



ZULUdesk

ZuluDesk MDM

Administrator guide to using ZuluDesk MDM for managing iPads

Overview

ZuluDesk is a 100% education focused product. They make classroom management for teachers easier by giving them the power to control what their students are doing during their class. ZuluDesk improves classroom efficiency and has proven to increase learning potential.

Key Features

Cloud Based Console

Connect to the ZuluDesk Management Console is cloud based, which means it is up and running without needing to make complex configuration changes to your network. It is also accessible to administrators from any location, giving flexibility to working environments.

Same day support for new iOS releases

ZuluDesk is updated on the day of release of new iOS releases, meaning you don't have to wait for updates to continue using the management console if your users update.

App Delivery

Push Apps and manage app inventory through easy controls and integration with the Volume Purchasing Program (VPP).

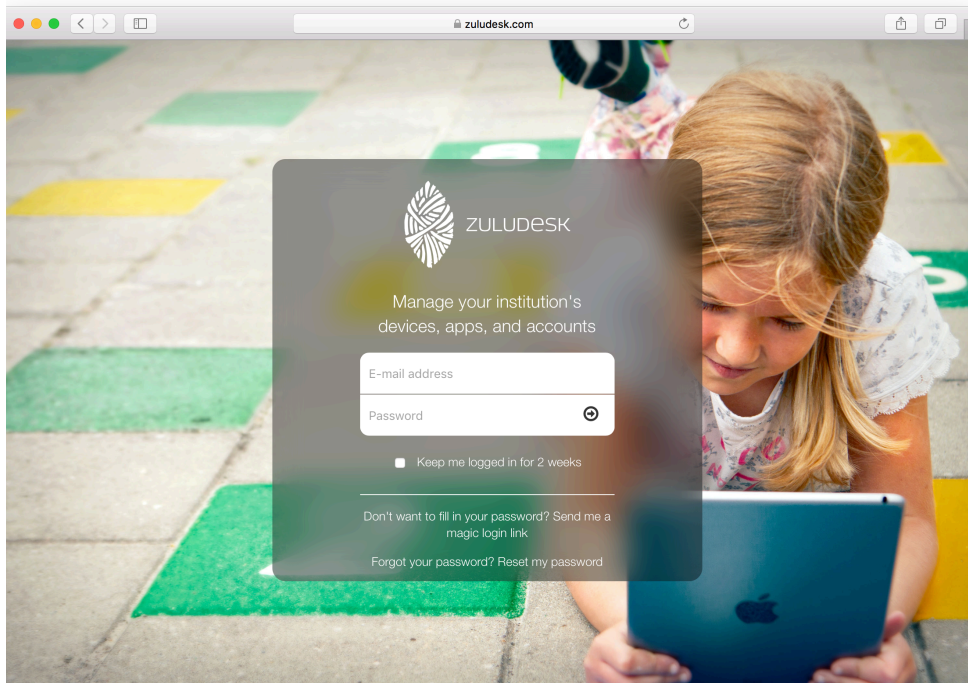
Class Control

Enables Apple Classroom for use in managing and controlling iPads in the classroom.

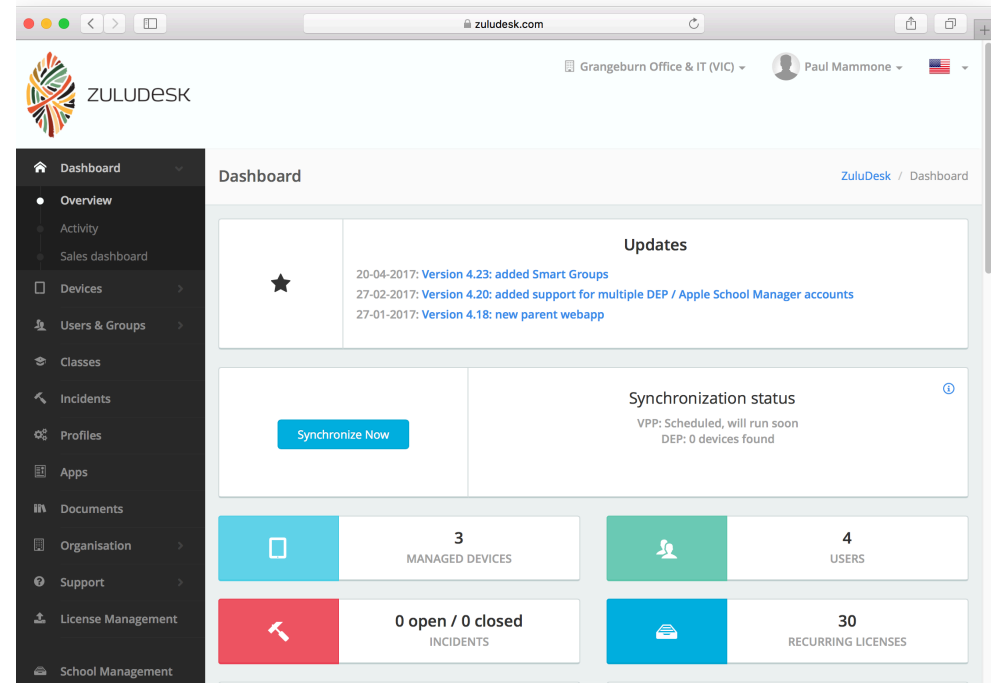


Log in to the Management Console

The ZuluDesk Management Console website (located at <https://zuludesk.com/manage/>) allows you to enrol devices, apply policies, create groups and control devices, including pushing Apps to devices and groups of devices.



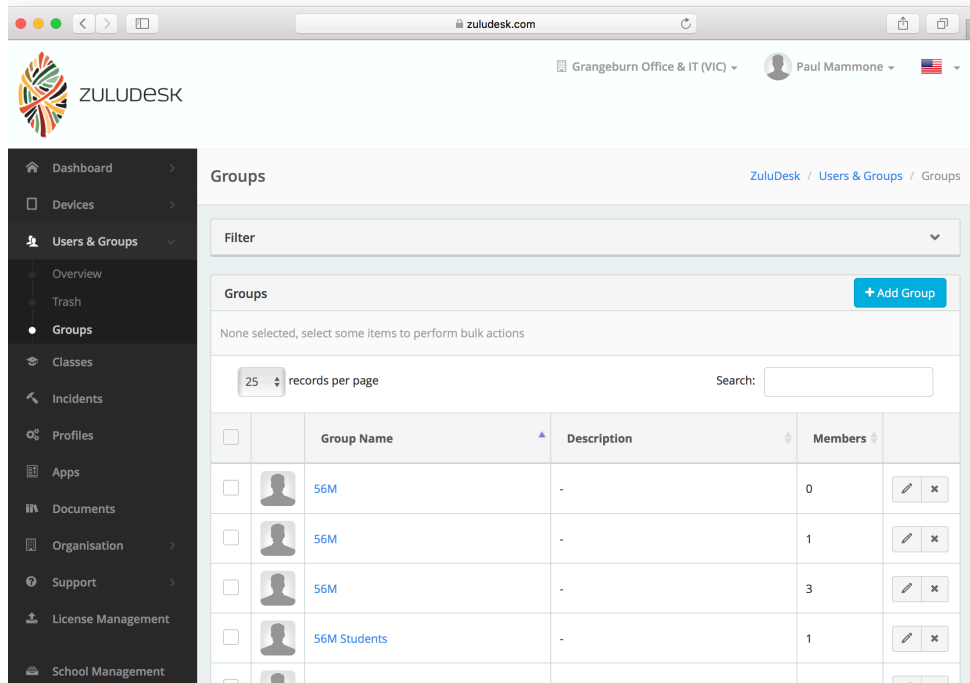
In a web browser (such as Safari, Google Chrome or Internet Explorer), go to the ZuluDesk Management Console website at <https://zuludesk.com/manage/>. Enter the provided credentials and click the Arrow button. You can choose to tick the Keep me logged in for 2 weeks button if you are using your own computer that isn't shared.



