



# ZULUDESK TRIAL GUIDE

## Introduction

ZuluDesk Management System is a powerful Mobile Device Management (MDM) solution designed for schools to manage their Apple devices over WiFi.

This guide is designed to support you using the ZuluDesk Trial which has been setup for you to evaluate this MDM solution. If you choose to go ahead with ZuluDesk, your licence will be converted from a trial to a paid licence and everything you setup during the trial will continue.

**This guide is NOT intended to be a complete manual or training for ZuluDesk**, whose scope is much larger than what this guide can provide. Rather, this document assists you in getting the basics working so you can evaluate if ZuluDesk is right for your school.

The goals of this document is to help you:

- Enrol one iPad
- Create a Device Group, and add the enrolled iPad to the group
- Create and install a Profile on the iPad
- Install an App on the iPad
- Install a Document into iBooks on the iPad

## Before You Begin

Three things to help you have a successful evaluation:

**Browser** – ZuluDesk works in all modern browsers, but we find Google Chrome works best, unless you are inside a NSW DoE school where Firefox avoids the issue of constant requests to login.

**Wipe iPads** – Best to start fresh, so wipe your iPad before enrolling into ZuluDesk, by navigating to this menu option on the iPad: **Settings > General > Reset > Erase All Contents and Settings**

**VPP Account** – To install Apps, you will need a Volume Purchase Program (VPP) account with some 'Managed Distribution' apps in the account.. If you are currently using VPP with Configurator 2, you will need to logout from Configurator 2 before using the account with ZuluDesk. If you don't have a VPP account, please contact [info@think3.com.au](mailto:info@think3.com.au)

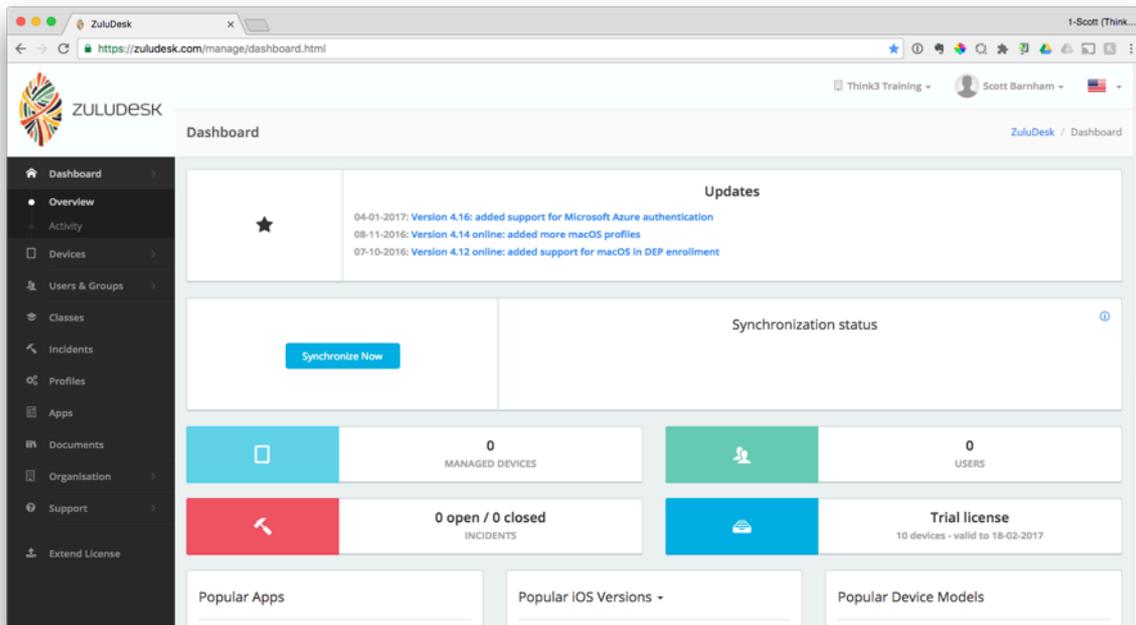
## First Login

Let's start with logging into ZuluDesk. Using the name and password emailed to you login here:

zuludesk.com/manage/

The first step is to create an Apple Push Certificate. Follow the on-screen instructions, ensuring you **create the push certificate logged into Apple's portal using your VPP Apple ID** – **DO NOT** use an Apple ID linked to a staff member's email.

Once logged in, you will see the 'Dashboard' which gives you an overview of your ZuluDesk:

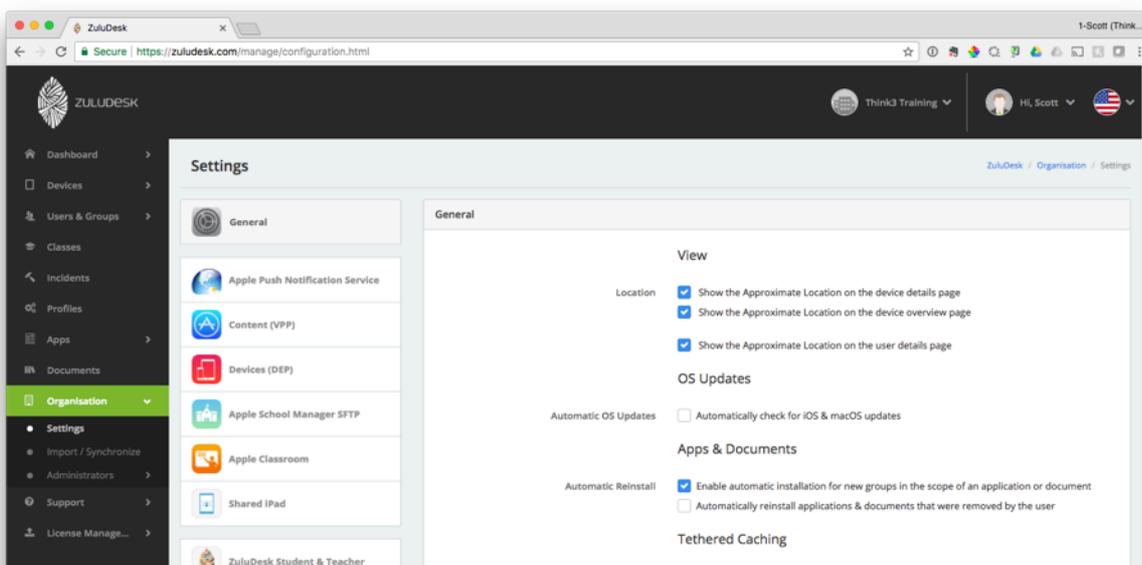


Down the left you will see the main menu, allowing you to select Devices, Users & Groups, Profiles, Apps and Documents. In the top right corner you will see your name, this is the menu where you can change your password and where you logout.

