

Apple Device Support

Course Content –

Introduction

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- Apple Device Support Resources

iPhone and iPad

Chapter 1: Setting Up and Restoring iPhone or iPad

- Backing Up iPhone or iPad
- Moving to a New iPhone or iPad
- Restoring iPhone or iPad to Factory Settings
- Restoring iPhone or iPad from a Backup
- Reviving iPhone or iPad Using Apple Configurator
- Backing Up and Restoring Using Apple Configurator

Chapter 2: Managing Network and Sharing on iPhone or iPad

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- Using Personal Hotspot
- Configuring Wi-Fi Settings on iPhone or iPad
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Chapter 3: Managing Apps on iPhone or iPad

- Troubleshooting Apps on iPhone or iPad

Chapter 4: Managing Privacy and Security on iPhone or iPad

- Resolving Apple ID Password Issues
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Chapter 5: Using Diagnostics on iPhone or iPad

- Using Sysdiagnose to Troubleshoot iOS or iPadOS

Mac

Chapter 1: Setting Up and Restoring Mac

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- Restoring a Mac to Factory Settings
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- Resetting Login Passwords
- Managing Login Keychains

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Chapter 4: Using Diagnostics on Mac

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