

Setting up Google Play and Apple App Store Accounts



It is critical to read and follow the instruction in its entirety. Deviating from the process will result in complications that are difficult to resolve. Please speak with your consultant if additional assistance is needed.

Overview

Per Apple and Google policy introduced in late 2017, mobile applications must reside in the Apple and Google accounts of the individual or organization that owns the content within the mobile app.

To comply with this publishing policy, your organization must have a **Google Play Console** account, and both an **Apple Developer** and **Apple App Store Connect** account. Note that Apple Developer and App Store Connect are two halves of the same whole within the Apple developer program, and that the term “developer” does not indicate that you are expected to become developers nor be expected to perform any development work. Apple Developer deals with back-end items such as certificates and files necessary for app functionality, whereas App Store Connect deals with front-end items such as the app listing, the screenshots, and if your app is available for download or not.

Additionally, for Blackboard to initially submit and then maintain your app, access to each account will need to be granted: Google Play Console, Apple Developer, and Apple App Store Connect.

This set of instructions will walk you through how to create and invite Blackboard to these accounts.

Note that this should be completed as soon as possible. Blackboard cannot submit your app to the stores until this is complete.

By the end of this process, you will:

- Have an organizationally-owned Google Play Console account
- Have an organizationally-owned Apple Developer account
- Have an organizationally-owned Apple App Store Connect account
- Have Blackboard be a member of all three accounts mentioned above

Before you begin

Have the following available before you begin the process:

- A credit card
 - [Why?](#)
 - [We don't have a credit card.](#)
- Your organization's D-U-N-S Identification number and legal entity name.
 - [What is this?](#)
 - [I don't know what ours is.](#)
- Your organization's EIN/Tax ID.
 - [I don't know what ours is.](#)
- Your Bb Comm Domain
 - [What is this?](#)
- Access to iCloud
 - [Why?](#)
 - [What is this?](#)
 - [I don't know what to do.](#)

Best practices

- As you set up your accounts, we highly recommend writing down all information.
- Bookmark the links to Google Play Console, Apple Developer, and App Store Connect.
- Losing access to these accounts can be serious. Keep track of all account-related information.

Instruction Sections

- Google Play Console
- Apple Developer Program

Google Play Console

In this section you will:

- Set up a Google Play Console account
- Invite Blackboard to the Google Play Console account

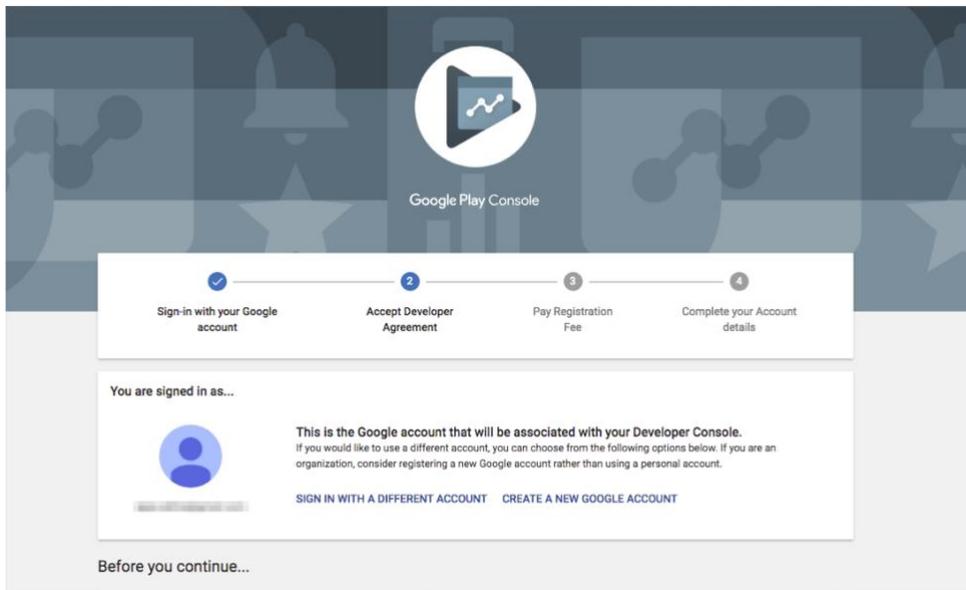
Set up a Google Play Console Account



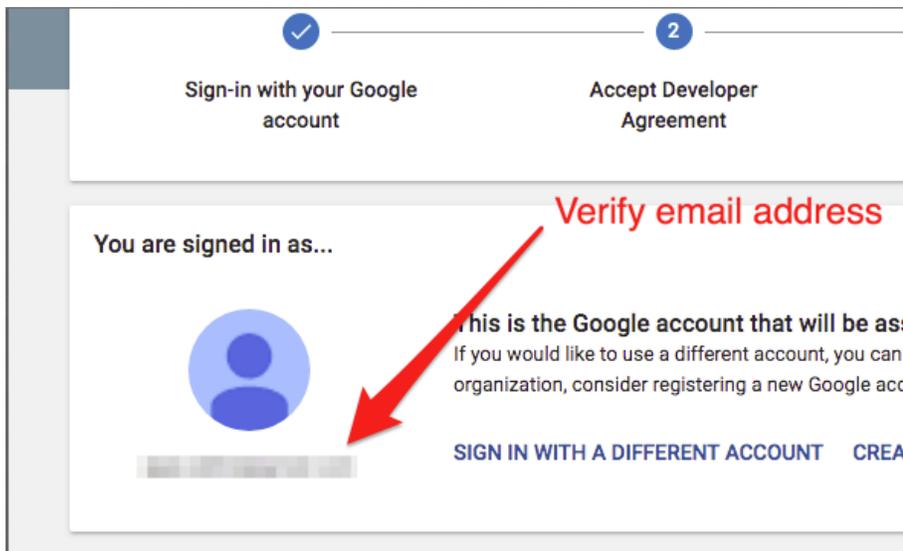
You will need a generic Gmail account to register for Google Play Console.

