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How to Turn LOCATION SERVICES Back On for iPhones or iPads

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What is MDM?

Mobile Device Management (MDM) is a proven methodology and toolset that provides a workforce with mobile productivity tools and applications while keeping corporate data secure. An effective MDM platform helps keep all devices secure while keeping the workforce flexible and productive.

MVCDC uses the MDM platform called **MaaS360** to manage our Apple IOS devices (iPhones, iPads). In order for MaaS360 to work correctly on your device, LOCATION SERVICES **must** be turned on and the settings for the MaaS360 app **must** be correctly setup.

If LOCATION SERVICES have been turned off on your agency iPad or iPhone, it MUST be turned back on.

How to turn LOCATION SERVICES back on (or verify the settings are correct)

1. Go to the IT SUPPORT folder on your iPhone or iPad (if your device has this folder)
2. Click on the SETTINGS app
3. Go to PRIVACY & SECURITY, which is in the list on the left of the screen
4. At the top of the PRIVACY & SECURITY section, ensure that LOCATION SERVICES is turned on. It should be green when it is on.
5. In the list below, click on the MaaS360 app icon
6. Ensure that this is set to ALWAYS
7. Ensure that PRECISE LOCATION is turned on
8. Click out of the SETTINGS app by clicking on the iPad button
9. Click on the MaaS360 app
10. Click on SETTINGS (if you see a screen with a row of icons)
11. Click on LOCATIONS on the left side of the screen

12. If you see a map, then the settings are correct
13. Click on DEVICE POLICY on the left side of the screen
14. Click on the REFRESH round arrow icon at the top left of the screen (next to the word SETTINGS)

This should ensure that the MaaS360 app is working correctly. This controls which apps can be installed and/or updated on the iPad. Setting LOCATION SERVICES on for the MaaS360 app will allow your iPad to update its software and installed apps. It may take a while for MaaS360 to update after your settings have been fixed.. So, I recommend waiting an hour or two before checking back.

Occasionally, Your Apple device will pop up a bubble saying specific apps are using your location.

Please know, **LOCATION SERVICES** is required to be turned **ON** for your agency device to work correctly, so this should **NEVER** be turn this off.