

# Enrollment Guide for Managed macOS and iPad/iPhone Devices

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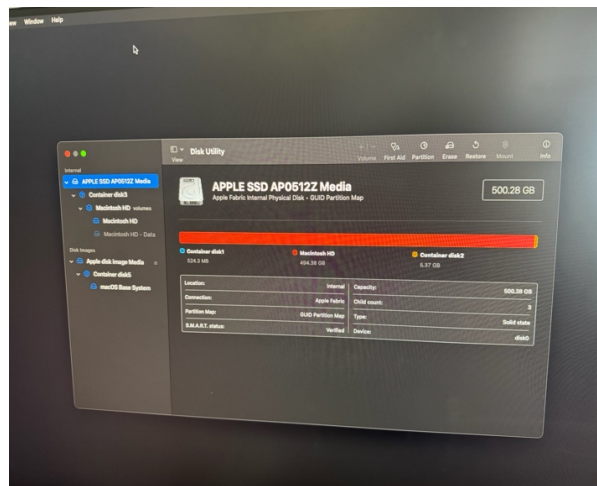
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# macOS Enrollment

**Make sure to keep the device connected to Ethernet during the entire setup process to ensure speed and reliability.**

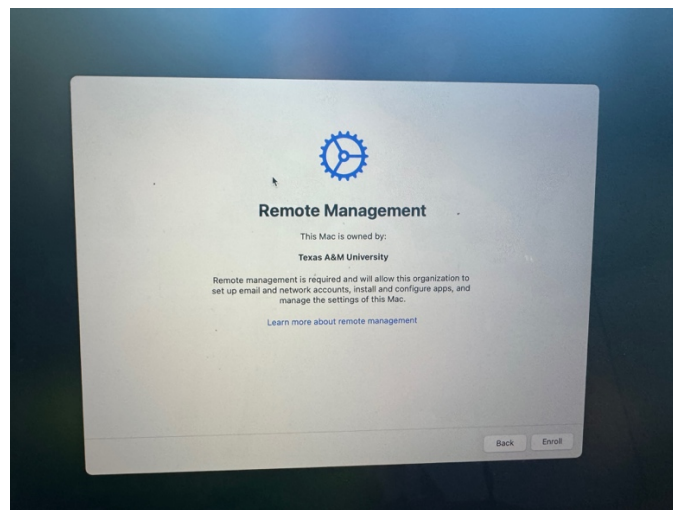
## Wiping the Device

- **Option 1: Erase from System Settings**
  - Make sure to promote yourself to admin using Privileges. Go to **System Settings > General > Transfer or Reset > Erase All Content and Settings**.
  - Follow the prompts to erase.
- **Option 2: Erase via Startup Options**
  - Power off the device.
  - Apple Silicon Macs: Hold the **power button** until “Loading startup options...” appears.
  - Intel Macs: Hold the **power button + Option key (⌥)** or **Alt Key** until “Loading startup options...” appears.
  - In the Startup Options menu:
    1. Select **Options > Choose an admin account > Enter password** (If no admin user is logged in, you will be asked for the FileVault Recovery Key).
    2. Open **Disk Utility > View > Show All Devices**.
    3. Select the top-level disk and choose **Erase** (name as Macintosh HD if desired). Leave everything else as default.
    4. Select **Erase > Erase Mac > Erase Mac and Restart**.
  - Connect an Ethernet cable.
  - Reinstall macOS when prompted.