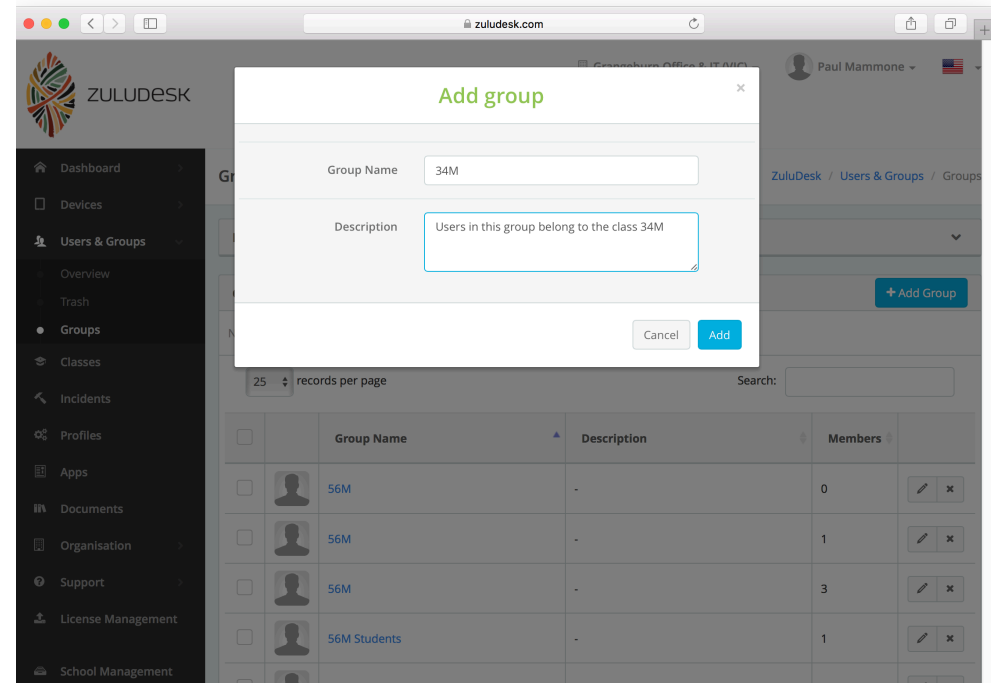
This is the dashboard of the ZuluDesk Management Console. Here you can see a brief overview of Users, Devices, Incidents, Apps, and links on the sidebar to management options.

Create a new user group, add users and assign them to a device

In a BYOD or mixed BYOD/School owned device environment, managing iPads in ZuluDesk revolves around the user that is assigned to the device. This guide will show you how to create a user group, add users to it and then assign the user to a device manually. If you are enrolling a large number



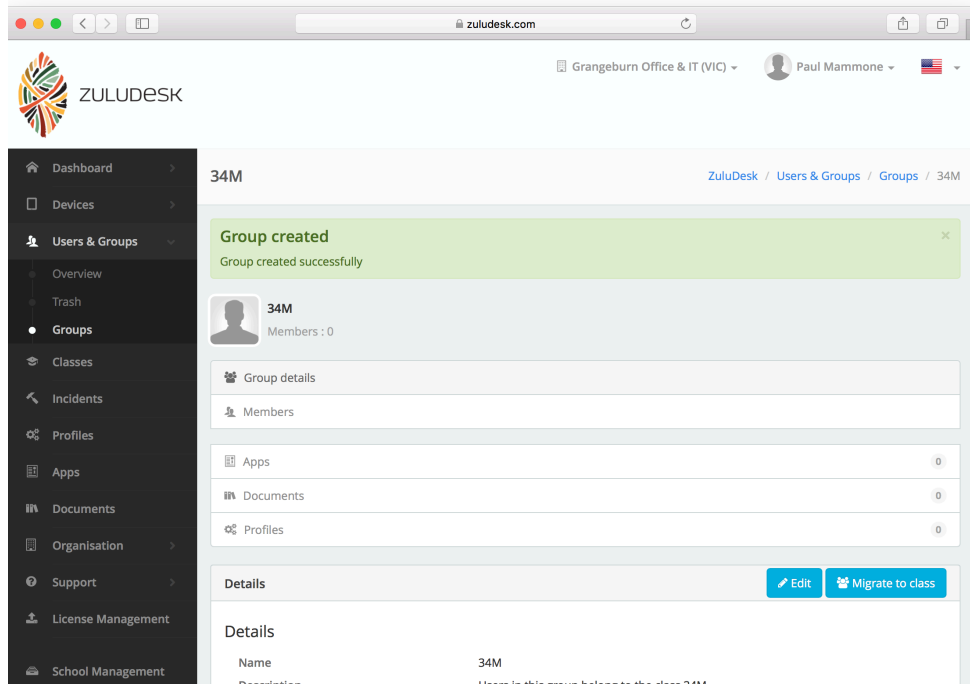
Click on the Users & Groups icon on the sidebar, then click on the Groups link from the menu that appears below. Click the +Add Group button on the right hand side of the Groups screen



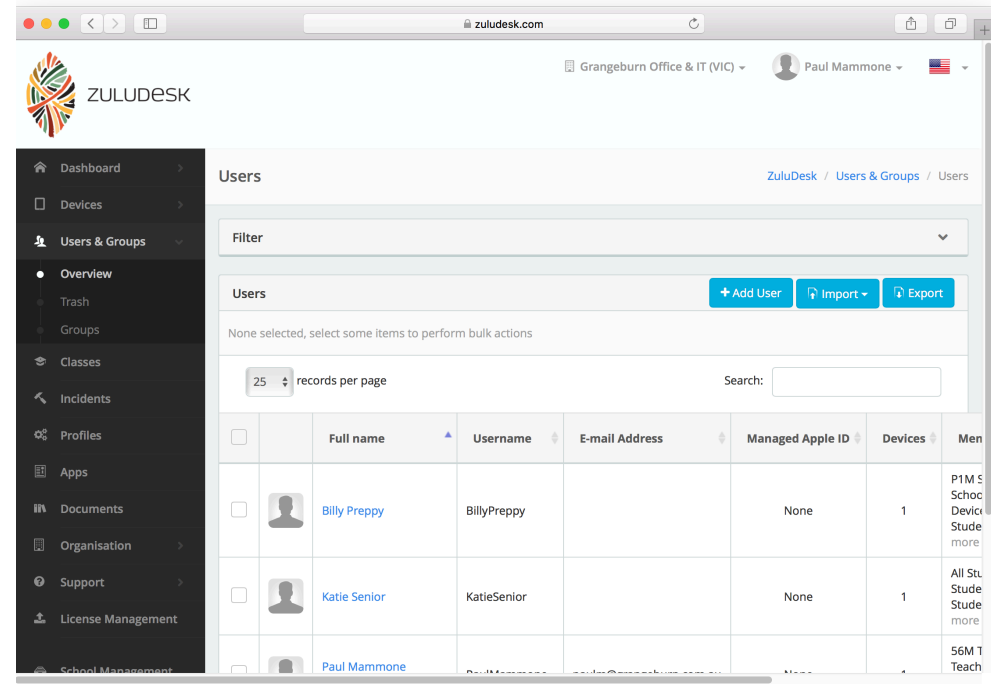
Give the group a name, and a description of the users in the group, then click the Add button.

In this example, we are using the class 34M as the group.

Create a new user group, add users and assign them to a device

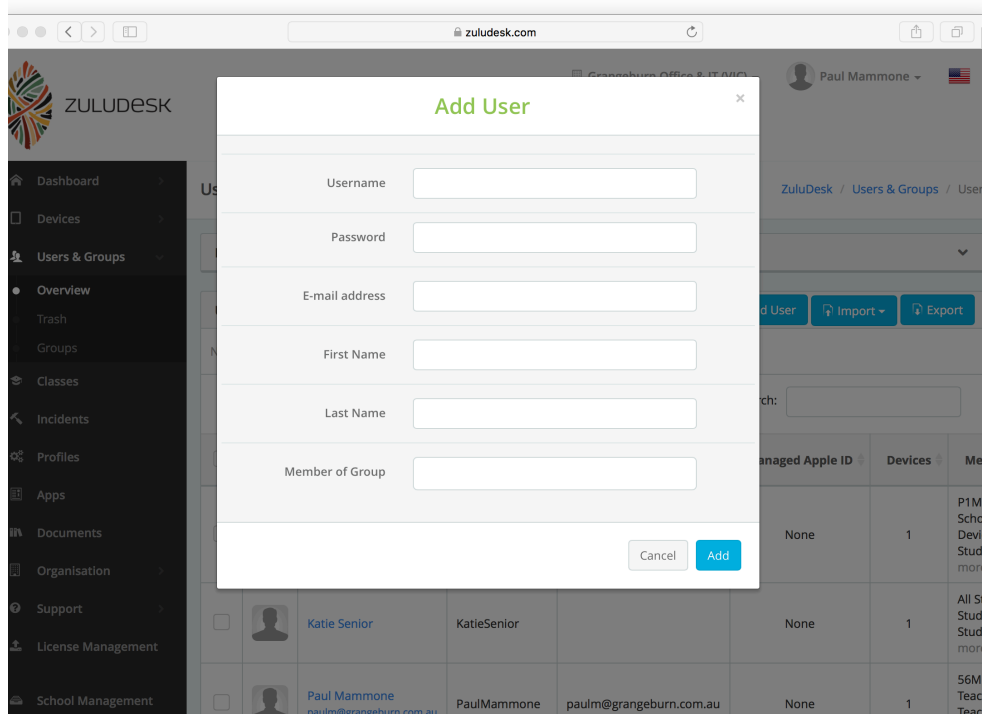


You will now see the new group screen, with details such as the name of the group, the members, apps, documents and profiles assigned to the group. At this point, there should be nothing allocated to this group.



We now need to add some users to the group. To do this, click the Users & Groups icon on the sidebar to be taken to the users Overview page. This shows a list of current users and their details. Click the +Add User button to add a new user.

