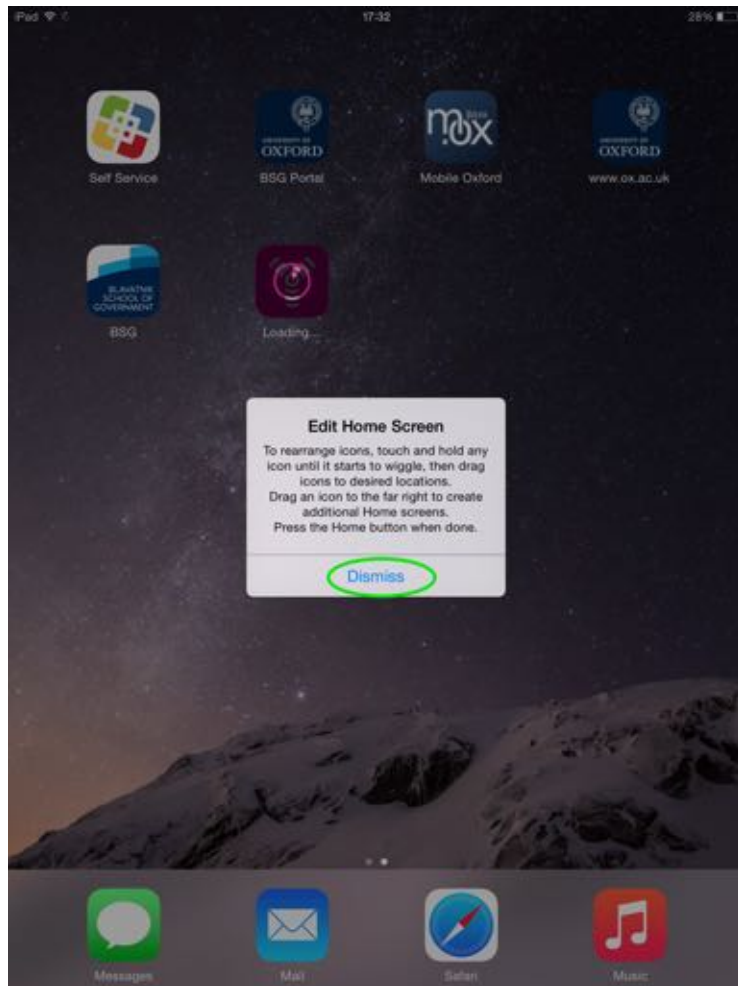
20. Tap the **Yes** button.

① *This is needed to streamline the configuration process.*



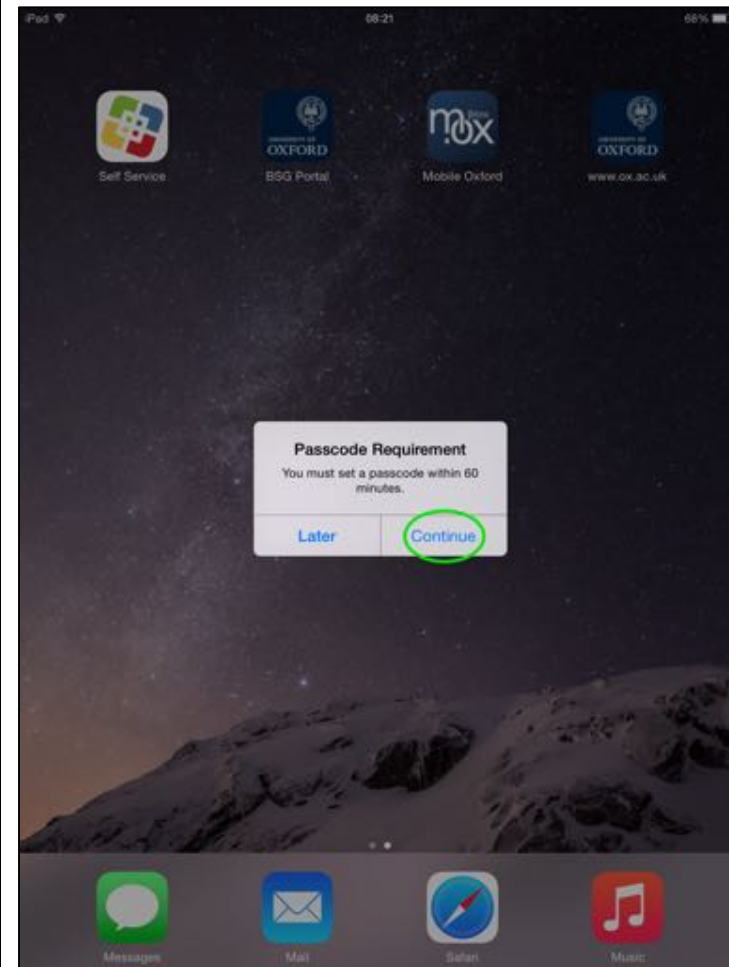
21. This message is introducing your **Home Screen**. Tap the **Dismiss** button.