- [Why?](#)
- [I don't have one.](#)
- [What does "generic" mean?](#)
- [We have G Suite/Google Domain/Google for Education.](#)

1. Navigate to the [Google Play Console Registration](#) page.



2. Ensure you are accessing Google Play Console with the correct Gmail account.
 - a. [What do you mean by “correct”?](#)



3. Accept the developer agreement by checking the box and clicking **CONTINUE TO PAYMENT.**

Before you continue...

Check this box

Accept developer agreement

Read and agree to the [Google Play Developer Distribution agreement](#).

I agree and I am willing to associate my account registration with the Google Play Developer distribution agreement.

Click to continue

Review distribution countries

Review the distribution countries where you can distribute and sell applications. [Learn more](#)

If you are planning to sell apps or in-app products, check if you can have a merchant account in your country. [Learn more](#)

Credit card

Make sure you have your credit card handy to pay the \$25 registration fee in the next step.

CONTINUE TO PAYMENT

4. Enter the credit card information in the pop-up box.

Complete your purchase

Google Play Developer Registration Fee \$25.00

Add credit or debit card

Card number

    MM / YY CVC

Cardholder name

Billing address

By continuing, you create a Google Payments account and agree to [Terms of Service - Buyer \(US\)](#) and [Privacy Notice](#).

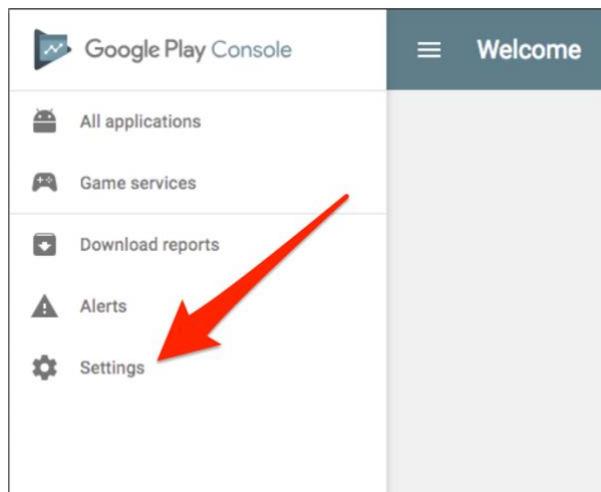
PAY

5. Complete your account details.
 - a. **Developer Name** | Use the full name of your organization. Do not abbreviate. This appears on the app listing.
 - i. [Why?](#)
 - b. **Email Address** | The email address that will receive notifications about this account.
 - i. This will not appear on the app listing.
 - ii. [Best Practice](#)
 - c. **Website** | Your organization's website URL.
 - i. This will not appear on the app listing.
 - d. **Phone Number** | Your organization's phone number.
 - i. This will not appear on the app listing.

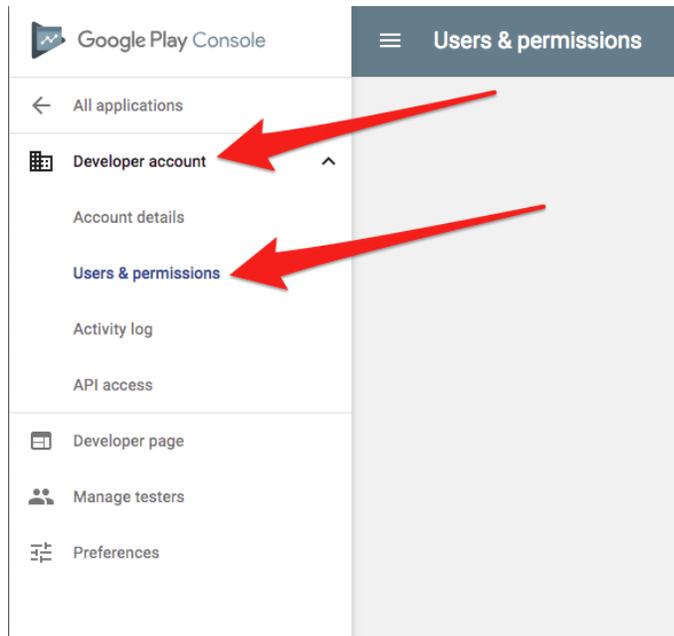
6. Your Google Play Console is now set up.