Create a new user group, add users and assign them to a device

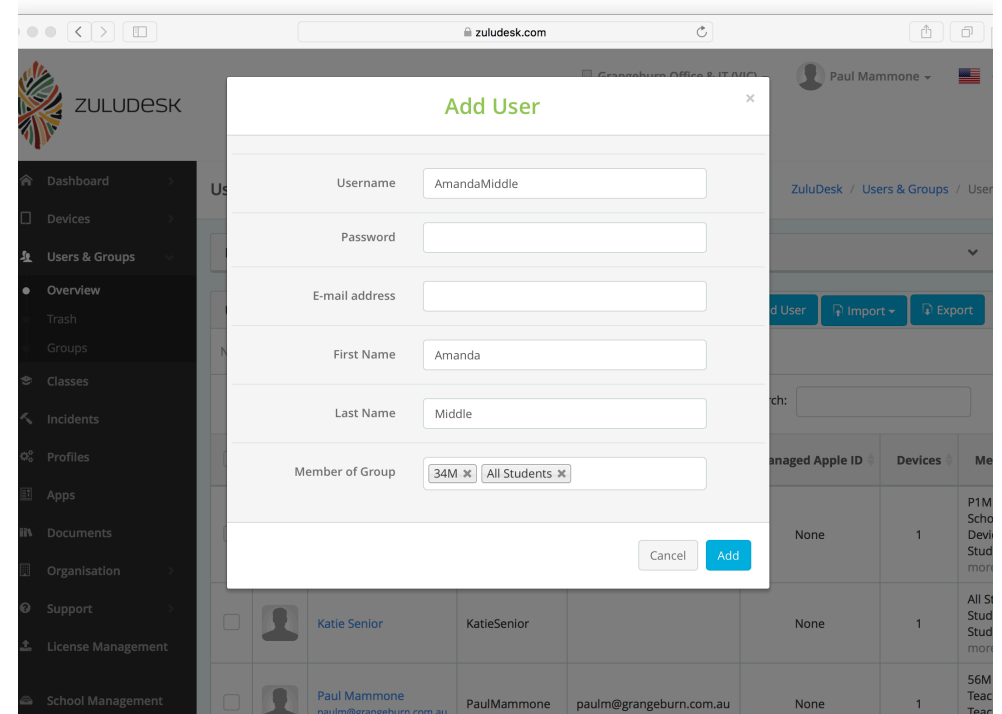


The screenshot shows the 'Add User' modal form in the ZuluDesk interface. The form has the following fields:

- Username:
- Password:
- E-mail address:
- First Name:
- Last Name:
- Member of Group:

At the bottom of the form are 'Cancel' and 'Add' buttons. The background shows a table of users with columns for 'Managed Apple ID', 'Devices', and 'Me'.

Enter a Username for the user. We will use the convention FirstnameLastname for this example, however another good option might be a student ID or Active Directory username. The only fields that need to be filled out on this screen are Username, First Name, Last Name and Member of Group.



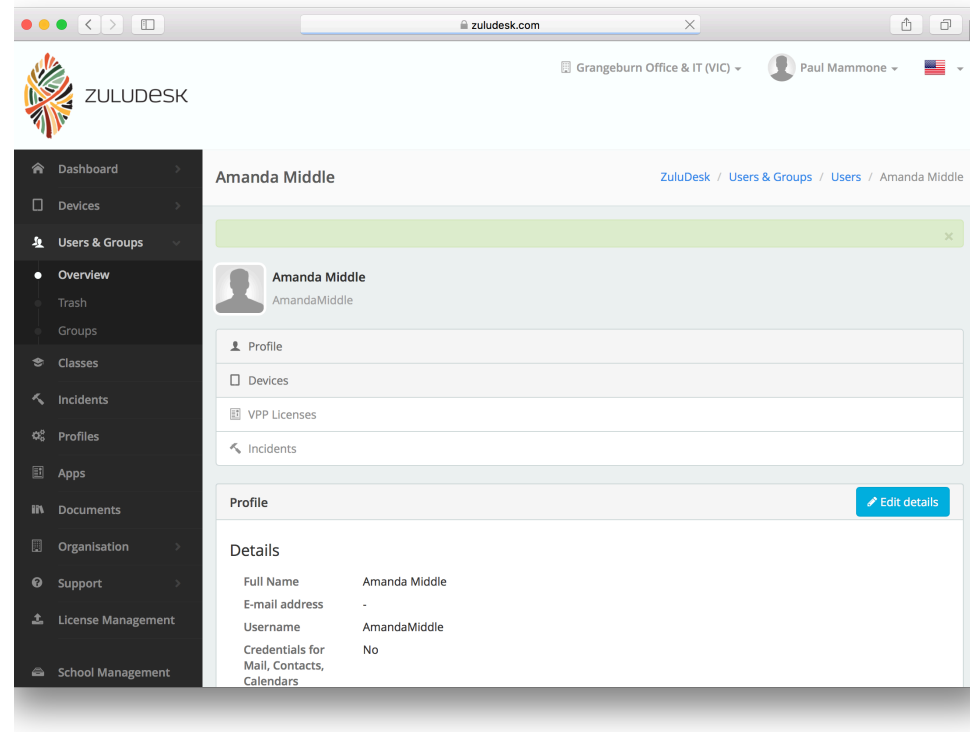
The screenshot shows the 'Add User' modal form with the following values entered:

- Username: AmandaMiddle
- Password:
- E-mail address:
- First Name: Amanda
- Last Name: Middle
- Member of Group: 34M, All Students

The 'Member of Group' field is a multi-select dropdown. At the bottom are 'Cancel' and 'Add' buttons. The background shows the same user table as the previous screenshot.

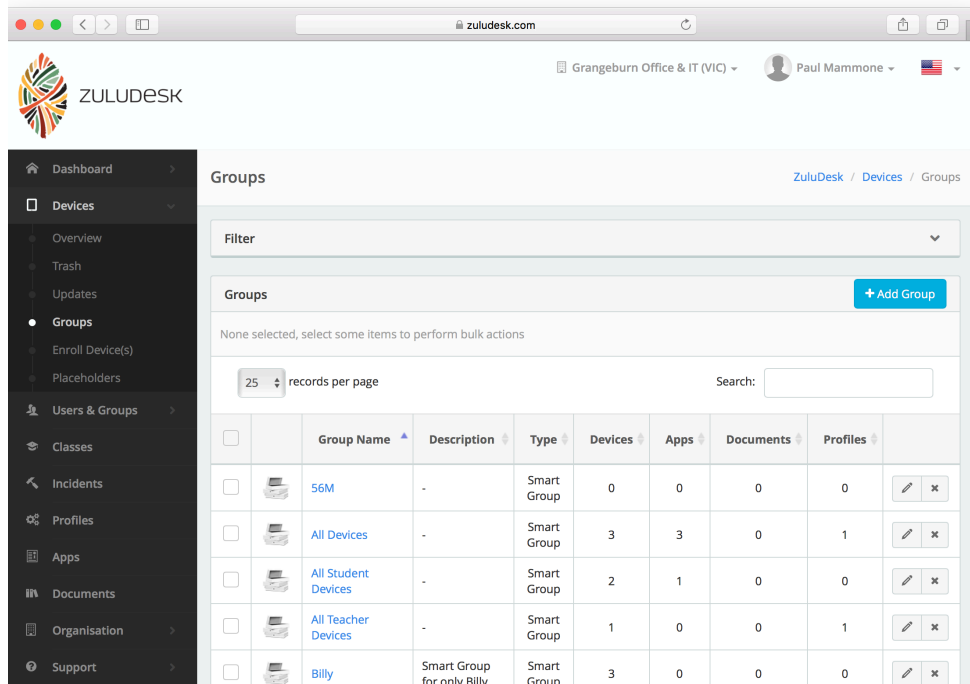
In this example, we have used Amanda Middle as the user. She has been assigned to the group 34M that we have just created, as well as the All Students group that has been created previously. Having users in multiple groups allows easier management of policies and apps based on user groups, and allows for bulk or fine grained control of users.

Create a new user group, add users and assign them to a device

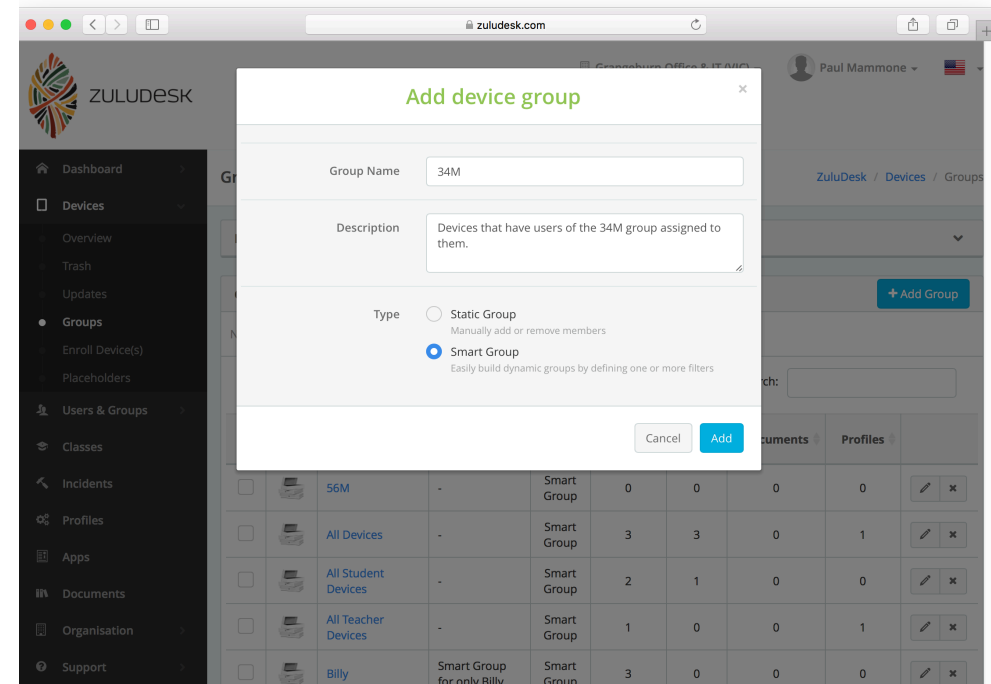


You should now be taken to the user details screen. Here you can see a number of pieces of information relating to the user. At this point there should be almost no information for this user.

