

## Meta Horizon managed solutions FAQ's

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### App Management

#### **Can an admin make in-app purchases on behalf of their users now?**

No. The admin can deploy apps that have in-app purchases to managed headsets. However, the admin will not be able to make in-app purchases on behalf of their users. Individuals can make in-app purchases for themselves, but they will be prompted to enter a credit card with which to do so.

#### **What happens if I assign an app to a headset but it requires a license or subscription and I have not purchased a license for the user using that headset?**

The user will see the app on their headset, but will be prompted to sign into the app using their login credentials for that app. If the user does not have login credentials for that app, they will not be able to login despite the app being deployed to the headset.

### Apps

#### **If I or people in my organization or educational institution choose to share data with an application from the Meta Horizon Store, what can it do with that data?**

Third-party apps available on the Meta Horizon Store are governed by their own terms and privacy policies. However, in order to provide the best experience for our end users, we require that developers of those third-party apps abide by the [Meta Platform](#)



[Terms](#) and the [Developer Policies](#), and we reserve the right to remove developers or apps that do not fully comply.

## Calendar

### **How can I add my third-party calendar into my Quest managed device?**

Users are able to add their calendars directly from the Calendar App or within their Account Settings. After selecting the Google or Outlook calendar option, users will see a code on screen. They will be prompted to enter the code on their phone or computer to authenticate their identity. Afterwards, Calendar will refresh with their latest Google or Outlook calendar information.

### **What third party calendars are supported on Quest?**

Google and Outlook are currently supported.

## Casting

### **How does multicasting work?**

An admin (i.e., a facilitator or support agent) can view multiple casts from devices in their set device group in a few steps. First, the admin should log in to [work.meta.com/facilitator\\_suite](https://work.meta.com/facilitator_suite) using their MMA. They will be able to view all devices and device groups, and search for specific devices by device name or serial number. Next, they will select "Start cast." The device they are looking to cast will get a notification to either accept or decline the cast request. Once they have accepted, their in-headset view will cast to the admin's screen. To exit the cast, either the admin or device user can choose to "Leave the cast."

### **Is there a limit on how many casts can be viewed for multicasting?**

Yes, the maximum number of casts that can be initiated simultaneously is expected to be 48, though this limit is currently pending product testing. Admins can view all casts in a scrollable grid that displays 16 casts maximum.

### **How does admin-initiated casting work?**

Similar to multi-casting, an admin (including trainers or support agents) can initiate casts once they are logged into their MMA. They can then select a device name or serial number to initiate a cast. The device they are looking to cast will get a notification to accept or decline the cast request. Once accepted, their in-headset view will cast to the admin's screen. To exit the cast, the admin or device user can choose to "leave the cast."



## Cost & Purchasing

### **Is there an educational package with content + Quest headsets + storage container so I can share with others teachers in our school?**

There is not currently an educational package, but many educators buy headsets online and then use a pelican or storage container in their classroom. It is important that the headsets be stored away from sunlight and near an outlet for charging.

## Hardware & Software

### **What does device lifetime access mean?**

Device lifetime access\* provides education customers with access to Meta Horizon Managed Services for the useful life of the device. It provides the peace of mind of a one-time purchase, without having to worry about contract renewals. If you encounter a hardware issue and Meta replaces your device, Meta Horizon Managed Services will be transferred to the replacement device.

\*Device lifetime access is a non-transferable subscription for the useful life of the device, so long as the applicable software and services are available and maintained by Meta. See [Terms](#).

### **What does the useful life of the device mean?**

Device lifetime access\* provides education customers with access to Meta Horizon Managed Services for the useful life of the device, which means that Meta Horizon Managed Services will remain available so long as the applicable software and services are available and maintained by Meta.

\*Device lifetime access is a non-transferable subscription for the useful life of the device, so long as the applicable software and services are available and maintained by Meta. See [Terms](#).

## Identity

### **What are the differences between Meta accounts managed by my organization or educational institution and Meta Horizon profiles?**

Via the Admin Center, admins provision and control managed Meta accounts. They can also deactivate or delete these accounts. Information from managed Meta account is not public and is only visible to people within the same organization or educational institution. When a device is set to Individual Mode, people in an organization create a Meta Horizon profile on first login. Meta Horizon profiles are people's social profiles and include their avatar.

They define how people appear to others in immersive and blended experiences. Meta Horizon profile information—including username, avatar and mutual followers—can be viewed by other people in Meta Horizon experiences, including people outside of your



organization or educational institution. People in an organization can download the data associated with their Meta Horizon profile or delete their Meta Horizon profile entirely.

### **What information do Meta Horizon managed services admins have access to about Meta accounts managed by their organization or educational institution?**

Admins can see the below information about Meta accounts managed by their organization or educational institution:

- Personal information such as name, employee ID, department, and job title
  - Contact information such as location, phone number, and email address
  - Account information such as admin role, when the account was created, and the account status (for example, whether the account was activated)
  - Their authentication method (password or single sign-on). Admins cannot see their password;
  - Security information such as when they've logged in and from what device, invalid two-factor authentication attempts, when they've logged out, and when they've changed their password
- Managed Meta account information is not visible to people outside your organization or educational institution.

## **Policies & Malware**

### **How does the malware detection solution work?**

The malware detection works by scanning devices for known harmful apps. It uses a database of known harmful apps and checks for their presence on the device. It uses what's known as an APK file hash lookup, which works by comparing the hash of an app file (known as an APK file) on the device with the hashes of known harmful apps in the database. If a match is found, the app is flagged as harmful. For Internal Context Only – do not share with customers: When signs of compromise is detected on the device, we upload the APK from the device to our backend to get scanned by our SASS Store App scanning infrastructure for malware.

