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Create a Managed Apple ID for APNS in
Apple Business Manager/
Apple School Manager

HCS
TECHNOLOGY GROUP

Contents

Every mobile device management (MDM) system needs an Apple Push Notification System (APNs) certificate to facilitate secure communications with your enrolled devices. Historically, someone would go to appleid.apple.com to create a personal Apple ID. Then the organization would share the credentials among the IT department. Every year someone in the organization needs to use that Apple ID to renew the APNs certificate.

One challenge with using a personal Apple ID for an organization's assets such as the APNs certificate is that anyone with access to the Apple ID credentials can effectively hijack the Apple ID simply by changing the email address associated with the Apple ID.

Moving forward, we recommend that organizations that are in Apple Business Manager or Apple School Manager create a Managed Apple ID to create and maintain the APNs certificate for their organization. Apple Business Manager or Apple School Manager allows your organization to control your Managed Apple IDs. For instance, you can use a Managed Apple ID with administrator privileges to reset the password for a different Managed Apple ID. Additionally, someone with the credentials for a Managed Apple ID cannot change its email address.

Apple Business Manager and Apple School Manager differ in the roles you can assign to the Managed Apple IDs you create. In order to create and maintain your organization's APNs certificate, create a new Managed Apple ID with the following role:

- Apple Business Manager: Staff
- Apple School Manager: Instructor
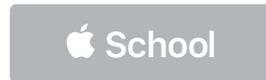
Business		School

Section 1: Create an APNS Managed Apple ID in Apple Business Manager/Apple School Manager

1. Log in to Apple Business Manager or Apple School Manager.

https://business.apple.com   https://school.apple.com

Business
Manage your organization's devices, apps, and accounts.

keith@keithmichaelmusic.com
Password
☑ Remember me

Forgot Managed Apple ID or password?

School
Manage your institution's devices, apps, and accounts.

ccohen@appleid.hcsonline.com
••••••••

☐ Remember me

Forgot Managed Apple ID or password?

2. In the sidebar, select Accounts.

Business

Organization
Activity   42
Locations

People
Accounts
Roles

Devices
Device Assignments
Assignment History

Content

Search Acc
Sort by Last Name
24 Acc
All Acco

AA
DA
JA
CC

School

Institution
Activity   4
Locations

People
Accounts
Classes
Roles

Devices
Device Assignments
Assignment History

Content
Apps and Books

Search Accounts
Sort by Last Name ⌄
7 Accounts
All Accounts a

CC   Student · HCS
CC   2 Roles · 2 Lo
CC   Craig
       2 Roles · HCS
AC   Content Mana
AK   Administrator

3. Click Add New Account.

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4. Enter the following in the respective field:

A. First Name: APNS

B. Last Name: User

C. Managed Apple ID: apns@*yourdomain.com*

D. Role/Locations: (Choose an appropriate Location) Please see Notes

E. Email Address: Recommend an IT Group Email

NOTE:
A Staff Role can NOT log into
Apple Business Manager.

Set the Role to Staff.

NOTE:
Staff Role can NOT create an
APNS certificate and can NOT log into
the Apple Push Certificates Portal.

Set the Role to Manager.