Create a new user group, add users and assign them to a device

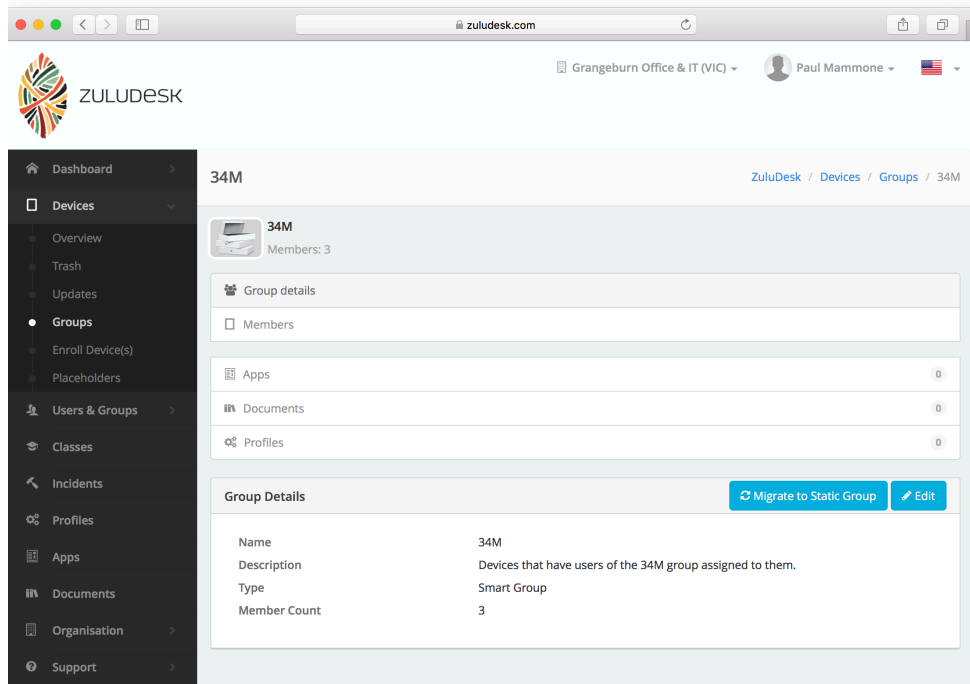


We will now create a new Smart Group for the user group created in the previous steps. This Smart Group will allow us to assign apps to devices, based on the user that is assigned to the device. Smart Groups can also be used to assign profiles to devices
Click the Devices icon on the sidebar, then click the Groups

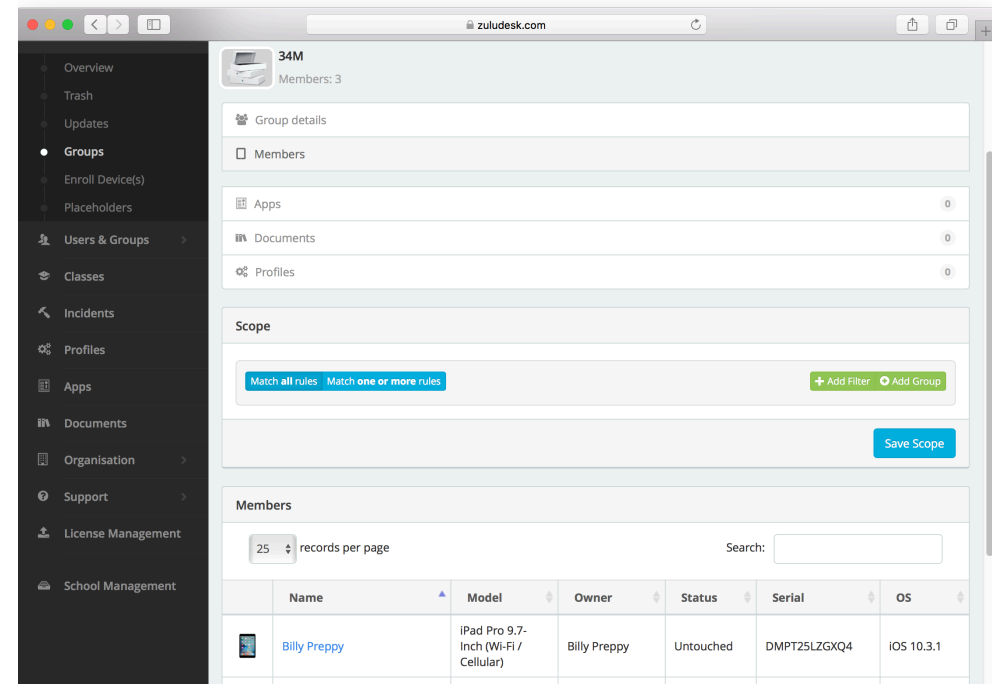


Click the +Add Group button on the right hand side. You should now see the Add device group screen. Name the group, enter a description, and then make sure to select Smart Group type, then click the Add button. In this example, we continue using the 34M group.

Create a new user group, add users and assign them to a device

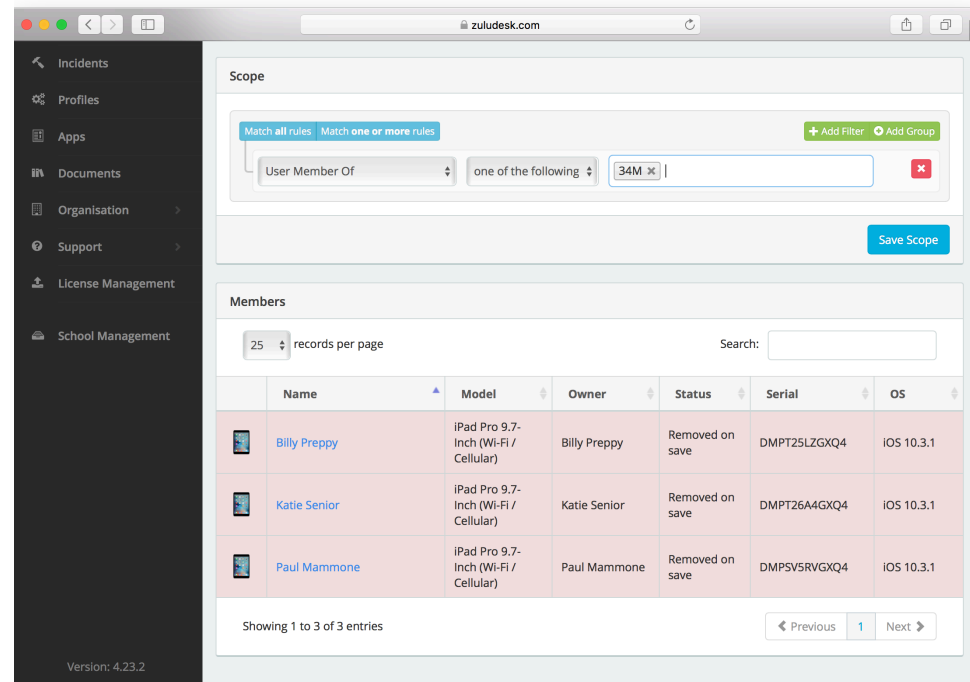


You should now see the Group Details screen. Click on the Members heading to see the members of this Smart Group.



