

Product Guide

LaunchPad

Empowering your technical team

What is it?

LaunchPad is a one-day onsite training course for datajar.mobi customers. Although datajar.mobi is designed to not require any training, this is an optional add-on for customers who would prefer to be guided through the process a little more.

Service highlights:

- Overview of customer setup in relation to datajar.mobi, datajar.mobi infrastructure, Apple Push Notification Services, and Apple School/Business Manager
- Using Volume Purchase Program and Device Enrolment Program
- Adding iOS devices to Apple School Manager or Apple Business Manager using Apple Configurator
- How to enrol a device
- How to administer your devices using Simplified Management
- General troubleshooting
- How to raise support incidents with dataJAR

Who is LaunchPad for?

Customers with very limited IT knowledge, e.g. where the main user of the service is not an IT professional.

For example, a commercial customer where an office manager is the main datajar.mobi user, or a school where a teacher would be our main point of contact.

That is not to say all non-IT professionals would require LaunchPad training, it depends on the competency and confidence level of each individual on a case-by-case basis. As always, please reach out to us to organise a discussion with your customer and we will be able to advise.

How does it work?

This training is delivered onsite, after the datajar.mobi setup has been completed.

It can be purchased at any time, but would usually form part of a customer's first datajar.mobi order, or relatively soon after, if they seem to be struggling with the service. It can also be a useful course if there are new staff at the customer's organisation who are unfamiliar with datajar.mobi.

Requirements:

- Limited to ten attendees
- A macOS device that can be erased and enrolled
- Access to Apple School Manager or Apple Business Manager
- An environment with suitable facilities for training, including adequate power and network connectivity, with a large display or projector
- **Device requirements:** <https://support.datajar.co.uk/hc/en-us/articles/360019113513>
- **Network requirements:** <https://support.datajar.co.uk/hc/en-us/articles/360003864793>

Related products:

- **datajar.mobi Setup for macOS/iOS/iPadOS and tvOS** - Onboarding services
- **datajar.mobi for iOS/iPadOS/tvOS** - Licensing
- **StarterPack** - Onboarding licensing
- **Support** - Tier 2-5 support
- **dataJAR Defend** - Simplified Malware Protection

Ready to find out more about dataJAR?
We would love to hear from you.

Chat with our experts