## Settings

To configure your ZuluDesk settings, in the left menu click on **Organisation > Settings**

Under 'General' tick the box for "Enable automatic installation for new groups in the scope of an application or document":



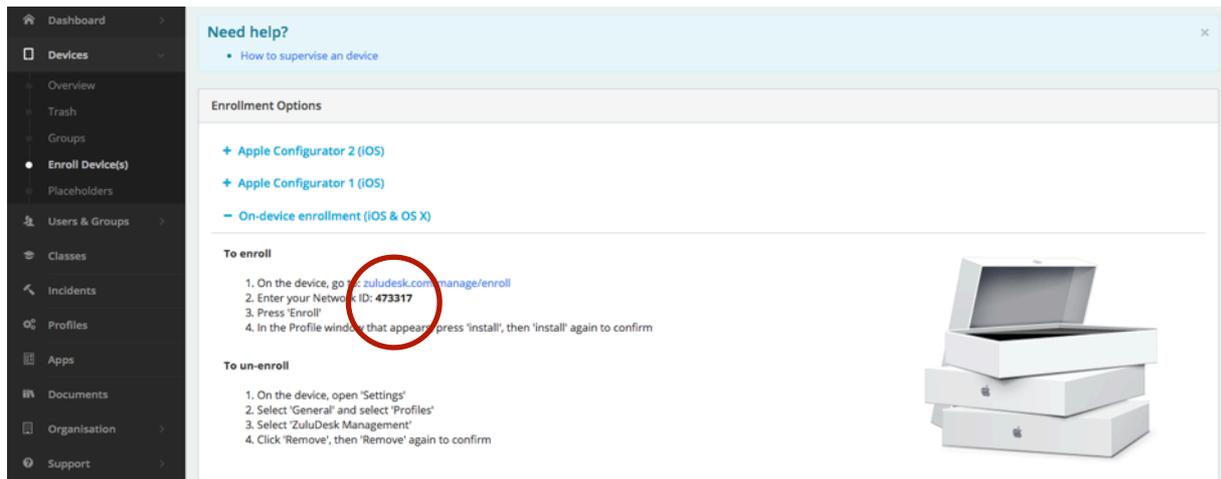
## Enrolling an iPad

There are a number of ways to enrol an iPad into ZuluDesk.

Let's start with the simplest method, using the enrolment webpage from Safari on the iPad.

But first, we need to find out our Network ID, which can be found in ZuluDesk in:  
**Devices > Enrol Devices > On-device enrolment**

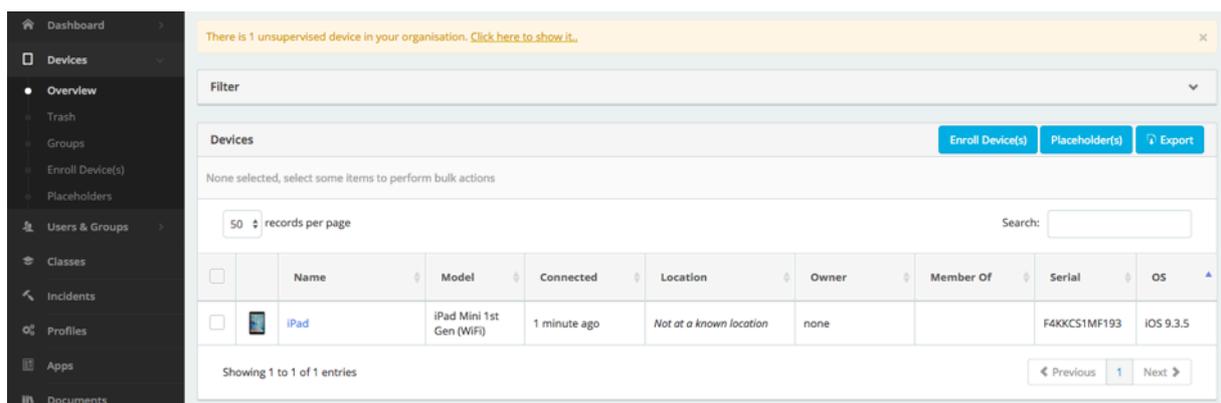
You can see in the screenshot below where to look for your 6-digit Network ID:



To enrol your iPad follow these steps:

1. On your erased iPad, go through the setup assistant screens (language, country, etc...) including joining your WiFi network – till you get to the Home Screen.  
DO **NOT** enter an Apple ID ... choose 'Don't have an Apple ID' & 'Setup Later in Settings'
2. Open Safari on the iPad and go to: [zuludesk.com/manage/enroll](https://zuludesk.com/manage/enroll)
3. Enter your 6-digit Network ID
4. In the Profile window that appears, press 'Install', then press 'Install' again to confirm, then press 'Trust' and finally 'Done' to install the management profile
5. You should see an 'Enrollment Completed' message in Safari

Back in ZuluDesk, you can now click on 'Devices' in the left menu and your newly enrolled iPad should appear in the list of devices:



**NOTE** After the trial, when you implement ZuluDesk at your school, the fastest way to enrol multiple iPads is using Apple Configurator 2 running on a Mac with a USB hub or sync trolley. This method of enrolment is out of scope of this guide.

## Supervising iPads

You will notice above the list of iPads a warning 'There is 1 unsupervised device in your organisation'. Let's talk about supervision.

If you 'supervise' an iPad, you can then control that iPad more closely including being able to applying more 'restrictions' which can't be applied to an 'unsupervised' iPad.

We can supervise iPads in one of two ways, either

- using Apple Configurator 2, or
- using Device Enrolment Program (DEP)

If your iPads were purchased under DEP you can tick 'Supervise device' when creating your DEP Profile in ZuluDesk. If your iPads were NOT purchased under DEP, you can tick 'Supervise device' when using the 'Prepare' assistant in Configurator 2. This method of enrolment is outside the scope of this guide.

While it's critical to supervise school-owned iPads, for this trial of ZuluDesk it's not a big issue.

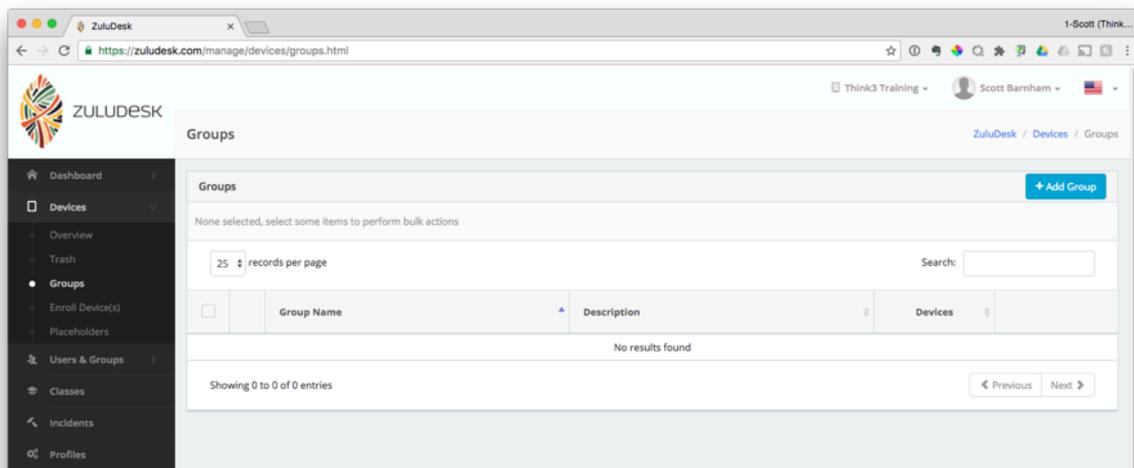
Time for us to ignore the warning about unsupervised device and move on.

