



# Apple Business Manager Beta Help v1.0

**Note:** To see whether an Apple program is available in your country or region, go to the Apple Support article [Availability of Apple programs for education and business](#).

## Overview

### What is Apple Business Manager?

Apple Business Manager is a simple, web-based portal for IT administrators to deploy iOS, macOS, and tvOS devices all from one place. You can configure device settings, create accounts for all your managers, and buy and distribute apps and books.

If you're already enrolled in the Device Enrollment Program (DEP) or the Volume Purchase Program (VPP), you may be able to upgrade your existing programs to Apple Business Manager, bringing together everything needed to deploy iOS devices, Mac computers, and Apple TV.

### Before you enroll

#### Program requirements

Before you enroll in to Apple Business Manager, make sure you're using a supported browser and have the necessary information ready for setting up your account.

#### Supported browsers

- Safari 9 or later on macOS
- Google Chrome 40.0 or later
- Microsoft Edge 13 or later

#### Initial account

Use the name of a person when setting up the account, not the name of a role or group. This account is known as the *administrator account*. You can give up to four managers administrator access once your enrollment is approved.

The following information is required:

- First and last name of the individual enrolling on behalf of the institution. Note: This must be a legal, human name. First and last names such as "IT Coordinator" or "iPad Deployment" will be returned to you to correct the information.
- A work email address that isn't associated with an iTunes or iCloud account, and that hasn't been used as an Apple ID for any other Apple service or website  
**CAUTION:** Don't use this new Apple ID with an iTunes or iCloud account, or any other Apple services or website other than Apple Business Manager. Doing so will cause the Apple ID to stop working with Apple Business Manager.
- Work phone number
- Role/Job title

## Verification contact

This person, usually a legal representative of your business, verifies that you have the authority to sign and bind your business to the terms and conditions of Apple Business Manager. The information given for this contact can't be the same as for the individual submitting the enrollment. This person is contacted during the enrollment process to verify information about the initial account and the business.

**Note:** During the review process, your verification contact is contacted by phone and asked to confirm information about you and your business before your enrollment is approved. Make sure that any filters allow mail from all apple.com domains. Return any missed phone calls quickly so that the enrollment process can proceed smoothly. The following information is required:

- Name
- Work email address
- Work phone number
- Role/Job title

## Business details

The following information is required:

- Legal name of the business
- Mailing address
- Country
- Phone number
- Website URL
- DUNS number

## Device eligibility

Eligible devices are available for assignment to your MDM solution through Apple Business Manager. After you enroll them, you can assign and manage them using that MDM solution.

## Requirements

To be eligible, devices must be running an operating system that meets the following requirements:

- iOS 7 or later (for iOS devices)
- OS X 10.9 or later (for Mac computers)
- tvOS 10.2 or later (for Apple TV)

After the operating system versions are verified by your IT administrator, the following conditions must be met in order to enroll devices in Apple Business Manager:

- The device must have been ordered after March 1, 2011, whether it was purchased directly from Apple or from a participating Apple Authorized Reseller or carrier.
- If the device was purchased directly from Apple, the purchaser must have used an enrolled and verified Apple customer number.

- If the device was purchased directly from a participating Apple Authorized Reseller or carrier, the device must be linked to that reseller's Apple reseller number. The actual date of eligibility is determined by the participating Apple Authorized Reseller or carrier sales' history.

### **Assign purchases to an MDM Server**

After new orders ship, you can search for them on the website by serial number or order number. Or you can manually upload a comma-separated value (.csv) file. You may also choose to automatically assign eligible devices to a specific MDM server. To learn more about device assignment, see Assign devices later in this document.

After you're enrolled, you can view your business's DEP Customer ID and any Apple customer numbers in the Device Purchases section of your business's parent location. To facilitate the enrollment of your devices in Apple Business Manager, do the following:

- Provide the business DEP Customer ID to your participating Apple Authorized Reseller or carrier.
- Add their Apple reseller number to your list of approved suppliers.

### **Enroll in Apple Business Manager**

#### **Enroll your business**

1. Go to [beta.business.apple.com](https://beta.business.apple.com)
2. Click Enroll now.
3. Enter and review the following business information:
  - Your business location and legal name
  - Address information, city, and postal code
  - Phone number
  - Website
4. Click Continue.
5. Enter and review your information:
  - First and last name of the individual enrolling on behalf of the institution. Note: This must be a legal, human name. First and last names such as "IT Coordinator" or "iPad Deployment" will be returned to you to correct the information.
  - A work email address that isn't associated with an iTunes or iCloud account, and that hasn't been used as an Apple ID for any other Apple service or website
  - Role/Job title
6. Click Continue.
7. Enter and review the verification contact information. The verification contact binds your business to the Apple Business Manager terms and conditions. Examples include your superintendent, principal, or treasurer. Apple contacts your verification contact to confirm your enrollment.
  - Name
  - Work email address
  - Role/Job title
8. Click Continue, review the information carefully, click Submit, then agree to the Apple Business Manager terms and conditions.

9. Check your email for a message from Apple Business Manager with the subject line "Your enrollment is in review."

During the review process, your verification contact is contacted by phone and asked to confirm information about you and your business before your enrollment is approved. Make sure that any filters allow mail from all apple.com domains. Return any missed phone calls quickly so the enrollment process can proceed smoothly.

### **Confirm enrollment and grant administrator access**

After Apple speaks with your verification contact and confirms your information, that contact receives a mail message from Apple Business Manager with the subject line "Thank you for verifying your business." The contact can then complete the following task.

1. Open the mail message from Apple Business Manager with the subject line "Thank you for verifying your business."
2. Review the message and do one of the following:
  - Click the "Confirm [*name of person*]" button to let that person be an administrator of Apple Business Manager. This is the name of the person who initially enrolled in Apple Business Manager.
  - If you don't want this person to be an administrator, click the "choose someone else" link, enter another person's information, then click Submit.
3. Your verification contact must also check the box indicating that you approve this person to accept responsibility for signing the Apple Business Manager terms and conditions on behalf of your organization.

Once this task is complete, the person who was selected to be the administrator receives a mail message from Apple Business Manager with the subject line "Enrollment Complete."

### **Complete the enrollment process**

Once your verification contact approves you, you'll receive a mail message letting you know your enrollment is approved. You can then create your own Managed Apple ID and approve all the terms and conditions.

1. Open the mail message from Apple Business Manager with the subject line "Enrollment Complete."
2. Click the "Get Started" button in the message to open Safari or your default browser. To view a list of supported browsers, see Program Requirements in this document.
3. Enter an email address for you to use as your Managed Apple ID.

**Important:** This can be your work email address if you haven't used it as an Apple ID before with an iTunes or iCloud account, or any other Apple services or websites. *This email address becomes your Managed Apple ID.*
4. Enter a secure password, then confirm it.
5. Confirm your name, then enter your date of birth.
6. Enter your SMS-enabled mobile phone number, then select how you would like to obtain secondary verification.
7. Click Submit.
8. Enter the verification code you received, then click Verify.
9. Accept the terms and conditions. You must accept all terms in order to proceed.

