

Date: 1/6/2025

To: IT Coordinators

From: DRC Customer Support

Subject Line: Apple iPad Technology Updates | Action Required

Apple recently updated iPad technology which has the potential to impact online testing in DRC INSIGHT. This email summarizes the changes that are necessary to eliminate any potential impacts. If your site does not use iPad devices for online testing, please disregard this email.

iPad Secure Application – version 15.2

On the evening of January 2, 2025, DRC released version 15.2 of the secure application for iPads. The update will be required and must be installed on iPad devices before testing.

- For iPad devices that are managed by Mobile Device Management (MDM), technology coordinators will need to update to the new version and push out the change to all managed devices.
- For devices that are not using an MDM, technology coordinators will need to update the new version manually.
- No additional action is needed for tests previously completed on iPad devices prior to the update.

Details for updating the secure application on iPad devices can be found in the *DRC INSIGHT Technology User Guide* located in the DRC INSIGHT Portal under General Information.

Please contact **DRC Customer Service** with any questions at LASLinksHelpDesk@DataRecognitionCorp.com or call 866-282-2250 Option 2.