

Apple iPad Purchase and Support

UAB Enterprise Support

The Apple iPad can handle encryption but it is very basic suited only for personal use and subject to problems. Because these devices are able to store and manipulate information, they require a form of Enterprise level Encryption like the those that are currently available for laptop and desktop computers, external hard drives (PGP) and flash drives (IronKey). **This issue makes these devices inappropriate for transporting or manipulating enterprise data that requires privacy (ePHI, research, grants).**

PURCHASING Apple iPads

In order for an Apple iPad to be purchased, UAB requires all users to complete the form below (see link below). In the form, UAB Purchasing requires a very specific and clear justification about its business use, your signature and your supervisor's.

FORM: <http://financialaffairs.uab.edu/img.asp?dl=1&t=2&id=35243>

The form will need to be sent to PathIS in order to obtain additional approval signatures by the Chair of Pathology and the School of Medicine.

Once approved PathIS will send the form, along with the purchase order requisition, to UAB. These devices must be purchased through UAB. **No direct reimbursement will be allowed.**

The Apple iPad, like any other UAB owned computer device, will be added to the Department of Pathology inventory as it is UAB property. If this item is lost or stolen, the primary user must obtain a police report and notify PathIS as soon as possible. The equipment must be returned to PathIS by the last day of employment.

Apple iPad PathIS Support

Like any other computer device that holds information and is the property of UAB, a Non-Encryption Form must be signed by the primary user upon receiving any non-encrypted device.

<http://pathuab.infomedia.com/img.asp?id=24032>

Current support is very limited for Apple iPad devices purchased through PathIS or UAB. No personal iPads are supported and cannot be connected to any UAB owned computer.

Hardware Support. As long as the device is under warranty, PathIS can facilitate repairs by contacting Apple during the warranty period. The nature of the device and its warranty will not allow PathIS to do direct repairs, therefore all repairs will be sent to manufacturer. Additional cost not covered by the warranty will be paid by the primary user of the device using their PDF or other miscellaneous funds.

Software Support. PathIS provides limited support only for the software that accompanies the original Apple iPad. Such assistance is limited to basic internet connectivity (within UAB's WiFi) and UAB e-mail setup (if compatibility allows it). Additional software downloaded or installed by the primary user or personal settings will not be supported. **No data rescue will be provided.**

Apple iPad will not be considered primary computing devices, therefore support will be provided as time allows and by appointment. As these are not primary devices, low priority will be assigned.

iPad Support Chart

	Purchasing Hardware through UAB	Purchasing Data Plan through UAB	Service and Repair	UAB E-mail and UAB WiFi setup by PathIS	Other Software support by PathIS	Encryption installation	Out of Warranty Support by PathIS
iPad with WiFi -UAB Purchased	Allowed with appropriate approval	N/A	Limited to warranty by Apple	Yes	No	Yes, when available	No
iPad with WiFi + 3G (data plan)	No	No	N/A	N/A	N/A	N/A	N/A

N/A = Option Not Available

No = Not allowed by current UAB purchase policy

****** No personal devices are supported and cannot be connected to any UAB owned computer.