① *You may have already dismissed this message.*

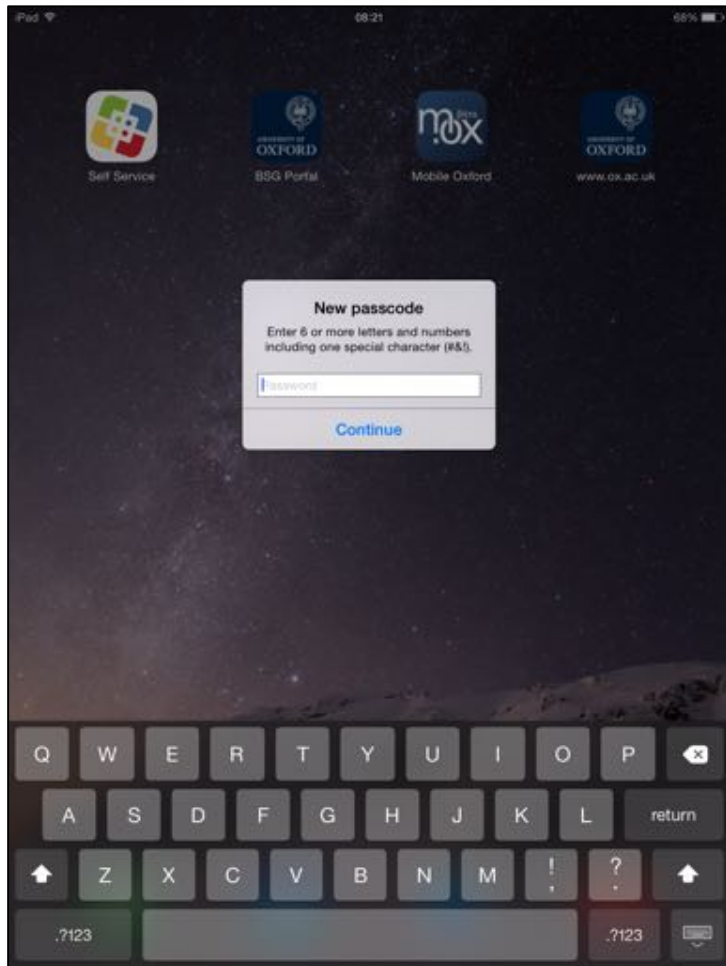


22. You will be prompted to set a **Passcode** to secure your iPad. Tap **Continue**.

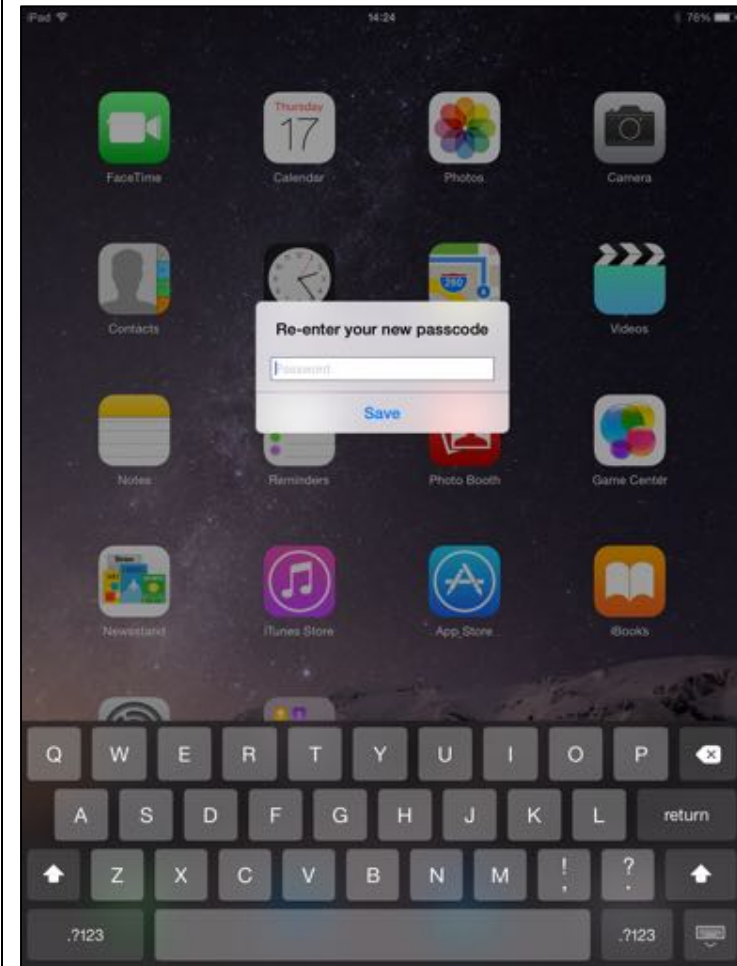
① *If you do not see the Passcode message, press the Power Button to lock the iPad then swipe right to unlock it. The Passcode message should now appear.*



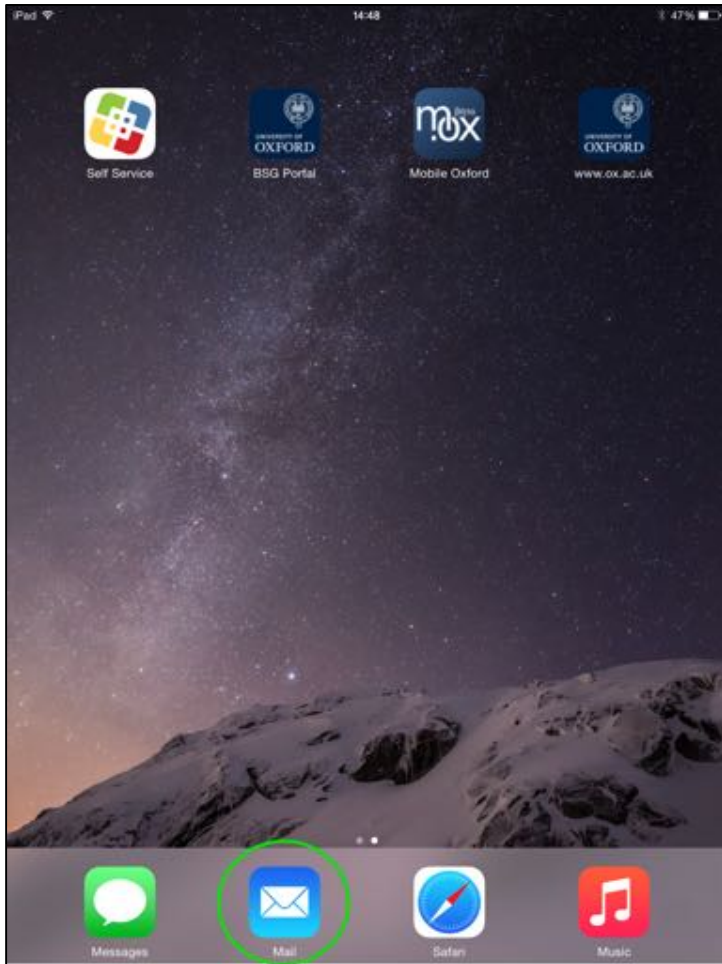
23. Follow the instructions to choose a suitable Passcode, **enter it** then tap **Continue**.



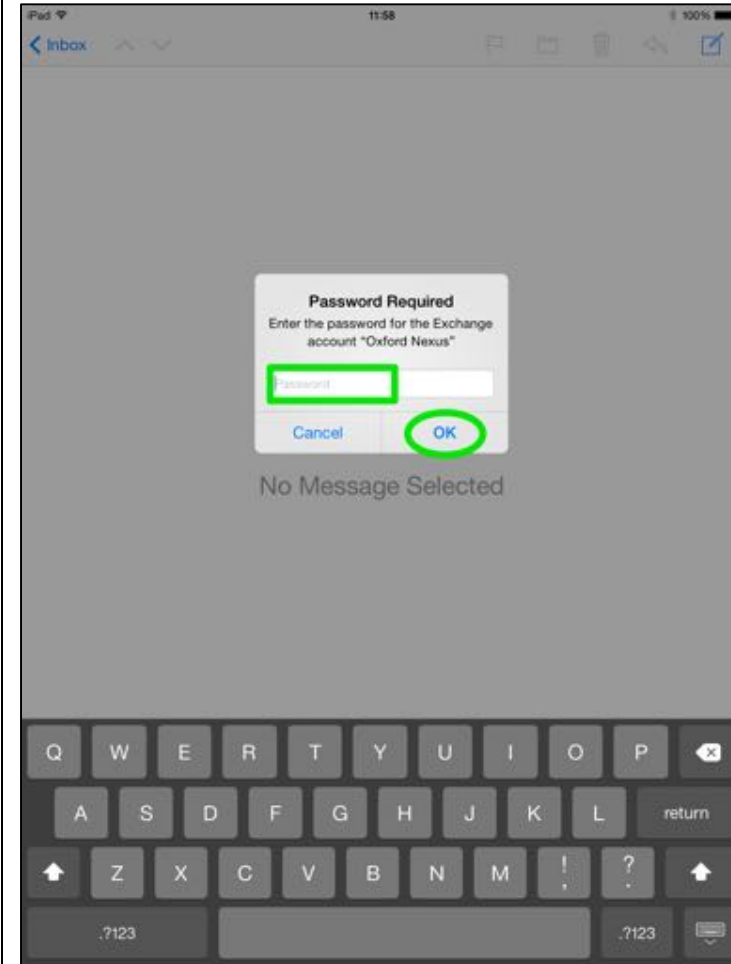
24. **Re-enter** the Passcode and tap **Save**.



