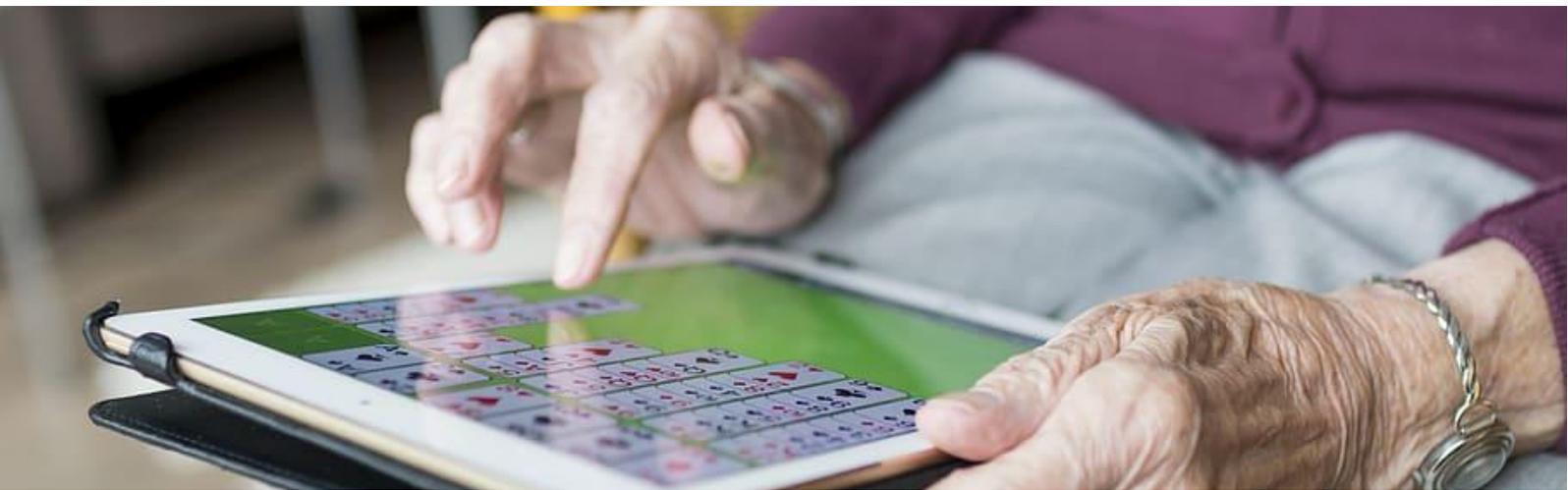


# iPad Support Offer: Next steps

## Frequently Asked Questions

June 2022

New content from 17/06/2022 in green



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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 care providers that are responsible for multiple work mobile devices like smartphones, laptops and tablets use an MDM service. An MDM provides an additional level of security for devices used to access work email, calendar, contacts, and documents and sensitive information. It also means that the organisation responsible for the devices can remotely monitor them and control their settings. MDM can even wipe mobile devices if they're lost or stolen, providing an extra level of security when they're being used

For small care providers who only have a few devices, an MDM solution may not be the right solution. Security is still important, but a Virtual Private Network (VPN) service may be more appropriate and cost-effective. The Apple operating system used to make your iPad work also has a layer of security built in as standard.

You can find out more about MDM solutions for care providers by visiting Digital Social Care here:

<https://www.digitalsocialcare.co.uk/social-care-technology/mobile-device-s/mobile-device-management/>

## **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.

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

The reset command will be sent to iPads on 1st July 2022. Your iPad must be turned on and connected to the internet to get the reset command from J24. When your iPad is turned on and connected to the internet the reset will happen automatically.

After this the device will behave as if it was brand new and you will need to log in using your Apple ID.

## **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.

### **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.

To back-up your photos and documents, you may want to attach them to an email and send them to your NHSmail account, or other secure email service. You can find tips on how to use NHSmail here:

<https://www.digitalsocialcare.co.uk/social-care-technology/nhsx-care-home-ipads/how-to-use-nhsmail-on-your-ipad/>

### **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/>.

You can find tips on how to use NHSmail on your iPad here:

<https://www.digitalsocialcare.co.uk/social-care-technology/nhsx-care-home-ipads/how-to-use-nhsmail-on-your-ipad/>

### **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 (e.g. Safari or Chrome).

### **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. This doesn't need to be a new Apple ID if you already have one. Apple IDs can be used across lots of different Apple devices.

If you don't have an Apple ID set up, and you will not be getting a new MDM, you will need to create a new Apple ID for your iPad. You can find out how to do this by watching this video on Digital Social care: 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 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?**

If you want your iPad to be moved to another care home or don't want it anymore, but aren't sure who to reach out to locally about this, e.g. at your ICS or local authority, you can get in touch with us at [england.ipad.offer@nhs.net](mailto:england.ipad.offer@nhs.net).

We're making a list of care homes who'd like to give their iPad to another home, and we will share this with your ICSs.

You should know, however, that we're encouraging providers to start using a Digital Social Care Record, with a target of 80% of providers to have one by March 2024. Your iPads could be used to access a DSCR, so you might want to consider keeping it so you don't have to buy a new device.

### **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](mailto:ipad.offer@nhsx.nhs.uk) and your query will be directed to the most appropriate team.