**OPTIONAL** – If you would like to try enrolling a Supervised device, follow the instructions in ZuluDesk under **Devices > Enrol Devices > Apple Configurator 2 (iOS)**

## Create a Device Group

To simplify installing Apps we can create groups of devices, and when we 'Scope' the Apps to the group, they are installed on all devices in that group. If we add other devices to the group in the future, the new devices will automatically get the apps installed. The same applies to Profiles and Documents when we scope them.

Click on **Devices > Groups** and then click the blue 'Add Group' button on the right, then name your group (eg. Stage One iPads) and then go back to **Devices > Overview**

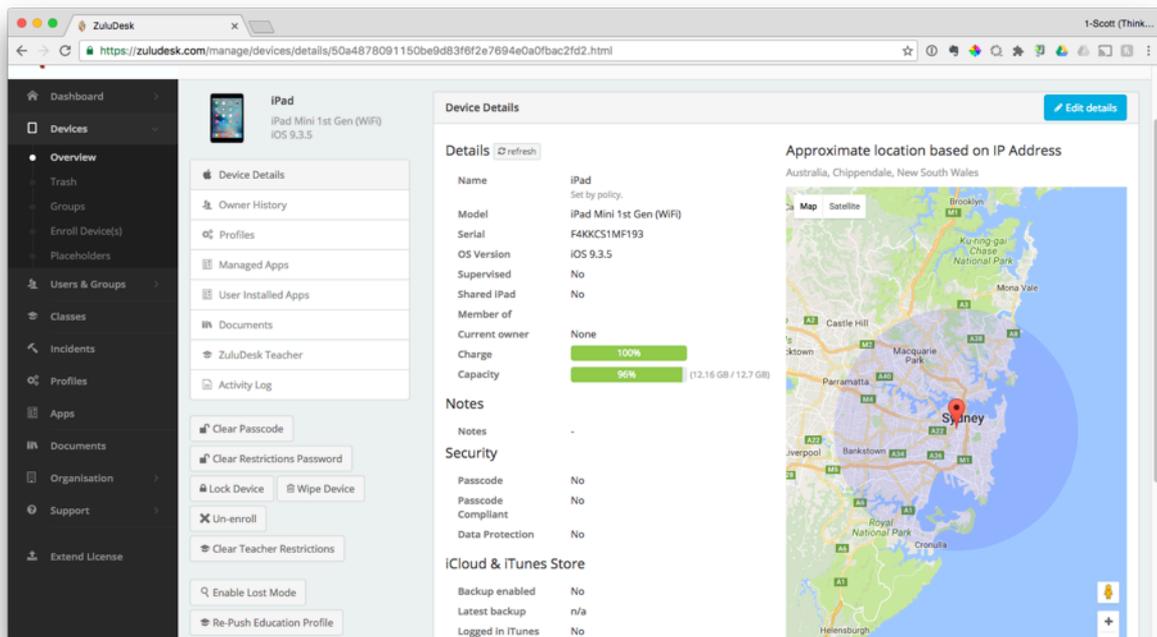


## Add iPad to Device Group

We now need to add our enrolled iPad into the new device group you have created.

Follow these steps:

1. In the **Devices** section, click on the name of your iPad to open the details page where you can see all the details about your iPad. Note the 'Device Details' menu where you can see further details such as the Profiles and Managed Apps which are installed. Below the menu are buttons to Clear Passcode, Remotely Lock and Wipe stolen iPads and to Un-enroll the iPad if ever required.



2. Click on the blue 'Edit details' button on the top right corner to enter edit mode, then click in the box next to 'Group Membership'. A menu will appear with the name of the device group you just created. Select it to add the iPad to the group.
3. Click the light grey 'Save' button at the end of that section.

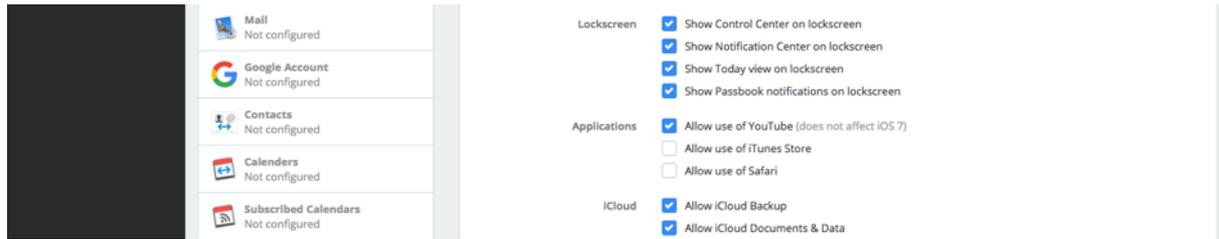
## Create a Profile

Profiles are the way we change settings on an iPad. By scoping a Profile to an iPad, it will be installed over WiFi and the settings will be automatically changed according to the Profile.

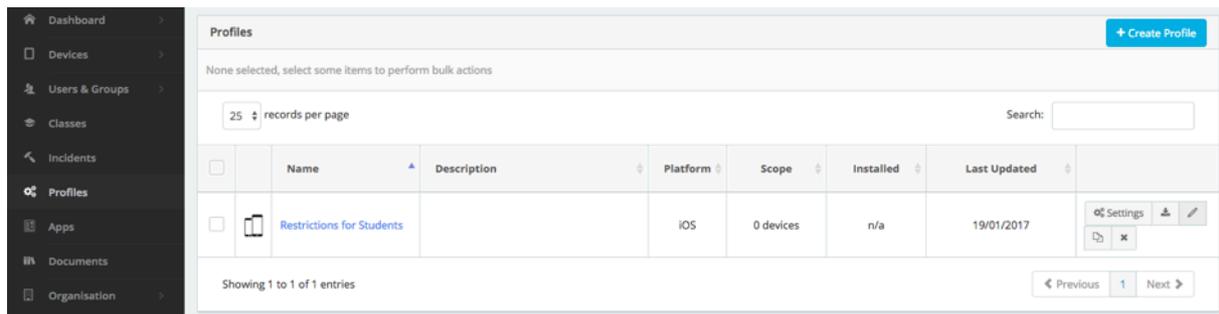
Follow these steps:

1. Click **Profiles** in the menu on the left of the screen, and then click the blue 'Create Profile' button on the right of the screen, and click iOS.
2. In the 'Profile Name' field, enter the name 'Restrictions for Students' and click 'Save'
3. On the left you should see a list of all the items you can add to your profile such as WiFi, Passcode, Webclips, etc.... Select 'Restrictions' and then click 'Configure'.

