

# Apple Developer Account Setup Guide <sup>v16</sup>



## DIGITAL SOLUTIONS for WASTE MANAGEMENT

Looking for the Google Play Account Setup Guide? You can [find it here](#).

### 1) Introduction

In the summer of 2017, Apple changed its App Review Guidelines in a way that prevents ReCollect from releasing apps for third-parties under the name “ReCollect Systems Inc.”. Therefore, you will need to set up an Apple developer account under your organization’s name (e.g. City of Springfield).

This guide outlines how to:

- enroll your organization in the Apple Developer Program
- give ReCollect permission to create and maintain your app under your account.

Please note that the Apple Developer Program has an **annual** recurring cost of **\$99/year** (waived for governmental and not-for-profit organizations based in the United States or the United Kingdom) – and must be paid with a credit card.

**If your app is already live in the App Store**, updates to your iOS mobile app will be rejected unless we migrate your apps to your Apple developer account.

Apple will NOT remove your apps from the App Stores or from your users' mobile devices. However, ReCollect will not be able to fix any critical issues or make any changes to your apps until we complete the process outlined below. This includes compatibility issues that may arise when Apple releases new versions of the iOS operating system.

Once we have access to your developer account, we can complete the process of transferring your app so it appears under your organization’s name. Your app users will **not** need to do re-download the app, and this will **not** affect metrics or the way your app is displayed in the ReCollect administrative console.

## 2) Enrolling in Apple's Developer Program

### 2.1) Find out if you're already enrolled

Before taking the steps below, ask your IT department if your organization is already a member of the Apple developer program. If it is (i.e. you already release apps under your organization's name), then you may skip ahead to section 3, to give ReCollect administrative access to publish your app.

### 2.2) Ensure you have all the requirements to complete the process

The first step in enrolling in the Apple Developer Program is to make sure you have the required information and legal authority to enroll your organization. Verify you have the following:

**Legal Entity Status**

Apple does not allow you to create a developer account under a branch or trade name. The account name must be a legal entity, such as *City of Springfield* or *Waste Co LLC*.

**Your organization's D-U-N-S® Number:** \_\_\_\_\_

(optional for government organizations)

This is a number issued by Dun & Bradstreet, which identifies your organization. Many municipalities, counties and companies already have a D-U-N-S number. You can use the free tool to look up your D-U-N-S number, and find more information here:

<https://developer.apple.com/support/D-U-N-S/>

**Legal Binding Authority. Person with Authority:** \_\_\_\_\_

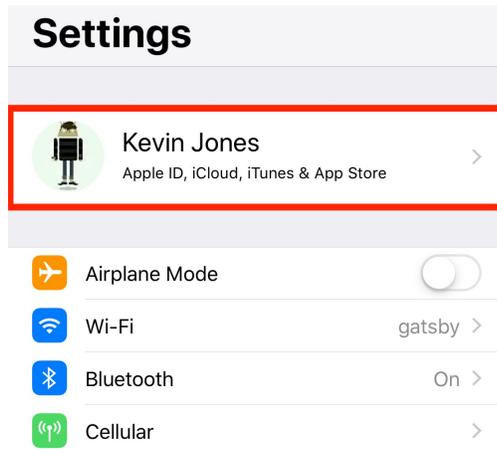
The person who enrolls in the Apple Developer program must have legal authority to bind your organization to legal agreements with Apple. This person will be given the "Agent" role in the Apple Developer Program. **Note: This person must be the person who completes the enrollment process below.**

**A credit card for paying the \$99 annual fee**

([This fee can be waived](#) if your organization is either a government entity or a not-for-profit organization and you are based in the United States or the United Kingdom).

## 2.3) Start the enrollment process

- ❑ Find or create your Apple ID:
  - a. **Device Requirement:** Apple requires that Two-Factor Authentication (or 2FA) is enabled on the Apple account used to enroll in the Apple Developer Program. In order to have 2FA enabled, you must be logged in to an Apple device using the same account you are using to enroll in the Developer Program.
  - b. **Locate an Apple Device,** such as an iPhone or iPad. Ideally, this should be a shared device you have in your office. If a shared device isn't available, you may use a personal device, but if you are logged in using your personal Apple ID on that device, then your personal Apple ID will be the account with the "Account Holder" role in your Developer Program Account. However, this "Account Holder" role may be transferred to another employee at any time.
  - c. **Create an Apple ID or Login:** Open "Settings" on your Apple device. The name at the top is your Apple ID (highlighted in red in the screenshot below). You can find out the email address associated with that Apple ID by tapping on it. If you wish to use a different account to enroll in the Developer Program, then you will need to click on the name, and select the "log out" option at the bottom. Then you will be presented with options to either sign in with another Apple ID or create a new Apple ID.