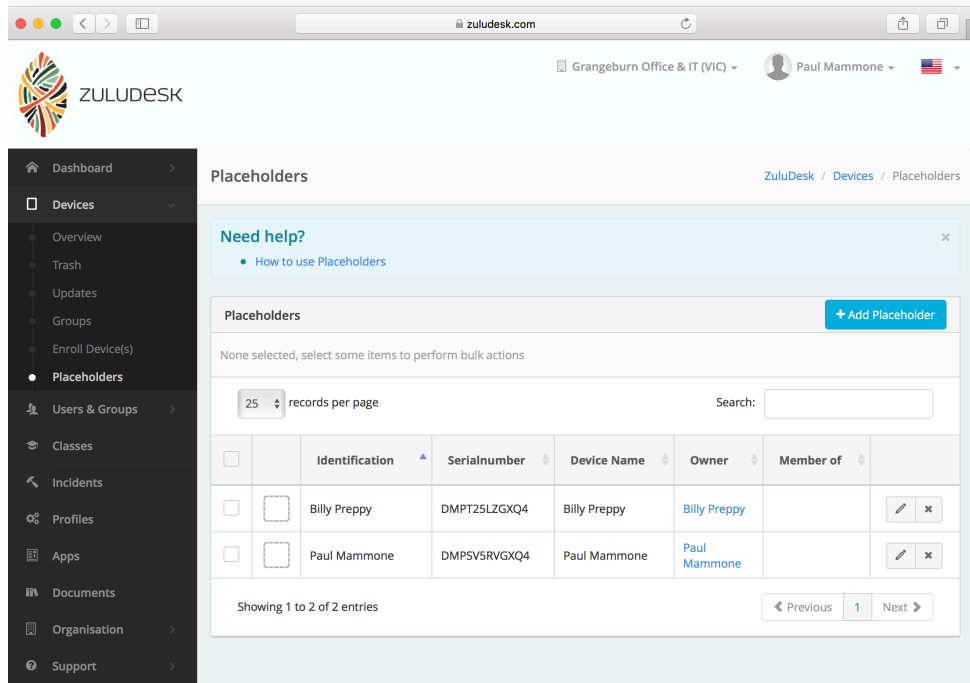
By default, a Smart Group will have no filters applied to it. This means that ALL devices will be in this Smart Group, until you apply a filter.

Create a new user group, add users and assign them to a device



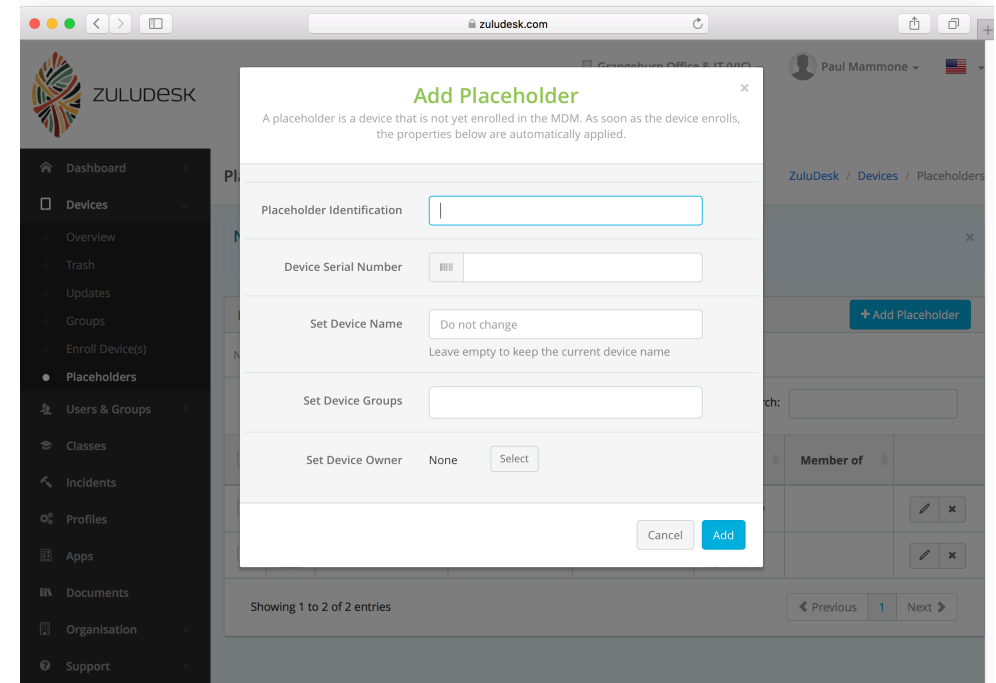
Click the +Add Filter button, then from the -select a rule- menu, choose User Member Of, leave the next menu as “one of the following”, then click inside the Select Some Options field to show a list of user groups. Select the appropriate group(s). In this example, we have selected the 34M user group. Once you select the appropriate group, other devices should be

Create a new user group, add users and assign them to a device



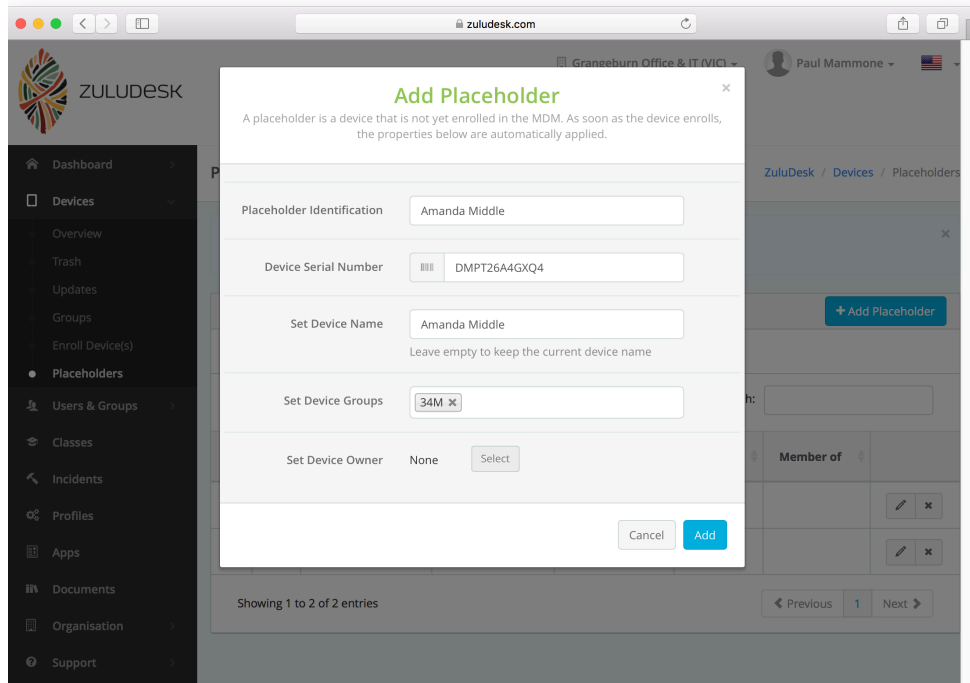
We will now assign the user to the device. For ease of enrolment, we will create a Placeholder device, which will allow us to automatically assign the device to the correct user, as well as the correct Smart Groups, as soon as it enrolls.

Click the Device icon on the sidebar, then click the Placeholders from the menu that appears below.

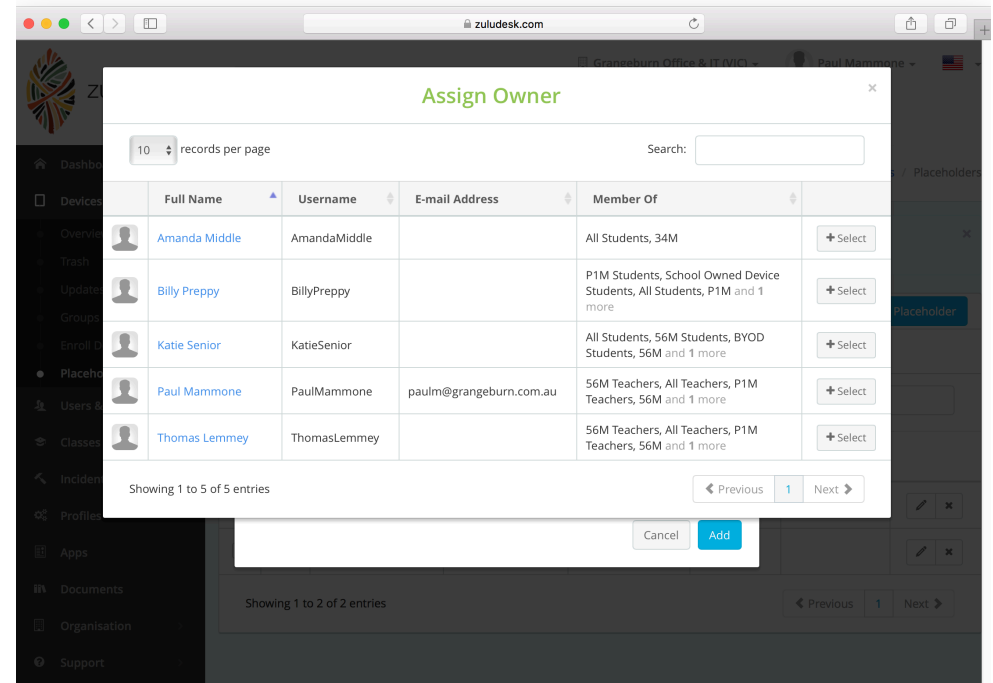


Click the +Add Placeholder button on the right hand side. You should now see the Add Placeholder window. There are a number of fields in this screen, all of which we will be filling out. The amount of information you want to enter into this screen is up to you, however in our example we will use all of the fields.

