

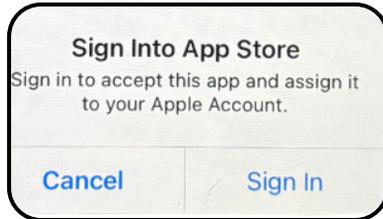
DST - Support Guides

Setting Up Jamf Pro

Apple Inbuilt Apps - Sign in Error

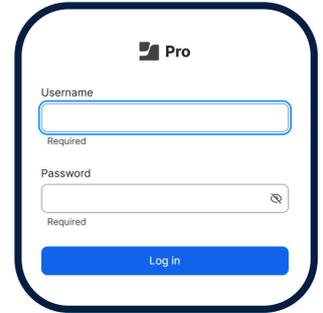
Step 1

Do you recognise this issue when trying to access your inbuilt Apple apps such as Pages, Keynote, iMovie, Numbers, Clips or Garageband?



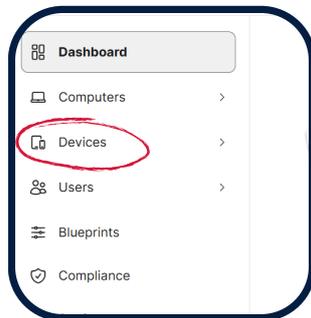
Step 2

If yes, log into your Jamf Pro Management Console.



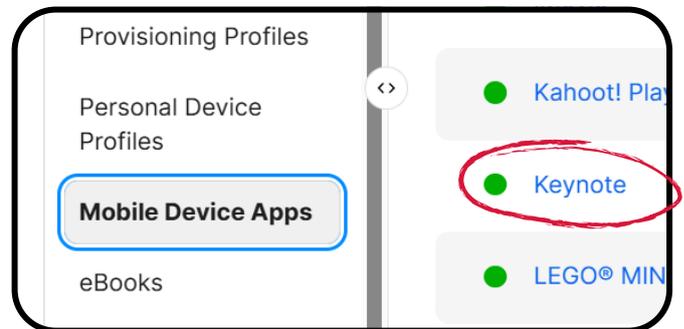
Step 3

Select 'Devices' to access and manage your fleet of iPads.



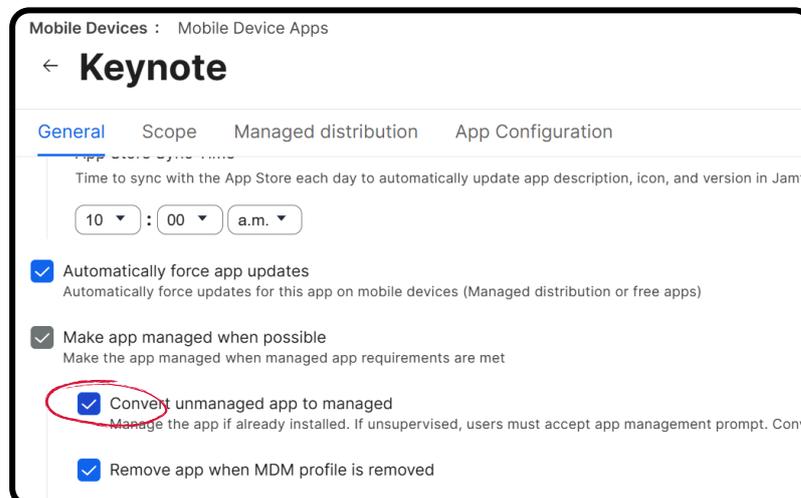
Step 4

Scroll down and select **Mobile Device Apps** and then find each of the **inbuilt Apple apps** and click upon them individually.



Step 5

After selecting 'Edit', scroll down and ensure **Convert unmanaged app to managed** is 'checked'.



Step 6

Select Save.

