

Course Outline

Apple Device Support

I Intro

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- 1.2 Mac
- 1.3 Apple ID and iCloud
- 1.4 Security

II iPhone & iPad

Lesson 2 Setting Up and Restoring

- 2.1 Backing Up
- 2.2 Moving to a New Device
- 2.3 Restoring to Factory Settings
- 2.4 Restoring from a Backup
- 2.5 Reviving Using Apple Configurator
- 2.6 Backing Up and Restoring Using Apple Configurator

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- 3.1 Troubleshooting Cellular Data
- 3.2 Using Personal Hotspot
- 3.3 Configuring Wi-Fi Settings on iPhone or iPad
- 3.4 Sharing Files with AirDrop on iPhone or iPad

Lesson 4 Managing Apps

- 4.1 Troubleshooting Apps on iPhone or iPad

Lesson 5 Managing Privacy and Security

- 5.1 Resolving Apple ID Password Issues
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- 6.1 Using Sysdiagnose to Troubleshoot iOS or iPadOS

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- 7.1 Troubleshooting Mac Startup Issues
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- 7.4 Resetting Login Passwords
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Lesson 8 Managing Network and Sharing

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Lesson 9 Managing Privacy and Security

- 9.1 Turning On FileVault
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IV Intro

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- 19.1 Distributing Devices

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- 23.2 Using Passcode and Restrictions Payloads
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- 24.1 Managing Network Traffic
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- 25.1 Using MDM to Manage Lost Mode
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- 26.1 Querying Devices