## **Privacy**

### **Will Customer Data inform Meta's advertising engine?**

Your [Customer Data](#) will only be used by Meta (i) to provide and improve [Meta Horizon managed solutions](#), (ii) for billing purposes, (iii) to promote safety, integrity and security, and (iv) to comply with legal obligations.

Meta may need to share Customer Data with other services, apps, experiences, systems or organizations (i) for billing purposes, (ii) to promote safety, integrity, and security, (iii) to comply with legal obligations, (iv) to perform necessary functions, which includes sharing data with the Meta Horizon OS, (v) to provide access to other services, apps and experiences permitted by the Customer or its authorized users. When so shared, the specific data that is shared may then be subject to the terms,



policies and requirements that apply to such other services, apps, experiences, systems or organizations.

Customer Data will not be used for any purposes other than those described above, including personalization of consumer [Meta Products](#) or advertising, and personal data collected from the use of Meta VR Products with a managed Meta account will not be used to personalize ads.

## Remote Desktop

### **How does the Microsoft friction-free Windows setup work?**

When nearby a compatible Windows device, users will see a new "Connect" button anchored to their keyboard. Selecting this will kick off a simplified pairing flow with their Windows PC including a QR code based pairing.

### **How does the one-click handoff/reconnect to PC work?**

Remote Desktop users will now be prompted to set a connection as their "default" connection connecting to a PC/Mac for the first time. When their default device becomes available they will be prompted to reconnect. Tapping on this notification will immediately reconnect them to their default desktop.

## Security

### **When using 3rd party apps, how can Meta ensure my data is safe?**

Third-party apps available on the Meta Horizon Store are governed by their own terms and privacy policies. We require that developers of those third-party apps abide by the [Meta Platform Terms](#) and the [Developer Policies](#) and reserve the right to remove developers or apps that do not fully comply.

### **My company or educational institution develops its own content and we are concerned to upload it to your devices since they have no guarantees that Meta will not access/copy that content.**

All of your company's and educational institution's data processed at the app layer of any third-party VR application (which should include the more sensitive data that your company is looking to protect, e.g., user-generated content, product designs, etc.) is not shared with Meta. The treatment of that data is handled in accordance with the applicable terms of the third-party developer. In addition:

- Data transmitted between the headsets and backend servers is encrypted with the industry-standard TLS 1.2 and TLS 1.3 protocol and draws upon Meta's heavy investments in security technology, infrastructure, and processes.
- Meta Horizon managed services provides a set of security controls that your organization or educational institution needs to deploy Meta Quest, such as network configuration, OS update controls, PIN requirements and many more. You can find more information in our [Meta Meta Horizons managed services](#)



Security and Privacy Whitepaper or Meta Horizon Managed Solutions for Education Security and Privacy Whitepaper.

### **Do my company employees need to agree with T&C so I can deploy Meta Horizon managed services and enroll the devices?**

The [Meta for Work Terms of Service](#) are between Meta and the organization. However, when people in your organization or educational institution create an account to start using a managed device, they must acknowledge the [Privacy Disclosure](#), the [Meta Privacy Policy](#), and the [Supplemental Meta Platform Technologies Privacy Policy](#) and agree to the Meta Horizon Managed Solutions Acceptable Use Policy, the [Meta Terms of Service](#), and the [Supplemental Meta Platform Technologies Terms of Service](#).

### **What would happen if I still decide to keep Facebook domain blocked?**

Selective blocking of Facebook domains is not supported for Meta Horizon managed services. Although you may decide to selectively block the domains, we cannot ensure this will not impact some of our features.

## **Shared Mode**

### **How is Shared Mode with identity (account) different from Individual Mode?**

The Shared Mode default remains the same as today with no account required. We have added the option for admins to enable accounts for designated devices. Shared Mode devices can continue to be used by multiple people with the additional advantage of using MMA login to reduce the need for users to enter credentials for apps that leverage browser SSO, and also to enable access to avatars for more personalized app experiences.

### **Does Shared Mode without identity have access to the managed app store?**

Only Shared Mode devices that have accounts enabled will have access to the managed app store.

### **Can device users install apps from the Quest Store without an IT admin?**

Shared Mode will not enable device users to directly install apps from the Quest Store. Only IT admins can install apps from the Quest Store that use Meta login to deploy to managed headsets in Shared Mode.

### **Where can admins enable Shared Mode with identity?**

There is an option in the Admin Center to toggle on requiring an account to use devices as part of the setup flow for device presets.



## Verification

### **How do education institutions prove they are education institutions affiliated?**

We have drafted a definition for what makes up an educational institution that can be applied *across self-serve and as a resource for resellers in their own qualification process*:

*UPDATED: To qualify for Meta for Education, an organization or program must demonstrate that it meets the following definition "Educational Institution": 1) a public or private educational organization, including vocational schools, correspondence schools, junior colleges, colleges, universities, or scientific or technical schools, serving students ages thirteen and older; OR 2) an education-adjacent program, including after school programs, tutoring centers, continued education programs, and government-run programs focused on learning and serving students ages thirteen and older.*

**Note \*All determinations are within the sole discretion of Meta and all decisions are final. Meta reserves the right to periodically require re-verification and to request additional verification information.**

## 3P MDM

### **Which 3P MDM providers are available with Meta Horizon Managed Solutions?**

We are adding ArborXR and ManageXR as supported 3P providers with Horizon managed services. In order to manage Quest devices with a supported third party MDM provider, the Quest device must be managed by Horizon managed services. Any costs associated with third party integrations are not included in the Meta Horizon Managed Services subscription.