

App Account Set Up FAQs

Background

In late 2017, Apple and Google introduced changes to Apple App and Google 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. For Blackboard to submit the app into your account, and to provide ongoing maintenance, the App Store Team at Blackboard will need to be invited to both your Google and Apple accounts.

In preparation for your meeting with the App Store Specialist, 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 App Store Specialist 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 App Store Specialist, please reach out to your Project Manager.

Prep items

- A credit card or prepaid card
- Your organization's D-U-N-S Identification number and legal entity name
- Your organization's EIN/Tax ID
- Access to Apple device

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 Apple device

- **Why do I need access to an Apple device?**

Apple utilizes two-factor authentication when enrolling in and using the Apple Developer program. This is for security purposes. Learn more on [Apple's two-factor authentication page](#).

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

Yes. It will require you to sign out of the current Apple ID on your device and into the Apple ID used for the set-up process. Upon completion of the process you will be able to sign back into your original Apple ID.

- **I don't have access to an Apple device.**

In this case you will need to contact Apple directly. Please call Apple at 1-800-275-2273 and let them know you will be enrolling in the Apple Developer program but do not have an Apple device for two-factor authentication. Apple may be able to work with you.