



iOS 8: How to Check App Compatibility

Version Date: 09/24/2014



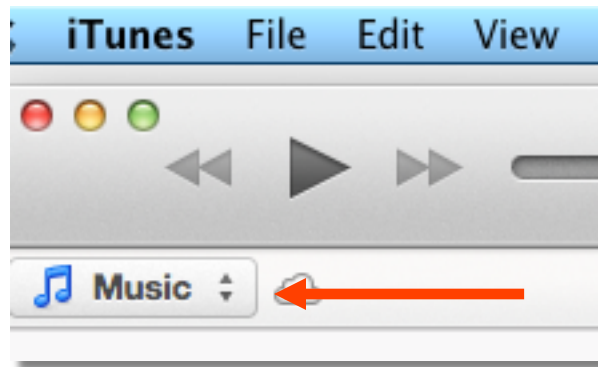
Confirming Compatibility: After an iOS upgrade an app could experience problems operating in the new iOS environment—requiring the developer of the app to release an update that addresses these problems or "bugs" as they are commonly referred to. Often developers of very popular apps need to release an update within days of a new iOS upgrade being made available to "confirm compatibility" (ensure that they continue to functioning optimally). Not all apps are updated immediately following an iOS upgrade; and at times, some of these "un-updated" apps can experience unexpected behavior.

This guide provides the steps you could choose to take to learn if your mission critical apps are confirmed compatible with iOS 8 prior to upgrading your iPads.

Note: An app that has yet to receive a developer update confirming compatibility with iOS 8 doesn't necessarily mean it will no longer work after upgrading to iOS 8. The app may still work but experience unexpected behavior.

Directions: Checking the "What's New" app update details in iTunes

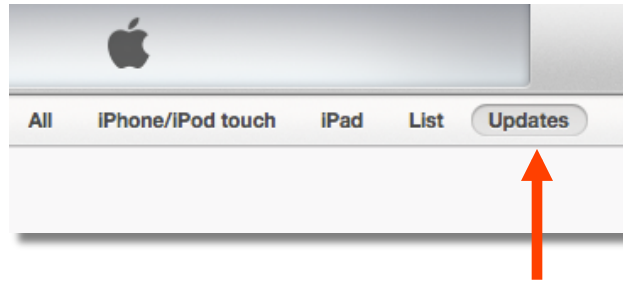
1. Open Apple iTunes on the computer used to manage the iPads.
2. At the top left of the window click "Music."



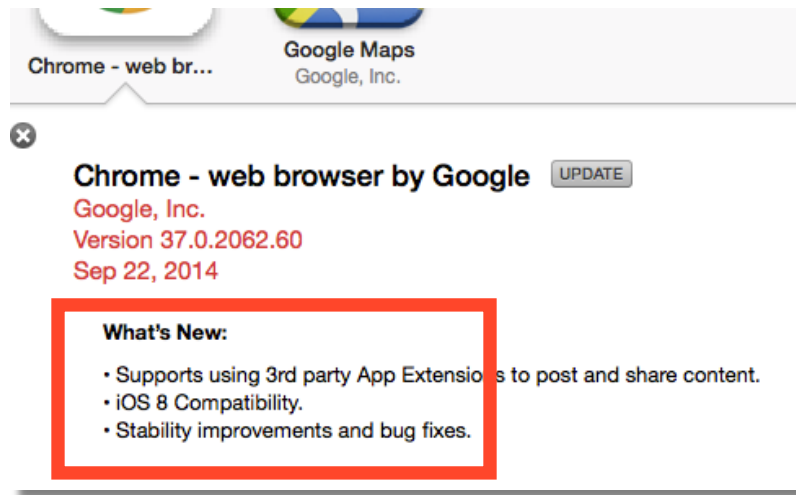
3. Choose "Apps" from the drop down menu.

Note: If you do not see the Music button and instead have the left side bar visible, at the top left of the window, under the category Library, click Apps.

4. At the top center of the screen, under the Apple logo, click “Updates” to display all apps that have an update available.