Invite Blackboard to the Google Play Console account

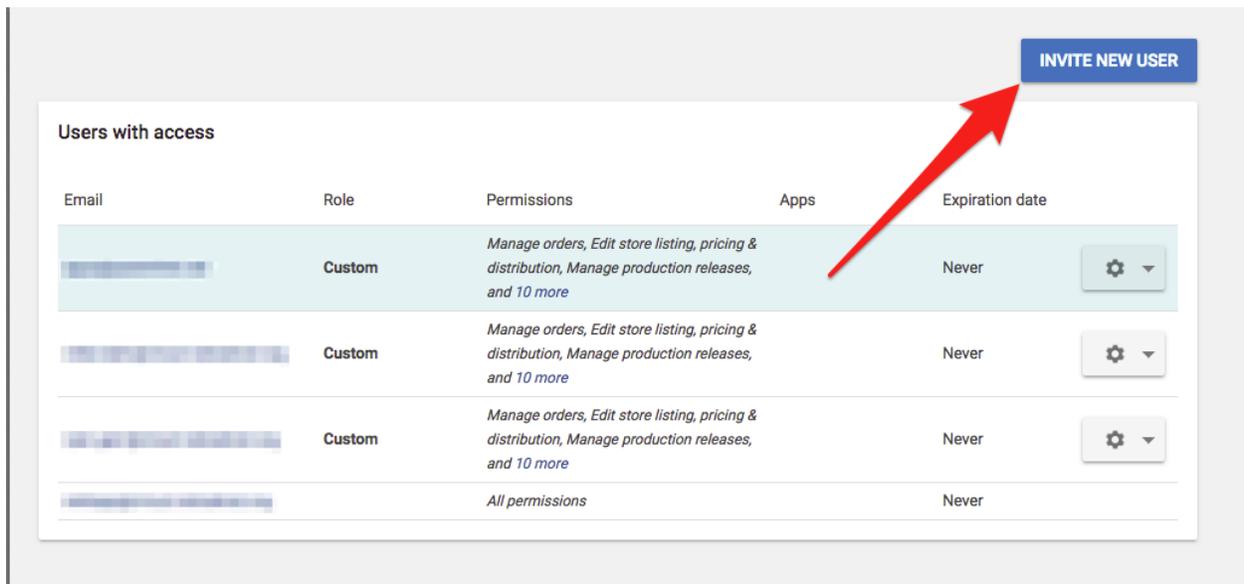
1. In [Google Play Console](#), click **Settings**



2. Click **Developer Account** and then **Users & Permissions**
 - a. *Note: **Developer Account** may be selected by default*



3. Click **INVITE NEW USER**



4. Fill out the invite
 - a. **Email** | apps@parentlink.net
 - b. **Access expiry date** | Never
 - i. [Why?](#)
 - c. **Role** | Administrator
 - i. [Why Administrator level?](#)
 - d. **Permissions** | *Do not adjust*
 - i. [Why?](#)

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Invite a new user

Email *

Access expiry date * Never On:

Role * ▼

PERMISSIONS GLOBAL ▼

ACCESS LEVEL

View app information

Exp
Ne
Ne

5. Click **SEND INVITATION**
6. You have now invited the Mobile App Team at Blackboard.

Note: sometimes the invite will fail. If so, the Mobile App Team will reach out to you and ask you to re-invite. It will involve completely deleting out the existing invite and sending a new one, although with the same information listed above.

In this section you will:

- Enroll in the Apple Developer Program
- Ensure you have access to App Store Connect
- Invite Blackboard to both Apple Developer and Apple App Store Connect

Enroll in the Apple Developer Program



You must have a verifiable Apple ID to continue.

- [Why?](#)
- [I don't have one](#)
- [What does “verifiable” mean?](#)



You must enroll in the Apple Developer Program as an organization, not as an individual and not in the Enterprise program.

- [Why?](#)

1. Go to the [Apple Developer Enrollment Page](#) and sign in with your Apple ID.
 - a. [I can't log in](#)
 - b. [It's asking for two-factor authentication](#)
 - c. [The two-factor authentication is not working](#)

The screenshot shows the Apple Developer enrollment page. At the top, there is the Apple logo followed by the word "Developer". Below this is a light gray rounded rectangle containing two input fields: "Apple ID" and "Password". Underneath the input fields are two buttons: a light gray button labeled "Create Apple ID" and a blue button labeled "Sign In". At the bottom of the gray rectangle, there is a link that says "Forgot ID or Password?".

2. Accept the Developer Agreement

The screenshot shows the Apple Developer Agreement page. At the top, there is a navigation bar with the Apple Developer logo and links for Discover, Design, Develop, Distribute, Support, and Account. Below the navigation bar, the page title is "Apple Developer Agreement". There is a "Sign Out" link in the top right corner. The main content area contains the following text:

This is a legal agreement between you and Apple.
[Download PDF](#)

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND APPLE INC. ("APPLE") STATING THE TERMS THAT GOVERN YOUR PARTICIPATION AS AN APPLE DEVELOPER. PLEASE READ THIS APPLE DEVELOPER AGREEMENT ("AGREEMENT") BEFORE PRESSING THE "AGREE" BUTTON AND CHECKING THE BOX AT THE BOTTOM OF THIS PAGE. BY PRESSING "AGREE," YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, PRESS "CANCEL".

Apple Developer Agreement

1. Relationship With Apple; Apple ID and Password. You understand and agree that by registering with Apple to become an Apple Developer ("Apple Developer"), no legal partnership or agency relationship is created between you and Apple. You agree not to represent otherwise. You also certify that you are at least thirteen years of age and you represent that you are legally permitted to register as an Apple Developer. This Agreement is void where prohibited by law and the right to register as an Apple Developer is not granted in such jurisdictions. Unless otherwise agreed or permitted by Apple in writing,

By checking this box I confirm that I have read and agree to be bound by the Agreement above.

I'd like to receive emails announcing the latest news and recommendations for Apple developer

[Click here to continue](#)

Red arrows in the image point from the text "Check this box" to the first checkbox and from "Click here to continue" to the Submit button.