4. In the 'Applications' section, un-tick 'Allow use of iTunes Store' and 'Allow use of Safari'

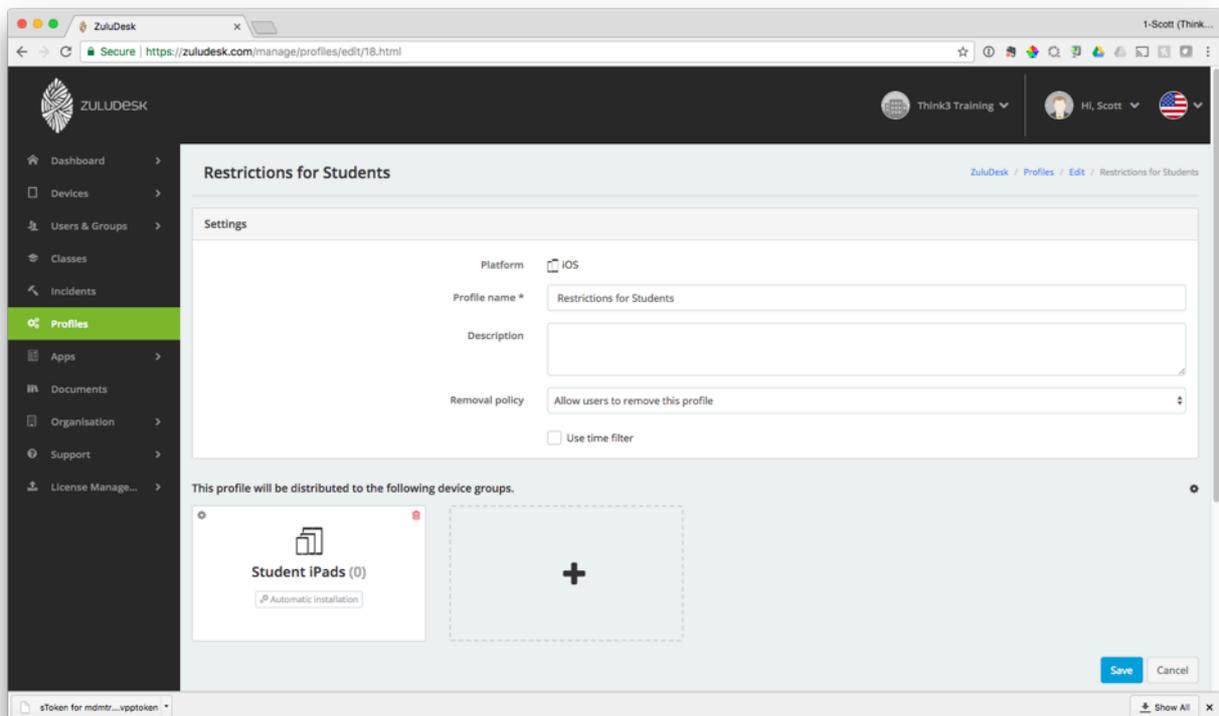


5. Click the blue 'Save' at the bottom right of the screen, then click **Profiles** in the left menu to bring you back to the list of Profiles:



6. On the right of the screen, click the pencil icon to define which devices get this Profile.

7. Below 'This profile will be distributed to the following groups' click the large + button: and choose the device group you created from the menu. Click 'Save'.

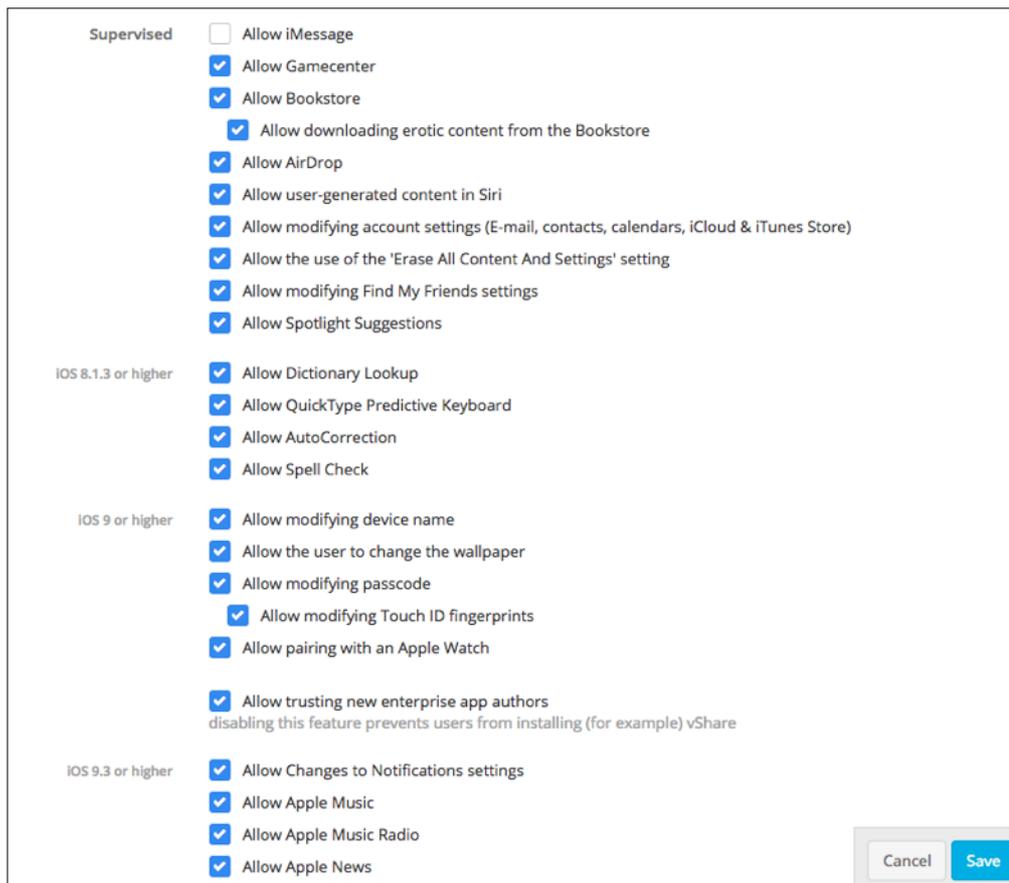


8. On the iPad, swipe it open and watch for Safari and iTunes Store to disappear.

It can take up to 5 minutes before the iPad checks-in and gets the message. You can sometimes speed up the process by clicking the 'Refresh' in the iPad device details page.

9. Once the restriction takes affect, edit your 'Restrictions for Students' Profile again to remove FaceTime and click save.

Note that none of the restrictions listed under 'Supervised' will take affect on this iPad as it's an unsupervised device. Try dis-allowing iMessage and click save. The green Messages app icon on the iPad dock will not disappear as it's unsupervised iPad.



