



What is Apple's Device Enrollment (Previously known as DEP)?

Device Enrollment (previously known as DEP), part of Apple Business Manager, helps businesses and educational institutions easily deploy and configure Apple devices. Device Enrollment provides a fast, streamlined way to deploy institutionally owned iPad and iPhone devices, Mac computers, and Apple TV purchased directly from Apple or participating Apple Authorized Resellers or carriers.

Device Enrollment simplifies initial setup by automating mobile device management (MDM) enrollment and supervision of devices during setup, which enables you to configure your organization's devices without touching them. To further simplify the process, you can skip the Setup Assistant screens so users can start using their devices right out of the box.

Why Device Enrollment at Tech Data?

Apple and Tech Data have collaborated to provide an automated solution to enroll eligible devices in Device Enrollment for your customer. These transactions are facilitated through our Device Enrollment portal, which was built and customized by Tech Data's IT department.

Tech Data's Automatic Device Enrollment – How it works

Device Enrollment is facilitated at the serial number level and is directly integrated into Tech Data systems to automatically enroll the customer's eligible Apple hardware once the product ships from our warehouse.

- Enrollment within 24 hours of product shipment
 - Please note SLA is contingent upon **complete** and **accurate** information being provided and approved by Apple; and is based on product availability.
- Confirmation e-mail sent to the end customer from Apple and to the reseller partner from Tech Data.



Getting Started:

The first step is for resellers and end customers to establish unique Device Enrollment ID's. Please follow the below instructions to establish these Device Enrollment ID's with Apple.

Organization ID Creation (Formerly DEP Customer ID)

End customers wishing to enroll in Device Enrollment can begin the sign-up process at business.apple.com

Reseller ID Creation (Formerly DEP Reseller ID)

Resellers wishing to create a Device Enrollment ID can go to the Device Enrollment Connect portal and click "Enroll Now" to begin the process. The portal can be found at depconnect.apple.com

***NOTE:** Please ensure you whitelist Tech Data with Apple as you create your DEP ID. If Tech Data is not whitelisted as a distributor at least 48 hours prior to attempting to initiate orders or serial numbers, we will receive an error. (Tech Data DEP ID: 19D9FE70)



Requesting automatic device enrollment

Simply place your hardware order with Tech Data the same way you do today and ensure you clearly label "Device Enrollment" somewhere on the purchase order. Additionally, ensure the below information is also provided with each request:

- Unique Reference Order Number (a.k.a. DEP Key such as end user PO)
- Reseller ID
- Organization ID
- If requesting auto e-mail notification, provide one desired reseller e-mail address

Requesting previously purchased devices in device enrollment

Tech Data is able to enroll previously purchased devices that were purchased from Tech Data or Apple directly, in the Device Enrollment Program.

- Complete the Install Base Request form
- E-mail the completed form to AppleDEP@techdata.com, with the subject line "Apple US [Order DEP Key] [Tech Data SO#]", your sales team should also be CC'd

The Tech Data Device Enrollment Team will then upload your request and devices should complete within 24 hours.

Frequently Asked Questions

Which devices are eligible to be enrolled by Tech Data?

To be eligible for Device Enrollment the device must have the following operating system:

- iOS7 or later (iPod Touch, iPad, iPhone 4+)
- Mac OS X or later
- Apple TV 4th Gen. (running tvOS 10.2 or later)

To be eligible for Device Enrollment the device must have been sourced by the reseller:

- From Tech Data
- From Apple direct – via a reseller's sold to account for resale (not Apple retail, or end user sourced devices)

Who gets the confirmation that a Serial Number has been enrolled?

Apple will contact the end user directly with a status whether a confirmation of completion or notification of error. Tech Data and the reseller are not notified of any confirmations/errors. If provided at time of order placement, or on the request form, the designated e-mail address will receive notifications from Tech Data.

Contacts

Enrollment status or request, please contact:

DeviceEnrollmentUS@techdata.com

General Device Enrollment Questions, please contact:

The Tech Data Apple Team ApplePMUS@techdata.com
(Please also copy DeviceEnrollmentUS@techdata.com)

For Device Enrollment ID assistance, please contact:

Post-Enrollment Support: Apple Device Enrollment Support 1-866-752-7753
Pre-Enrollment Support: Establishing Organization ID 1-800-919-2775 (code 83752)