iOS:
Request an App for Configurator iPads

Follow these steps to request the installation of an App on an iPad that is managed by Configurator such as Checkout iPads, iPad Cases, or iPad Carts.

Note: iOS apps that require purchasing must include approval from your purchasing authority.

Start a support request at http://support.appstate.edu/help. Submit the new support incident as University Owned Technology Equipment and include the following items in the request:

a. **Which iPads** do you want the App installed on (e.g. RCOE Cases 1 & 2 or English Cart).

b. The **VPP link to each App** you would like installed. To get the link:

   ii. Search for the App you want and click on it.
   iii. Copy the web page URL and paste it into your support request.
Apps that Cost Money

If you want a paid App that has been approved, in addition to the items above, include in your support request:

i. **How many copies** of the App you want to purchase
ii. The **Budget Code** you would like billed or use Departmental credit if you have VPP credit with Mac Systems.

**Note:** Some Apps have a 50% volume discount if 20 or more copies are purchased. You can find Apps with volume discounts on the VPP website as shown below.

Once you have collected all the information, submit your support request. Here is an example of a request ready for submission:
Once submitted, IT Support Services will bill the budget code, if applicable, and make arrangements to install the App on the iPads specified.

**Note:** It may take up to 2 weeks to install the Apps. Please plan accordingly.

If you have any questions, feel free to submit a support request at support.appstate.edu, or call the Help Desk at 262-6266.