5. Click Save.

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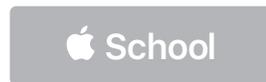
6. In the right pane click Reset Phone Number.
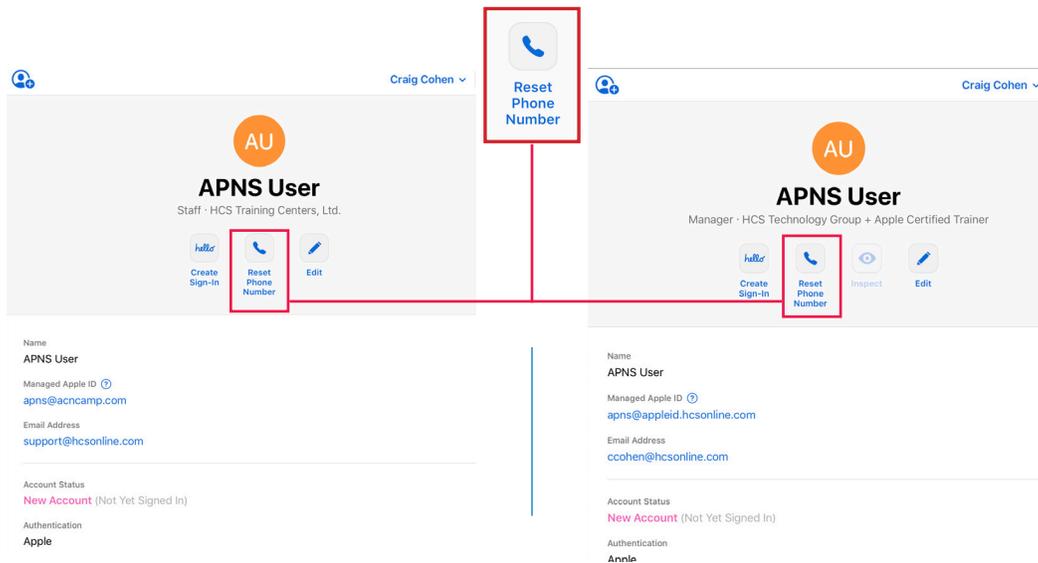
7. Confirm Reset.

8. Click Done.

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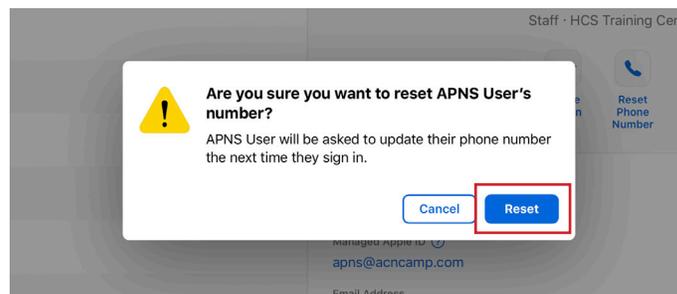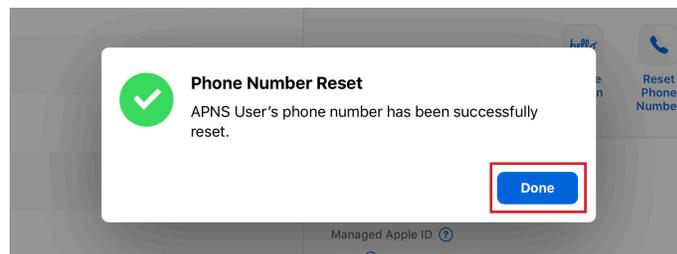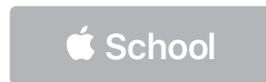
9. In the right pane click Create Sign-In.
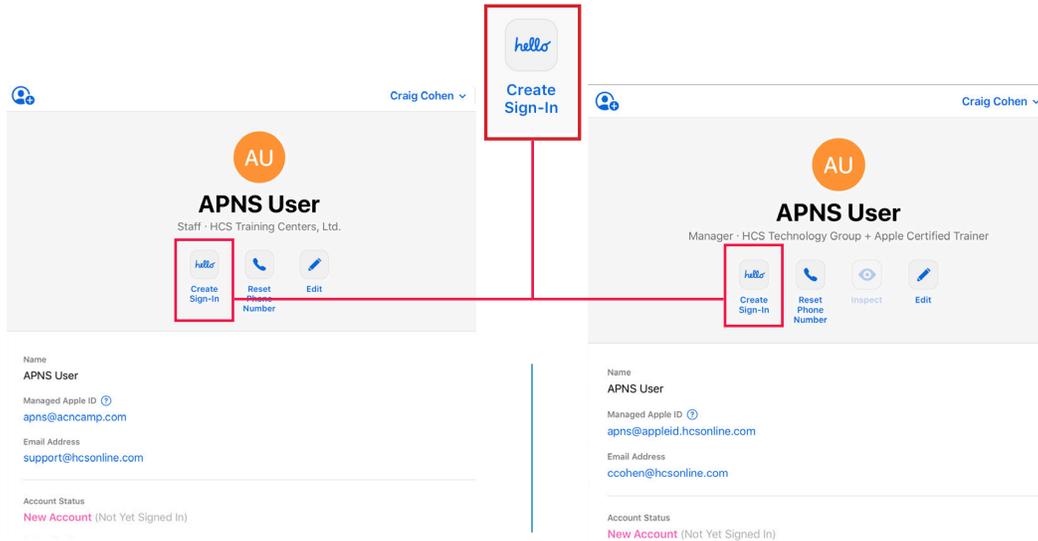
10. Select "Create a downloadable PDF and CSV" (or you could select "Send as an email").
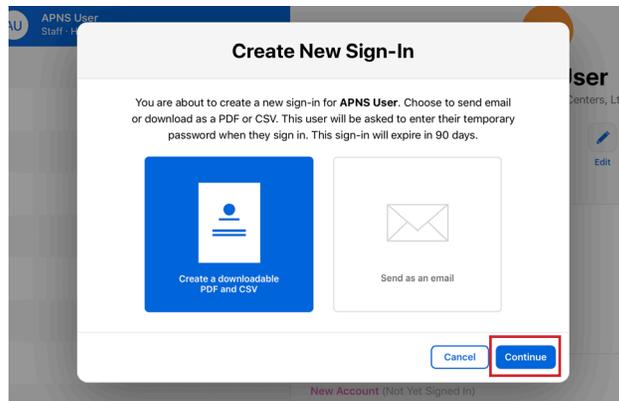
11. Click Continue.

