

iPad Support Offer: Next steps

Frequently Asked Questions

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Background information

During the pandemic NHSX gifted iPads to care homes so that staff could access remote health consultations and wellbeing services for the people in their care, and to help keep residents connected to their loved ones.

On 30th June 2022 the Mobile Device Management (MDM) service used to support the iPads will come to an end. Since March 2022 care homes have been receiving communication by email and daily notifications on their iPad to ask them to choose the next steps for their device.

Why is my iPad important?

Your iPad can be used to make a positive difference to the lives of your staff and the people in your care. It is a flexible device that you can use creatively to meet the needs of the people in your organisation and care.

Care homes with these iPads have used them to:

- Register Covid-19 tests for people in their care
- Access NHS Mail, and hold video calls with health and care professionals
- Hold video calls between people and their loved ones
- Show people pictures of places and things they remember
- Use digital care records
- Play memory games with people
- Let people browse the internet, in guided access mode

You can read about how Granville Court care home used their iPad to take the paper out care planning here:

<https://www.digitalsocialcare.co.uk/success-story/granville-court-care-home-nhsx-ipads-taking-the-paperwork-out-of-care-planning/>

The NHS and the Department of Health and Social care announced a £150m investment in digital and technology for social care in the recent social care white paper: [People at the Heart of Care](#). This investment will fund digital transformation in social care over the next three years, including a commitment for all care providers in England to have digital social care record systems in place by 2024. You can install digital social care record software onto your iPad, without needing to buy a new device, and be ready for 2024.

What is Mobile Device Management (MDM)?

It's highly recommended that mobile devices like smartphones and tablets that are used to access work email, calendar, contacts, and documents are installed with a MDM solution to help protect sensitive data and information. An MDM solution delivers a service that allows the organisation responsible for the device to remotely monitor it and control settings. MDM can even wipe mobile devices if they're lost or stolen.

The Digital Social Care website has lots of information available for care providers considering MDM solutions. For more information, visit their website [by clicking here](#).

What will happen to my iPad on 1st July 2022?

Unless you have contacted Jigsaw24 to purchase a new MDM contract or have made alternative arrangements, your iPad will reset to factory settings. On 1st July 2022 when you switch your iPad on it will behave as if the device was brand new out of the box (will be reset to factory settings). All information on the iPad will be deleted. You will need to create a new Apple ID or log-in with your existing Apple ID to use the iPad and to download apps.

What does 'reset to factory settings' mean?

On 1st July 2022 when you switch your iPad on it will behave as if the device was brand new out of the box. All information on the iPad will be deleted. For example, if you have stored pictures on it. You will need to create a new Apple ID or log-in with your existing Apple ID in order to use the iPad and to download apps.

Will the reset happen automatically or do I need to switch the iPad on?

The reset will happen automatically. The first time you switch the iPad on after 1st July 2022 the device will behave as if it was brand new.

What happens to information stored on the iPad?

Unless you have contacted Jigsaw24 to purchase a new MDM contract or have made alternative arrangements, any information stored on the iPad will be lost. That means that information and applications are deleted, they are not kept anywhere and are not recoverable. This will include any photos or documents downloaded and saved on the device.

What happens if I choose a new MDM solution after 1st July?

If you choose a new MDM solution, you and the MDM provider will need to work out a plan to migrate your devices. This should be part of the service that the MDM provider gives to you.

If your MDM provider needs the devices on Apple Business Manager (ABM), you will need to set up your own ABM account. Your MDM provider will be able to guide you through this process, but you can also learn more by watching Apple's how to video here:

https://www.apple.com/uk/business/docs/site/Apple_Business_Manager_Getting_Started_Guide.pdf

When you, or your MDM provider, has set up a new ABM you should:

1. Add the Jigsaw24 ABM Organisation ID (2287450) to the Reseller section of your ABM
2. Contact Jigsaw24 at CareHomeSupport@Jigsaw24.com with a list of the device serial numbers required to be added to your ABM

Jigsaw24 will confirm when the devices have been moved to the new ABM. If you have questions about this process you can contact your new MDM provider, or Jigsaw24. You can get in touch with Jigsaw24 by email at carehomesupport@jigsaw24.com, or by phone on 03332 409 234.

Will I still be able to access NHSMail using the iPad?

Once your iPad is reset you will still be able to access NHSMail using the internet browser (e.g. Safari or Chrome). A short video is available to watch on the Digital Social Care Website by [clicking here](#). Instead of using a shortcut from the home page you can use the search engine and type in 'NHSMail' or type the following into your internet browser <https://portal.nhs.net/>.

What happens to the apps that are currently on my iPad?

If you have not chosen an alternative MDM solution, on 1st July all the apps on your iPad will be deleted and the iPad will be restored to factory settings.

The iPad itself is not normally used to store data for apps. For example, if you are using your iPad to access a Digital Social Care Record the data is not stored on the iPad, instead it is stored in the cloud. Once your iPad is reset you will simply need to download the app and log in, or access the platform using the internet browser (safari).

Do I need to create a new Apple ID?

If you do not have another MDM solution in place. You will need to use an Apple ID to download apps onto your iPad after 1st July 2022. If you don't already have an Apple ID set up, you will need to create a new Apple ID

How do I set up an Apple ID?

To learn how to set up an Apple ID on your iPad, you can watch this video on Digital Social Care:

<https://www.digitalsocialcare.co.uk/social-care-technology/nhsx-care-home-ipads/how-to-set-up-an-apple-id/>

How do I download apps on the iPad after 1st July 2022?

Once you have logged-in with your Apple ID, you can download apps from the App Store.

To learn more about downloading apps from the App Store, you can watch this video on Digital Social Care:

<https://www.digitalsocialcare.co.uk/social-care-technology/nhsx-care-home-ipads/how-to-download-an-app-from-the-apple-app-store/>

What if I don't want to keep my iPad?

We're in the process of collating a list of care homes who no longer wish to retain their iPad and will be in touch with you over the coming weeks.

What happens if I've chosen to stay with Jigsaw24?

If you have signed up to extend your support with Jigsaw24, your contact at Jigsaw24 will talk you through your options advising of the steps and changes that may occur during a migration. The standard Jigsaw24 offering will allow you to continue to use your device seamlessly, and not require a reset of the device.

I have already indicated that I want to transfer to a new MDM provider. What happens next?

Jigsaw 24 have started to contact the care homes who, in response to the survey, stated that they wanted to transfer to an alternative MDM provider. Their support team will help you through this process.

What support is available to help me?

The Jigsaw24 helpdesk is able to support care homes with technical assistance if you have chosen a new MDM provider.

Care homes who want to continue with the current MDM can contact the technical support team at Jigsaw24 on carehomesupport@jigsaw24.com, or by phone on 03332 409 234.

For tips, guidance and videos on how to use your iPad you can visit the Digital Social Care Website by [clicking here](#).

For any other questions, please email ipad.offer@nhsx.nhs.uk and your query will be directed to the most appropriate team.