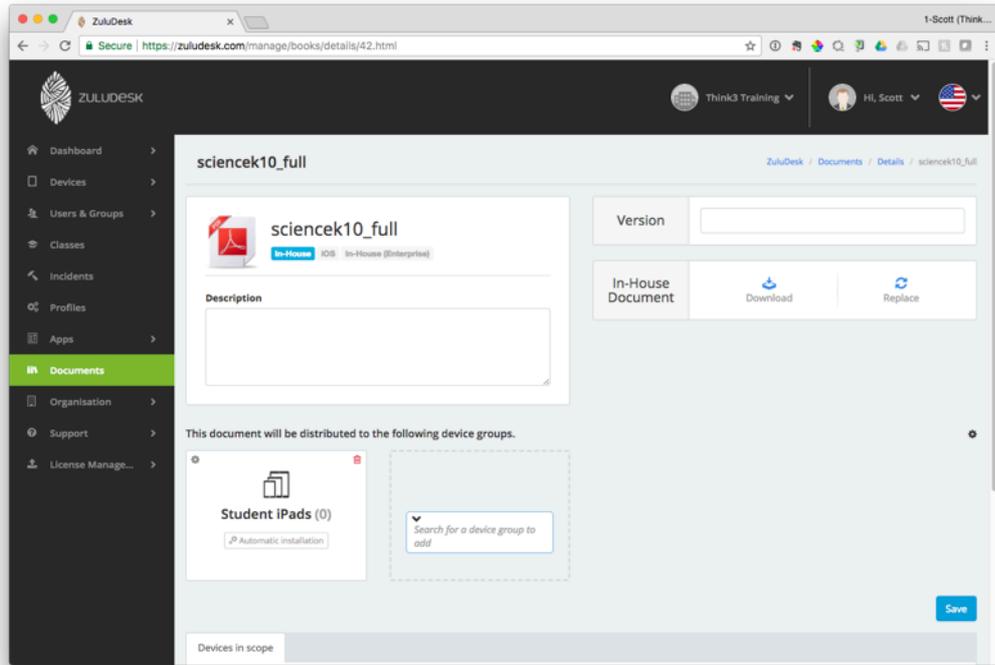
## Install a PDF into iBooks

We can use ZuluDesk to install .pdf and .ibooks formatted documents into the iBooks app on the iPad as a way of distributing materials to students.

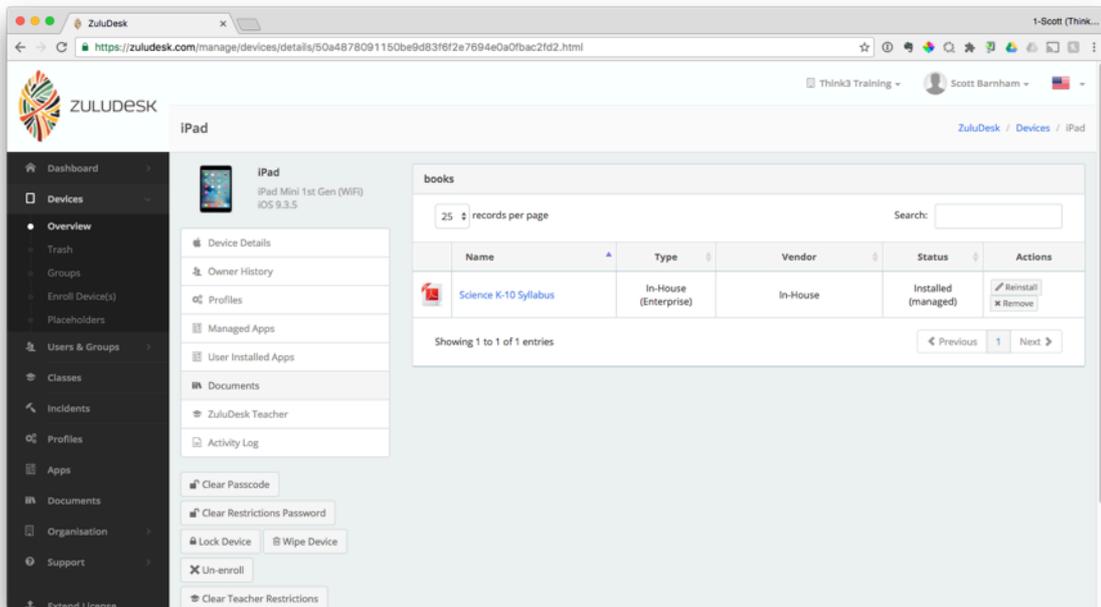
Follow these steps:

1. Click **Document** in the menu on the left of the screen, and then click the blue 'Add Document' button and either drag a suitable .pdf file onto the window to upload.
2. You can change the 'Document Name', and click + to add the device group and Save.
3. On the iPad, open the iBooks app (click 'Not Now' if you are asked to login), then click 'My Books' icon down the bottom left. Wait a few minutes for the .pdf to be installed.

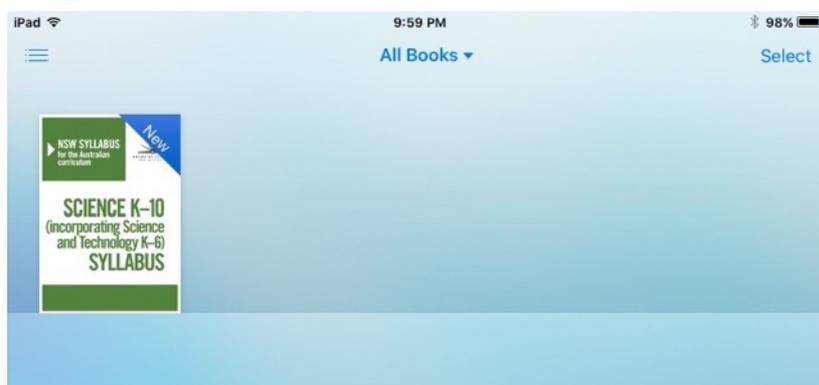
Here is a screenshot showing the scope for installing a .pdf of the K-10 Science Syllabus:



You can check the status on the document install in the 'Document' section of the device details page for your iPad. Here you can see I have installed a .pdf of the K-10 Science Syllabus:



Here is the PDF installed in iBooks on the iPad:

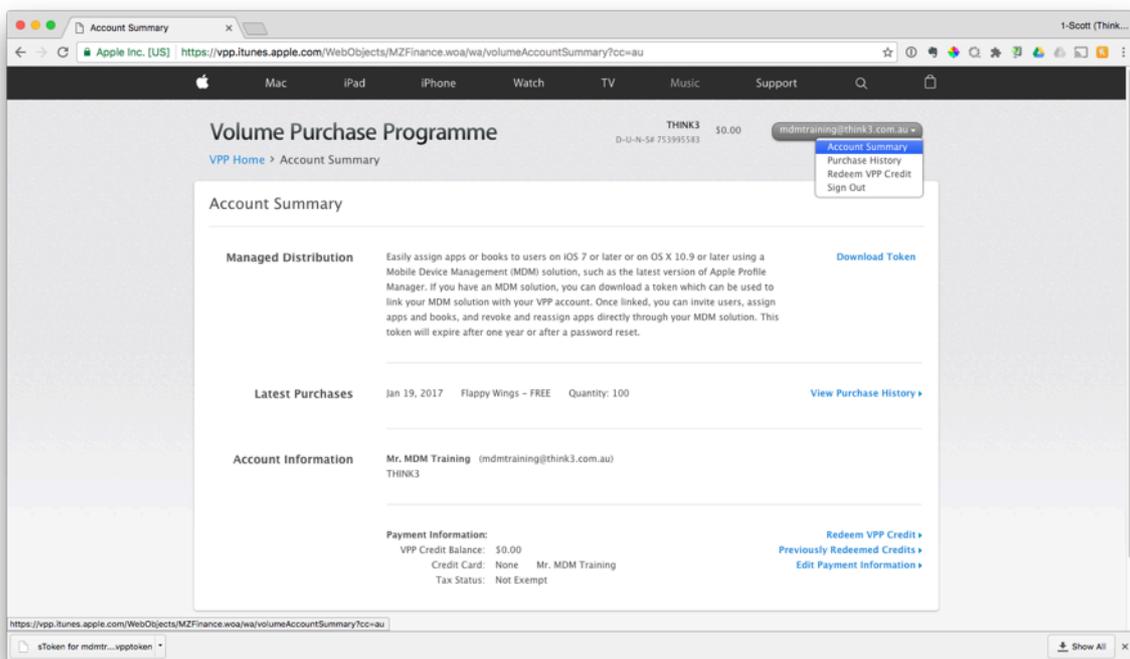


## Configure VPP

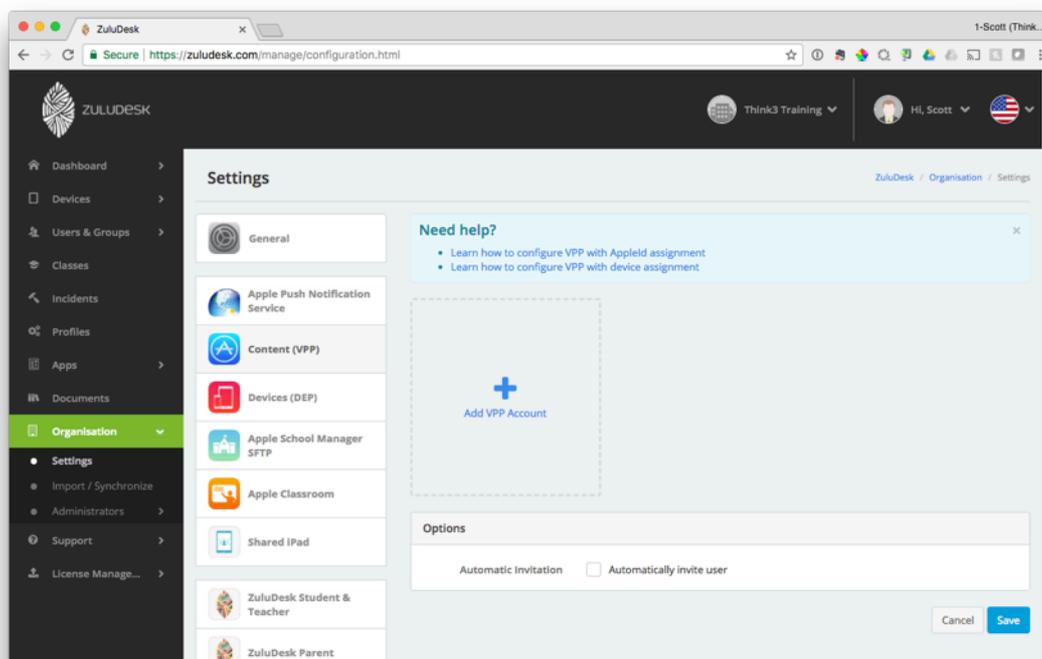
To install apps, you will need a Volume Purchase Program (VPP) account with some 'Managed Distribution' apps in the account. If you are currently using VPP with Configurator 2, you will need to logout from Configurator 2 before using the account with ZuluDesk. If you don't have a VPP account, please contact [info@think3.com.au](mailto:info@think3.com.au)

Once you know your VPP login details, follow these steps:

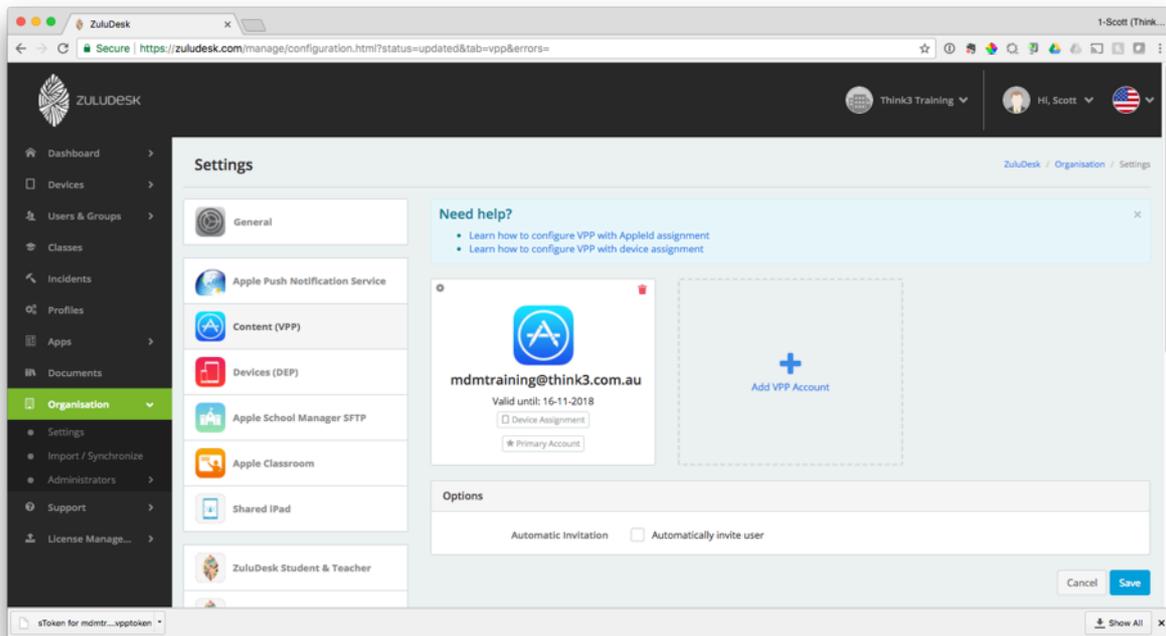
1. In your web browser, login to your VPP account at: <http://volume.itunes.apple.com>
2. Select 'Account Summary' from the menu in the top right corner of the screen



