

Empowering educators to improve our world

Initial checklist for clients before purchasing a BMA

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As a part of the preparation for getting your own Branded Moodle App, you need to check that your site works as expected with the free Moodle app, and share any concerns with your Moodle Partner.

This is a list of things you need to check to ensure that the process goes without a hitch:

- The most important thing is to check that you can access your site correctly and browse, visualize the contents, and participate in all the activities as a student user with the [official Moodle app](#). Please consider all the typical scenarios your students might encounter when doing this, and test them thoroughly to ensure everything works as expected.
- We need to know if you have made modifications to the Moodle source code, what exact version you have and also if you have any additional plugins installed.
- **It's important to note that additional plugins or customizations are only supported in the app if they are mobile compatible.** Please check the documentation for supporting plugins [here](#), and the list of plugins already supported [here](#) and take the necessary steps to ensure that all your plugins are up to date.
- All configuration changes required on your site must be done by you following our detailed instructions, prior to starting work on the Branded App. We will never ask for an administrator account for privacy reasons (GDPR).
- If you need additional consulting services or you need us to check and fix issues in your platform that prevent the use of the Mobile application or Push Notifications, this will have a separate fee (if your Moodle instance is already running normally, you won't need any additional work).
- The Apps Team at Moodle will be doing the app compilation (the building of the binary file that will be shared for testing purposes and that will be sent to the stores for publishing). This is the only way we can guarantee that the app will work as expected.

App store accounts and publication

- Moodle and the Moodle logo are trademarks of Moodle Pty Ltd. The trademarked name "Moodle" can only be used as part of the application name as long as it goes with the institution name, i.e. it's clear to the user the difference between the standard (free) Moodle app developed by Moodle HQ and the client's institution own Branded Moodle App. **The Moodle logo and derived artwork cannot be used under any circumstance.**
- Apple might consider that your app is for internal publication only, this usually happens when an app is only intended to be distributed to specific users within an organisation. If this happens, Apple will only allow the app to be published in the Apple App Store **unlisted**, this means that it won't be

listed among search results or categories. The users will have to follow a link provided by the organisation in order to install the app on their devices.

- Apple will not publish the Mobile app if they find that the site contains courses requiring payment via Moodle's Paypal module or any other means. There cannot be any sort of links to payments within the Test Course or via other menus or content in the app (including links to external resources), otherwise, the app will be rejected. The reason for this is that Apple requires apps to use their own in-app purchase API and they charge a 30% fee per transaction. Please ensure that you have double-checked that there are no links to paid content within the test course or anywhere else within the app and inform Moodle or your Partner if this is the case, so we can find an alternative solution.
 - Example of a rejection message from the Apple App Store review board "We noticed that your app or its metadata enables the purchase of content, services, or functionality in the app by means other than the in-app purchase API, which is not appropriate for the App Store."
- The client must be fully aware that **they will have to create the Apple App Store and Google Play Store accounts by themselves and pay the associated fees.** Moodle will offer support where possible but we cannot act on behalf of clients as this is a transaction done between Apple/Google and the organization creating the account. From that point forward clients must take care of all emails dealing with the account (billing, renewing the account, etc.) and ensure that the email address they used to enroll is active and being regularly monitored, **but clients should NOT directly reply to the app stores rejection messages during the publication process as we need to validate those answers beforehand to ensure that the apps are approved without delay.**
- You will also need to grant enough permissions to the Moodle developers so that they can create and maintain the necessary certificates for the publication of your BMA in the app stores. This is detailed in the app store account creation documentation that we will also send to you.