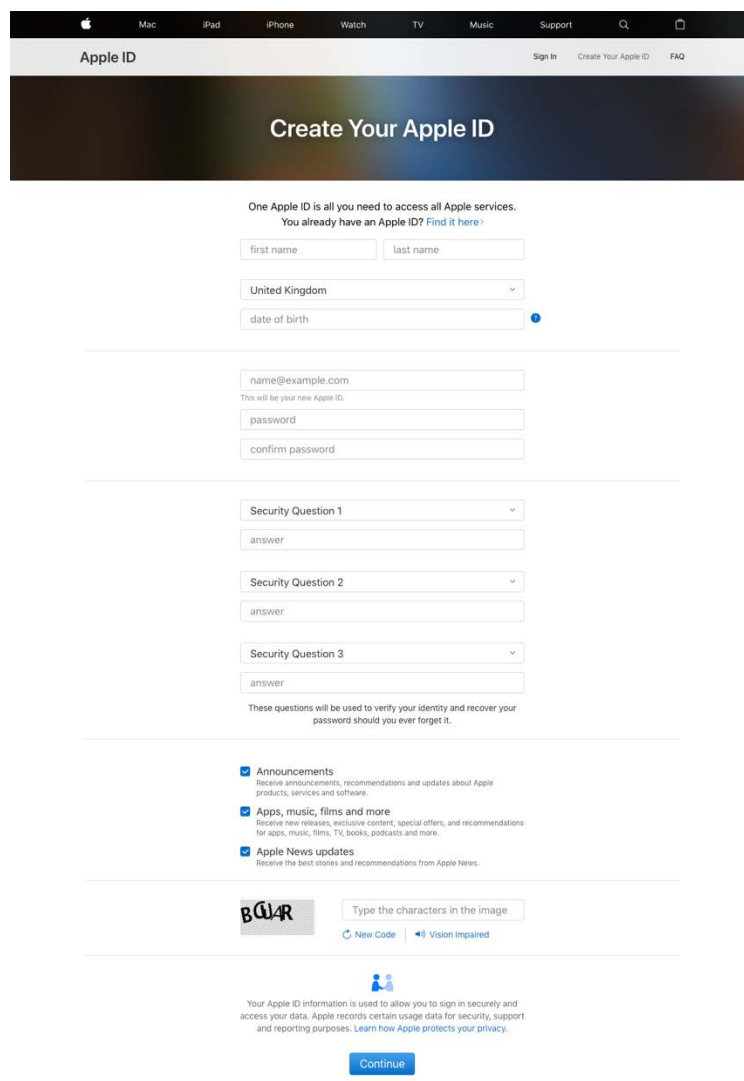Teesside University

Your Teesside University iPad and Your Apple ID

If you already have an Apple ID you can use this on your Teesside University iPad.
Do not use an Apple ID that other people have access to.

If you do not have an Apple ID you can set it up here: Create you Apple ID

For help with Apple ID issues please refer to: Apple ID Help

Apple offer a variety of security options for your Apple ID: [Security and your Apple ID](#)

When choosing security questions and answers please be aware that the answers should not publicly visible on social media and be aware of the risks of Social Engineering attacks.

Apple's Two factor authentication is very secure. A trusted device such as an Apple Device or Phone number will be used to receive a six-digit code that must be entered to access your account on a new device. If you choose to use this method we would recommend adding your iPad, any Apple devices you own, and two phone numbers.

When you [sign in](#) with your Apple ID Find My will be enabled by default, this can be used to [locate your device](#) if it is misplaced or to lock or erase your device if it is lost or stolen. If your iPad is lost or stolen, you should follow the guidance here: [If your iPad is lost or stolen](#) and here [Report a lost or stolen Apple product](#) you will need to notify the IT Services helpdesk and supply a crime reference number to the IT Services help desk to obtain a replacement device.

Your iPad is pre-configured and managed by Teesside University this allows us to remotely install applications, control app and iOS updates, remove forgotten passcodes and disable Activation Lock, enable Lost Mode.