## Updated terms and conditions

When terms and conditions are updated, an administrator must sign in and accept those updated terms and conditions. Most of the functionality in Apple Business Manager is blocked until the updated terms and conditions are accepted.

## View activity

Apple Business Manager is compatible with one or more mobile device management (MDM) servers, and can be managed by several different people. It's important that you know how to view all the activity that impact various aspects of it, regardless of where the activity originates.

**Note:** Some activities or status messages can be viewed only by managers with the correct privileges.

You can view the following. They are categorized by activity, status, and date-created events.

### Activities

You can select all that apply.

- Update Managed Apple IDs
- Set Password Policies
- Assign Roles
- Deactivate Accounts
- Reactivate Accounts
- Restore Accounts
- Delete Accounts
- Create New Sign-Ins
- Email New Sign-Ins
- Create New Verification Codes
- Email New Verification Codes
- Updates

### Status

You can select all that apply.

- In Progress
- Successfully completed
- Completed with Issues
- Completed with Server Errors
- Manually Stopped

### Date Created

Select only one.

- Within last 24 hours
- Within last 7 days
- Within last 30 days

1. Click Activity in the sidebar.
2. If applicable, click Filter in the search bar and choose from the following:
  - Activity
  - Status
  - Date Created
3. Once you've chosen from the initial list, you can further restrict your search by selecting from the second filter.
4. Click an activity to view the information and download the log file to your computer for additional information.

## Managed Apple IDs

Like any Apple ID, Managed Apple IDs are used to sign in to a personal or managed device. They are also used to access Apple services—including iCloud—and Apple Business Manager. Unlike Apple IDs, Managed Apple IDs are owned and managed by your business and are designed to meet the needs of business—including passcode resets, limitations on communications, and role-based administration.

**Important:** Keep in mind that every Managed Apple ID must be unique. It also can't conflict with other Apple IDs that your accounts may already have.

### Restricted services and features

Some Apple services and features are disabled for Managed Apple IDs. For example:

- App Store (allows browsing but not purchasing, paid or free)
- iTunes Store (allows browsing but not purchasing, paid or free)
- iBooks Store (allows browsing but not purchasing, paid or free)
- Messages (can be enabled for users in Apple Business Manager)
- FaceTime (can be enabled for users in Apple Business Manager)
- iCloud Keychain
- HomeKit-connected devices
- Apple Pay
- iCloud Mail
- Find My iPhone
- Find My Mac
- Find My Friends
- iCloud Family Sharing

**Note:** Not all of these services are available in all countries or regions.

### Use Managed Apple IDs

As an administrator or manager, you use Managed Apple IDs in two main ways, with accounts and roles.

*Accounts:* Administrators can complete a range of tasks within Apple Business Manager to manage accounts. For example, you can assign roles or reset passwords for a specific set of users.

*Roles:* After a Managed Apple ID is created for a user, the administrator can then assign roles for the user. These roles define which tasks users can perform in Apple Business Manager and with their Managed Apple ID.

In addition, the administrator and manager can manually add an account at any time, such as when a temporary user is added to your business. You can also view and edit account information, such as the user's name, ID number, and more. Depending on your role, you can also reset a user's Managed Apple ID password and deactivate or restore an account.

## Create Managed Apple IDs

### Recommended Managed Apple ID structure

A Managed Apple ID should be different from a user's personal email address to help avoid confusion.

- A unique user name to the left of the at sign (@).  
You can use information from the user's account, such as an email address or other account name, as the unique user name. You can also create a unique user name from their names, initials, or ID numbers. If two users end up with the same user name, Apple Business Manager will add a number to differentiate them.  
For example, *scottmiller1@* would be the unique username.
- Text immediately to the right of the @ sign.  
Apple recommends using "appleid." as the text for all accounts.  
For example, *scottmiller1@appleid.* would be the beginning of the full Managed Apple ID.
- The domain of your business.  
For example, a fully complete Managed Apple ID would be *scottmiller1@appleid.mybusiness.com*.

Be sure you use the same formula for all Managed Apple IDs in your business.

### Create Managed Apple IDs from existing email addresses

Managed Apple IDs don't have to be the same as the user's email addresses. If everybody in your business has an email address and those addresses have *never* been used for the Device Enrollment Program, Volume Purchase Program, or personal iTunes or iCloud accounts, then you can choose to create Managed Apple IDs using those email addresses.

**Important:** If you choose to use existing email addresses for Managed Apple IDs, the user will have to remember two passcodes—the original one that is associated with their email address, and the one associated with their Managed Apple ID.


### Managed Apple IDs, roles, and passcodes

When you create each account, you assign a role that defines the privileges for that account. You can define passcode policies for each account, and it's easiest to assign them per role.

### Managed Apple ID passcode complexity

When you add users to Apple Business Manager, you set a passcode complexity for that user. A complex passcode shows the full keyboard. When the user signs in with their Managed Apple ID and their initial passcode, they are prompted to change their passcode using the level of complexity you initially set in Apple Business Manager.

### Create Managed Apple IDs

1. Sign in to Apple Business Manager.
2. Click on Accounts on the left hand navigation
3. Click Add  next to Create Accounts.
4. Fill in the necessary required fields and click Create

You can also edit the default Managed Apple ID formats within the Settings for your Location.



# Manage locations

## About locations

When you sign up for Apple Business Manager, an initial location has been created. As you expand your use of Apple Business Manager, you can add more locations and edit their information.

## Add a location

You can add a sublocation to Apple Business Manager. This is useful if you're managing more than one part of your business.

1. Click Locations in the sidebar, then click the Add New Location button at the top of the window.
2. Enter the new location information, then click Save.

## Delete a location

You can delete a manually created location. Before you do, all data must be transferred to another location.

1. Click Locations in the sidebar.
2. Search for a location in the Search Locations field, then select the location you want to delete.
3. Click Delete Location. Make sure you want to delete the location. This action can't be undone.
4. Click Delete, then click Done.

## View location information

In some cases you will only see connections made by you.

1. Click Locations in the sidebar, then choose a location to view basic information about that location.
2. Click Settings at the bottom of the sidebar to view additional information about this business.

## View and edit business settings

You can view your settings and, depending on your role, specific business settings in Apple Business Manager.

### View and edit your information

Click Settings at the bottom of the sidebar, click My Profile, then click “Manage at [appleid.apple.com](https://appleid.apple.com)” to:

- Change your email address
- Add or change your phone number used for two-step verification

### View your app and book purchases

Click Settings at the bottom of the sidebar, click My Profile, then click Apps and Books to view your apps and books purchased with your account.

### View business information and license agreements

Depending on your role, you may be able to view specific information about your business.

- Click Settings at the bottom of the sidebar, click Enrollment Information, then click View History to view the current license agreements necessary to use Apple Business Manager.

### Manage device purchase information

Depending in your role, you may be able to edit device purchase information for your business.

- Click Settings at the bottom of the sidebar, click Device Purchases, then do one of the following (provided that you have the correct privileges):
  - Click Add to add an Apple customer number, then click Done.
  - Click Add to add an Apple reseller number, then click Done.