- d. **Enable Two-Factor Authentication:** Once you are logged in using the correct Apple ID, you should confirm that Two-Factor Authentication is enabled. Tap on your name at the top of Settings and then select "Password & Security". On the next screen, it will indicate whether Two-Factor Authentication is enabled. If it isn't enabled, you should tap on the button to enable it, and follow the prompts.
- e. Now that Two-Factor Authentication has been enabled, the rest of the process can be completed in your web browser on your computer.

- Navigate to <https://developer.apple.com/enroll/> and log in using your Apple ID from above.
  - a. Apple will prompt you for a 4 or 6 digit code, which will be sent to your Apple Device to confirm you control the account.
- The next step is to complete the form to enroll in the *Apple Developer Program*. **Do not enroll in the Apple Developer Enterprise Program** - that program does not allow for apps to be distributed in the App Store.

You will need to enter the following information:

- a. Entity Type
    - Individual / Sole proprietorship / Single person business
    - Company / Organization
    - Government Organization
  - b. Verification Contact (another person in your organization who can verify your identity)
    - First name: \_\_\_\_\_
    - Last name: \_\_\_\_\_
    - Job Title: \_\_\_\_\_
    - Email: \_\_\_\_\_
    - Phone: \_\_\_\_\_
  - c. Organization Information *(as it appears in the Dun & Bradstreet profile)*
    - Legal Entity Name *(e.g. City of Springfield, or Waste Co Inc.)*
    - D-U-N-S Number *(from above)*
    - Address \_\_\_\_\_
    - Town / City \_\_\_\_\_
    - State / Province \_\_\_\_\_
    - Postal Code \_\_\_\_\_
    - Headquarters Phone \_\_\_\_\_
    - Your work email \_\_\_\_\_
- Submit your application to enroll.

## 2.4) Further documentation

Apple *occasionally* requests further verification. If that is the case, you may receive a phone call to verify your identity and contact information – or you may receive an email from Apple requesting that you produce, scan and upload a letter to Apple on official letterhead that includes:

- Your name and a declaration that you have the legal authority to bind your organization to all legal agreements presented by Apple Developer Programs.
- An enrollment ID (provided by Apple)
- A case number (provided by Apple)
- The current and complete principal place of business or a corporate address
- The main telephone number for your organization
- Your printed name, title, signature, and contact information.

**Wait for approval:** Once your application for enrollment is received, you will need to wait for your application to be reviewed and approved. The steps that follow cannot be completed until your account is verified. Watch your email for an invitation from Apple to move forward with the process.

### 3) Giving ReCollect access

- ❑ Log in to App Store Connect <https://appstoreconnect.apple.com> as the Account Holder.
  - ❑ Click on “Users and Access”
  - ❑ Click on the (+) icon next to “Users” to create a new user.



- ❑ Enter the following contact information: Kevin Jones, [mobile2@recollect.net](mailto:mobile2@recollect.net). (See screenshot on next page for visual help.)
- ❑ Under “Roles”, check the “Admin” check box.  
*(If you do not feel comfortable giving us the “Admin” role, you may give us the “app manager” role, but **make sure that “Access to Reports” is checked** so that you don’t lose access to accurate download metrics and aggregated app store reviews. “Access to Reports” is different from “Access to Certificates, Identifiers & Profiles”.)*

- ❑ Under “Developer Resources”, check “Access to Certificates, Identifiers & Profiles.”