Create a new user group, add users and assign them to a device



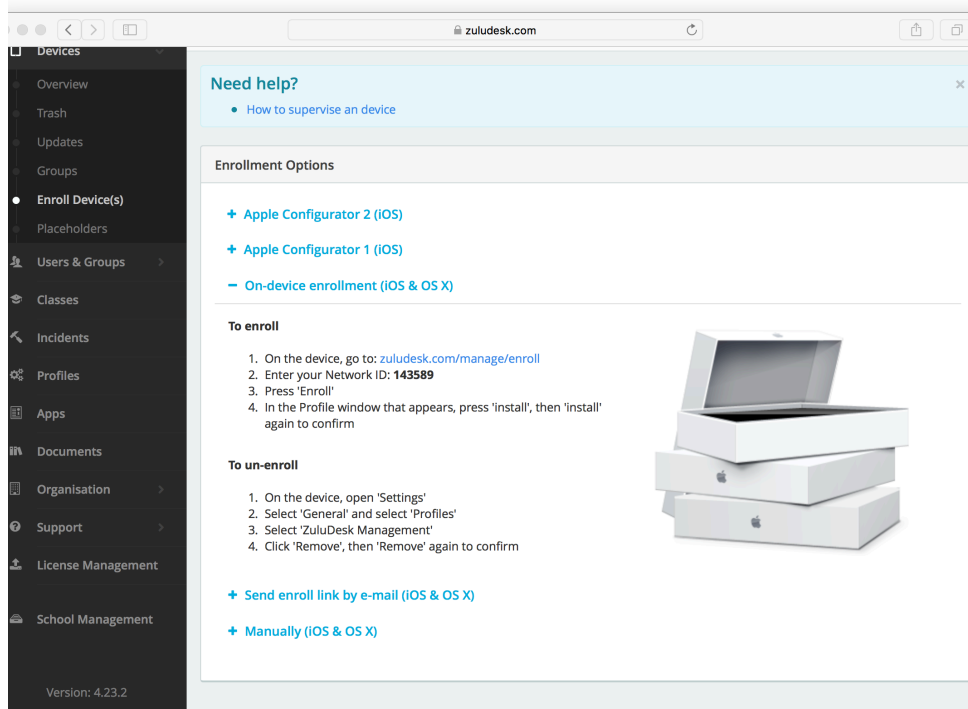
In this example, we are going to add Amanda Middle's iPad to ZuluDesk management. We have entered a name for the placeholder (we have used the user's name, you can use whatever identifies this iPad to you) and the device's serial number. We have also entered a name that we would like to rename the device to. This only applies to devices supervised using Configurator. We have also assigned this device to the



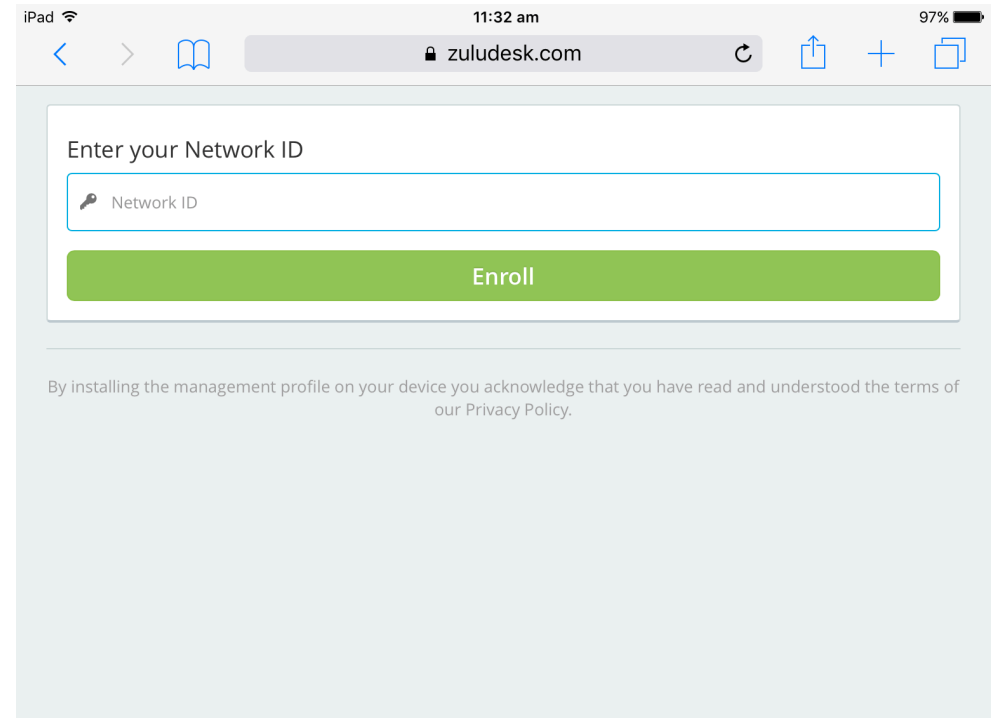
Next to the Set Device Owner heading, click the Select button, then find the user from the list, and click the +Select button next to their name, then click the Add button on the Add Placeholder screen.

Enrol device to ZuluDesk

Now that we have set up the user, grouping and placeholder, we can continue on to enrol the device into the MDM. There are a number of enrolment options. For this example, we are using On-device enrollment. This is suitable for single or a small number of user owned devices. For more information



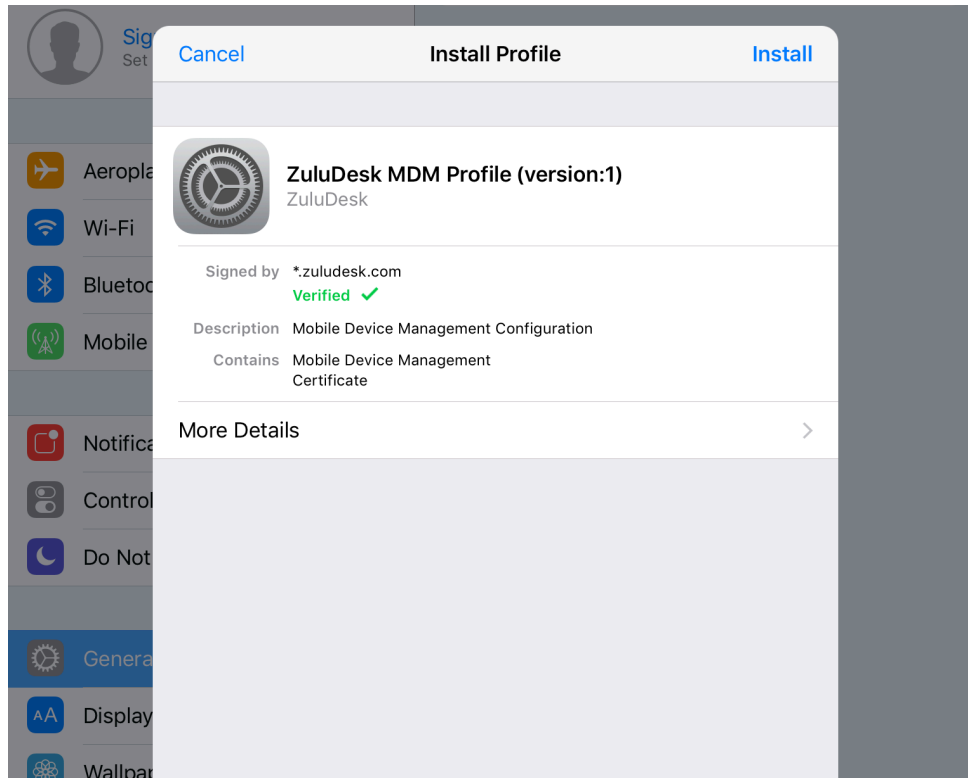
Under the devices heading in the sidebar, click on Enroll Device(s). Click on the heading On-device Enrollment (iOS & OSX) You should see the instructions for enrolling your device.