# Work with user accounts

## About user accounts

Accounts in Apple Business Manager are manually created.

Each user account may have the following information associated with it, which can be viewed in the account list or when an account is selected:

- Status with image, if provided, and source
- First, middle, and last name
- Role and location
- Email address, if provided
- Person ID and Person Number

**Note:** The account names in Apple Deployment Programs have been changed in Apple Business Manager to the following:

- Program Agent is called *Administrator*.
- Administrators are called *managers*.
  - The accounts used to purchase apps and books from the Volume Purchase Program become content managers with the continued ability to purchase apps and books.
  - The accounts used to manage MDM servers become device managers.

For more information about roles, see Role privileges.

## User account status

Users can have an account status that varies. Depending on what the account status and account source is, you may be able to perform certain actions on that user account.

- **New account:** This account is new, and the user has not yet signed in.
- **Active account:** This account is active. The user has signed in at least once.
- **Deactivated account:** This account has been deactivated, and the user is unable to sign in.
- **Locked account:** This account has been locked because of too many unsuccessful sign-in attempts.
- **Passcode reset:** This is not a new account, and its passcode has been reset to a temporary passcode.

When the status is "New," you can delete the account.

When the status is "Active," you can deactivate or delete the account.

When the status is "Deactivated," you can Reactivate or delete the account.

## Search for user accounts

You can search for user accounts in Apple Business Manager. This is useful when you want to assign roles or reset passcodes for a specific set of users.

- Click Accounts in the sidebar.
- Click Filter in the Search bar if you want to choose additional fields to filter your search results.
- Click in the Search Accounts field above the Search bar, then enter your search criteria.

## Add a user account

You can manually add a user account at any time. When you add an account, you must assign it a role. You may want to manually add an account if, for example, a temporary user is added to your organization.

1. Click Accounts in the sidebar.
2. Click the Add New Account button in the upper-middle of the window.
3. Enter the following mandatory information: First and last name, role and location
4. If necessary, enter the following optional information: Middle initial or name, email address, Person Number.
5. Click Save Person in the bottom-right corner of the window.

## Add administrators

You can have up to four additional administrator accounts for Apple Business Manager. Any manually created manager role can be changed to an administrator role.

**Important:** You should set up at least one additional administrator account in case your original administrator is unable to sign in for any reason.

1. Click Accounts in the sidebar.
2. Click the Add New Account button.
3. Enter the following mandatory information: First and last name, administrator role and location
4. If necessary, enter the following optional information: Middle initial or name, email address, Person Number.
5. Click Save Person in the bottom-right corner of the window.

## Add managers

If you have other people in your business who will manage people, devices, and content, you can add them in Apple Business Manager. This lets you spread out responsibility for managing specific tasks—for example, in a large enterprise business, where departments may want to manage their own mobile device management (MDM) solution and user list.

Managers can do the following, depending on the type of manager they are:

- **Set up devices:** Enroll Apple devices in your MDM solution during device activation, and skip basic setup steps to get users up and running quickly.
- **Buy and distribute apps and books:** Purchase apps and books so they can be assigned (and in the case of apps, *reassigned*) by your MDM solution.

## To add a new manager account

1. Click Accounts in the sidebar.
2. Click the Add New Account button in the upper-middle of the window.
3. Enter the following mandatory information: First and last name, Select the manager role and location.
4. If necessary, enter the following optional information: Middle initial or name, email address, Person Number.
5. Click Save Person in the bottom-right corner of the window.

## To add a manager role to an existing account

1. Select Accounts in the sidebar.
2. Click Filter in the Search bar if you want to choose additional fields to filter your search results.
3. Click in the Search Accounts field above the Search bar, then enter your search criteria.
4. Click Edit , select a manager role and location, then click Save.

## View user account information

You can view all information for a user account or for selected accounts.

To view information for a user account:

1. Click Accounts in the sidebar.
2. Search for an account in the Search Accounts field, then select that user from the user list.  
To select more than one account, use the Shift or Command key on the keyboard.
3. View the account information.

## Edit account information

You can edit account information, such as the user's name, ID number, and more. Depending on your role, you can do such things as send them a verification code so they can sign in, or deactivate an account.

1. Click Accounts in the sidebar.
2. Search for an account in the Search Accounts field, then select that user from the user list.  
If you select more than one user, some actions can only be done to users with similar roles.
3. Click Edit , then select what you want to edit.
4. Click Save.

## Deactivate user accounts

You can deactivate user accounts so that the selected users are unable to sign in. If an account is in a deactivated state for more than 30 days, it will be deleted.

To view which accounts can be deactivated, see [User account status](#).

## Deactivate a single account

1. Click Accounts in the sidebar.
2. Search for an account in the Search Accounts field, then select the account you want to deactivate.
3. Click Deactivate Account.
4. Click Done.

## Deactivate multiple accounts

1. Click Accounts in the sidebar.
2. Search for accounts in the Search Accounts field, then select the accounts you want to deactivate.
3. Click Change in the Account Status row.
4. Choose Deactivate from the pop-up menu, then click Continue.
5. Click Done.

## Reactivate user accounts

You can reactivate user accounts so that the selected users are able to sign in again.

To view which accounts can be reactivated, see [User account status](#).

### Reactivate a single account

1. Click Accounts in the sidebar.
2. Search for an account in the Search Accounts field, then select the account you want to reactivate.
3. Click Reactivate Account.
4. Click Done.

### Reactivate multiple accounts

1. Click Accounts in the sidebar.
2. Search for accounts in the Search Accounts field, then select the accounts you want to reactivate.
3. Click Change in the Account Status row.
4. Choose Reactivate from the pop-up menu, then click Continue.
5. Click Done.

## Delete user accounts

You can delete manually created user accounts.

To view which accounts can be deleted, see [User account status](#).

### Delete a single account

1. Click Accounts in the sidebar.
2. Search for an account in the Search Accounts field, then select the account you want to delete.
3. Click Delete Account. Make sure you want to delete the account. This action can't be undone.
4. Click Delete, then click Done.

### Delete multiple accounts

1. Click Accounts in the sidebar.
2. Search for accounts in the Search Accounts field, then select the accounts you want to delete.
3. Click Change in the Account Status row.
4. Choose Delete from the pop-up menu, then click Continue.
5. Click Delete, then click Done.

## Reset a verification phone number

The administrator, manager, and staff roles all require a six-digit verification code along with their Managed Apple ID account passcode. This verification code, which is sent to a phone number associated with the account, enhances the security of Apple Business Manager.

If the account owner changes phone numbers, you can reset the account to ask for a new phone number. Accounts that have identical privileges or lesser privileges can be reset only by you.

1. Click Accounts in the sidebar.
2. Search for an account in the Search Accounts field, then select the account in the list.
3. Click Reset Phone Number, then click Reset. When the user signs in again, they are prompted to add a new phone number.

## **Add additional verification phone numbers**

For certain administrator and manager accounts, such as a content manager's, you may want to add more than one verification phone number.

**Note:** Each phone number will get a code that must be entered to verify that specific number. Have all the phones nearby so the codes can be entered.

