

DocuFire for Departments

How to get it on your iPads · September 2026 · Read this first, then email us if anything is unclear.

DocuFire is a fire-investigation app for iPad. Every investigator gets the same app either way. The only question is **how your department wants to pay**, because that decides how the app gets onto the iPads.

Start here: which one is you?

PATH A

We'll pay with a card

Fastest. No paperwork with us, no IT setup. Each iPad subscribes in the App Store.

PATH B

We pay by purchase order and we have IT

You need an invoice, and someone at your department already manages your iPads.

PATH C

We pay by purchase order and we have no IT

You need an invoice, but nobody manages your iPads and you don't own a Mac.

The price is the same on every path: \$169.99 per iPad, per year.

Path A — pay with a card

1. On each iPad, open the App Store and search for **DocuFire**. Install it.
2. Open DocuFire. Try it free first if you like. When ready, tap Subscribe inside the app and choose the annual plan.
3. The charge goes to whatever card is on the Apple ID signed in on that iPad. A department card on a department Apple ID is fine.

That's it. You never need to contact us. Renewal is automatic through Apple, and you cancel the same way as any subscription.

Path B — purchase order, with IT

This uses "DocuFire Institutional Edition," the same app delivered through Apple Business Manager, which is Apple's free system for organizations that buy software. Your IT person will know it, or can set it up at business.apple.com in a few days.

1. **Your IT person** signs in to Apple Business Manager, opens Preferences, and copies the **Organization ID** shown there.
2. **You** email that Organization ID and the number of iPads to **support@docufire.app**.
3. **We** send an invoice: \$169.99 × the number of iPads. You pay it or issue a PO to DocuFire LLC the way you'd pay any vendor.
4. **We** switch the app on for your organization. Within about an hour, DocuFire Institutional Edition appears in your Apple Business Manager under Apps & Books → View Store → Custom Apps, showing \$0.00 because you've paid us directly.

5. **Your IT person** opens it there, chooses Managed licenses, enters the number of iPads, clicks Get, and then installs it on the iPads with the same tool they use for every other app (Jamf, Intune, Mosyle, Kandji, or similar).
6. **Each investigator** opens DocuFire and signs in with their Apple ID when asked. Done.

Path C — purchase order, no IT and no Mac

Same as Path B through step 4. The difference is how the app reaches the iPads: instead of a management tool, each investigator gets a code.

1. Someone at your department enrolls in Apple Business Manager at **business.apple.com** (free; Apple verifies you in a few days; a federal tax ID is enough). Then copy the **Organization ID** from Preferences.
2. Email the Organization ID and the number of iPads to **support@docufire.app**. We invoice \$169.99 × iPads and, once paid, switch the app on for your organization.
3. In Apple Business Manager, open Apps & Books → View Store → Custom Apps → DocuFire Institutional Edition. Under License Type choose **Redemption Codes**, enter the number of iPads, click Get. You get one code per iPad.
4. Give each investigator a code. On the iPad, they open the App Store app, tap their picture in the top corner, tap **Redeem Gift Card or Code**, and enter it. DocuFire Institutional Edition installs like any app.
5. They open DocuFire and sign in with their Apple ID when asked. Done.

Good to know about codes: each code works once and stays with the Apple ID that redeemed it. If an investigator leaves, their replacement needs a new code; email us and we'll sort it out.

Common questions

Where does our case data live? In each investigator's own iCloud account, encrypted by Apple. Your Apple Business Manager account never holds case data, and neither does DocuFire LLC. We cannot see your cases.

What if investigators share iPads? Put the shared iPads on one shared Apple ID. Everyone on it sees the same case list, and every case has a Lead Investigator field so it stays clear who's working what.

How do updates work? Automatically, on every path. Nothing to re-buy or re-approve.

Can we add investigators later? Yes. Path A: subscribe on the new iPad. Paths B and C: email us the new count; we invoice the added iPads, prorated to your renewal date, and your IT takes more licenses or codes.

Can we try it before committing? Yes. Install the public DocuFire app from the App Store on one iPad and run a real case. Everything built there carries over when you move to Institutional Edition, because both use the same iCloud sync.

We already bought seats on the App Store. Can we move to a PO? Yes. Email us; we'll time the switch so nobody loses access, and those investigators cancel their App Store subscription afterward.

Is there a desktop version? Investigators can finish reports in a browser at **portal.docufire.app**, same Apple ID, same cases. Final PDF and Word export happens in the app. DocuFire also runs on Mac.

Who do we call? Nobody, ideally. Email **support@docufire.app** and Roger Thorpe, who built DocuFire and is a working fire investigator, answers it himself.