3. Select

Accredited Educational Institution for your entity type, then click **Continue**

a. [Why not a different entity type?](#)

The screenshot shows the 'Apple Developer Program Enrollment' page. At the top, there is a navigation bar with 'Developer' and a search icon, and a secondary bar with 'Discover', 'Design', 'Develop', 'Distribute', 'Support', and 'Account'. The main heading is 'Apple Developer Program Enrollment' with a 'Profile' link on the right. Below this, there is a 'Sign Out' link. The 'Apple ID Information' section contains a warning: 'The information on this Apple ID account will be used for verification and legal agreements, so please make sure your legal name and country are correct. To edit your account information, [contact us](#).' Below the warning are fields for 'Email', 'Name', and 'Country' (set to 'United States'). The 'Entity Type' section has a label 'I develop apps as' followed by a dropdown menu currently showing 'Select'. At the bottom right are 'Cancel' and 'Continue' buttons.

4. Identify whether you have the authority or have been given the authority to sign the legal agreement.
 - a. [What is the difference?](#)

Authority to Sign Legal Agreements

Confirm that you have the authority to sign legal agreements on behalf of your organization.

- I am the owner/founder and have the authority to bind my organization to legal agreements.
- My organization has given me the authority to bind it to legal agreements.

Your Work Email

5. Fill out your Organization Information.
 - a. **Legal Entity Name** | The name as it appears in relation to your D-U-N-S number.

- b. **D-U-N-S number** | Your D-U-N-S number
- c. **Website** | Your district/school website
- d. **Headquarters Phone** | Your districts phone number
- e. **Tax ID/National ID** | Your tax ID

Organization Information

Enter your organization information as it appears in your Dun & Bradstreet profile so that we can verify your organization's identity in the D&B database.

Please use the English alphabet. Do not enter special characters.

Legal Entity Name
Include the entity type, such as Inc., LLC, GmbH, etc.

D-U-N-S® Number

Website

Headquarters Phone
Country Code Phone Number Extension

Tax ID/National ID
optional
This is a number assigned by local government agencies to identify a business within the local market. Examples of include the VAT Number in Europe, the Siret Number in France, the Company Number in Australia, and the State Registry Number in Brazil.

6. Request the Membership Fee Waiver.

Membership Fee Waiver

Nonprofit organizations, accredited educational institutions, and government entities that will distribute only free apps on the App Store and are based in eligible countries/regions can request to have their annual membership fee waived. [Learn more.](#)

Select "Yes."

No, I decline a membership fee waiver.

Yes, I would like to request a fee waiver.

Then check this box.

By checking this box and clicking continue, I agree that I am submitting this form on behalf of a nonprofit organization, accredited educational institution, or government entity that will distribute only free apps without in-app purchase on the App Store. I acknowledge that the approval of my request is at Apple's sole discretion and understand that Apple reserves the right to determine eligibility criteria and may request additional documentation. The annual membership fee will be reinstated if this organization becomes ineligible for the fee waiver for any reason or at any time at Apple's sole discretion.

7. Fill out the security question and click **Continue**.

8. Verify the information and click **Submit**.
9. Your application has now been submitted.

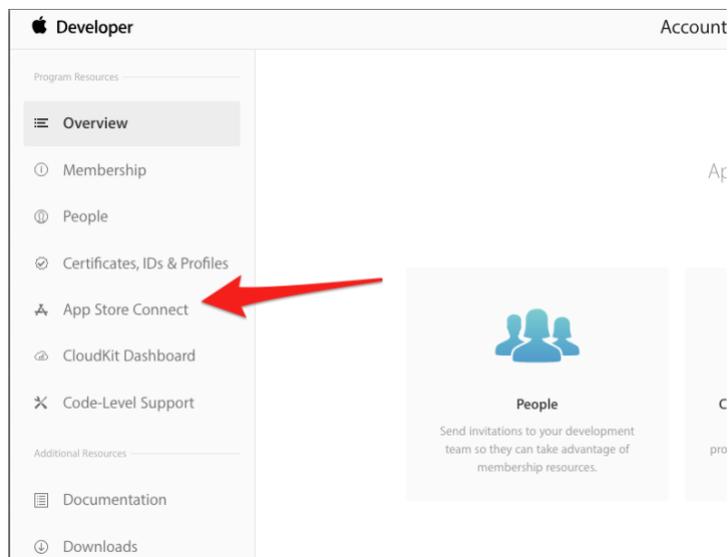


You must now wait until Apple has approved your application. You will receive the approval via email. When approval is received, move to step 9.