1. Go to <https://appleid.apple.com> and sign in with your Managed Apple ID.
2. In the Security section, click Edit.
3. Click "Add a trusted phone number," enter the phone number and select Text Message or Phone Call, then click Continue.
4. Enter the six-digit code, then click Verify.

# Assign and reset passcodes

## About temporary passcodes

Apple Business Manager creates temporary passcodes, valid for 90 days. These temporary passcodes are for users of the accounts to sign in, at which point they must change their passcode. Apple Business Manager never shows the passcode of an account once it has been changed from the temporary passcode.

For accounts assigned to the administrator, manager, or staff role, their sign-in always requires their passcode and a six-digit verification code. Once entered, the device only requires the verification code every 30 days.

For more information about sending verification codes, see [About verification codes](#).

**Important:** Apple devices whose information is uploaded to Apple Business Manager handle authentication differently than devices that aren't listed. For more information about adding devices to Apple Business Manager, see [Device management overview](#).

Accounts assigned to the administrator, manager or staff role must use a standard passcode (eight or more numbers and letters).

## Create a new sign-in

When new user accounts are imported or created in Apple Business Manager, you must create an initial temporary passcode for them and communicate it to them. When they sign in for the first time, they'll have to create a new passcode.

1. Click Accounts in the sidebar.
2. Search for accounts in the Search Accounts field, then select the accounts with which you want to communicate the initial passcode.
3. Click Create Sign-In for a single user, or click Create in the Sign-Ins row. You can download PDF and .csv files or email the initial passcodes to the selected users.
4. Select your method, click Continue, then do one of the following:
  - If you selected .csv and PDF, click Download and choose from the following:
    - **8-up PDF:** This creates up to 8 users per page. You can cut the page into sections and distribute the appropriate section to each user.
    - **1-up PDF:** This creates a single page for each user.
    - **.csv:** This creates a .csv file with five columns, the user's account ID, their first, middle, and last name, and their initial passcode.
  - If you selected "email," Apple Business Manager sends the initial passcode to the email address listed in the user's account details. The user receives an email from Apple Business Manager with their account ID and initial passcode.

## Reset passcodes

When a user forgets their passcode, you can reset it with Apple Business Manager. Resetting their passcode allows them to get a temporary passcode, at which time they'll have to create a new passcode.



## Resetting passcodes

Users have two ways they can reset a passcode:

- They can use the passcode that was previously used.
- They can use a common series, such as 12345. This option is allowed only when resetting a passcode.
  1. Click Accounts in the sidebar.
  2. Search for accounts in the Search Accounts field, then select the accounts for which you want to reset the passcode.
  3. Click Reset Passcode for a single user or click Create in the Sign-Ins row. You can download PDF and .csv files or email the temporary passcodes to the selected users.
  4. Select your method, click Continue, then do one of the following:
    - If you selected .csv and PDF, click Download and choose from the following:
      - **8-up PDF:** This creates up to 8 users per page. You can cut the page into sections and distribute the appropriate section to each user.
      - **1-up PDF:** This creates a single page for each user.
      - **.csv:** This creates a .csv file with five columns, the user's account ID, their first, middle, and last name, and their initial passcode.
    - If you selected "email," Apple Business Manager sends the temporary passcode to the email address listed in the user's account details. The user receives an email from Apple Business Manager with their account ID and temporary passcode.

# Send codes

## About verification codes

Verification codes are six-digit codes dynamically created so users who require additional verification can sign in to Apple Business Manager.

The administrator, manager, and staff roles all require a six-digit verification code along with their account passcode. This enhances the security of Apple Business Manager.

## Send verification codes

You can send verification codes so they can use their ID to sign in to iCloud (using Safari), to the iCloud preferences pane (on a Mac), or to an iPad or iPhone.

### Send a verification code to a user

1. Click Accounts in the sidebar.
2. Search for an account in the Search Accounts field, then select the account you want to send a verification code to.
3. Click Verification Code. You can download a PDF or .csv files, or you can email the verification codes to the selected user.
4. Select your method, click Continue, then do one of the following:
  - If you selected .csv and PDF, click Download and choose from the following:
    - **1-up PDF:** This creates a single page for the user.
    - **.csv:** This creates a .csv file with five columns, the user's account ID, their first, middle, and last name, and their verification code.
  - If you selected "Send as an email," click Continue.
  - Apple Business Manager sends the verification code to the email address listed in the user's account details. The user receives an email from Apple Business Manager with their account ID and verification code.

### Send verification codes to multiple users

1. Click Accounts in the sidebar.
2. Search for accounts in the Search Accounts field, then select the accounts you want to send a verification code to.
3. Click Create in the Verification Codes row. You can download a PDF or .csv files, or you can email the verification codes to the selected user.
4. Select your method, click Continue, then do one of the following:
  - If you selected .csv and PDF, click Download and choose from the following:
    - **8-up PDF:** This creates up to 8 users per page. You can cut the page into sections and distribute the appropriate section to each user.
    - **1-up PDF:** This creates a single page for each user.
    - **.csv:** This creates a .csv file with five columns, the user's account ID, their first, middle, and last name, and their verification code.
  - If you selected "Send as an email," click Continue.
  - Apple Business Manager sends the verification code to the email address listed in the user's account details. The user receives an email from Apple Business Manager with their account ID and verification code.

# Assign roles

## Role management

Every Apple Business Manager account has one or more roles that define what the user of the account can do. Certain roles can manage other roles. For example, an account that has the role of manager can act on an account that has the role of a user.

### An overview of the Roles window:

Certain roles can act on other roles. For example, an administrator can change settings for any other role, while users with a staff role can only change settings for users.

Role	Can act on the following other roles
Administrator	Other administrators, site manager, people manager, device manager, content manager, staff
People Manager	Other people managers, device manager, content manager, staff
Device Manager	None
Content Manager	None
Staff	None

## Role privileges

Each role consists of a set of privileges; if you add or remove a privilege, it affects all accounts that have that role. User roles have very limited privileges, manager roles have more, and the administrator has the most.