25. Next you will add your **Oxford Nexus** account to your iPad. Tap the **Mail** icon.
 ⓘ *Your Mail icon may be in a different position.*



26. You now need your **Single Sign On (SSO) Account** credentials. Type your **SSO Account password** then tap **OK**.



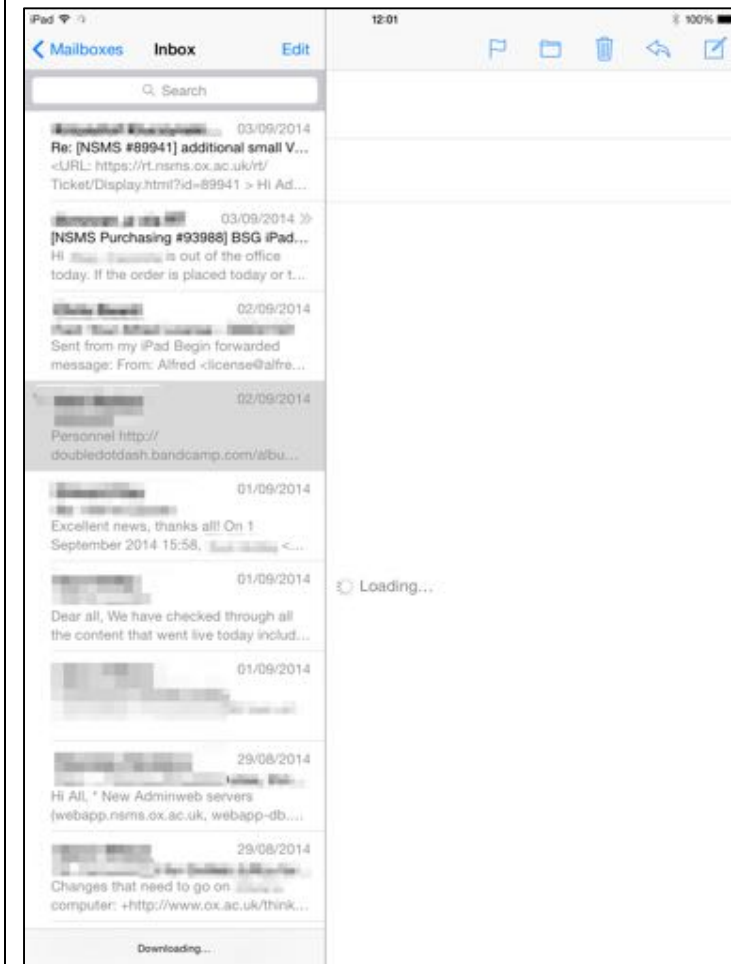
27. Tap **Inbox**.

① If you see 'No Message Selected', still tap **Inbox**.

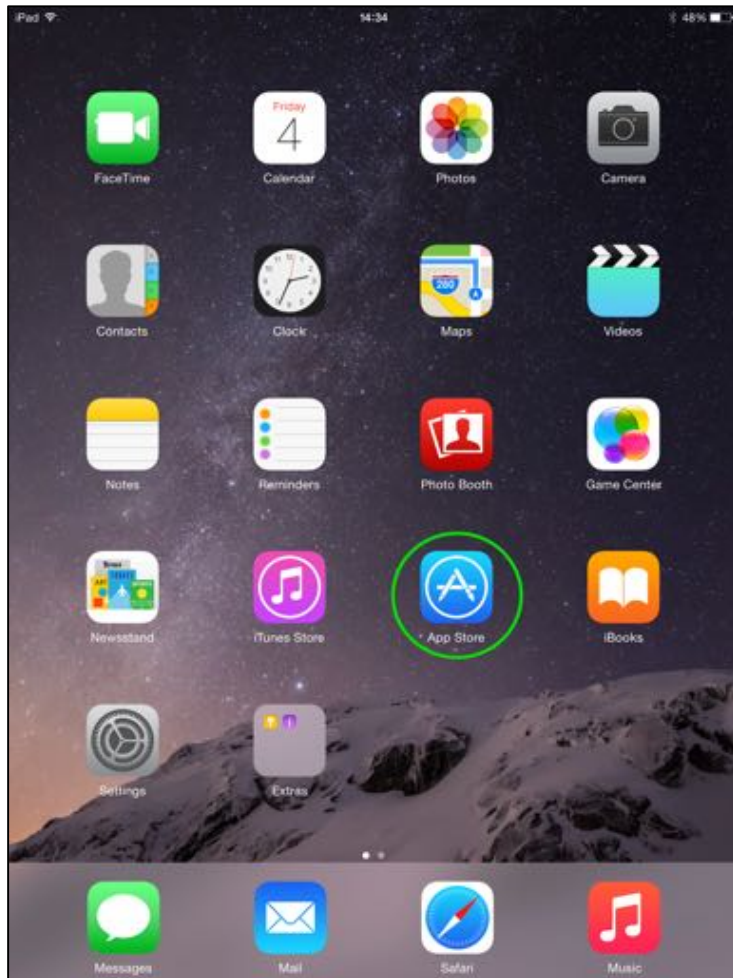


28. You should see emails arriving in the left-hand 'Inbox' pane. Press the **Home Button** to return to the **Home Screen**.

