

Device Enrollment Program

What is Apple's Device Enrollment Program?

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 TD SYNnex

Apple and TD SYNnex 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 TD SYNnex's IT department.

TD SYNnex's Automatic Device Enrollment – How it Works

Device Enrollment is facilitated at the serial number level and is directly integrated into TD SYNnex systems to automatically enroll your eligible Apple hardware once the product ships from our warehouse.

- Enrollment within 24 hours of product shipment
 - 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 by TD SYNnex



Getting Started

The first step for reseller and end customer is to establish their unique Device Enrollment ID. Please follow the below instructions to establish these with Apple.

Organization ID (Formerly known as DEP Customer ID)

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

Reseller ID (Formerly known as 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 TD SYNnex with Apple as you create you ID. If TD SYNnex is not whitelisted as a distributor at least 48 hours prior to attempting to initiate orders or serial numbers, we will receive an error. TD SYNnex's Device Enrollment ID is 19D9FE70).*

Requesting Automatic Device Enrollment

Simply place your hardware order with TD SYNnex the same way you do today but ensure you clearly label "Device Enrollment" somewhere on your purchase order, as well as including the below information with each request:

- Unique Reference Order number (we recommend using your end user's PO# to you)
- Your Device Enrollment ID
- Your End User's Device Enrollment ID
- An e-mail contact at your organization to receive TD SYNnex's updates (separate updates are sent to your end user directly from Apple)

Requesting Previously Purchased Devices in Device Enrollment

TD SYNnex is able to enroll previously purchased devices (purchased either TD SYNnex or Apple direct). Simply complete our Device Enrollment Submission Template outlining the orders or serials you would like enrolled.

Send the complete template to DeviceEnrollmentUS@tdsynnex.com and a member of our team will process your request within 24 hours.