### Basic privileges

Privilege	Administrator	People Manager	Device Manager	Content Manager
Accept Apple Business Manager terms and conditions	Required	Always off	Always off	Always off
Edit privileges for other roles	Required	Required	Always off	Always off
Transfer app and book licenses between locations	Required	Always off	Always off	Always off
Add Apple customer numbers and DEP Reseller IDs	Required	Always off	Always off	Always off
Set business's tax status information	Required	Always off	Always off	Always off

Configure business settings, as shown in the following table:

Privilege	Administrator	People Manager	Device Manager	Content Manager
Create, edit, and delete locations	Required	Required	Always off	Always off
Set the default Managed Apple ID user name format	Required	Required	Always off	Always off

Manage device settings, as shown in the following table:

Privilege	Administrator	People Manager	Device Manager	Content Manager
Manage MDM servers	Required	Always off	Required	Always off
Add, assign, and remove devices	Required	Always off	Required	Always off

Other basic privileges, as shown in the following table:

Privilege	Administrator	People Manager	Device Manager	Content Manager
Use managed devices	Required	Required	Required	Required
Use managed apps and books	Required	Required	Required	Required
Sign in to <a href="https://icloud.com">icloud.com</a>	Required	Required	Required	Required

## People privileges

Privileges to reset passcodes and generate verification codes, as shown in the following table:

Privilege	Administrator	People Manager	Device Manager	Content Manager
Reset passcodes for users	On by default	On by default	Always off	Always off
Generate verification codes	On by default	On by default	Always off	Always off

## Content privileges

Configure content settings, as shown in the following table:

Privilege	Administrator	People Manager	Device Manager	Content Manager
Buy apps and books	On by default	Always off	Always off	On by default
View App and Book Store	On by default	Always off	Always off	On by default

Privileges to manage apps and books, as shown in the following table:

Privilege	Administrator	People Manager	Device Manager	Content Manager
Reassign licenses for apps and books	On by default	Always off	Always off	On by default
Hold unassigned licenses for apps and books	On by default	Always off	Always off	On by default

**Note:** You can migrate a Volume Purchase Program (VPP)-only account into Apple Business Manager.

## Staff

Configure staff settings, as shown in the following table:

Privilege	Staff
Use managed devices	Required
Sign in to <a href="https://icloud.com">icloud.com</a>	Required
Use managed apps and books	Required

## View roles

To view or edit roles, you need to have the appropriate privileges. You're unable to add a privilege that you yourself don't have.

### View a role

1. Click Roles in the sidebar.
2. Select a role.
3. View the role and a list of the privileges associated with it.
4. Click Show to view individuals who hold that role.

### Edit a role's privileges

1. Click Roles in the sidebar.
2. Select a role, click Edit , then do one of the following:
  - To remove a privilege from a role, uncheck its check box, then click Save.
  - To add a privilege, check its check box, then click Save.

## Assign roles

Roles are location based. This means that an account can be assigned a staff role in one location but be assigned a manager role in another location.

Accounts can have several roles assigned to them. It's a good idea to plan role assignments before assigning any roles.

1. Select Accounts in the sidebar.
2. Click Filter in the Search bar if you want to choose additional fields to filter your search results.
3. Click in the Search Accounts field above the Search bar, then enter your search criteria.
4. Click Edit, select a role and location, then click Save.

# Manage devices

## Device management overview

Apple Business Manager provides a fast, streamlined way for you to deploy Apple devices that your business has purchased directly from Apple or from a participating Apple Authorized Reseller or carrier. You can automatically enroll devices in your mobile device management (MDM) solution without having to physically touch or prep the devices before users get them. And with your MDM solution, you can further simplify the setup process for users by removing specific steps in Setup Assistant, so users are up and running quickly.

You can also control whether a user can remove the MDM profile from the device. For example, you can order the devices from Apple, configure all the management settings, and have the devices shipped directly to the user's home address. After the device is unboxed and activated, the device is automatically enrolled in your MDM solution and all management settings, apps, and books are ready for the user.

Here's how this simple process works for users: After enrolling in the program, a user with the proper privileges signs in to the program website, links one or more MDM servers to the account, and then associates specific devices to one of the MDM servers. The devices can then be assigned to users with MDM. Once a device is activated, any MDM-specified configurations, restrictions, or controls are automatically installed.

**Note:** To see whether an Apple program is available in your country or region, go to the Apple Support article [Availability of Apple programs for education and business](#).

## Manage device suppliers

You can manage your Apple customer numbers and Reseller IDs, adding or deleting supplier information as necessary. For example, a large business may have more than one Apple customer number. If you don't add these during enrollment, you can add them at any time.

## Communicate and enter ID information

If you purchase devices through participating Apple Authorized Resellers or carriers, you *must* complete all three steps below, so orders placed with that reseller or carrier will appear in Apple Business Manager:

- Communicate your business's DEP Customer ID to the participating Apple Authorized Reseller or carrier, and verify that they received it.
- Add the Apple reseller number of your participating Apple Authorized Reseller or carrier to your supplier list.
- Arrange with your participating Apple Authorized Reseller or carrier to have them submit your orders through their portal to Apple (it won't happen automatically).

**Important:** If you don't know the Apple reseller number of your participating Apple Authorized Reseller or carrier, contact them for assistance.

## Add an Apple reseller number or an Apple customer number

1. Click Locations in the sidebar, then search for and select your location.
2. Click Settings, then click Device Purchases.
3. Click the Add button next to either your Apple customer number or Apple reseller numbers, enter the information, then click Save. If the Add button is missing or dimmed, this information may already be saved in Apple Business Manager.

## View device order information

When a participating Apple Authorized Reseller or carrier submits an order for you, Apple sends you one or more email messages on behalf of the reseller or carrier. These email messages, which are sent to the administrator, are from Apple Business Manager, with the address `noreply@email.apple.com`. Be sure to add this address to your approved list so that SPAM filters don't mark the messages as junk mail.

There are five types of messages, all shown in Greenwich Mean Time (GMT). The message subject lines and descriptions follow here.

### Devices Submitted

As soon as orders are submitted by the participating Apple Authorized Reseller or carrier, the administrator receives an email message, with the order numbers and order dates, which states:

"The following order was submitted by *name of reseller* on your behalf for enrollment in Apple Business Manager and received by Apple on *date and time*.

We will notify you when the devices are available for enrollment."

### Devices Pending

If the Apple reseller number hasn't been added to the list of device suppliers, the administrator receives an email message, with the order numbers and order dates, which states:

"The devices submitted by *name of reseller* on your behalf on *date and time* will not be available for enrollment in your Apple Business Manager account until you add them as a reseller.

Please contact Apple Business Manager support if you did not authorize this submission or otherwise believe it was made in error."

### Devices Available

After the orders are processed, the administrator receives an email message, with the order numbers and order dates, which states:

"The devices submitted by *name of reseller* on your behalf and received by Apple on *date and time* are now available to be enrolled in your Apple Business Manager account."

### Submission Error

If an error occurs in the submission process, the administrator will receive an email message with the order numbers and order dates, which states:

"There were errors in the submission made by *name of reseller* on your behalf to Apple Business Manager on *date and time*. Please follow up with *name of reseller* for additional details."

## Devices Removed

When devices are removed, the administrator receives an email message, with the order numbers and order dates, which states:

“One or more devices from the following order submitted by *name of reseller* on *date and time* has been removed from your account.

This could be the result of a product return you initiated with them or a correction to a prior submission. Please contact *name of reseller* for more details.”

## Manage mobile device management (MDM) servers

### Add MDM servers

You must create at least one mobile device management (MDM) server before you can begin assigning devices. Before you create your server, review the certificate, security, and naming information below.

### MDM server security

Every server you create must be known to Apple and must be securely authorized using a two-step verification process. The verification process involves creating and installing a server token on your MDM server.

For information about how to transfer the token, see your MDM vendor’s documentation.

### MDM server names

When you name each server, you don’t need to use the fully qualified domain name. For example, you can choose a name based on a specific building, location, room, or job function (but you can’t use the same name for multiple servers).