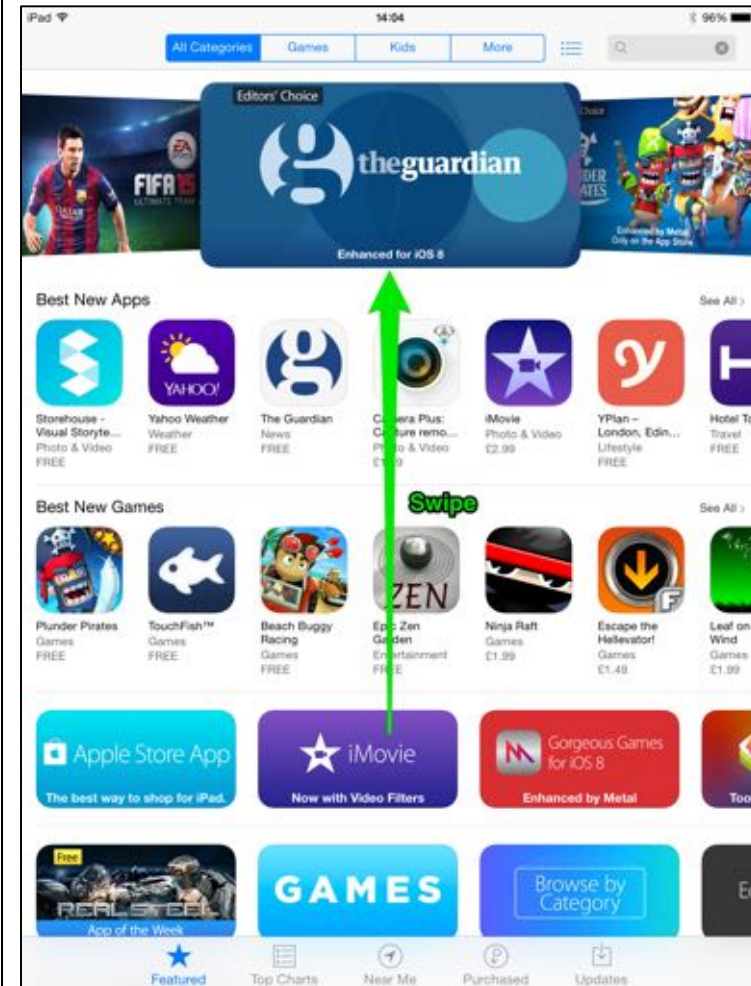
① If you see an error 'Connection to mail server failed', speak to your Staff Helper.



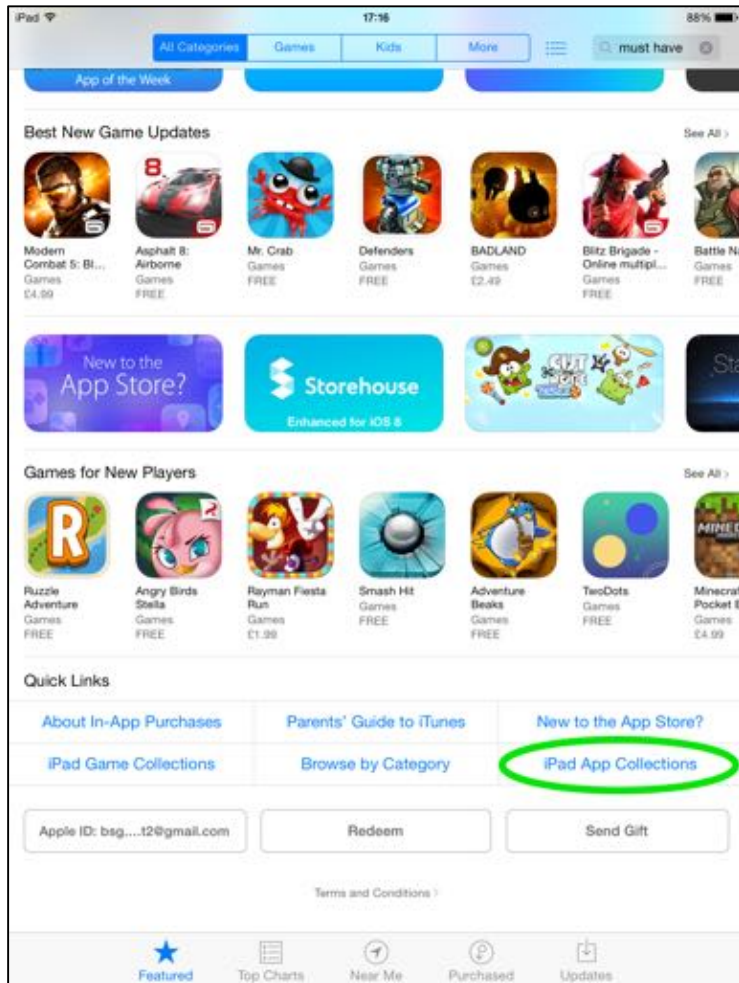
29. On the **Home Screen** of your iPad, tap the **App Store** (you may need to swipe left/right to see it).



30. **Swipe up** to scroll to the 'Quick Links' section.