12. Once the Activity is complete, Click Download.

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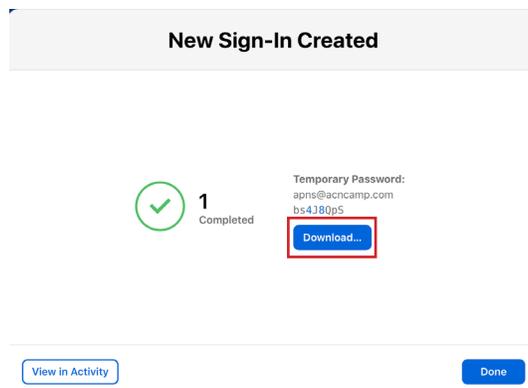
13. Choose your desired format. This guide uses "1-up PDF " as an example.

14. Click Download.
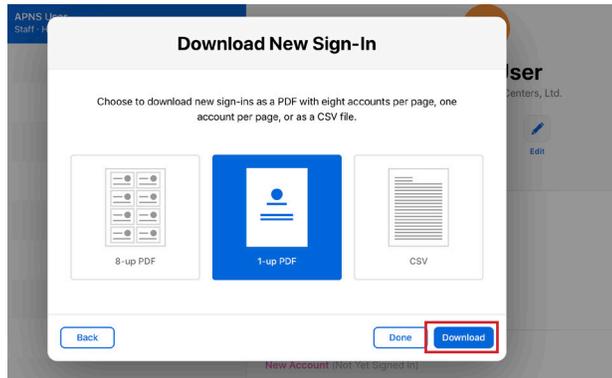
15. Open the PDF file you just downloaded.

16. Confrm that the PDF file includes the temporary password.
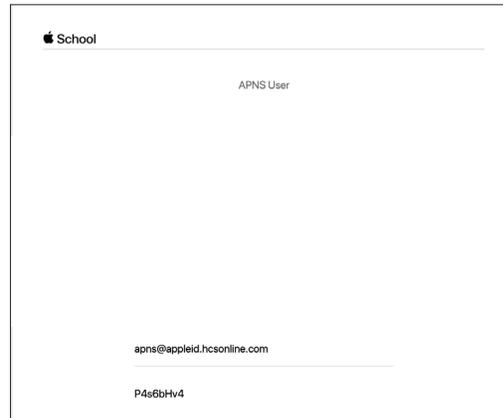
17. In Safari, Click Done.