### MDM server certificates

Before you add an MDM server, get the public key certificate file (ending in .pem or .der) from your MDM vendor for each server you want to add. See the MDM vendor’s documentation for information about getting the server’s public key certificate.

Server tokens expire after one year, and must be replaced. Depending on the MDM vendor, you may or may not get a warning that a token is going to expire. Well before a token is about to expire, sign in to Apple Business Manager, generate and download a new token for the MDM server and transfer that token to the MDM server for immediate installation. See your MDM vendor’s documentation for information about how to transfer the token.

1. Click MDM Servers in the sidebar, then click the Add New MDM Server button.
2. Enter a unique name for the server.
3. Upload the public key certificate file, then click Next.
4. Click Save.
5. Click Get Token, then click Get Server Token.
6. You must now upload the server token to a specific MDM server. Consult your MDM vendor’s documentation to complete this step. Note: If you want this server to automatically be the MDM solution for all devices purchased after this server was configured, click Set as Default.
7. Repeat steps 1 through 6 for any other MDM servers you want to add.



## Edit MDM servers

A user with the proper privileges may sometimes need to edit MDM server information. For example, a user must replace the active server token on an MDM server in these situations:

- When a new public key is created or if a new server token is generated
  - When the Managed Apple ID password of the user who downloaded the initial token is changed
  - As a security measure, when the user who downloaded the original token leaves your business
1. Click MDM Servers in the sidebar, then select the name of the server. You can:
    - Set or change the default server
    - View or rename the server
    - View the last connected IP address
    - View or upload a public key certificate
    - View, generate, or download a new server token
    - Delete the server and assign devices to another server
    - View assigned devices and get a breakdown by device type and quantity
    - Download a comma-separated value (.csv) file that contains the serial numbers of all assigned devices
    - Automatically assign any new devices to an MDM server clicking Set As Default.
  2. After you make changes or download a new token or .csv file, click Save.

## Delete MDM servers

You can delete an MDM server and reassign or unassign devices that are currently assigned to it.

1. Click MDM Servers in the sidebar, then click the name of a server.
2. Click Delete Server, then click OK.
3. Select the MDM server that the devices will be reassigned to.
4. Click Reassign & Delete.

**Important:** If a server that has devices assigned to it goes offline instead of being deleted (for example, due to a network issue), devices associated with that server are managed with the last known configuration until they're assigned to a new server, or erased and reactivated.

## Manage device assignments

### Assign devices added from Apple Configurator 2

You can add iOS and tvOS devices to Apple Business Manager using Apple Configurator 2, regardless of where the devices were purchased. When you set up a device that has been manually enrolled, it behaves like any other enrolled device, with mandatory supervision and mobile device management (MDM) enrollment. For devices that weren't purchased directly, the user has a 30-day provisional period to remove the device from enrollment, supervision, and MDM.

There are several ways to add devices to one of the programs in Apple Configurator 2:

### You don't enable "Activate and complete enrollment"

You check this if you have a new or existing device that requires unique user authentication to enroll in MDM. The device is left at the Setup Assistant, and the user completes the enrollment.

## You enable “Activate and complete enrollment”

You check this if you have an existing device that already has a record in, and is managed by, your MDM. This can include managing all the Setup Assistant steps so that the user gets a device that’s ready to use.

## Once a device is added by Apple Configurator 2

The device is placed into a group named “Devices added by Apple Configurator” in the Devices section in Apple Business Manager and Apple Deployment Programs. You can then assign the device to one of your MDM servers. After assigning a device to your MDM server, any settings assigned by Apple Configurator 2 are no longer used for enrollment.

**Important:** You may need to refresh the list of devices in your MDM solution before these newly added devices appear.

## Assign devices

Your account contains a record of all the orders you have placed directly with Apple after March 1, 2011. Because accounts with participating Apple Authorized Resellers or carriers may not keep records going back to March 1, 2011, consult your participating Apple Authorized Reseller or carrier for your account’s order timeline.

Before you can assign devices, you must have entered your appropriate Apple customer number and/or communicated your DEP Customer ID to a participating Apple Authorized Reseller or carrier and added their Apple reseller number to your account. For information, see [Manage device suppliers](#).

After an order ships, you can search for the order number and use it to assign devices to an authorized MDM server. For example, when you place an iPad order for 5000 units, you can use the order number to assign all or a specific number of devices to an existing authorized MDM server. There are three ways to assign devices:

- **Serial number:** You can assign devices by serial number to a specific MDM server. This method makes sense if the devices you need to assign are few in number, in your physical possession, and easy to erase. You can search for serial numbers using the search field at the top of the window.
- **Order number:** Assigning devices by order number makes sense if a single MDM server is used for an entire device deployment (or a single order), and devices are still in their original packaging and are going directly to the users. Order numbers also show the vendor. For example, orders purchased from Apple will appear as “Order number - Apple Inc. (Direct).” Orders purchased from a participating Apple Authorized Reseller or carrier will appear as “Order number - Name of reseller.”
- **Upload CSV file:** You can upload a .csv file containing only the serial numbers you want. You can use this method when a specific group of users’ devices need to be managed by a specific MDM server. You can also download a .csv file for a specific order number, split the file into smaller files, and upload those .csv files and assign them to specific MDM servers.

Click Device Assignments in the sidebar, then choose the method for device assignment:

- **If you choose Serial Number:** Enter each serial number separated by a comma.
- **If you choose Order Number:** The quantity and type of devices are shown.
- **If you choose Upload CSV File:** You also upload a comma-separated value (.csv) file that contains a list of device serial numbers.

Choose Assign to Server from the Perform Action pop-up menu, select the MDM server to associate the specified devices with, then click Done.

## Unassign devices

You can unassign devices from an MDM server. For example, if a device is moved from one part of your organization to another, you can unassign it from one MDM server and assign it to another MDM server. If you keep the device in the program, it simply becomes associated with another MDM server.

You can also unassign devices by removing the MDM server that they're associated with.

1. Click Device Assignments in the sidebar and choose the method for device unassignment:
  - If you choose Serial Number: Enter each serial number separated by a comma.
  - If you choose Order Number: View the quantity and type of devices.
  - If you choose Upload CSV File: You also upload a comma-separated value (.csv) file that contains a list of device serial numbers.
2. Choose Unassign Devices from the Perform Action pop-up menu, then click Done.

You can reassign devices to a different MDM server at any time.

## Release devices

Devices can be permanently removed from the Apple Business Manager. You permanently remove a device from the program if it's been sold, lost, or can't be repaired. This is called *releasing a device*. Under the terms and conditions of Apple Business Manager, you are legally required to release any devices you no longer own.

**Important:** If a device is removed from Apple Business Manager, it can be added back using Apple Configurator 2.5.

1. Click Device Assignments in the sidebar and choose the method for device disownment:
  - **If you choose Serial Number:** Enter each serial number separated by a comma.
  - **If you choose Order Number:** The quantity and type of devices are shown.
  - **If you choose Upload CSV File:** You also upload a comma-separated value (.csv) file that contains a list of device serial numbers.
2. Choose Release Devices from the Perform Action pop-up menu, then click Done.
3. Carefully read the "Are you sure you want to release this device?" dialog, then click Release.
4. Click OK.
5. Verify that the devices have been removed by searching for the serial numbers in the search field at the top of the window.

