Setting up your iPad using MDM:
Lernstatt Paderborn Student and Parent Guide

Date: 24.10.2023
Please read the entire text before starting device setup.

1. Preparation before MDM Enrollment

Preface:
You want to enroll an already used iPad in the Lernstatt Paderborn MDM. To ensure a smooth process and avoid issues during setup, the iPad needs to be reset to factory settings.

a) Ensure that your iPad is running the latest iOS version
    i)   Go to "Settings" -> "General" -> "Software Update"
b) Reset your iPad
    i)   Go to "Settings" -> "General" -> "Transfer or Reset iPad" -> "Erase All Content and Settings" -> "Continue" -> Enter your PIN -> "Erase All Content and Settings"
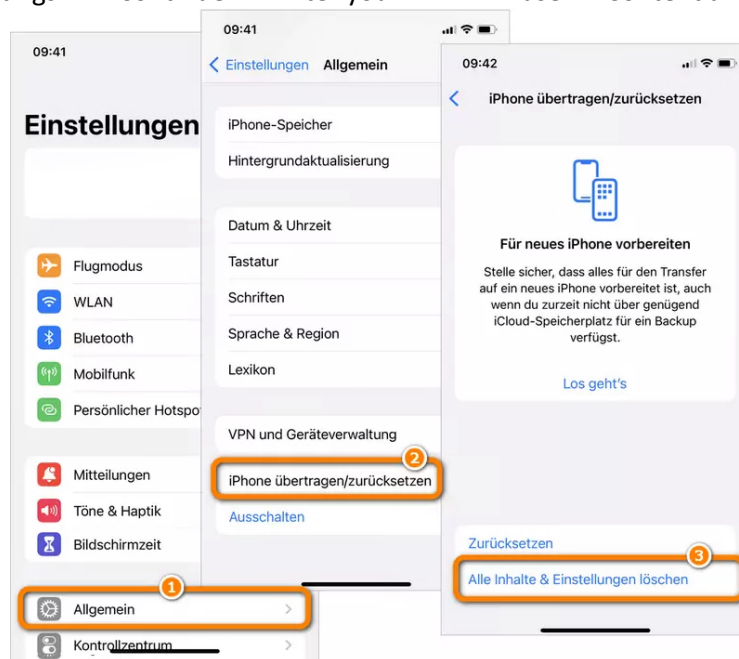
(1)
(2) If your device is connected to iCloud, you'll need to disconnect it during the erasure
       Enter your iCloud password when prompted
c) Power off your iPad
    i)   After the reset process is complete, power off the device

2. Setup with Username and Password

a) Power on your iPad
b) Choose your language
c) Select your region
d) Choose your salutation
e) Pick an appearance
f) Click on "Set Up as New iPad"
g) Connect to a Wi-Fi network (school or home)
h) Click on "Enroll This iPad"
i) Enter the provided login details (username and password)
   i) These credentials will be provided by your school
j) Set up your fingerprint if desired
k) Choose a PIN, or alternatively, set a password under "Passcode Options"
l) Enable location services (needed for time and weather data)
m) Click on "Settings"
   i) Click on "Software Update" and install the latest version

3. Creating a Backup before MDM Enrollment

Preface:
If you want to retain data from a previously used iPad after enrollment, you need to create a local backup beforehand. A cloud backup cannot be restored during MDM installation!

a) Download and install iTunes
   i) https://www.apple.com/de/itunes/download/index.html
b) Open iTunes
c) Connect the iPad to be backed up via USB to the computer
   i) Confirm the "Trust This Computer?" message with "Trust"
d) Select your device in iTunes
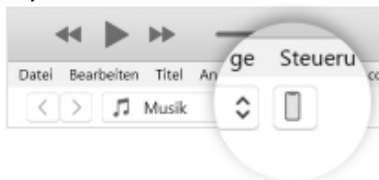
   i)
e) Click on "Summary"
f) Click on "Encrypt Local Backup"
g) Click on "Back Up Now"
h) Enter your device's PIN

4. Setup with Backup

Preface:
Configuring an iPad with MDM and subsequently restoring from an Apple Online Cloud backup is not a standard procedure. Therefore, it is essential to create a local backup through iTunes on a Mac or Windows computer beforehand.

To ensure that the MDM assignment is not overridden by the restoration, we strongly recommend waiting at least 30 days after enrollment. This prevents leaving the MDM system, and re-registration costs can be avoided.

a) Ensure your iPad has been reset to factory settings
b) Connect the iPad via USB to the computer where the backup was previously created
c) Open the "iTunes" app and click on the iPad icon at the top left of the iTunes window. Then select "Summary" and "Restore Backup"
d) Choose the relevant backup and confirm the prompt
e) After the restoration is complete, click "Continue" on the iPad
f) Click on "Enroll This iPad"
g) Enter the provided login details (username and password)
   i) Enter the provided login details (username and password)
h) If desired, set up your fingerprint
i) Choose a PIN. Alternatively, set a password under "Passcode Options"
j) Enable location services (needed for time and weather data)
k) Click on "Settings."
   i) Click on "Software Update" and install the latest version

5. Exiting MDM

a) If you want to remove the device from MDM, please contact your school, which will initiate the removal.
   i) Please do not reset your iPad. Ensure your device is charged and connected to the internet. The school-specific apps (e.g., Lernstore) will be deleted, and the device can be used for personal purposes afterward. If you wish to reset the device to factory settings after the removal of school-related apps, you can do so in the settings.

6. Troubleshooting

a) Invalid Profile
   i) After entering your Lernstatt access credentials, if you receive the "Invalid Profile" message, you must reset the iPad to factory settings using a Mac or Windows computer. You can follow the instructions at https://support.apple.com/de-de/guide/itunes/itnsdb1fe305/windows

b) "City of Paderborn Configuration Retrieval" taking more than 5 minutes
   i) Press the Home button and access the Wi-Fi settings. Ensure that you are connected to the Wi-Fi network

c) Incorrect Username or Password / User Not Found
   i) Contact your school to obtain the correct login credentials

d) **The iPad has been reset**
   i) If the device password or PIN has been entered incorrectly too many times, the device will reset automatically

e) **MDM has been removed, but you are still prompted for login credentials**
   i) If the MDM has been removed, but the device continues to prompt for login credentials, this may occur if the device was reset before the technical support properly cleared it. In this case, the device must be reset to factory settings using a Mac or Windows computer with iTunes. Further instructions can be found at https://support.apple.com/de-de/guide/itunes/itnsdb1fe305/windows

f) **IMPORTANT!**
   i) **Do not click on "Remove iPad from Organization"!**
      (1) **You will exit the management and will not be able to rejoin independently. If you wish to rejoin, the device will need to be registered again at your own expense!**
      (2)

Entfernte Verwaltung

Dieses iPad gehört:

Stadt Paderborn

Die entfernte Verwaltung ist erforderlich und erlaubt es dieser Organisation, E-Mail- und Netzwerkaccounts zu konfigurieren, Apps zu installieren und einzurichten sowie die Einstellungen dieses iPad zu verwalten.

Mehr Informationen zur entfernten Verwaltung

Dieses iPad registrieren

iPad aus Organisation entfernen