18. In the upper-right corner, click your name then choose Sign Out to sign out of Apple Business Manager/Apple School Manager.

Section 2: Manage the APNS Managed Apple ID

1. In Safari go to https://appleid.apple.com/.
2. Enter the Managed Apple ID that you created in the previous section.

3. Enter the temporary password located on the PDF that you downloaded from Apple Business Manager/Apple School Manager.

4. Add a phone number to your account.
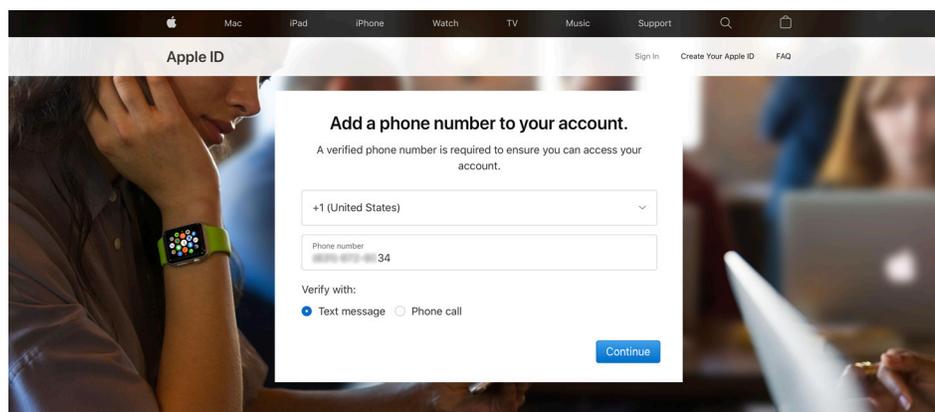