Frequently Asked Questions:

How do I Connect to Teesside WiFi
Settings/WiFi Select eduroam enter your Teesside University ID.
[Connect to Wi-Fi on your iPad - Apple](#)
[Connect to Wi-Fi on your iPad - Teesside](#)

Can I set up my device using an existing backup or device?
No, this would prevent the correct profile and applications deploying to your iPad, however, if your iPad is replaced you can restore it from a back-up made from a TU Managed device. Please contact IT Services to facilitate this.

I forgot my Passcode for the iPad, do I need to erase the device and start again?
Not necessarily, managed devices can have passcodes removed. Please contact IT Services.

Can I use my existing Apple ID with my new iPad?
Yes, however, do not use an Apple ID that other people have access to.

How Do I stop notifications during meetings or lessons?
Use Do Not Disturb – Swipe up from the bottom of the iPad, tap the Moon icon
Manage your notification settings in Settings > Notifications

How do I connect a keyboard or another Bluetooth device?
From the home screen, tap settings, tap Bluetooth, put the Bluetooth device into pairing mode. The iPad will see the device under OTHER DEVICES please refer to the documentation supplied with the Bluetooth device or the manufacturer's website. [Pair a Bluetooth accessory with your iPad](#)

How Do I search my iPad?
Swipe down on the home screen then enter your search in the text box at the top of your screen.
[Use Search on your iPad](#)

I have a different device and don't want to use my iPad, what should I do?
The App Toolkit has been designed to be device agnostic, if you have a modern smartphone or laptop you will be able to use standalone or web-based versions of the Apps that we deploy to iPads
Links to tool kit Web Apps:
Office 365

I didn't bring my iPad with me today, what should I do?
IT Services can provide a temporary loan iPad

I made a new Apple ID for use at Teesside University, Do I need to buy the Apps again for my new Apple ID?
You may use Family sharing to share most paid-for Apps and content between six Apple IDs using [Apple Family Sharing](#)

What is the difference between Self Service and App Store?
Self-Service apps do not require an Apple ID to install them, the license is linked to the iPad, not your account. Think of Self-Service as our internal App Store or Apps Anywhere for your iPad. Self Service Apps may include custom configuration settings that are also applied to App Store installed Apps.

There is an App that I find useful and would like to use as part of my learning, how can I get this added to Self-Service?
That's great, please let us know via your Student Reps or your Teaching team.

Do I need to back up my devices using iTunes or iCloud?
iCloud and iTunes can be used to back up data, like photographs and documents that are not synced.

I saw a notification about an update should I install it?
iOS Updates are managed by Teesside University to ensure continuity of service. Academic Registry test the updates to confirm that the updates do not cause any problems with the Application Toolkit or your devices. Your iPad will download the update then you will be prompted to update your device at your convenience. This will be accompanied by a cut off time when your iPad will automatically install the update.

An App does not launch, what should I do?
Restart your iOS device.
Uninstall the app (press and hold until your Apps wiggle, tap the x on the top left corner of the App you want to remove).
Reinstall the app from Self Service or App Store.

Should I allow my Apps to update
Managed Apps (installed as part of device set-up or using Self Service) are set to automatically update please allow these to update when notified. It is good practice to keep your personal App Store Apps updated.

How Do I get my email on my iPad?
You can use the inbuilt mail client, the outlook app or stone.tees.ac.uk
1. Mail is available via the MyTU app on your iPad, tap the Mail Tile
2. [Set up an email account on your iPhone, iPad, or iPod touch](#)
   Select Outlook.com as your email provider, enter your ID and Password
3. [Set up email in Outlook for iOS mobile app](#)
   Outlook for iOS is available through Self Service
4. [OutLook Web Access](#)

How do I access my files, U drive or Shared files?
OneDrive is pre-installed on your iPad sync your files between your devices. OneDrive can be accessed via a web browser at [onedrive.com](#), click the Sign in button in the Top Right of the screen and enter your Teesside University username and password. Please refer to your School Support Team for access to specific shared resources such as the Graphics Share.

My Device has a fault what should I do?
Please contact IT Services and report the fault, we aim to replace a faulty device within one working day.

My iPad has been damaged and is not usable what should I do?
The App Toolkit has been designed to be device agnostic, if you have a modern smartphone this can be used, you may borrow an iPad from IT Services.

My Question about my iPad or Apple ID isn't on here, what should I do?
Please submit a request through the IT Help Tile on MyTU.