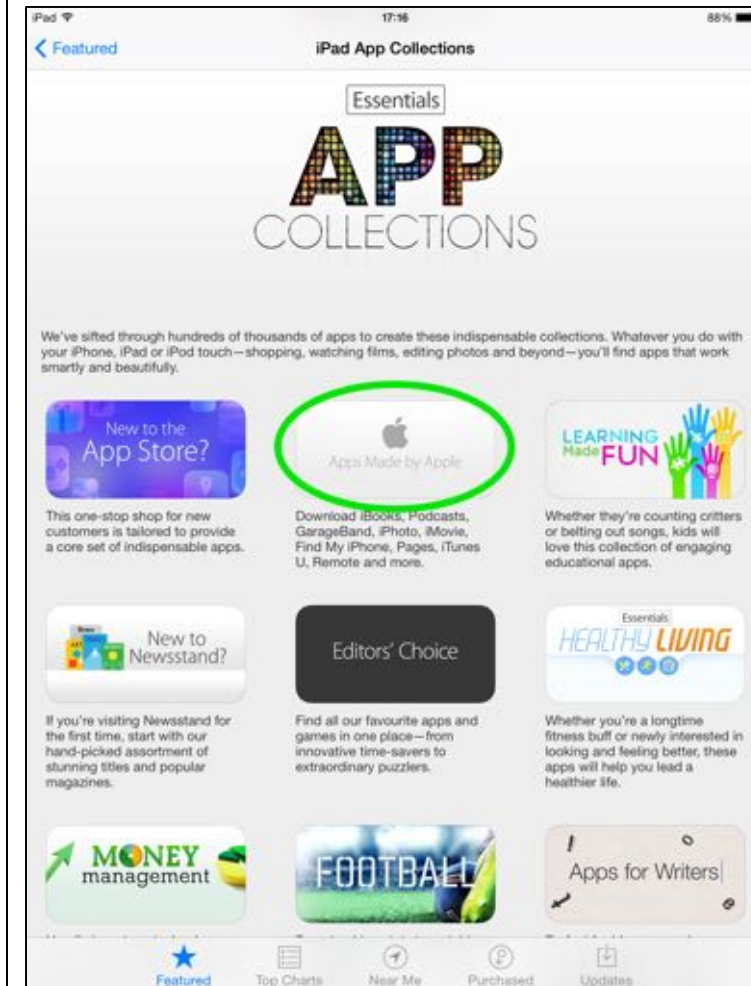


31. Tap iPad App Collections.



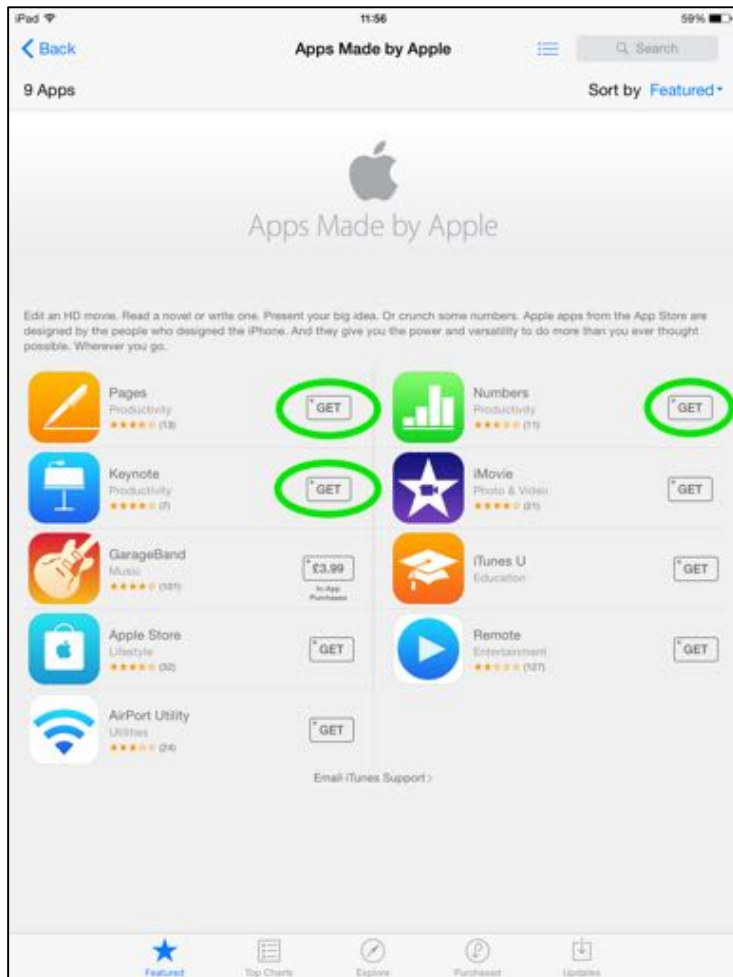
32. Tap Apps Made by Apple.

① If a message 'Apple Apps' pops up, tap 'Not Now'.

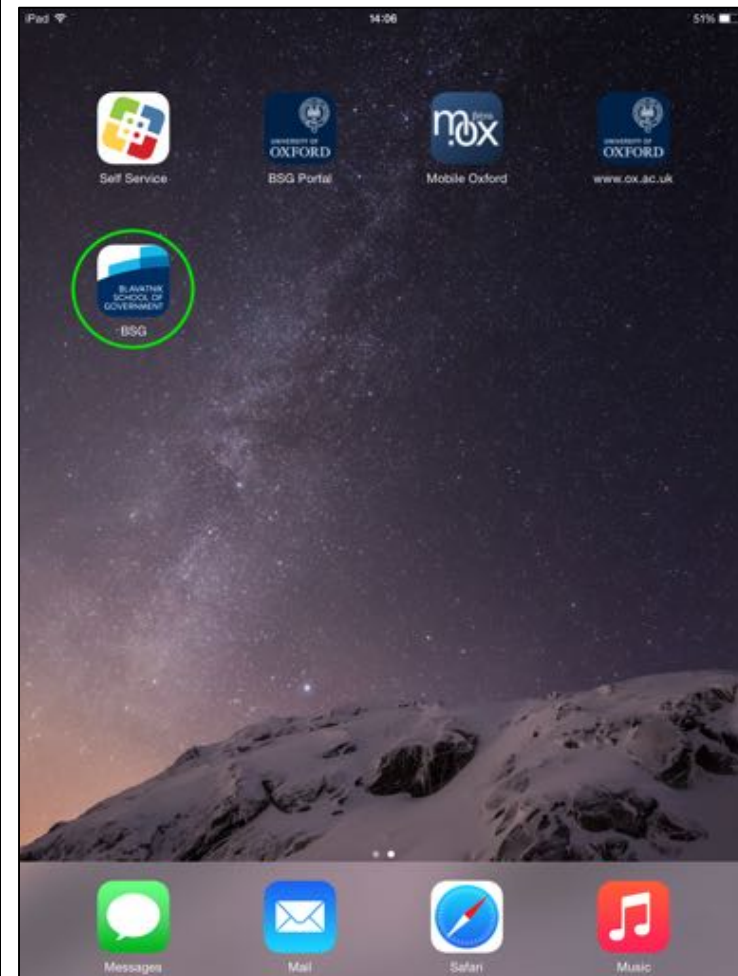


33. Start all three apps **Pages**, **Numbers** and **Keynote** installing as follows:

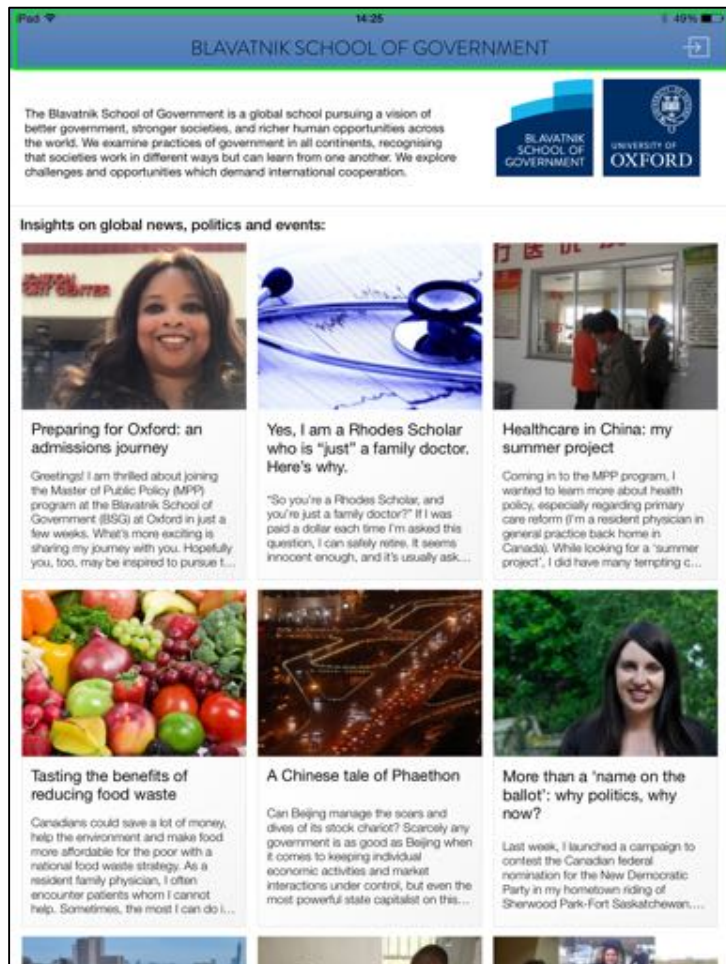
- Tap the **Get** button next to each app so it becomes an 'Install' button
- Tap **Install** to start downloading each app.
- Once all three have started downloading, press the **Home Button** to return to the Home Screen. You do not need to wait for the apps to finish downloading.