5. Enter the verification code that Apple sends to your device, then click Verify.
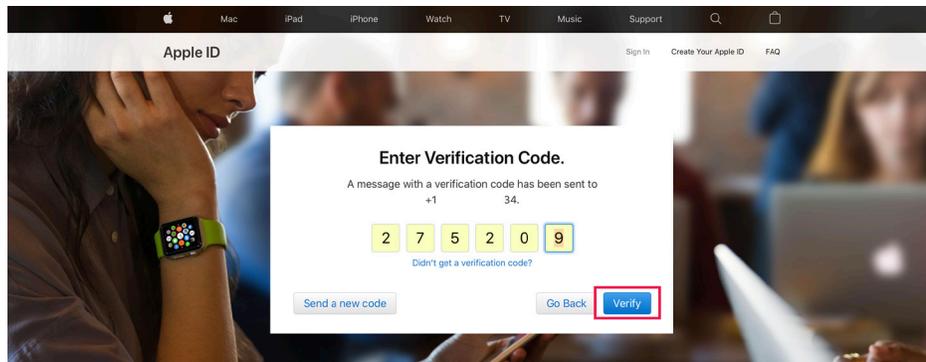
6. Change the expired temporary password.
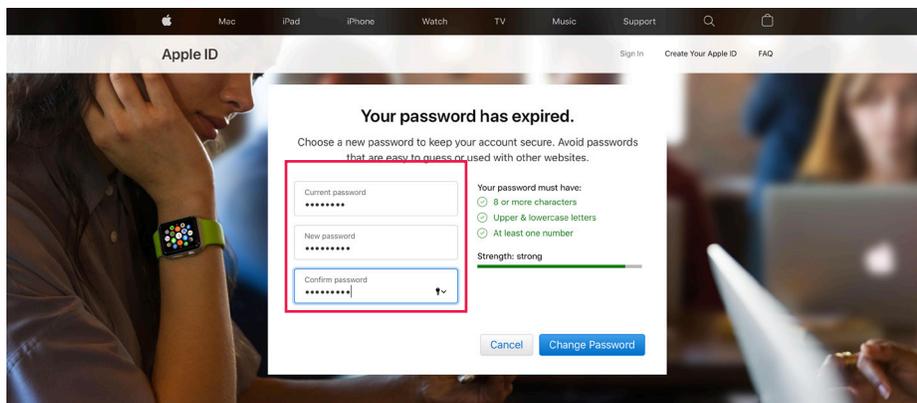
7. At the Apple ID & Privacy screen, read Apple's policies surrounding privacy. When you are done, click Continue.
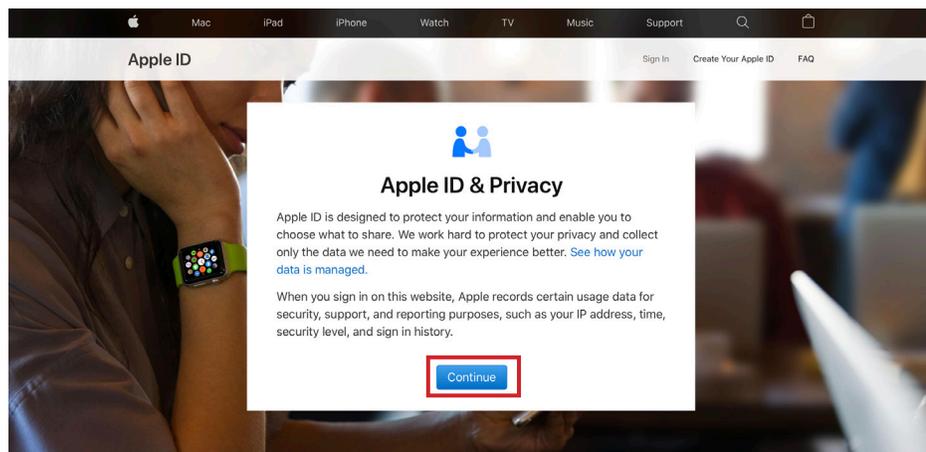
NOTE: Consider adding additional Trusted Phone Numbers.
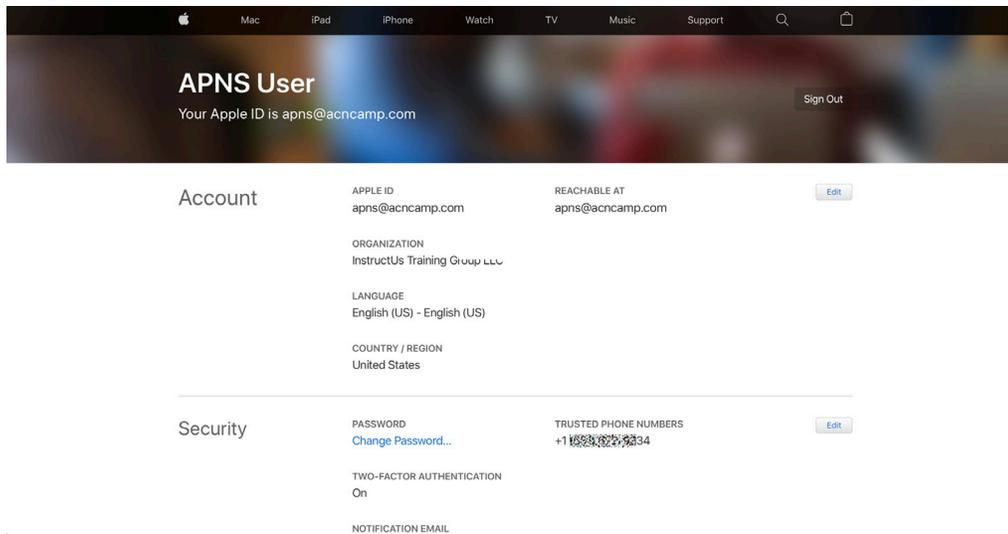
8. In the upper-right corner, click Sign Out.