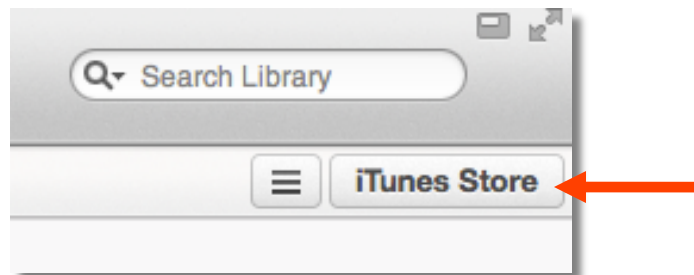
5. Click once on an app to display the “What's New” update information details.



Note: This section will provide details as to what the update contains, such as iOS 8 Compatibility or “Optimized for iOS 8” (enhancements made to app).

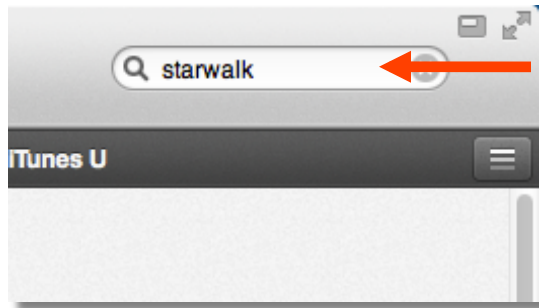
Directions: Check app compatibility in iTunes Store

1. Open Apple iTunes on the computer used to manage the iPads.
2. At the top left of the window click “iTunes Store.”



Note: If you do not see the iTunes Store button and instead have the left side bar visible, at the top left of the window, under the category Store, click iTunes Store.

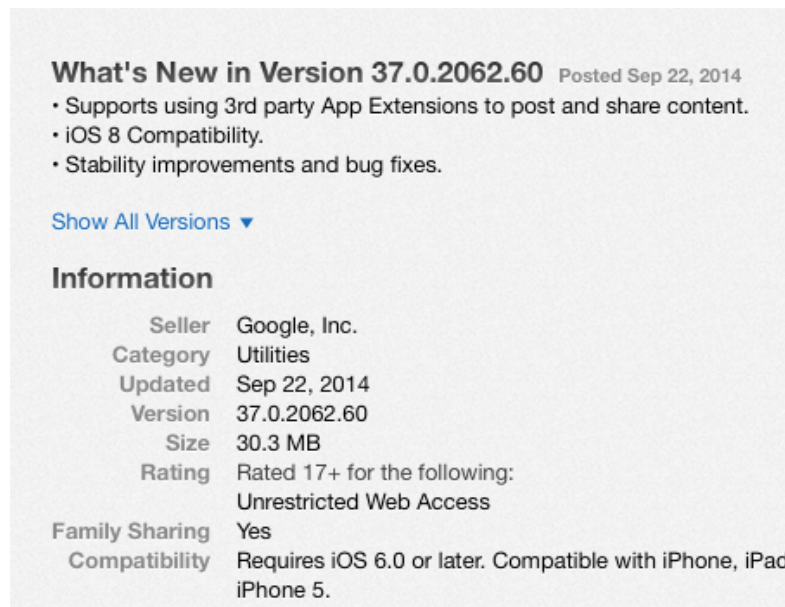
3. At the top right of the window in the Search Store box, type the name of the app you are looking for and press "return" on the keyboard.



4. To focus the search results displayed in the center of the window, In the right column, click "iPad Apps."

5. From the narrowed search results, choose the app you were looking for by clicking the icon for the app.

6. Scroll down the app Details page to locate the "What's New" and "Information" sections that will provide details as to what the update contains, such as iOS 8 Compatibility.



Need Help?

We are here to support you! For all technical issues, please call the IT Service Desk at (773) 553-3925, option 9.

Our team works with the IT Service Desk to make sure your issues are routed to the proper Mobile Device Management Support Team member as quickly as possible.

We encourage you to email your feedback and non-technical questions to the Mobile Device Management Support Team at mdmsupport@cps.edu.