## Review device assignments

You can review details of your device assignments, including:

- The order numbers
- The date the devices are assigned or unassigned
- Who assigned (or unassigned) the devices to a specific MDM server
- The name of the MDM server that the devices have been assigned to or unassigned from
- The total number of devices, organized by device group

You can also download a .csv file containing the serial numbers of all the devices (assigned or unassigned) for each MDM server.

1. Click Assignment History in the sidebar.
2. Click an assignment to get more information.
3. To download a .csv file with the serial numbers associated with an assignment, click Download.

## **Assign a serviced device**

If you replace an iOS device currently enrolled in Apple Business Manager through an Apple Authorized Service Provider, the replacement device is usually also available for enrollment. You can manually assign the device to a server using your order number. To find replacement devices, search for order numbers that begin with the letter *R*.

If you replace a device that was assigned to a specific MDM server, the replacement device is automatically assigned to the same server.

If you have a Mac enrolled in Apple Business Manager and that Mac is serviced, it remains enrolled unless the logic board is replaced. If your Mac logic board is replaced, you can reenroll the Mac in mobile device management manually.

# Buy apps and books

## App and book purchases

### Overview

Apple Business Manager and your MDM solution work together so your business can purchase apps and books in volume, assign them to devices or users then install and update them wirelessly, even if App Store is disabled.

You can also revoke and reassign apps to different devices and users, so your business retains full ownership and control of purchased apps. You can assign the apps you purchase through Apple Business Manager to devices or users in any country where the app is available from App Store in that country.

**Note:** Books remain the property of the recipient and aren't revocable or reassignable.

If you have current Volume Purchase Program (VPP) accounts, you should migrate them using the information contained in this topic. If you want to continue to use the VPP Store, see these topics later in this section:

- Select and buy content from the Volume Store
- Distribute content from the Volume Store

Content type	Can be assigned to iOS devices	Can be assigned to users
App	Yes (iOS 9 or later)	Yes
Book	No	Yes

The App Store and the iBooks Store feature thousands of apps and books. Apple Business Manager gives businesses a simple way to purchase those apps and books in a new area called Apps and Books.

### Plan for migration to Apps and Books in Apple Business Manager

To get started migrating, Content Managers with VPP accounts must migrate their licenses to a location in Apps and Books. For the best migration experience, businesses should map each purchaser to a unique location to ensure that all licenses (assigned and unassigned) are automatically moved during the initial migration. It's recommended that you move all Content Managers at the same time. This can be done by each Content Manager, or by an administrator with access to all accounts.

After migration, licenses are associated with the location they migrated to rather than with the purchaser's legacy token. If a Content Manager migrates to a location that already has licenses in it, only their unassigned licenses are moved to the location during initial migration. (This process avoids any disruption to license assignments in MDM.) Assigned licenses remain associated with the purchaser's legacy token. After these licenses are unassigned in MDM, they can be moved to Apple Business Manager, to a location in the Apps and Books section of Settings.

**Note:** If a Content Manager account has VPP credit associated with it, the credit remains associated with that purchaser. VPP credit isn't transferred to the chosen location.

## Transfer licenses between locations

Within your business, you can move licenses from one location to another. You can also transfer licenses in order to consolidate VPP purchases from multiple accounts or to decentralize and distribute licenses to match your business structure. (For example, a location in Apple Business Manager might represent a building, a department, or a group within your business.)

To transfer an account in Apps and Books, search for and then select an app in your library. In the details section, you can view the number of available licenses at each location you have access to.

Click Transfer, then in the popover enter both the number of licenses and the location where you want to move them. The transfer, which may take a few minutes, is reflected in the number of licenses at the new location. The new number of licenses for the location token is also reflected in your MDM solution. Check your MDM documentation for the expected behavior.

**Note:** Transfers won't disrupt license assignments in MDM. Only unassigned licenses can be transferred to another location.

## Adding content managers to locations

After migration, it's easy for you to add Content Managers. The Content Managers can then purchase on behalf of a specific location. You may want additional Content Managers, especially when it's time to renew the location token in MDM.

Content Managers with access to multiple locations can move licenses between those locations.

Because administrators have access to all locations, it's recommended that they be the ones to renew tokens for all the locations at once. Another reason to use the administrators is that they're also probably the ones managing the MDM solutions.

## Plan for app and book distribution

App and book distribution work best when apps and books are assigned before devices are configured or given to users. After the user receives the device and completes iOS Setup Assistant, your MDM solution can send the user an invitation by email or push notification. When the user accepts the invitation, the user has access to all of the apps and books assigned by MDM—which MDM can install on the user's device remotely.

**Tip:** To simplify your deployment, it is highly recommended that you assign apps to devices instead of users. With device-based app assignment, there is no invitation process, or requirement to use an Apple ID on the device. Books can't be assigned to devices.

To alleviate bandwidth saturation during the initial mass deployment, consider distributing only the apps necessary for new employee orientation, and make additional apps available to users for download over time. If the device is supervised, apps are installed silently by your MDM solution. Contact your MDM vendor to learn how to assign and deploy apps and books.

Apps that are assigned to a device through Apple Business Manager:

- May be automatically removed when a user unenrolls the device from MDM. This also applies to user assigned apps.
- Don't automatically reinstall after an iTunes or iCloud restore from backup.

**Note:** To see whether purchasing apps and books in volume is available in your country or region, go to the Apple Support article [Availability of Apple programs for education and business](#).

### **Purchase required apps and books for initial deployment**

As soon as possible, purchase any apps or books required for your initial deployment. Both paid and free content can be acquired using Apple Business Manager. To learn about purchasing content, see [Select and purchase content](#).

Availability of app licenses depends on the amount purchased:

- 5,000 licenses and under are immediately processed.
- 5,001 to 19,999 licenses are processed after 1:00 PM Pacific daily.
- 20,000 licenses or more are process after 4:00 PM Pacific daily.

### **Acquire productivity and creativity apps**

New iOS devices come with free copies of popular productivity and creativity apps from Apple, which include Pages, Numbers, Keynote, GarageBand, and iMovie. Users can claim these licenses upon using the devices for the first time. To learn how to acquire these apps with Apple Business Manager so your business can manage the licenses, see [Get Apple apps through the Volume Purchase Program](#).

**Tip:** MDM solutions communicate with Apple Business Manager to assign apps and books to users. A token is required for your MDM solution to communicate with Apple Business Manager. Contact your MDM vendor for specific information about installing the token in your MDM solution. Tokens expire annually, so make note of your token's renewal date upon installation. To avoid interruption of service, remember to download an updated token and upload it to your business's MDM solution before your current token expires.

### **Select and buy content**

Apps and Books provides a streamlined purchasing process.

**Note:** Some iBooks Store content is not available in Canada, Germany, Hong Kong, Singapore, Taiwan, Turkey, and the United Arab Emirates.