The screenshot shows a 'New User' form with the following fields and sections:

- First Name:** Kevin
- Last Name:** Jones
- Email:** mobile2@recollect.net
- Roles:** A grid of checkboxes with 'Admin' selected. A blue arrow points to the 'Admin' checkbox. Other roles include Finance, Access to Reports, Sales, Developer, App Manager, Customer Support, and Marketing.
- See Permissions:** A link below the roles section.
- Apps:** A dropdown menu labeled 'All Apps' with the instruction 'Choose apps this user has access to (optional)'.
- Developer Resources:** A checkbox for 'Access to Certificates, Identifiers & Profiles' is checked. A blue arrow points to this checkbox. A 'Learn More' link is next to it.
- Buttons:** 'Cancel' and 'Invite' buttons at the bottom right. A blue arrow points to the 'Invite' button.

- ❑ Click “Invite.”

**If your app is not yet live:** congratulations – you’re done!

**If your app is already live in the App Store,** there are a couple more steps to complete in order for us to transfer your app(s) over to your new account. Hang in there—you’re nearly there!

## 4) Complete the Apple App Transfer

Once you’ve given us access to App Store Connect and your Apple Developer Program (as outlined in Step 3), we will initiate the transfer process. You should receive an email letting you know that an app transfer has been requested and that you need to accept the agreement. It will look something like this:

## Apple iTunes Connect

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Dear City of ~~Shaker Heights~~,

An app transfer for the app ~~XXXXXXXXXX~~ (Apple ID: ~~XXXXXXXXXX~~) has been requested and is pending your acceptance. To accept this request, you must accept the agreement by 12/26/2017.

To review and accept the terms of the agreement, go to [iTunes Connect](#).

Regards,

The App Store team

Click on the link in that email, and you'll be able to complete the final step in the process: accepting the app transfer.)

### ***4.1) Accept the app transfer***

You will need to log in to App Store Connect (via the link in the notification email) and fill out a form to accept the app. Enter the following information (see also screen grab on following page):

- New App Metadata:
  - Company Name: enter your organization's name.
  - Support URL: we suggest <https://recollect.net>
  - Marketing URL: we suggest <https://recollect.net>
  - Policy URL: we suggest <https://recollect.net/privacy>
- App Review Contact Information:
  - First Name: Kevin
  - Last Name: Jones
  - Email Address: [mobile2@recollect.net](mailto:mobile2@recollect.net)
  - Phone Number: 1-888-402-6936
- App Store Contact Information: You may enter your organization's contact info here, but ReCollect is also happy to manage any future correspondence with Apple on your behalf. So for this section, we suggest entering the following (as shown in the screenshot below):
  - Address: Suite 528-3381 Cambie St.
  - City: Vancouver
  - State: BC
  - Postal Code: V5Z 4R3
  - Country: Canada

- Email: [mobile2@recollect.net](mailto:mobile2@recollect.net)
- Phone Number: 1-888-402-6936
- Don't** check the checkbox about the Korean App Store
- Accept the Application Transfer Agreement.

- Transfer App

### App Transfer Information



Transferor **ReCollect Systems Inc.**

Recipient [Redacted]

App Name [Redacted]

iOS Version **2017.10.24**

Apple ID [Redacted]

SKU [Redacted] -ReCollect-Waste

Price Tier [View Schedule](#)

### New App Metadata

Company Name  ?

Support URL  ?

Marketing URL  ?

Privacy Policy URL  ?

### App Review Information

**App Review Contact Information** ?

First Name

Last Name

Email Address

Phone Number

Include your country calling code.

Trade Rep First Name  ?

Trade Rep Last Name

Address Line 1

Address Line 2

City

State

Postal Code

Country

Email

Phone Number

Include your country calling code.

**Don't check**   Display Trade Rep contact info on the Korean App Store.

### Agreement Terms

**APPLICATION TRANSFER AGREEMENT**

By clicking to agree to this Application Transfer Agreement ("Transfer Agreement"), which is hereby offered to You by Apple (as defined in the Apple Developer Program License Agreement, including related Schedules and as updated from time to time, collectively the "Program Agreement"), You hereby authorize and instruct Apple, to carry out the transfer of a certain Licensed Application and related metadata and information from a third-party developer account ("Transferor") to Your developer account to be identified by Transferor in the iTunes Connect tool.

Recipient:  
Transferred App Name:  
Apple ID:  
SKU:

***And... you're done!***

## ***Questions?***

If you have any questions about this process, please email [mobile@recollect.net](mailto:mobile@recollect.net) or call support at (360) 205-5468. We're happy to help!