34. Now find the **BSG App** icon and tap it. You may need to swipe left/right to find it.



35. The BSG App front page should show a blue bar above the blog list. This indicates the app is configured correctly.

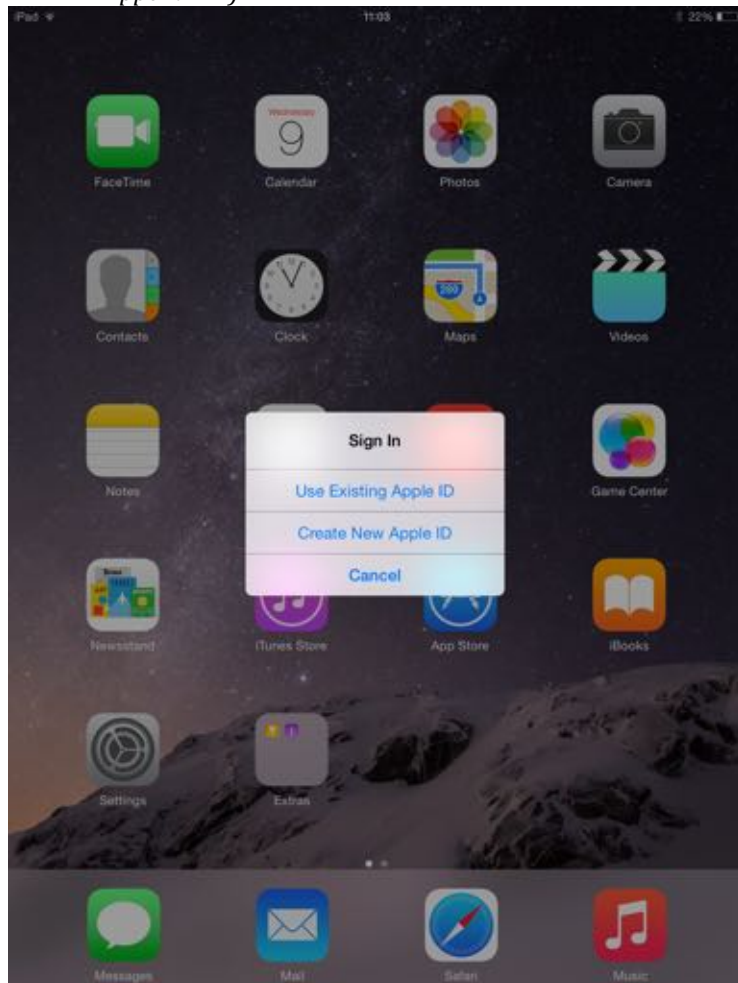


36. Well done – you have now completed the iPad Induction Guide.

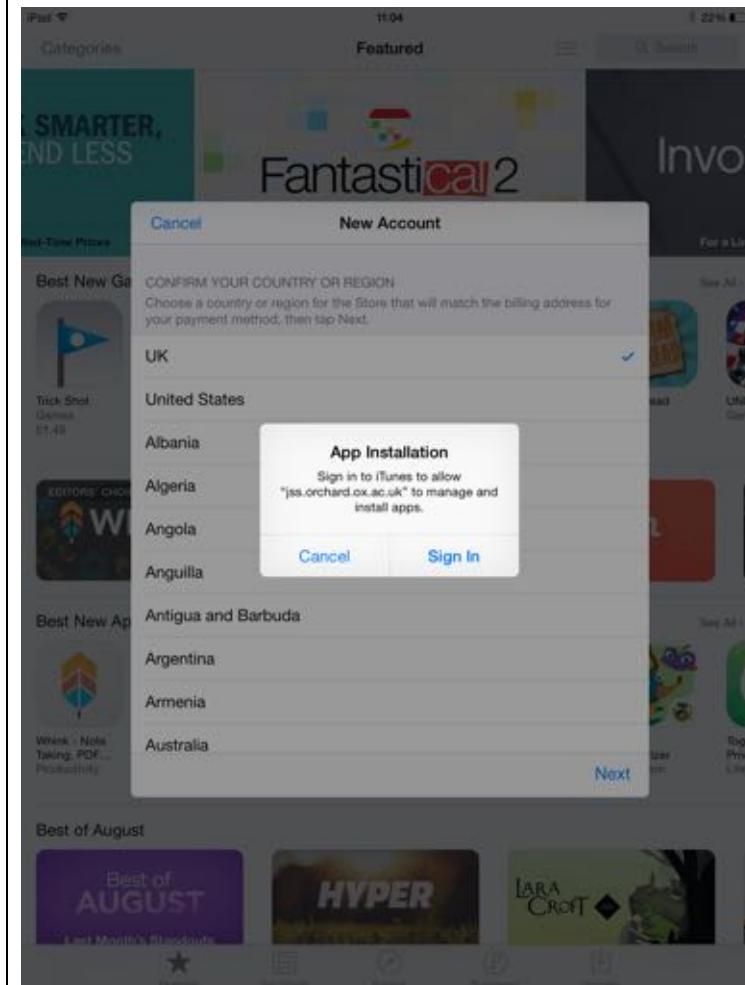
- Please return the Induction Guide to your Staff Helper.
- You can also give us your **Password sheets** for safe shredding.