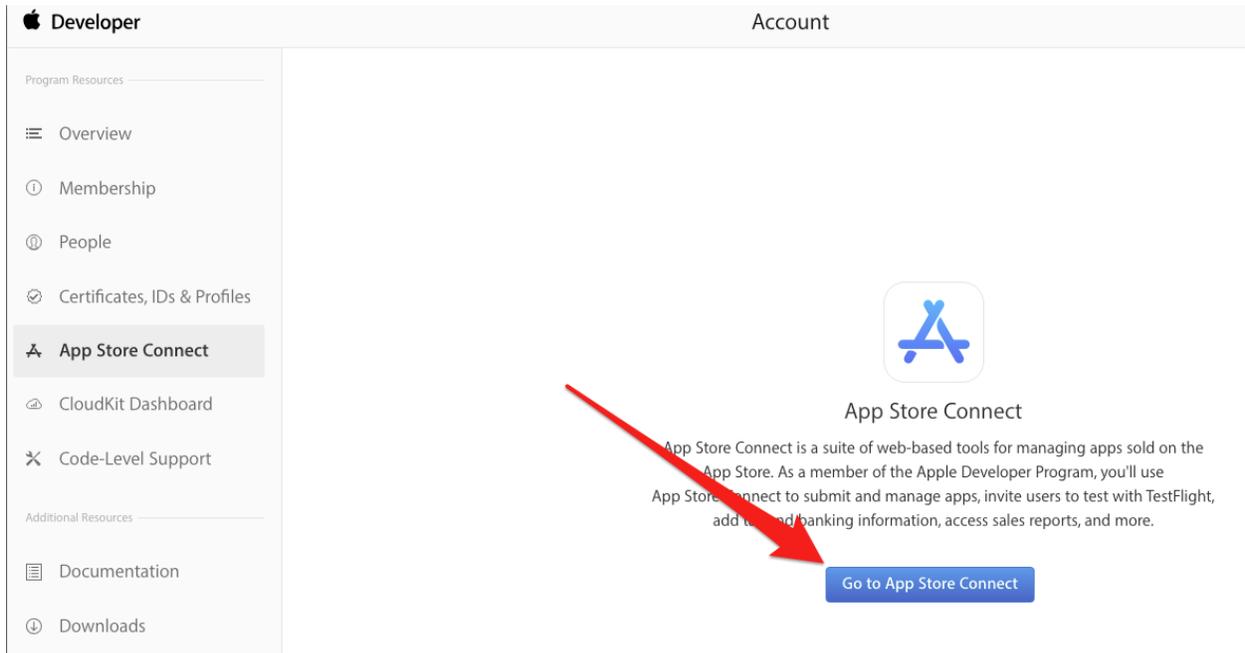
- a. *Note that Apple will often reach out for additional verification by phone or email.*
 - i. [Why?](#)
10. In the approval email you will see a link. Click on this link and complete any last items Apple presents.
11. You have now enrolled in the Apple Developer Program. With this enrollment you will have an account for both Apple Developer and App Store Connect.
 - a. [What is the difference between Apple Developer and App Store Connect?](#)

Ensure you have access to App Store Connect

1. In Apple Developer, click on **App Store Connect**.
 - a. [I don't see this](#)

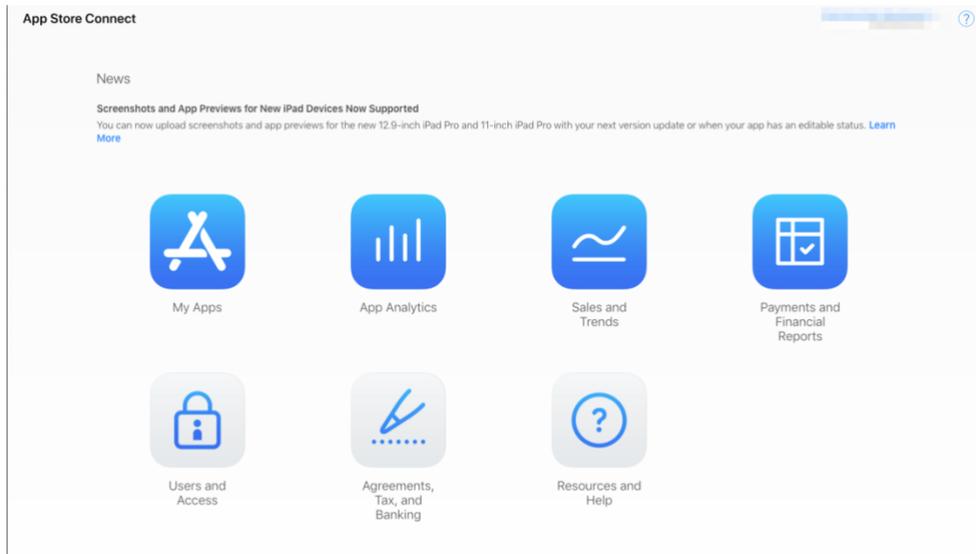


2. Click **Go to App Store Connect**.



3. Verify that you are automatically logged in to App Store Connect by comparing what you see to the screenshot below.

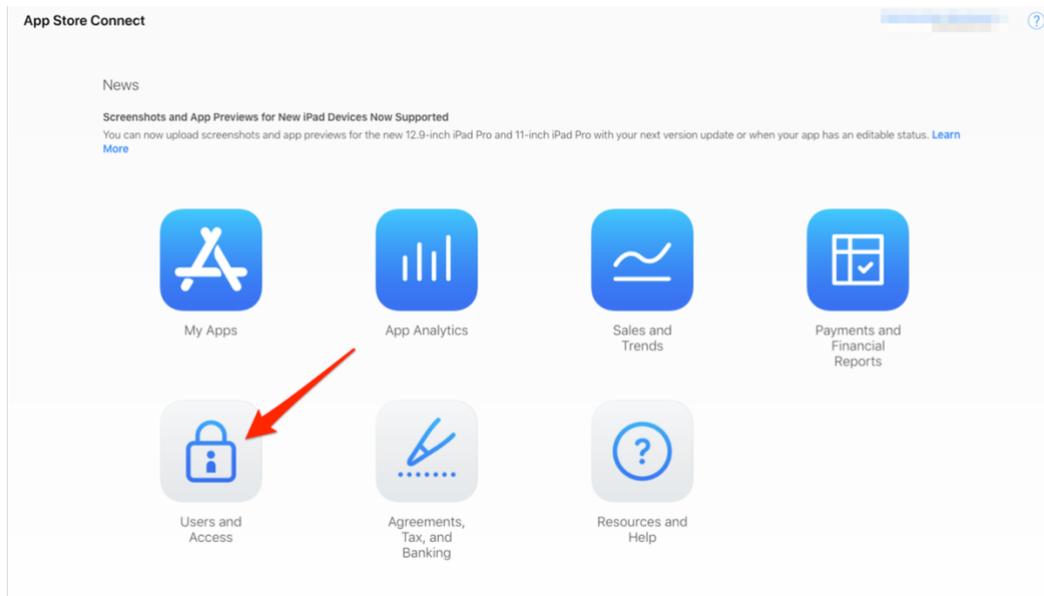
- a. [I see something different](#)