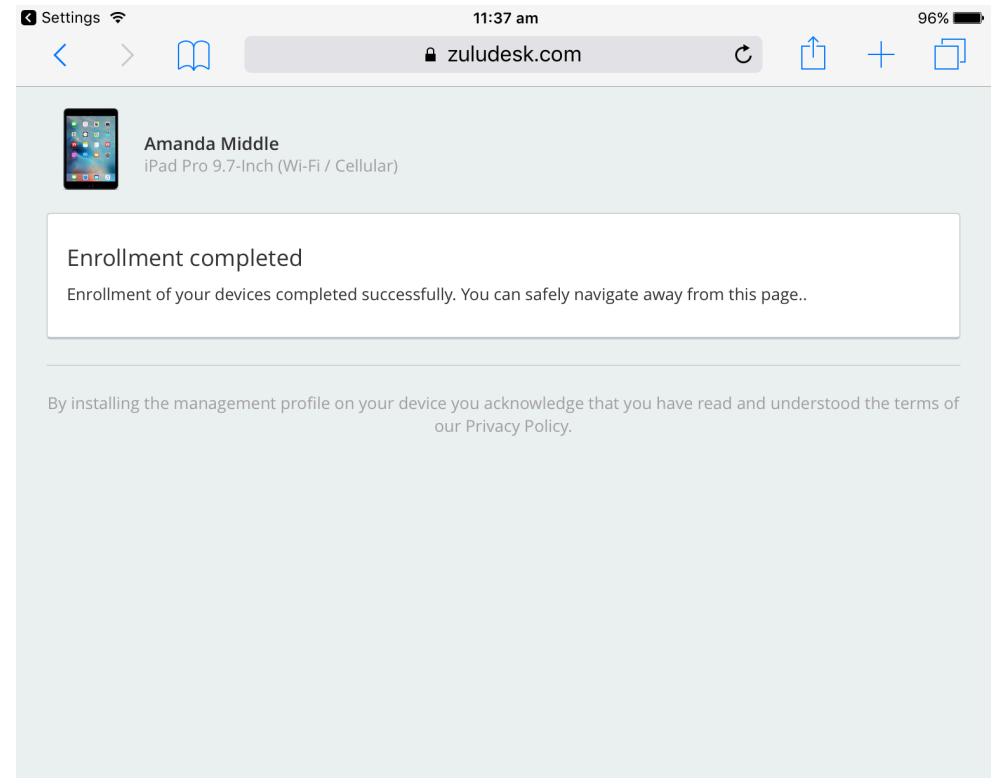
On the device, use Safari to navigate to zuludesk.com/manage/enroll You will be asked for you Network ID. This is shown on the ZuluDesk On-device enrollment screen from the previous step.

Enrol device to ZuluDesk

We will now use the Teachers sub-group to allow teacher iPads to modify their iPads account settings. This is useful for letting teachers add email and

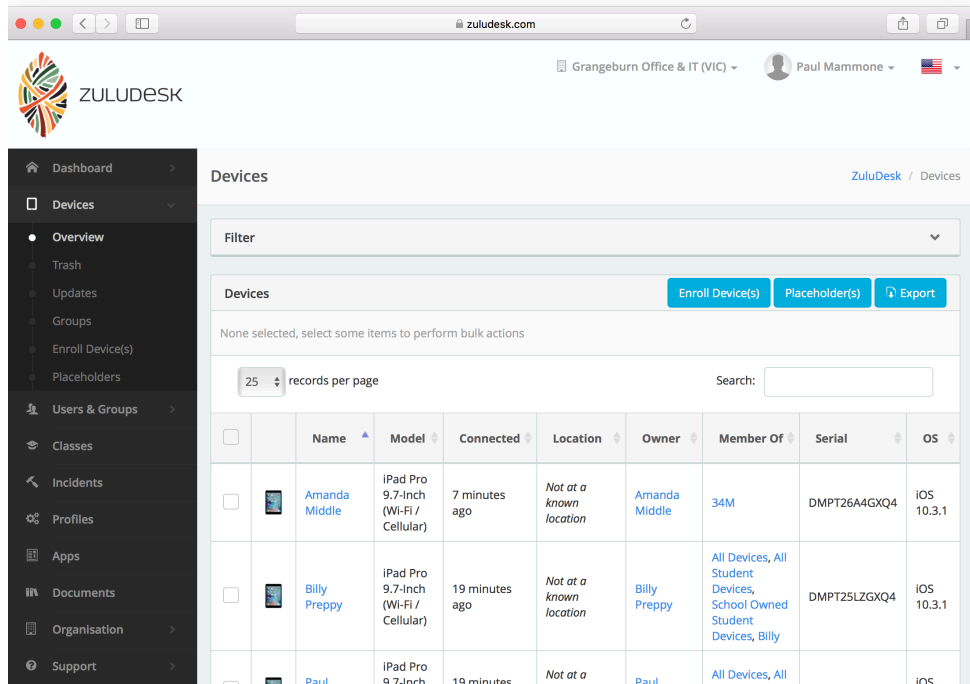


You will then be prompted to Install a new profile and trust the MDM server. If the user has a passcode set on the device, they will need to enter it in order to trust the server. Continue through the prompts until you can tap Done.

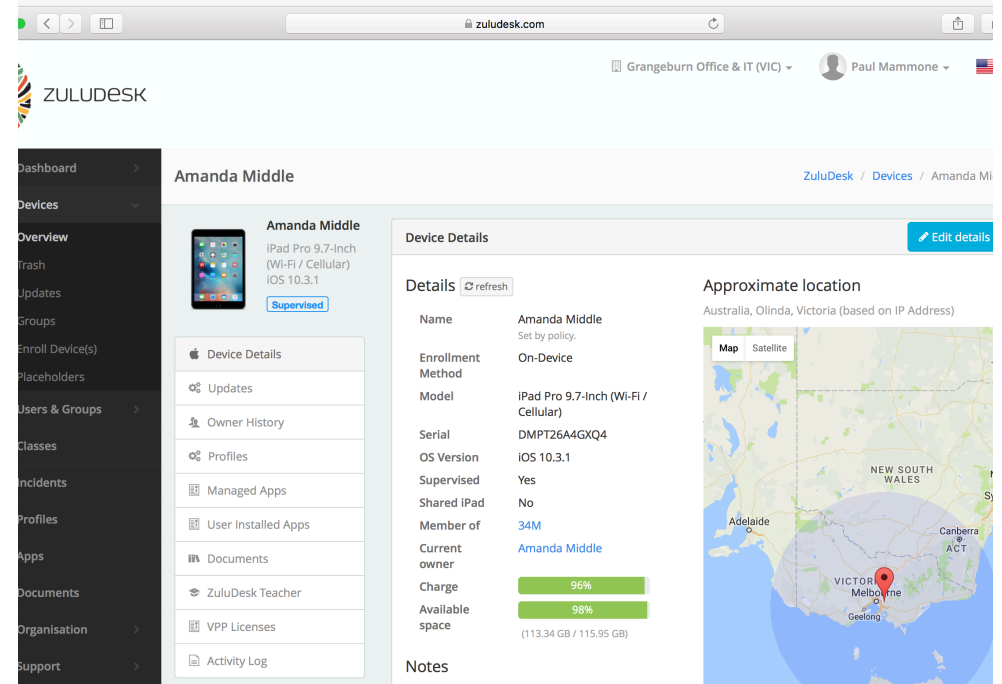


After tapping Done, you should be taken back to Safari, and shortly redirected to the Enrollment Completed page. You can now manage the device from ZuluDesk.

Enrol a device to ZuluDesk



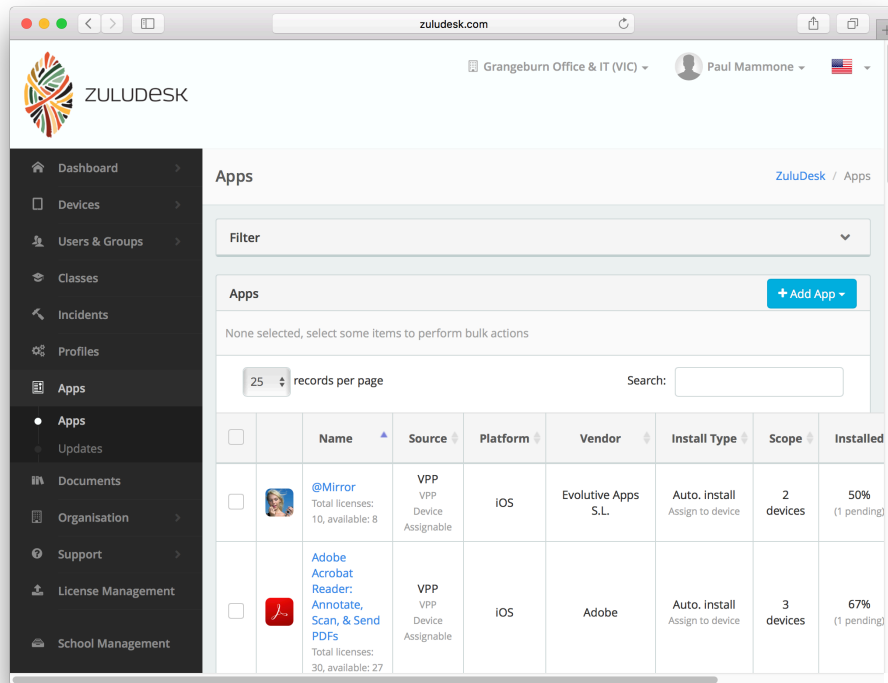
In ZuluDesk, click on Overview under the Devices icon in the sidebar. You should be able to see the device that has just been enrolled in the list. If you have a number of devices, you can search based on the device name to find it.