Appendix A. – Creating an Apple ID

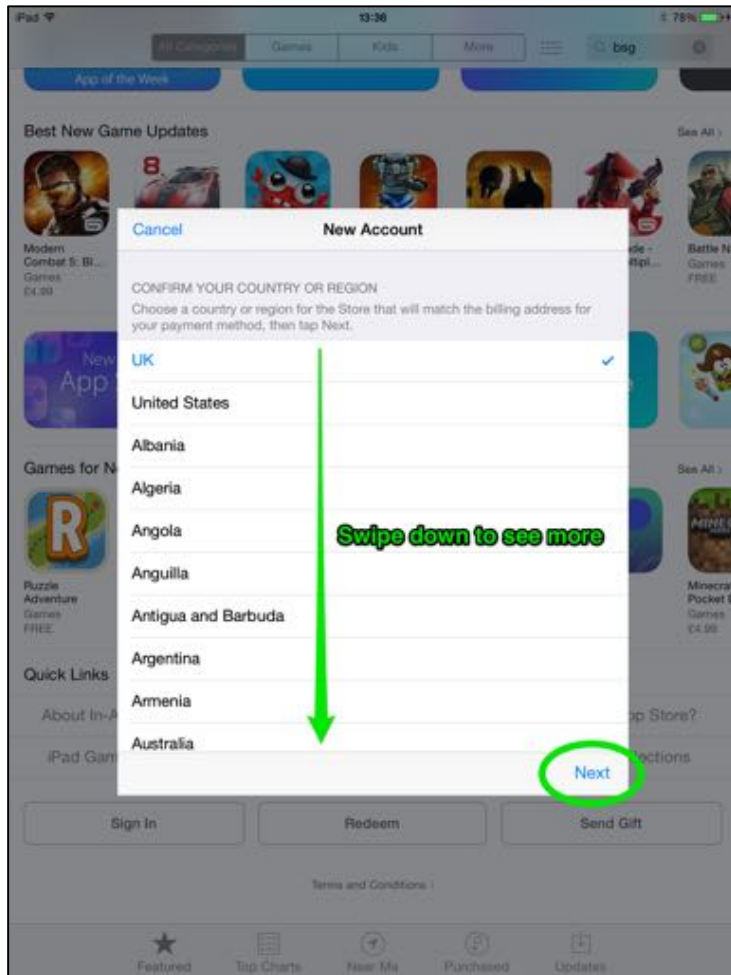
1. There are two different procedures depending on whether you have a payment method:
 - If you have a payment method from any country tap **Create New Apple ID**.
 - If you have no payment method, ask your Staff Helper to guide you to create an Apple ID with no payment method attached by buying a free app. *(see end of Appendix A)*



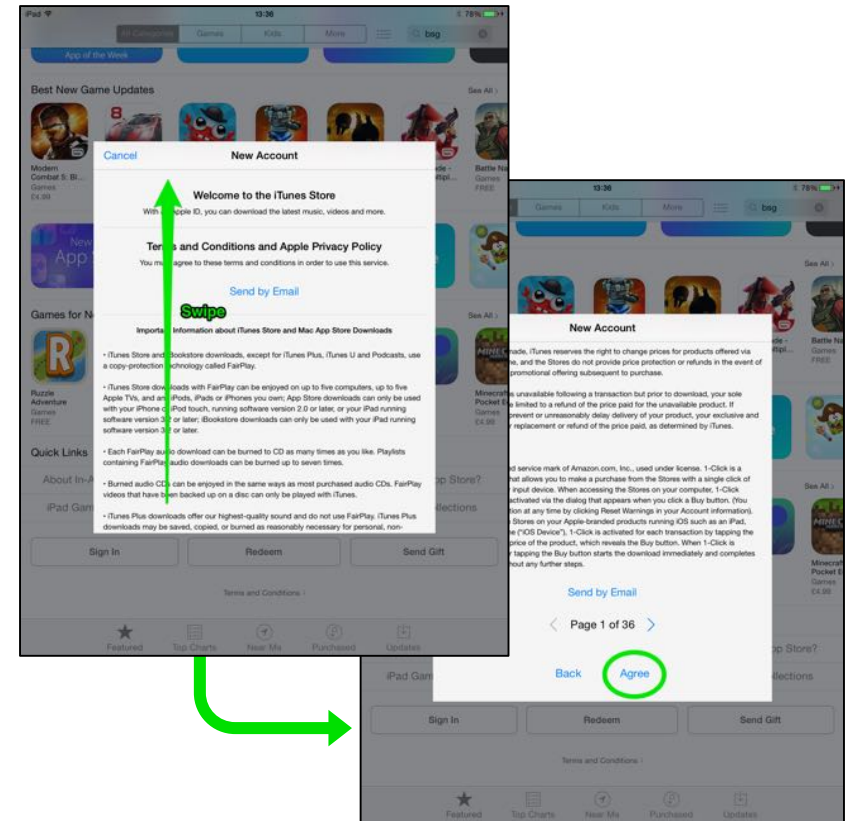
2. If the 'App Installation' prompt below appears again, tap **Cancel**. It may appear multiple times during the account creation process.



3. Tap to tick the **Country or Region** which matches your payment method. Then tap **Next**.

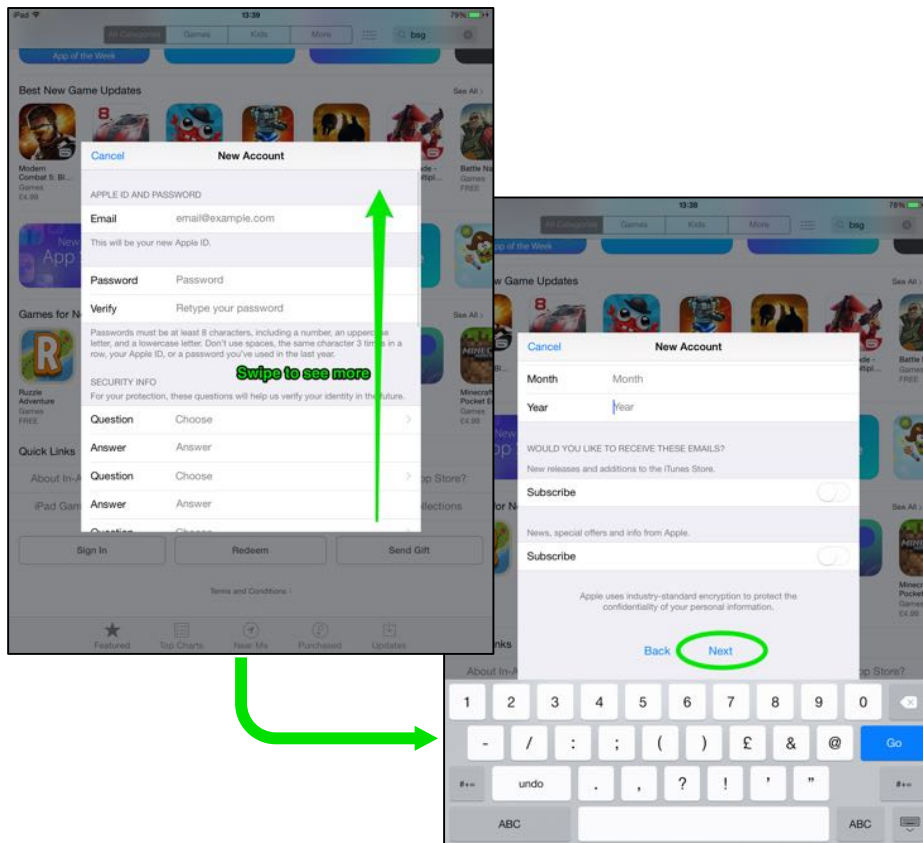


4. **Swipe up** to scroll to the bottom of the Terms & Conditions and tap **Agree**, then **Agree** again to confirm.