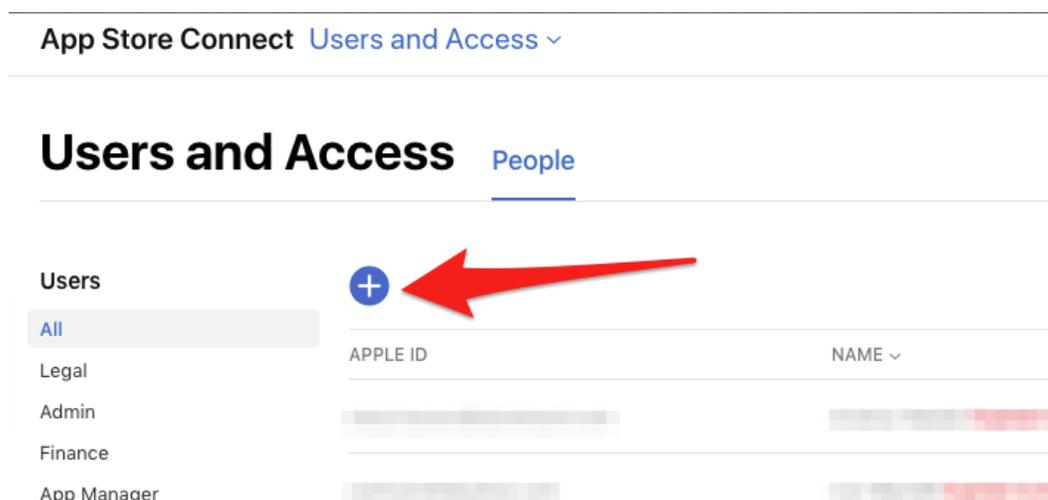
4. You have now verified you have access to App Store Connect.

Invite Blackboard to Apple App Store Connect

1. In App Store Connect, click on **Users and Access**



2. Click on the **plus (+)** button



3. Using your Bb Comm Domain gathered at the beginning of this process, fill out the invite and click **Invite**.
 - a. **First Name** | Miteam
 - b. **Last Name** | Blackboard
 - c. **Email** | [Bb Comm Domain]@mobileapp.team
 - i. [What is my Bb Comm Domain?](#)
 - d. **Roles** | Admin
 - i. [Why Admin?](#)
 - e. **Developer Resources** | Check this box
 - i. [Why?](#)

New User

First Name

Last Name

Email

Roles

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Admin | <input checked="" type="checkbox"/> Finance | <input checked="" type="checkbox"/> Access to Reports |
| <input checked="" type="checkbox"/> Sales | <input checked="" type="checkbox"/> Developer | <input checked="" type="checkbox"/> App Manager |
| <input checked="" type="checkbox"/> Customer Support | <input checked="" type="checkbox"/> Marketing | |

[See Permissions](#)

Apps

Choose apps this user has access to (optional)

Developer Resources

- Access to Certificates, Identifiers & Profiles. [Learn More](#) ↗

4. You have now invited the Mobile App Team at Blackboard to your Apple App Store Connect and Apple Developer accounts.
 - a. *Note: sometimes the invites will fail. If so, the Mobile App Team will reach out to you and ask you to re-invite. It will involve completely deleting out the existing invite and sending a new one, although with the same information used the first time.*

Finished

You have now completed the setting up of your accounts and have given Blackboard access. From here, Blackboard will submit your app to Apple App Store and Google Play. There is an approval process that Apple uses to vet apps. This typically takes a few days. Your project manager will notify you when the app has been submitted and approved.

Should you have any questions or concerns or need help in any way as it relates to the app stores, please reach out to your consultant.

FAQs

- **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 are able to get this fee waived. The instructions include applying for this waiver.

- **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.

- **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.**

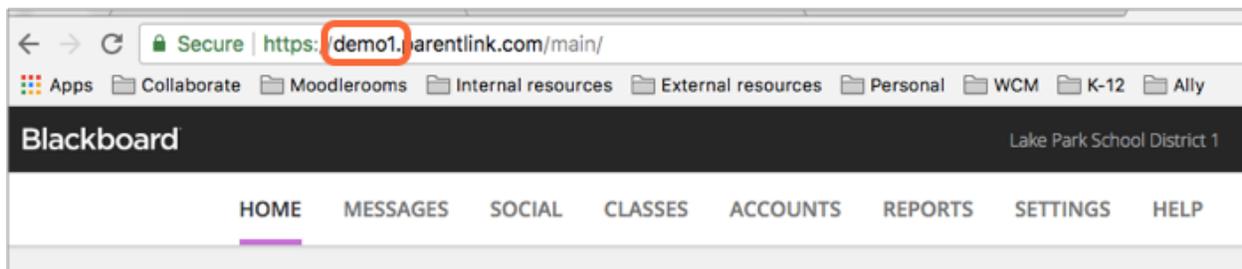
Reach out to your business administrator or finance personnel. If they do not know, then you can look up your D-U-N-S number [here](#).