Section 3: Generate an APNS Certificate for your MDM

1. From your MDM solution, download a Certificate Signing Request (CSR) file.

2. In Safari, go to the Apple Push Certificate Portal at https://identity.apple.com/pushcert.

3. Sign in with the Managed Apple ID that you just updated in the previous step.
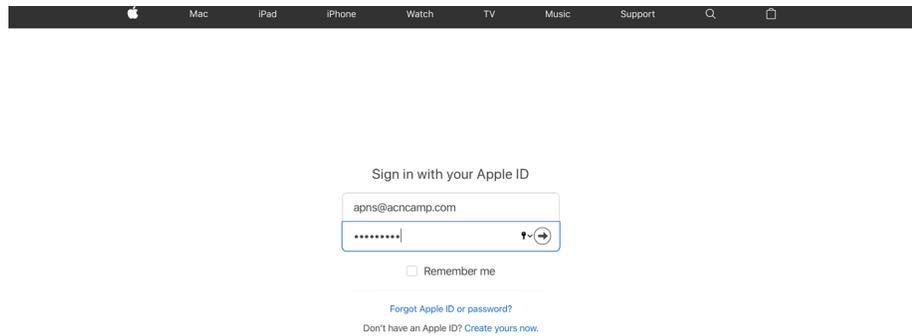
4. Click Create a Certificate.

5. Accept Terms of Use.

6. In the Notes field, enter information about this certificate. This guide uses "MDM APNS May 2020" as an example.

7. Under Vendor-Signed Certificate Signing Request, click Choose File.

8. Choose the downloaded Certificate Signing Request (CSR) File.

9. Click Upload.
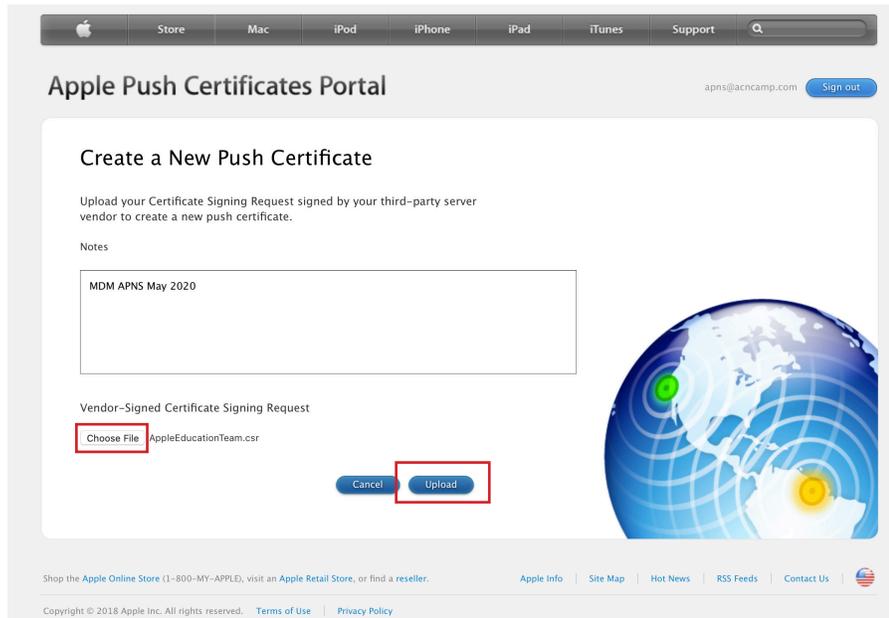
10. Click Download to get your APNS Certificate.

11. In the upper-right corner, click "Sign out" to sign out of the Apple Push Certificate Portal.

12. In your MDM solution, upload the APNS Certificate.

If you'd like help implementing the solution in this white paper, we are ready to help; contact us at info@hcsonline.com or (866) 518-9672.

If you have corrections please send them to info@hcsonline.com.

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