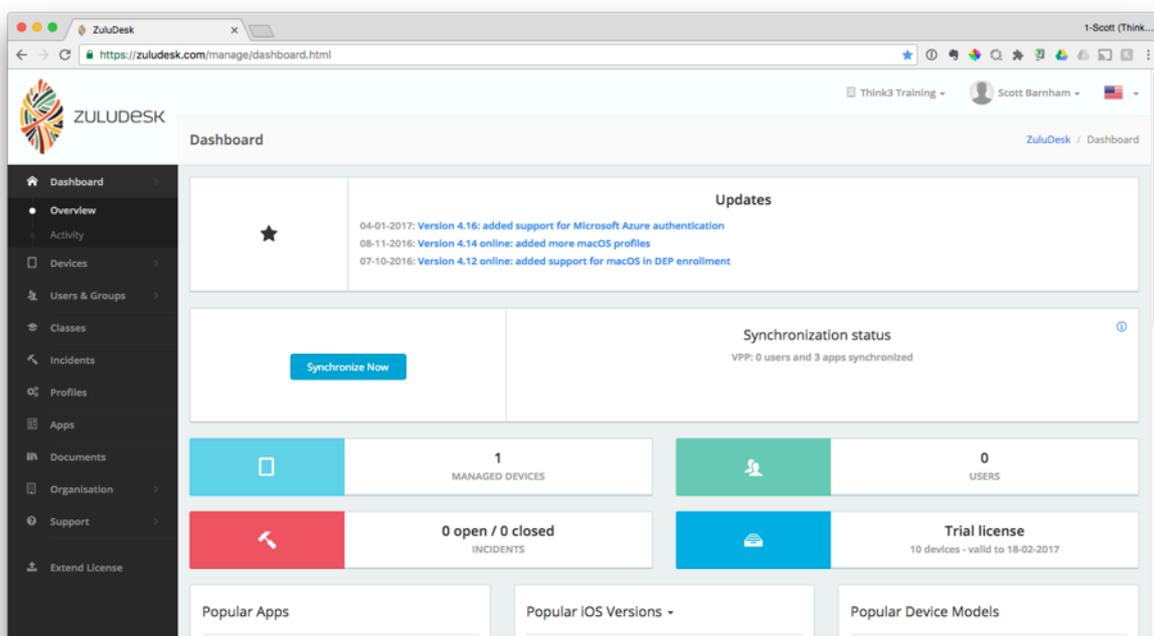
3. Click the blue 'Download Token' link on the right hand side and it should download into your Downloads folder. We will import this token into ZuluDesk.
4. In ZuluDesk from the left menu select **Organisation > Settings > Content (VPP)** and then click the '+ Add VPP Account' button.



- Then click the 'Browse' button to find the Token you just downloaded from the VPP Store, and click 'Save'.
- You should now have a working connection to your VPP account:



- From the left menu, go back to the Dashboard and click the blue 'Synchronize Now' button to sync your Apps from your VPP account into ZuluDesk. After the sync is complete, it should report the number of apps synchronized:



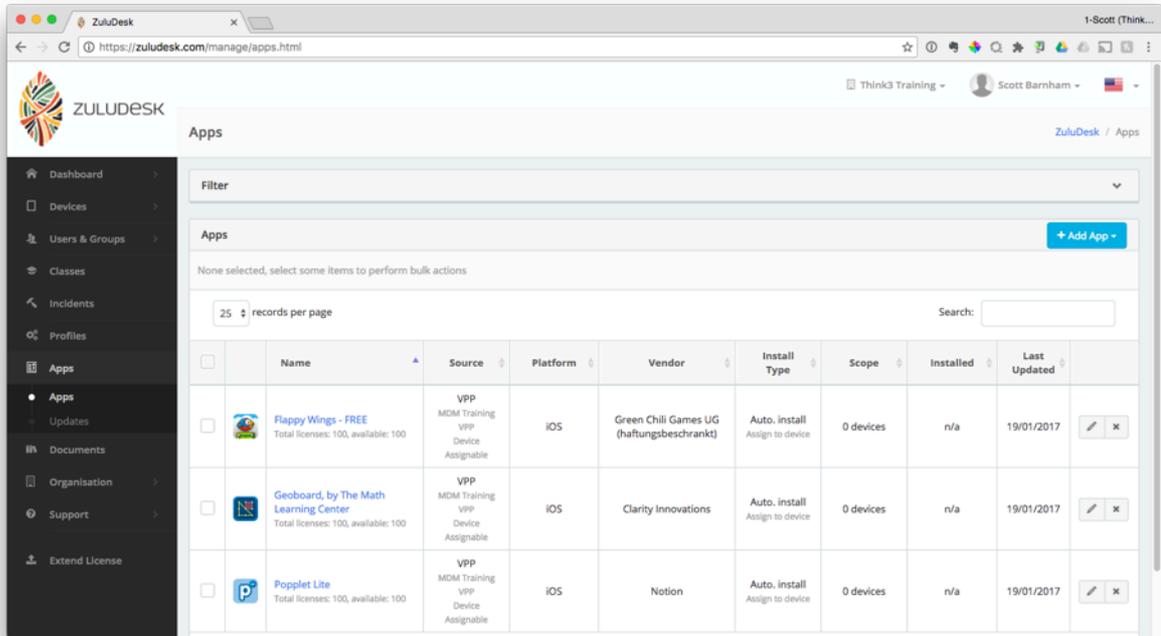
- You are now ready to install apps onto iPads

# Installing Apps

Now that we have configured VPP, it's time to install some apps.

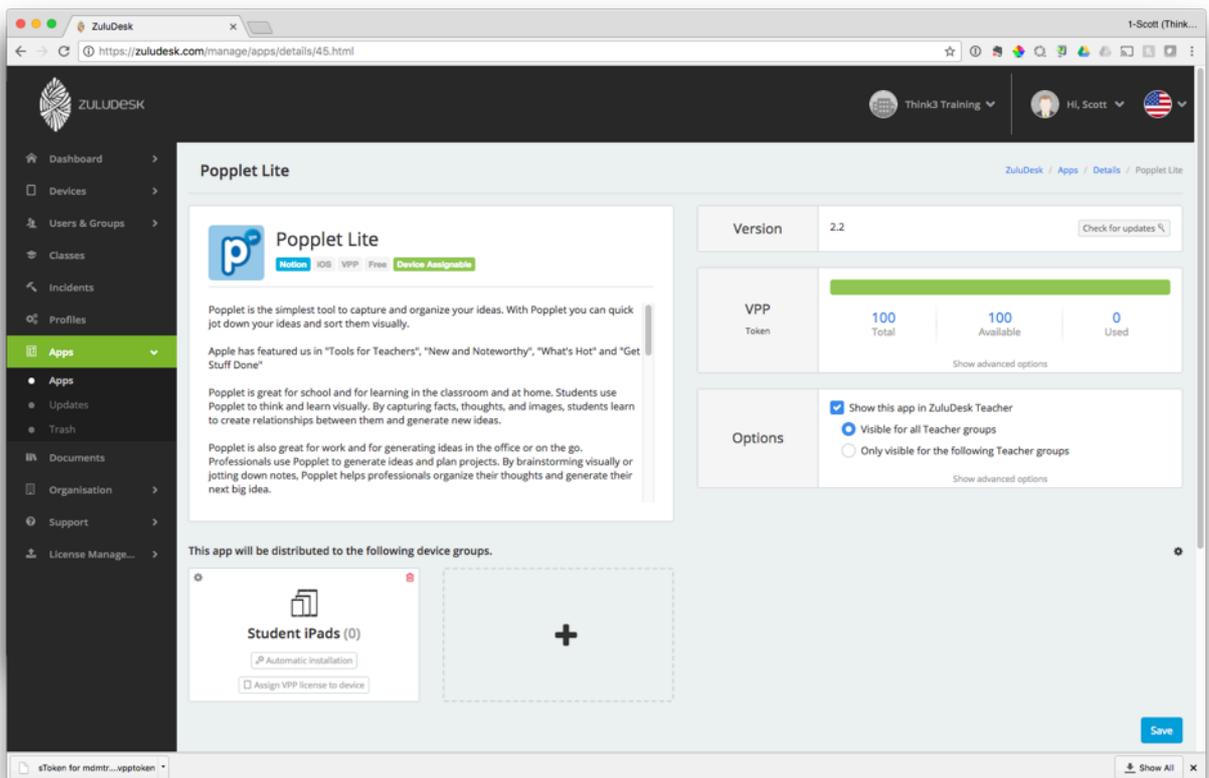
Follow these steps:

1. Click **Apps** in the menu on the left of the screen, and you should see a list of your apps, the number of licences available and other useful information:



2. Click on the name of one of your apps to show the details screen for the app. Click the + button to add one or more device groups you wish to install the app on.