### **Search for an app or book**

1. Sign in to Apple Business Manager with a Content Manager account.
2. Select Apps and Books in the sidebar.
3. Click in the Search Accounts field above the Search bar, then enter your search criteria.
4. Click Filter in the Search bar if you want to choose additional fields to filter your search results.

### **Buy licenses**

1. Select the app or book in the search results list that you want to buy.
2. Select the location where the app or book licenses will be initially assigned.
3. Enter the number of licenses and if necessary, change the payment method.
4. Click Buy. Availability of app licenses depends on the amount purchased:
  - 5,000 licenses and under are immediately processed.
  - 5,001 to 19,999 licenses are processed after 1:00 PM Pacific daily.
  - 20,000 licenses or more are process after 4:00 PM Pacific daily.



## Manage licenses

1. Select the location that has the app you want to reassign, then click Transfer.
2. Select the quantity and where you want to transfer the license, then click Transfer.

**Note:** Books remain the property of the recipient and aren't revocable or reassignable.

## Assign licenses

Consult your MDM solution's documentation on how to assign apps to devices or users and books to users.

## Select and buy content from the Volume Store

The Volume Store provides a streamlined purchasing process for purchasing apps and books.

**Note:** Some iBooks Store content is not available in Canada, Germany, Hong Kong, Singapore, Taiwan, Turkey, and the United Arab Emirates.

## Sign in to the Volume Store

1. Go to Apple's Volume Purchase Program website and sign in using your Managed Apple ID.
2. Click Sign In, enter your Managed Apple ID and password, then click Sign In.
3. If this is your first time signing in to the Volume Store, you must click Continue and agree to the terms and conditions.

## Search for an app or book and place your order

1. Open the Media Type pop-up menu, then choose the type of content you're searching for.
2. If you like, use the Category menu to refine your search.
3. Enter an app or book name or an ISBN number, or paste a link from iTunes or the Mac App Store, then click Search.
4. Select your app or book in the list, then enter the quantity.  
Universal apps that work on both iPhone and iPad are identified with the universal badge (+).
5. Choose Managed Distribution to distribute the apps.  
**Note:** You can also buy books in volume, but once distributed to users, books remain the property of the recipient and aren't revocable or reassignable.
6. Click Review Order, make sure everything is correct, then click Place Order. A mail message will be sent to this Managed Apple ID account, notifying you when the purchase is complete.

You can complete your order with a credit card or Volume Purchase Program Credit (VPP Credit). Customers can buy VPP Credit with a purchase order for use on the VPP store through their Apple purchasing account or through participating Apple Authorized Resellers. VPP Credit can be procured for a specific dollar amount and is delivered electronically to your account administrators via email.

## Distribute content from the Volume Store

Using your mobile device management (MDM) solution, you can distribute apps to devices and users and easily keep track of how many devices and users have been assigned content. With Managed Distribution, you also have the option to revoke and reassign apps to different devices and users through MDM. When you use MDM, your institution retains full ownership and control of purchased apps. You can also buy books for users, individually and in volume, but after they've

been distributed to users, books remain the property of the recipient and aren't revocable or reassignable.

The Volume Store provides a web service for MDM integration. When you're signed in to the Volume Store, you can go to your account summary and download a Managed Distribution token to link your MDM solution with your account. You'll need to upload this token to your MDM solution to establish the link, and also install a new token on your MDM solution every 12 months.

App assignment requirements:

- *Does not require an Apple ID:* To assign apps to devices, the devices must be running iOS 9 or later, or OS X 10.11 or later.
- *Requires an Apple ID:* To assign apps to users, devices must be running iOS 7 or later, or OS X 10.9 or later.

### **Download a Managed Distribution token**

1. Choose Account Summary from the Sign In pop-up menu.
2. Click Download Token to download the token.
3. Follow the MDM vendor's instructions for installing the token on your MDM solution.

# Read log files

## What are log files?

Apple Business Manager maintains a log of all activities you perform. These log files are an important source of troubleshooting in case an activity fails to complete successfully. If an activity fails to complete, review the log file, locate and correct the error, and then attempt the activity again.

Activity	Description
Create sign-in information	Generate a .csv or PDF or send a mail message with sign-in information.
Create verification codes	Generate a .csv or PDF or send a mail message with a verification code.
Assign a role to a location	Add a role and location to an account.
Edit a Managed Apple ID	Edit an account's Managed Apple ID.
Delete an account	Delete an account.
Deactivate an account	Deactivate an account.
Reactivate an account	Reactivate an account.

## Log errors

If an activity completes successfully, the log message is UPDATE. If an activity fails to complete, the log file generates messages to help you understand how to correct the error. Below are the description and actual log messages, their classification, and their associated activity. Search for these messages in the log file when an activity fails.

Description	Message and classification	Associated activity
No privilege	NOT_ENOUGH_PRIVILEGEWARNING	Create sign-in information Create verification codes Assign a role to a location Delete an account Deactivate an account Reactivate an account Edit a Managed Apple ID
Active account	OPERATION_NOT_ALLOWEDWARNING	Delete an account Reactivate an account
New and synced account	OPERATION_NOT_ALLOWEDWARNING	Delete an account
Inactive account	OPERATION_NOT_ALLOWEDWARNING	Create sign-in information Create verification codes Assign a role to a location
Deleted or claimed account	NOT_FOUNDWARNING	Create sign-in information Create verification codes Assign a role to a location Delete an account Deactivate an account Reactivate an account
No email on file	NO_EMAILWARNING	Create sign-in information Create verification codes

Description	Message and classification	Associated activity
Server error	INTERNAL_ERRORERROR	Create sign-in information Create verification codes
Licenses associated with account	ACCOUNT_HAS_VPP_LICENSES	Delete an account
Not a user	NOT_ENOUGH_PRIVILEGEWARNING	Create sign-in information Create verification codes
Deactivating self	NOT_ENOUGH_PRIVILEGEWARNING	Deactivate account
New account	OPERATION_NOT_ALLOWEDWARNING	Deactivate an account

## Log file example

Here are the output fields of an Apple Business Manager batch action log file:

```
OPERATION: RESET_PASSWORD+ ACTIVITY_ID:
STARTED AT: // UTC STRING TIMESTAMP
ENDED AT: // UTC STRING TIMESTAMP
STATUS: COMPLETED_SUCCESSFULLY | COMPLETED_WITH_ERRORS | CANCELED | FAILED
SUBSTATUS: INCORRECT_CREDENTIALS
```

---

```
MANAGED_APPLE_ID, PERSON_NUMBER(OPTIONAL), PERSON_ID(OPTIONAL),
OPERATION_STATUS, OPERATION_SUBSTATUS, TIMESTAMP
andrew@appleid.example.edu, 0001, 0001, DONE, UPDATE, 2017-02-01T03:20:08.999Z
```

## Read a log file

If you have an error, you can download and open the log file, then search for the error.

1. Click Activity in the sidebar.
2. Search for, then select, the category and event in the list.
3. Click Download Logs.
4. Locate the file in the folder used by your web browser to download files.
5. Open the file and locate the error.