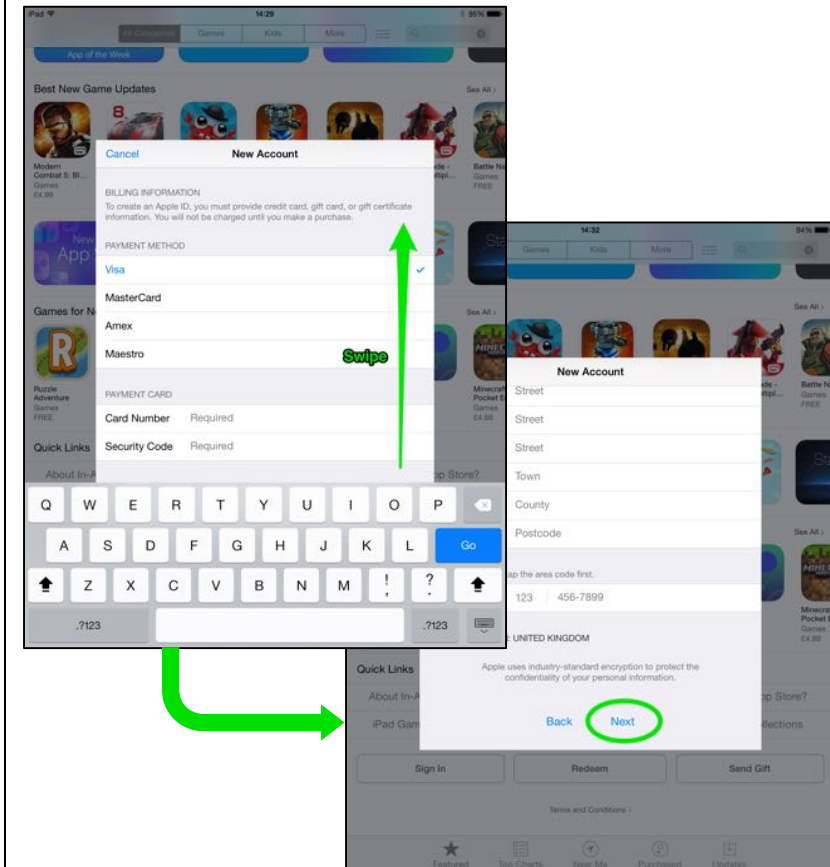
5. You now need to **complete all the fields** on the New Account form, **swiping up** to see the remainder of the questions.

- You will need to be able to access the **email account** in a few minutes' time to complete the creation of your Apple ID.
- You can use your new **BSG email address** if you wish (firstname.lastname@bsg.ox.ac.uk) or **another email account** (Gmail, Yahoo etc)
- Once you have completed all the boxes tap **Next**.

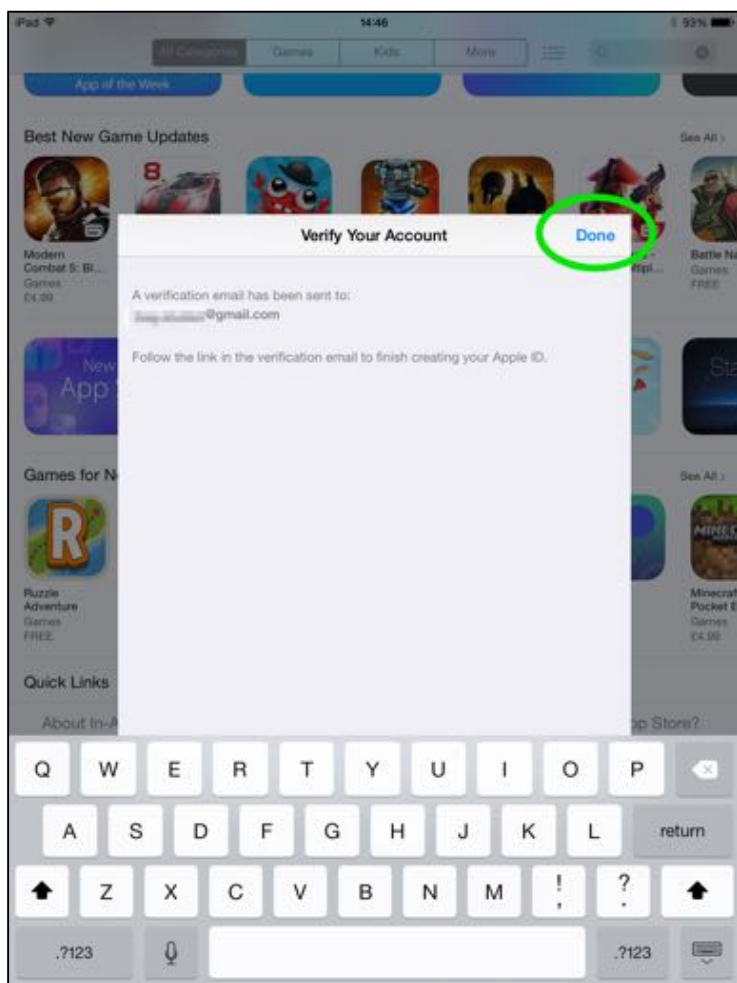


6. You should see the 'Billing Information' page where you will enter your **payment method**. Complete your credit/debit card or iTunes gift card details, swiping up to see the remainder of the required fields.

- If you have no phone please enter fake number, eg. 01234 123456.
- Once you have completed all the boxes tap **Next**.



7. You should see the **Verify Your Account** page. If you see a prompt to sign into the App Store, tap **Cancel**. Then tap **Done**.



8. Access the email account you specified when creating the Apple ID and find the email from Apple. Follow the instructions in the email to **verify your Apple ID**.

- If you need help accessing your email on the iPad, ask your Staff Helper to add the email account to the iPad in **Settings**.
- If you have any other issue verifying your Apple ID, inform your Staff Helper.

Two support procedures for Apple IDs with account region/payment method issues

1. *Student has no Apple ID and no payment method, UK or otherwise.*

Staff Helper: Use a free app to create for a no-payment-method Apple ID:

- Check the student is not signed into the App Store by scrolling to the bottom of the front page; you should see a 'Sign In' button.
- In the App Store, find a free App (eg Twitter) and tap Install.
- When prompted to Sign In, choose to Create New Apple ID.
- Follow the *Student Instructions - Appendix 1* to create the account, but:
 - In **Step 3**, select the best country depending on circumstances (eg. if student will have a UK payment method in a few days, set country to UK so they can add the credit card without needing to switch their Apple ID to the UK store.)
 - In **Step 6**, select 'No Payment Method'.

2. *Student has a non-UK Apple ID and wants to link it to a new UK payment method.*

Staff Helper: Use Apple Knowledge Base page <https://support.apple.com/en-gb/HT201389> to switch the user's Apple ID to the UK App Store so they can use their UK payment method.

