# CSDS iPad Support Service

**Date Issued:** February 22, 2012  
**Date Revised:** October 1, 2015

<table>
<thead>
<tr>
<th></th>
<th>University Purchased iPad</th>
<th>Personal Purchase iPad</th>
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<tbody>
<tr>
<td><strong>General Information</strong></td>
<td>iPads may be used for business and/or personal use as dictated by department guidelines.  Department is responsible for setting guidelines for use of iPads within their area. Units should not be shared among staff members.</td>
<td>iPads may be used for business and/or personal use depending on department guidelines.  Department is responsible for setting guidelines for use of iPads within their area.</td>
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<tr>
<td><strong>Procurement</strong></td>
<td>CSDS clerical staff will assist with the purchase of iPads on behalf of supported departments.  Extended warranty is not recommended but is ultimately the decision of the department.</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Apple iTunes Account</strong></td>
<td>During initial setup, an Apple iTunes account is required and a credit card is necessary to register the device.  Reimbursement for app purchases on departmental credit cards is defined by each department.</td>
<td>During initial setup, an Apple iTunes account is required and a personal credit card is necessary to register the device.</td>
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</tbody>
</table>
| **iTunes Syncing with Computer** | CSDS iPad support service recommends the use of Apple’s wireless iCloud offering.  This wireless syncing and data storage on Apple’s site will alleviate the possibility of personal data (music, pictures, video) being stored and synced to the University computer or file services.  
If wired iTunes syncing is used, the CSDS iPad support service recommends that iPads be synced with ONE computer only.  Devices purchased with University funds and used solely for business purposes, may be synced with a CSDS supported computer.  **If device contains personal media (music/video), iTunes syncing must be done on a home computer.** | CSDS iPad support service recommends that iPads be synced via iTunes with ONE computer only.  Personally owned devices regardless of use should be synced on a home computer. |
## iPad Support

### Initial Setup Assistance:
The CSDS iPad support service ONLY includes initial setup assistance as described in the GoldAnswers articles listed below. CSDS staff's support and knowledge of iPads is limited to what is contained in these GoldAnswers self-help articles.

### Apps:
The CSDS iPad support service does not include configuration or troubleshooting of mobile device apps. *Apps requiring a client-side install cannot be installed on CSDS supported computers.* Free or licensed apps that are downloaded to the iPad, their configuration and use are the sole responsibility of the end user. CSDS does not suggest or recommend apps.

### Hardware:
The CSDS iPad support service does not include assistance or troubleshooting of any hardware add-on such as keyboard or projector. Use and configuration of these items is the sole responsibility of the customer.

### Self Help GoldAnswers Articles:
Search for “iPad” in GoldAnswers will return any new articles as they are written.

- [How do I set up my Exchange mailbox on my iPhone, iPod Touch or iPad?](#)
- [How do I connect to PAL 3.0 with a iPhone, iPad, or iPod?](#)
- [How do I connect to the VPN with an iPhone/iPod Touch/iPad?](#)
- [What steps should I take with my mobile device when resetting my password?](#)
- [How do I connect my iPad to Purdue services?](#)
- [Where can I find help for my mobile device?](#)

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*same*
## Hardware Repair

**Cost Model:** TBD

The CSDS iPad support service does not include the repair of iPads beyond instructing the user to reset the unit to factory defaults. (*see disclaimer)* CSDS will assist with the process of shipment of iPads to Apple authorized dealer for hardware repairs on behalf of the customer. The department will be responsible for all repair charges. CSDS does not have iPads available to loan while unit is out of service.

User is responsible for all hardware repairs. CSDS does not have iPads available to loan while unit is out of service.

## Inventory / Life Cycle

Departments are responsible for tracking University purchased iPads and their return prior to employee termination. Units should be reset to wipe all accounts and apps from the device prior to trading from one person to another or being sent to the warehouse.

Departments are responsible for maintaining awareness of personally owned iPads being used for business purposes.

## *Disclaimer*

During the course of setting up, syncing, troubleshooting or otherwise working with the iPad, CSDS is not responsible for loss of any media, data, apps or settings.

During the course of setting up, syncing, troubleshooting or otherwise working with the iPad, CSDS is not responsible for loss of any media, data, apps or settings. Furthermore, CSDS is not responsible for any physical damage to units while working with the personally owned device.