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

Reach out to your business administrator or finance personnel.

- **What is my Bb Comms Domain?**

Your Bb Comms Portal is where you log in to manage your mobile app. The url will be "example.parentlink.com." The Bb Comm domain is the piece that comes after *https://* and before *.parentlink.com*. Please see screenshot below.



- **Why do I need access to iCloud?**

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](#).

- **What is iCloud?**

iCloud is Apple's cloud-based storage service. Learn more on [Apple's iCloud page](#).

- **I don't know how to gain access to iCloud.**

If you have any Apple device you will have access to iCloud by default (iPod, iPhone, iMac, Macbook, Apple Watch). If you do not have an Apple device, then you will need to download iCloud and iTunes to your PC. Learn more on Apple's [iCloud: Set up iCloud on your iOS devices or your Mac or Windows computer page](#).

1. Log in to iCloud.com using your Apple ID.
2. In the bottom right you will see a link to download iCloud. Download and log in.
3. Download [iTunes](#) to your PC and log in with your Apple ID.

- **Why do I need a generic Gmail account?**

Google charges their \$25 Google Play Console registration fee per registrant. Having a generic Gmail account lets more people have access without paying the additional registration fees.

- **I don't have a generic Gmail account.**

You can easily create one by going to gmail.com and clicking **Create account**.

- **What do you mean by "generic" for the Gmail account?**

We mean to create a Gmail account that can be shared by multiple users, or an account that is not tied to any one person. As individuals leave your organization, this Gmail needs to remain with the organization. The owner of a Google Play Console account cannot pass ownership to another Gmail user.

- **Why do I need to use the full name of my organization for my Developer Name in Google Play?**

There are two reasons. First, this is the name that will display on your app listings in Google Play. Second, the name is how the Mobile App Team finds you in their list of apps that they manage. The members of the Mobile App Team need to be able to find "example school district" in the list instead of "esd."

- **What is the email address field used for when signing up for Google Play Console?**

This is where notifications will be sent to regarding app status and marketing (should you choose to receive those). This is not displayed in Google Play.

- **Why choose "never" for the access expiry date in Google Play Console?**

The Mobile App Team will need to access your account multiples times a year to deliver new binaries, adjust listing information, or complete other tasks that will keep your app listing in compliance with Google Play's policies. Should you choose to expire the invite after a certain amount of time, we would need to have you send a new invite the next time we needed access.

- **Why am I giving you administrator level access to my Google Play Console?**

This level of access is necessary for the Mobile App Team to complete their work, which includes delivering new versions of the app to the store and modifying the app listing. If you have other apps within your account, then you can restrict the Mobile App Teams' access to just the one app while still maintaining the administrator level access.

- **Why do I have to have an Apple ID to enroll in the Apple Developer Program?**
To enroll in the Apple Developer Program you must be a real person. Your Apple ID identifies you as a real person.
- **I don't have a work Apple ID.**
Using a personal Apple ID is appropriate for enrolling in the Apple Developer program. Apple requires actual individuals to be a part of an Apple Developer/App Store Connect team as opposed to generic accounts. As individuals come and go with an organization, they are to be added to/removed from the developer account. However, if you are uncomfortable using your personal Apple ID, consider creating another work-place Apple ID for yourself. Just remember that it needs to be your actual information.
- **What do you mean by "verifiable" for the Apple ID?**
Apple requires that the Apple ID be tied to a real person. You cannot create generic Apple IDs. Apple will verify who you are, including emailing or calling you to request additional verification information. Using generic information will result in a very lengthy and difficult process to correct with Apple. You can learn more on Apple's [Identity Verification](#) page.
- **Why can't I log in to Apple Developer?**
This is most likely due to an issue with your Apple ID. Please visit Apple's [Apple ID Support page](#) for help. If it is related
- **Apple is asking me for two-factor authentication. What do I do?**
Ensure that you are signed up for two-factor authentication. Go to Apple's [Two-factor authentication for Apple ID](#) page for instructions. If you are using two-step verification with Apple, you will need to switch to two-factor authentication. Go to Apple's [Switch from two-step verification to two-factor authentication page](#) for instructions.
- **The two-factor authentication is not working.**
Ensure that the Apple ID you are logging in to Apple Developer with is the same Apple ID that is on your trusted device. If you are attempting to use the trusted number, ensure that the number is listed as trusted on your Apple ID. If this is all correct, go to Apple's [If you can't sign in with two-step verification using your Apple ID page](#) and follow the steps. If none of this works, you will need to contact Apple support directly.
- **I am not seeing the App Store Connect button in Apple Developer.**
You are most likely enrolled in Apple's enterprise developer program. This program is designed for in-house distribution only and does not allow access to the App Store. You will need to enroll in the developer program using your Apple ID.
- **My App Store Connect does not look like the screenshot.**
You are most likely enrolled in Apple's enterprise developer program. This program is designed for in-house distribution only and does not allow access to

the App Store. You will need to enroll in the developer program using your Apple ID.

- **Why am I giving you Administrator access to App Store Connect?**

This level of access is necessary for the app download report in your Bb Comms portal (where you manage your Mobile App). If you do not care about the app download report, you can use the App Manager permission level instead.

