

Configure Shared iPad with FileWave

Shared iPad lets multiple users sign in to one supervised iPad with organization-owned Managed Apple Accounts. Apple Classroom can use Shared iPad, but Classroom and Shared iPad are separate features.

Enable Shared iPad

- Confirm that the iPad model has at least 32 GB of storage and supports Shared iPad.
- Add the device to Apple School Manager and assign it to the FileWave MDM server.
- Enable Shared iPad in the FileWave Automated Device Enrollment profile before the device activates.

Shared iPad options (Apple School Manager only)



Enable Shared iPad

Device will be configured as Shared iPad. Devices that do not meet requirements ignore the option.



Maximum number of users

Sets the maximum number of users that can use a shared iPad. If greater than the maximum possible number of users supported on the device, the device will be configured with the maximum possible number of users instead.

- Device must then be re-activated (wiped)

Shared iPad and multiple users

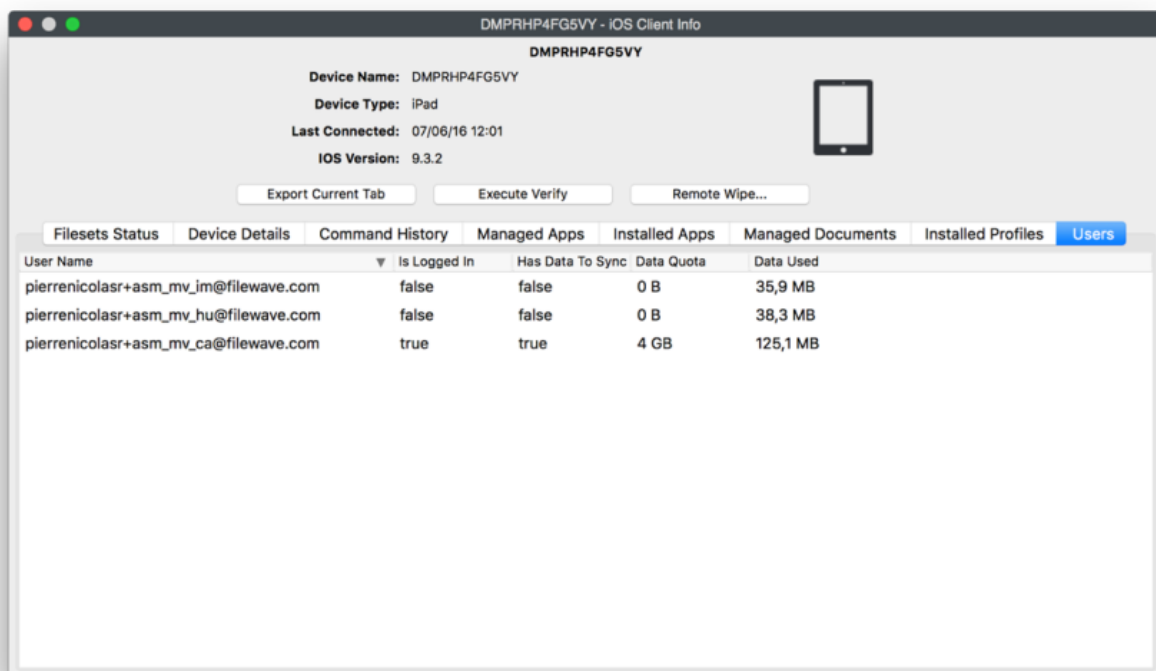
Shared iPad does not keep several users signed in concurrently. Users share the device's applications and storage, while supported personal data is associated with their Managed Apple Account and synchronized when they sign in.

Maximum resident users

You can define, in the Automated Device Enrollment profile, the maximum number of users that can use a Shared iPad. Note: this only configures how many slices the user space will be divided into. For instance, on a 128 GB iPad, if you allocate 10 max users, each user will have an equal amount of storage space for personal data. Ten students can log into the device and will have a nearly instant login once their data is cached on the device. If an 11th student logs in, the oldest account will be deleted to free space for this user - so the login will be pretty long (sync user 1 data to iCloud, remove user 1 data from device, download user 11 data from iCloud).

User Management

There is a new entry in the Client Info dialog showing users on a shared device:



It returns data regarding who is logged in and the amount of space used by that user. You can:

- Delete a user's current cache on a device: next login will be slower, but this will save a slot
- Log a user out

Has Data To Sync	Data Quota	Data Used
false	0 B	35,9 MB
false	0 B	38,3 MB
true	4 G	

Force log out
Delete cached data

Shared iPad and Login

A user normally signs in to Shared iPad with a Managed Apple Account. Apple provides several ways to select the account:

- Enter the full Managed Apple Account address
- Select one of the recent users
- Select a class and then a user from the class
- Use "Assign" feature from Classroom app



Passcode is still required; this is pre-login only.
By default, FileWave will use passcode type "four." This can be changed.

Choose the default passcode type

On a self-managed FileWave Server, edit

`/usr/local/filewave/django/filewave/settings_custom.py`, set the value below, and restart Apache. Supported values are `four`, `six`, and `complex`.

```
settings.CLASSROOM_DEFAULT_PASSCODE_TYPE = "six"
```

Hosted FileWave customers need FileWave Technical Support to make this hosted-server change because they do not have direct access to the server file.

The Roster API returns a single name value. FileWave uses the first word as the first name and the remaining words as the last name.

Application installation on Shared iPad

Applications can install only when no user is logged in. If a user is signed in, the device can report an invalid MDM command. Use this workflow:

- Pre-deploy all required apps before school starts
- If you need to deploy an app during school time, then:
 - FileWave can be configured to automatically log out users at a given time and proceed with Application self-healing. You can prepare app installation during the day and let FileWave log users out and then install apps overnight; or,
 - If urgent, you have to either force logout of all users or get them to manually log out.

☒ Log out shared device users at: 00:00

Applications can only be deployed when there is no user logged in. You can force a logout. Doing it overnight when users are likely not using devices is recommended.

🔄Revision #3

★Created 2023-07-12 00:44:05 UTC by Josh Levitsky

✎Updated 2026-08-03 13:06:34 UTC by Josh Levitsky