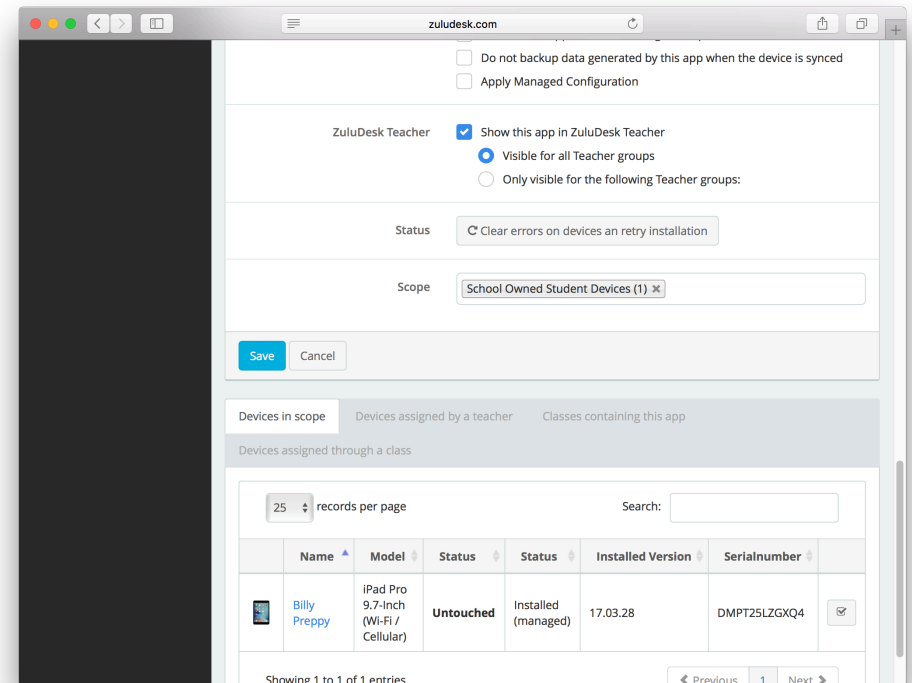
Clicking on the device name brings you to the Device Details screen. If your screen doesn't look like the above screenshot, try increasing the window size, or just scroll down to see further details.

Adding Apps to iPads using Smart Groups and scopes

To assign Apps in ZuluDesk, we will use the Smart Groups created in previous steps to create scopes that cover appropriate devices. These steps assume that you have set up a link to your Apple Volume Purchasing Program (VPP) account already. For information on how to set up

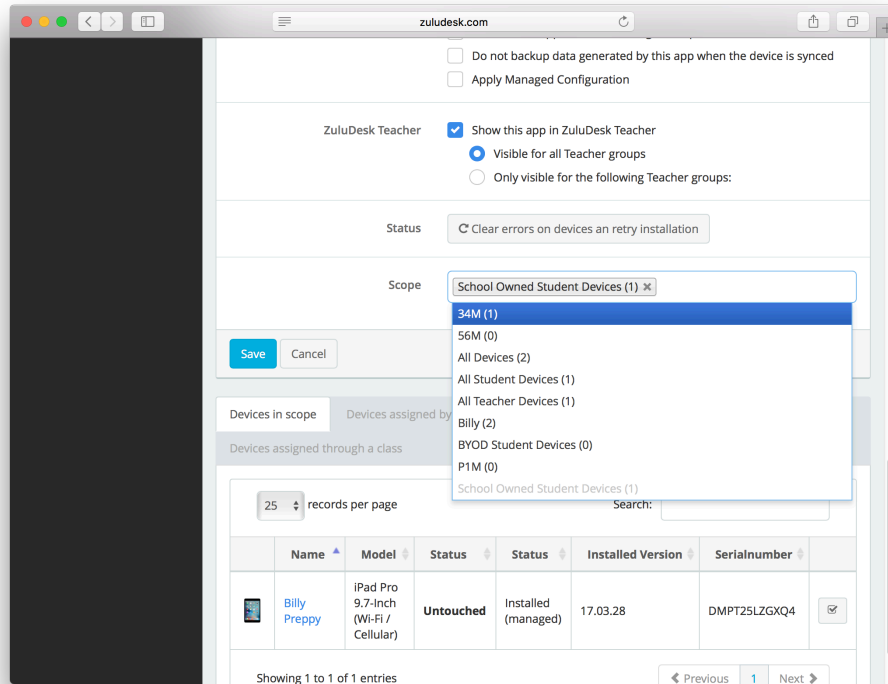


Click the Apps icon in the sidebar. You should see a list of Apps from your VPP account. Click on an App. In this example, we will use Adobe Acrobat Reader.

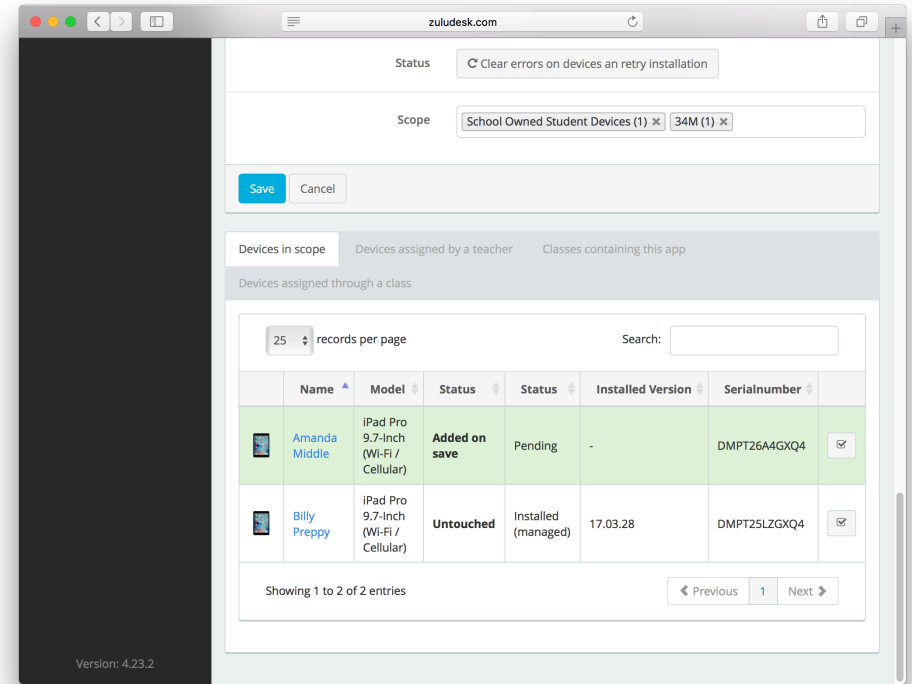


Scroll to the bottom of the Details screen. All options in this screen can be left as default except the scope. It is very important to note that installation type should NOT be changed from Automatically install/remove. The above screenshot shows that there is already a scope applied to this App. In this example, we need to add a further scope.

Adding Apps to iPads using Smart Groups and scopes

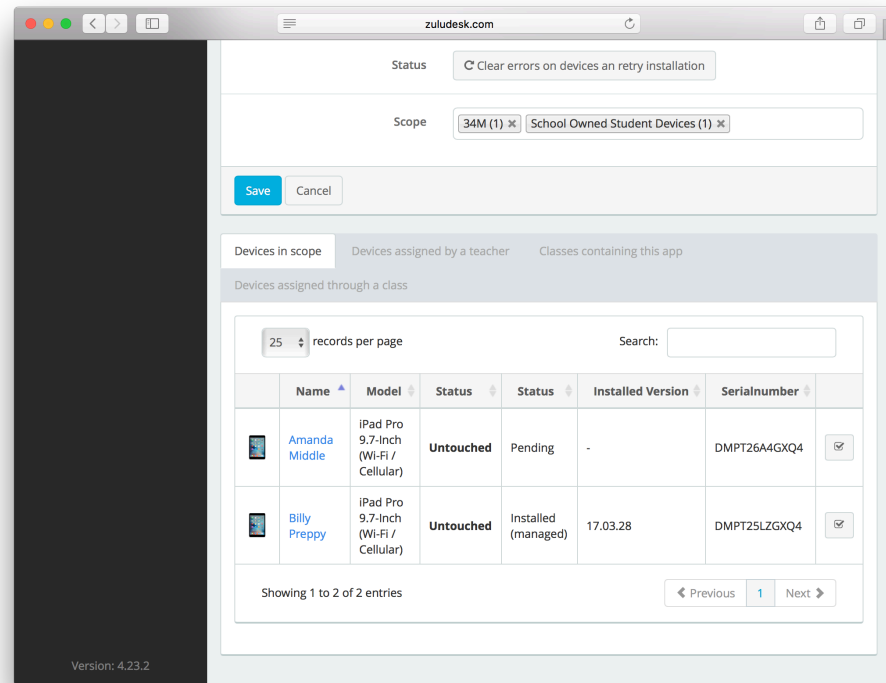


Click in an empty space in the Scope field, then select the appropriate group from the drop down menu. In this example, we are using 34M.



You should now see that the device we have just enrolled should have two Status fields, the first being Added on save, and the second Pending. Any other devices should have Untouched in the first Status field. If they have anything else, they will be part of a different scope that you have modified. Pay attention to not remove scopes that are still required. Click the Save button to assign the App to the scoped devices.

Adding Apps to iPads using Smart Groups and scopes



The app should now start to install on the scoped devices. This will take some time, depending on a number of factors, such as internet speed, internet and network load, caching status, and the size of the App itself.