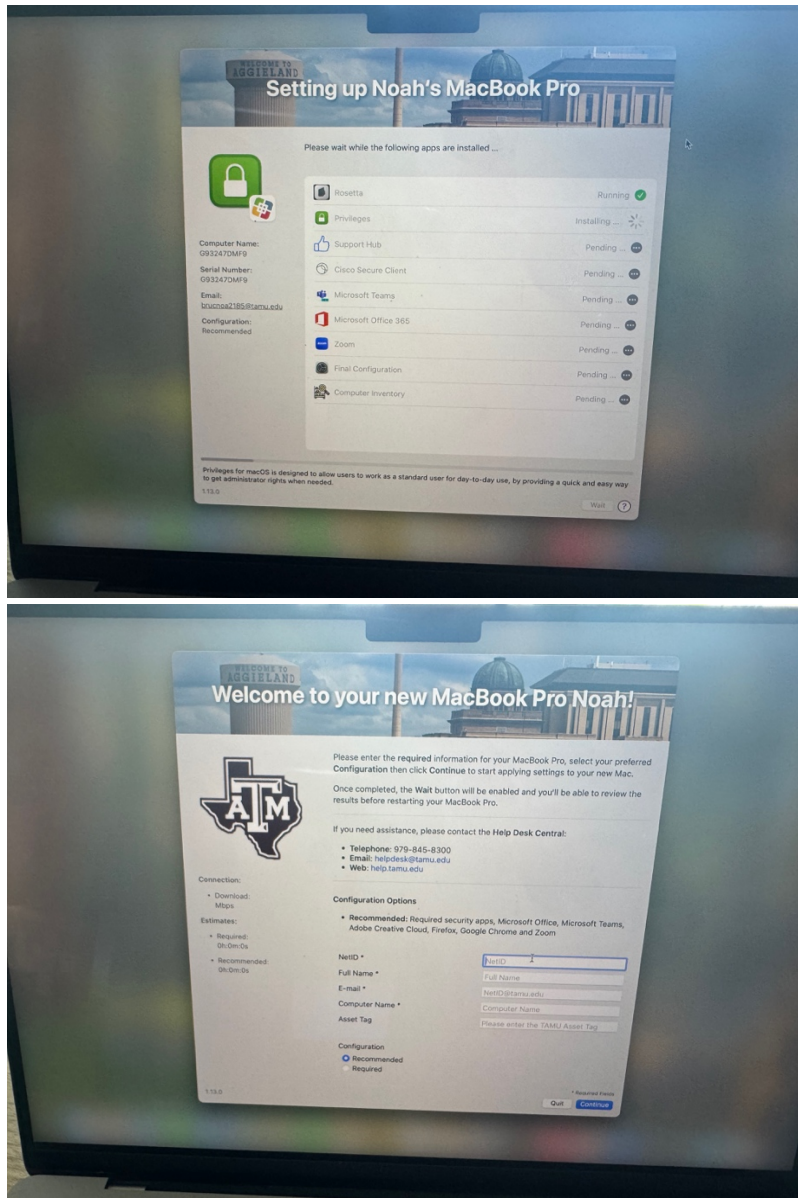
## Setting Up the Device

- Enroll the device by logging in with the **user's NetID**.
- The device will install necessary services.
- Select your **time zone** > **Log in again with the user's NetID**
- FileVault enablement happens right after this step. If the device is set up with **only** the account of an IT staff member, the end user can't unlock the device without IT intervention.
- A local account is created for the user.



## Post Initial Setup Configuration

- Once the account is created and you are logged-in, a message will appear: **“Welcome to your new MacBook Pro!”** > **Verify info** > **Continue**.
- The **“Setting up MacBook Pro”** screen will install core applications and services.
- If any failures occur, follow the on-screen remediation steps > **Restart** when prompted.
- After restart, policies will continue to install in the background. Keep Ethernet connected if possible.



## Troubleshooting

- Confirm the device is assigned in Apple School Manager (ASM) under the correct Device Management Service.
- If policies are missing or slow to install:
  - Temporarily promote yourself to admin via the Privileges app.
  - Run “**sudo jamf policy**”.
- To check installation logs:
  - Open **Console > Log Reports > jamf.log**
  - You can check this log to see if a desired policy has run yet.

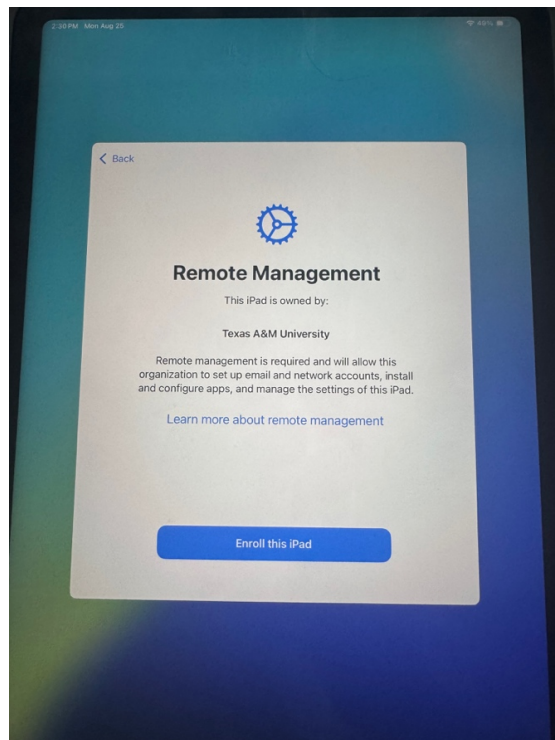
# iPad/iPhone Enrollment

## Wiping the Device

- Go to **Settings > General > Transfer or Reset iPad > Erase All Content and Settings**.
- Confirm and erase.

## Setting Up the Device

- Select your **Language, Country, and Appearance**.
- Choose **Set Up Without Another Device**.
- Connect to Wi-Fi.
- Choose **Don't Transfer Anything**.
- When prompted, select **Enroll this iPad/iPhone**.
- Sign in with the user's NetID.
- Follow prompts for Touch ID/Face ID (optional)
- When asked for an Apple account, select "**Forgot password or don't have an account**" > **Set Up Later in Settings > Don't Use**.
- Make your choices for enabling **Screen Time, Light or Dark Display, Apple Intelligence, and Siri**.
- Once done, press **Get Started**.



## Post Setup

- Once in the device, you will get a “**Passcode Requirement**” message. Set up a passcode for the device, it must be a strong passcode with 4 or more characters.