- **What is a Google Play Registration Transaction ID?**

This ID is, in a way, your account's identity. The Google Play Registration Transaction ID is known by a few names: Transaction ID, Order Number, Google Play, and Check Out number. It is a very large alpha-numerical string that may come in one of three different formats:

1. 01234567890123456789.token.0123456789012345
2. 0.G.123456789012345
3. registration-1234ab56-7c89-12d3-4567-8e91234567f8

- **Where can I find my Google Play Registration Transaction ID?**

There are four ways to find this ID.

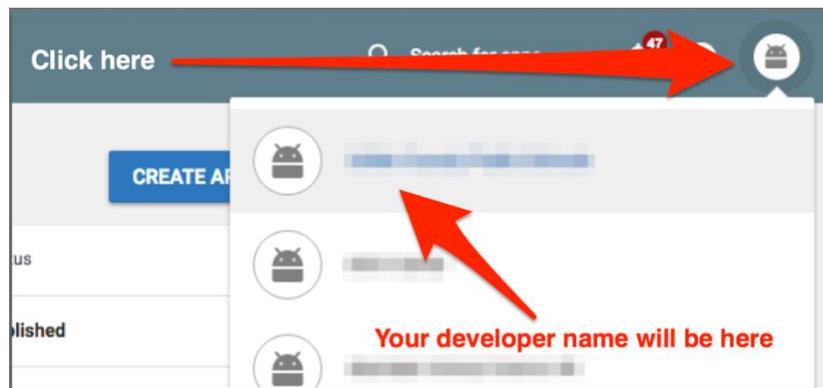
1. Google will have sent a receipt email to you upon registration for a Google Play Console account. In the Gmail account that was used to register, search for "developer registration fee."
2. Go to Google's payment page, click on **Activity**, and look for "Google Play Developer Token."
3. Go to Google's payment page, click on **Other Purchase Activity**, then click on the \$25-line item.
4. Reach out to Google Play Console support. If you provide them the last 4 digits of the credit card used to make the purchase, they will be able to provide this ID.

- **What is a Google Play Console Developer Name?**

This is the name of your organization that you would have filled out when registering for Google Play Console. This is the name that will show on your app listing in Google Play.

- **Where can I find my Google Play Console Developer Name?**

Log in to your Google Play Console and click on the Android symbol in the top right. It will be listed in the drop down.



- **What is a Apple Developer Team ID?**
This is the ID associated with your Apple Developer Team. It is necessary for transferring your app listing to you. It is typically an all-caps alpha-numeric string that will look like this: ABCD1EF2G3
- **Where can I find my Apple Developer Team ID?**
Log in to [Apple Developer](#), click on **Membership** in the left hand bar and look for **Team ID** on the page.
- **I can't click Review to accept the transfer. It says I need to accept the master agreement?**
Follow these instructions:
 1. Go to Apple Developer.
 2. When you log in you will see a red bar at the top. Follow this red bar through to accept the agreement.
 3. Once completed, go back to App Store Connect.
 4. Go to **Agreements, Tax, and Banking**.
 5. You will see a new agreement for your review.
 6. Accept this agreement.
 7. You will then be able to accept your app transfer.
- **We have G Suite/Google Domain/Google for Education.**
No problem. Simply have the administrator create a generic account to use for registering with Google Play Console. This generic account can still reside under the same domain/suite. Note that for G Suite you will need to ensure that access to Google Play Console is turned on. Without this, you will not be able to access Google Play Console. [Why a generic account?](#)
- **What do you mean by “correct” Gmail account?**
 - Simply that it is the gmail account you want to own the Google Play Console registration. Note that this account becomes the owner of the Google Play Console account and that it cannot change.
- **Google Play Console permission levels**
The administrator permission level is required for the Mobile App Team to manage the listing and submit new versions to the store. However, you can limit the Mobile App Team's access to just the Blackboard app by selecting the app from the drop down next to the permission level. Note that this cannot be done until the app listing is in your account.
- **Apple Developer Program options**
There are three different types of developer programs: Apple Developer Program for individuals, Apple Developer Program for organizations, and Apple's Enterprise Developer Program. The Apple Developer Program for organization's is what you need to enroll in. Enrolling in the other options will not work, as the individual program cannot invite others and the enterprise program is for in-house distribution only (no access to the App Store).
- **Why not a different entity type?**
 - The entity type is associated with your D-U-N-S number. While the vast majority of school districts are identified as an accredited educational institution, some will

be identified as Government. If you are told that your entity type is incorrect, either switch to Government or verify by looking at your D-U-N-S information.

- **What is the difference between authority types?**
 - If you have the authority to sign, you will be asked for your work email. If you have been given the authority to sign, you will be asked for the contact information of the individual who gave you that authority. This other individual may be contacted by Apple for verification purposes.
- **What is the difference between Apple Developer and App Store Connect?**
 - Apple developer and App Store Connect are two halves of the same whole. Apple Developer deals with back-end items such as certificates and files necessary for mobile app functionality. App Store Connect deals with front-end items such as screenshots, the name, and whether your app is available for download or not.
- **Why am I checking the Developer Resources box?**
 - Apple Developer and Apple App Store Connect are both part of the Apple developer program, albeit different systems. For Blackboard to fully maintain your app, access to both programs is required. Checking this box will invite Blackboard to your Apple Developer account in addition to inviting them to your App Store Connect account.