

# App Account Set Up FAQs

## Background

In late 2017, Apple and Google introduced changes to Apple's App Store and Google's Play Store publishing policies that significantly impacted the relationship of organizations and vendors. This change in policy required mobile applications to reside within the Apple and Google accounts of the organization that owns the content found within the mobile app.

To comply with this publishing policy, your mobile app will need to reside within your own account as opposed to within Blackboard's account. For Blackboard to submit the app into your account, and to provide ongoing maintenance, the Mobile App Team at Blackboard will need to be invited to both your Google and Apple developer account teams.

In preparation for your meeting with the Mobile App Technical Consultant, please review the required items below and the associated FAQs. These items are required by Apple/Google to set up your accounts and you will need to have them on hand for your call.

The Mobile App Technical Consultant will be able to address any questions or concerns you might have. Additionally, they will also speak to you about best practices in maintaining these accounts. Should you have any pressing concerns prior to meeting with the Mobile App Technical Consultant, please reach out to your Project Manager.

## Prep items

- A credit card for Google's \$25 sign-up fee
- Your organization's D-U-N-S Identification number and legal entity name
- Your organization's EIN/Tax ID
- Access to a device that can receive text messages for 2-factor authentication
- A photo copy of your gov't ID (Front and Back)
- Name of the Superintendent or someone in charge that can verify that you are authorized to accept legal agreement
- NOTE: we will be creating a new Gmail account that will be used to sign up for your Developer Accounts

## FAQs

### A Credit Card

- **Why do I need a credit card?**

Google charges a one-time \$25 fee when registering for Google Play Console. Apple also charges an annual \$99 fee to have an account, but accredited educational institutions and governments can get this fee waived.

- **We don't have a credit card. How are we supposed to pay?**

Google is strict with accepting only credit cards. They will not accept any other form of payment, including Purchase Orders. If it is absolutely not possible to use a credit card, consider the following two alternatives:

1. Have someone at the district use their personal credit card and then be reimbursed.
2. Purchase a VISA gift card/reloadable card using a PO.

### Your Organization's D-U-N-S Identification number and legal entity name

- **What is a D-U-N-S Identification number and legal entity name?**

Please visit [Apple's support information page](#) to learn more about the D-U-N-S number.

- **I don't know what our D-U-N-S number/legal entity name is.**

Reach out to your business administrator or finance personnel. If they do not know, then you can look up your D-U-N-S number [here](#).

### Your organization's EIN/Tax ID

- **I don't know what our EIN/Tax ID is.**

Reach out to your business administrator or finance personnel.

### Access to a device for 2-factor authentication

- **Why do I need access to a device that receives text messages**

Apple and Google utilizes two-factor authentication when enrolling in and using their respective developer programs. This is for security purposes.

- **Can it be my personal device?**

Yes. It is recommended to use your personal device as these will be your accounts.

- **What if I leave my position?**

In the case that you will no longer be in charge of the developer accounts, the 2-factor authentication number can be changed. Just make sure to do so before leaving the position to either a number at the district, or to the number of whoever is taking over.

### **Creating a new Gmail account**

- **Why are we creating a new gmail account?**

We have found that email accounts run through Google Workspace and Apple Schools don't work with their respective developer programs.

By default, Google Workspace requires permission adjustments, and Apple Schools accounts aren't set up for Apple's Developer Program

- **I am uncomfortable not using a Google Workspace account.**

If you would like to use your Google Workspace account to sign up for the developer accounts, you'll need to ensure the new email has these permissions in place:

- Access to Google Play Console
- Access to Google Pay
- The credit card being used added to the account's Google Pay page
- Is in an organizational unit that is marked as over 18

- **What about Apple Schools accounts?**

As of now, we don't have a solution for Apple Schools accounts as we haven't had access to the permissions to see if it's an easy adjustment. It is recommended to use a generic Gmail account or an account not attached to the Apple Schools program.