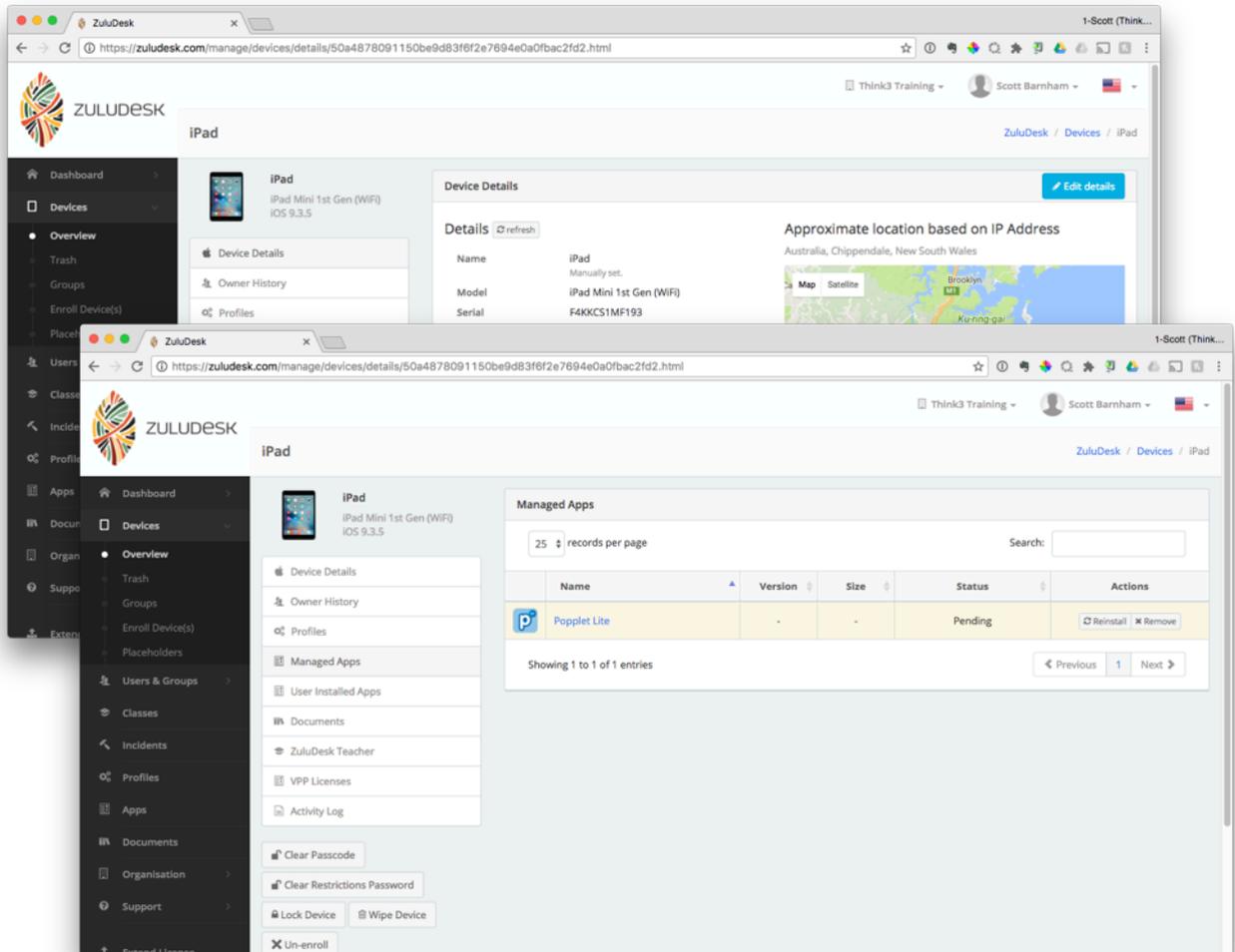
Click Save to begin the refresh process of working out which iPads are in scope so ZuluDesk can install the app.



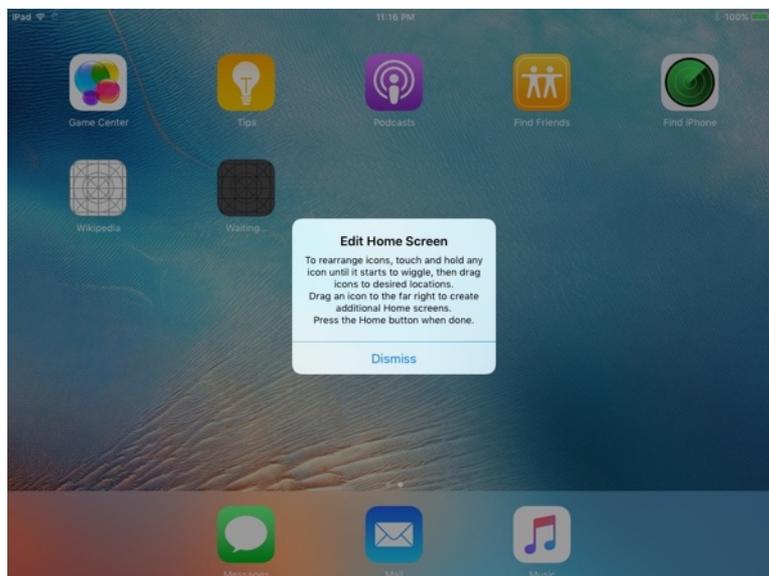
3. After a few minutes, the app should now begin to install on your iPad.

You might need to swipe into the iPad to remind it to check-in with Apple's Push Notification Servers, or click the 'Refresh' button on the iPad's 'device details' page in ZuluDesk.

You can also look at the 'Managed Apps' list on the iPad's device details page to see the status of the app.



4. Once the install begins on the iPad, you will see a message about editing the home screen once the app has installed and you will see the icon of the app being installed:



## Conclusion

Congratulations, you have now completed the basic setup of ZuluDesk, enrolled an iPad, and installed apps and a PDF. Feel free to enrol more iPads, install more apps, and look around at the other features of ZuluDesk.

We hope you have seen the benefits of MDM and of the ZuluDesk system.

## Training

For further learning, you may wish to enrol in one of our upcoming workshops:

<http://www.think3.com.au/workshops/>

Specifically, our 'Apple School Manager & MDM In-depth' is a great way to learn ZuluDesk:

<http://www.think3.com.au/mdm>

## Help

If you have any questions, or require assistance during your trial of ZuluDesk, or to purchase ZuluDesk after your trial – don't hesitate to get in contact with us, your local ZuluDesk reseller:

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Think3

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