**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’**.
* Enablethe 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.

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| 1. Hold the **Power Button** until the Apple icon appears. Your iPad is now starting up. | 1. You will see a Welcome page. Place your finger on the iPad screen and   **swipe from left-to-right** to dismiss the Welcome page.  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****.***  Macintosh HD:private:tmp:2013-09-25 16.47.48.jpg |
| 3. Tap either **English (U.K.)** or **English** to set this as the language the iPad will use.  *English (U.K.) may appear further down the list under ‘E’.*     1. Tap **eduroam**. This is the University Wi-Fi network.   Macintosh HD:private:tmp:2013-09-25 16.47.53.jpg | 1. Tap on **United Kingdom**.      1. 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**.   Macintosh HD:private:tmp:2013-09-25 16.47.58.jpg |
| 1. 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.   *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.* | 1. Tap **Enable Location Services.**   *This is required for the library search in the BSG App.* |
| 1. The automated setup process will now begin. Tap **Next.**      1. Tap **Agree,** in the bottom right hand corner. A pop-up box will appear, tap on **Agree** again. | 1. 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**.   *If you enter your credentials and the boxes go blank, try again, and if you still cannot proceed inform your Staff Helper.*     1. Tap **Get Started.**   Macintosh HD:private:tmp:2013-09-25 16.49.02.jpg |
| 1. 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.**   *If you see a message asking you to set a Passcode, tap* ***Later****. If you see a message regarding the Home Screen, tap* ***Dismiss****.*     1. Type your **Apple ID** Username, followed by your **Apple ID** Password. Then tap the **OK** button.   *If you are asked you to verify your payment method, tap* ***Not Now*** *or* ***Cancel****.*    17. Enter the **Password** for your **Apple ID** again, then tap the **OK** button.    19. Tap the **Install** Button to install the remaining app.    21. This message is introducing your **Home Screen**. Tap the **Dismiss** button.  *You may have already dismissed this message.*    23. Follow the instructions to choose a suitable Passcode, **enter it**  then tap **Continue**.    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.* | 1. If you have created an Apple ID, tap **Use Existing Apple ID.**   *If you have yet to create one please refer to* ***Appendix A****.*    16. Tap the **Install** button to install the first app. This may be the BSG App or Yoyo Wallet.    18. Tap on **Require After 15 Minutes.**  *This is required to streamline the configuration process.*    20. Tap the **Yes** button.  *This is needed to streamline the configuration process.*    22. You will be prompted to set a **Passcode** to secure your iPad. Tap **Continue**.  *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.*    24.  **Re-enter** the Passcode and tap **Save**.    26. You now need your **Single Sign On (SSO) Account** credentials. Type your **SSO Account** **password** then tap **OK**. |
| 27. Tap **Inbox**.  *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**.  *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**.     1. 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.      1. The BSG App front page should show a blue bar above the blog list. This indicates the app is configured correctly.     **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)*      1. Tap to tick the **Country or Region** which matches your paymentmethod.Then tap **Next**.     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**.   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**. | 32. Tap **Apps Made by Apple**.  *If a message ‘Apple Apps’ pops up, tap ‘Not Now’.*    34. Now find the **BSG App** icon and tap it. You may need to swipe left/right to find it.     1. **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.   2. If the ‘**App Installation’** prompt below appears again, tap **Cancel**. It may appear multiple times during the account creation process.     1. **Swipe up** to scroll to the bottom of the Terms & Conditions and tap **Agree**, then **Agree** again to confirm.   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**.   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:   1. 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. 2. In the App Store, find a free App (eg Twitter) and tap Install. 3. When prompted to Sign In, choose to Create New Apple ID. 4. Follow the *Student Instructions - Appendix 1* to create the account, but:    1. 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.)    2. 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. |