



# **Custom Mobile Application: Apple ID Changes in February 2021 FAQ**

# Introduction

Starting in February of 2021 Apple is introducing some new requirements for their Apple ID accounts. The following FAQ addresses some common questions you may have about this change and the actions we recommend.

## What are the new requirements from Apple for February 2021?

Apple will require 2-factor authentication for all Apple ID accounts by February 2021. This means that the users set up on your Apple Developer account and App Store Connect must have phone number attached to them. This number will be sent a text message as part of the log-in process when you log-in to the user account.

## How do the new requirements impact me and my district?

As a customer with a branded mobile app from SchoolMessenger, you should be on your own Apple Developer account and hosting your mobile app. SchoolMessenger has a user account for your Apple Developer account and App Store Connect to support your mobile app by updating new versions with enhancements and bug fixes.

SchoolMessenger will be adding our own phone number to our login user account so that we retain access to your Apple Developer account and can continue to manually update your mobile app.

With the addition of 2-factor authentication, the process of updating your mobile app will be slower. We will no longer be able to automatically upload newer versions of your mobile app and will instead need to make the update manually. This means that updates to your mobile app may be slower than before and there may be a longer wait time before new versions of your app are available in the App Store.

To expedite the process of getting new versions into the App Store, you create an App Store API and send us the information. Once we have the App Store API information, we'll be able to automate sending the latest app version to stores for you again.

The step-by-step instructions are available at

<https://resourcecentral.schoolmessenger.com/common/pages/DisplayFile.aspx?itemId=70286625&FileName=Creating%20an%20App%20Store%20Connect%20API%20Key>

## How do I create this new API and how do I get it added to my mobile app?

The App Store API must be created from your App Store Connect account. You can find the step-by-step instructions at

<https://resourcecentral.schoolmessenger.com/common/pages/DisplayFile.aspx?itemId=70286625&FileName=Creating%20an%20App%20Store%20Connect%20API%20Key>

Once you have created the API, you can send an email with your school district's name and the API information to [appdev@schoolmessenger.com](mailto:appdev@schoolmessenger.com). Our team will be able to use the API information to enable auto-publishing of the app to your account.

## What if I don't want to create this API? How is my app impacted?

Your mobile app will not be affected. SchoolMessenger will continue to be able to support it and send new versions to stores on your behalf. Without the API information, it will simply slow down the process of publishing a new version to the App Store as the API automates much of the work.