



# Apple Device Support Software User Guide

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**Apple Device Support Software**



## Product Information

### Specifications

- **Product Name:** Apple Device Support Exam Preparation Guide
- **Release Date:** January 2024
- **Content:** Exam details, learning objectives, sample questions, answer key, certification information
- **Compatibility:** iOS 17, iPadOS 17, macOS Sonoma
- **Certification:** Apple Certified Support Professional

### Product Usage Instructions

#### About the Exam

This exam tests your understanding of the skills, tools, and knowledge needed to support and troubleshoot Apple devices in a large organization as a level 1 or 2 help desk professional. Passing the exam earns you the Apple Certified Support Professional digital badge.

#### Preparing for the Exam

The exam covers the learning objectives listed in the guide. To pass, study multiple Apple resources and gain direct experience supporting Apple devices. Depending on your background and experience, allocate 30 to 60 hours for preparation.

#### Learning Objectives

The learning objectives include Mobile Device Management, iCloud and Continuity, Installation and Setup, Protecting Data, and more. Familiarize yourself with these areas for the exam.

#### Managing Apple Device Security

Ensure you understand how to secure Apple devices effectively to protect sensitive information and maintain data integrity.

#### Describing Accessibility Features on Apple Devices

Familiarize yourself with the accessibility features available on Apple devices to assist users with diverse needs.

## FAQ

- **Q:** How can I access additional Apple resources for exam preparation?
- **A:** You can visit the Apple Training website for more information and resources to aid in your preparation.
- **Q:** What should I do if I fail the exam?
- **A:** If you do not pass the exam, consider reviewing your study materials, gaining more practical experience, and retaking the exam when you feel ready.

## About the Exam

This exam tests your understanding of the skills, tools, and knowledge you need to support and troubleshoot Apple devices in a large organization as a level 1 or 2 help desk professional. When you pass the exam, you earn the Apple Certified Support Professional digital badge. For more information, visit Apple Training. This exam is based on iOS 17, iPadOS 17, and macOS Sonoma.

## Preparing for the Exam

The exam covers the learning objectives listed in this guide, not only the topics in the Apple Device Support course. To pass the exam, you must study multiple Apple resources and gain direct experience supporting Apple devices. Depending on your background, technical expertise, and experience supporting Apple devices, you may need 30 to 60 hours to prepare for the exam.

To prepare for the exam, follow this approach:

- Become familiar with using iPhone, iPad, and Mac.
- Gain practical experience in supporting Apple devices in an organization.
- Read the learning objectives in this guide and identify the resources you need to study.
- Complete the Apple Device Support course. Study its content and linked resources, perform the exercises, and use the Check Your Understanding questions in each article or tutorial to reinforce your knowledge.
- Practice with the sample questions in this guide.

## Learning Objectives

### Mobile Device Management

Describe the difference between a personal Apple ID and a Managed Apple ID.

- Getting to Know Managed Apple IDs
- Use Managed Apple IDs in Apple Business Manager

Locate a configuration profile in System Settings to identify whether mobile device management (MDM) is used to manage iPhone, iPad, or Mac.

- Getting to Know MDM
- Use configuration profiles to standardize settings on Mac computers
- Install or remove configuration profiles on the iPhone

Locate a configuration profile on a managed Mac in System Information.

- Getting to Know MDM

Determine which device features and functions MDM manages.

- Getting to Know MDM

Locate Mail settings in a configuration profile on iPhone, iPad, or Mac.

- Getting to Know MDM
- Use configuration profiles to standardize settings on Mac computers
- Install or remove configuration profiles on iPhone
- Install or remove configuration profiles on iPad

Set up and use Sidecar with a managed Mac and iPad.

- Getting to Know Managed Apple IDs
- Getting to Know iCloud and Continuity
- If your Mac display doesn't look right
- Use an iPad as a second display for a Mac

## **iCloud and Continuity**

Describe iCloud and Continuity.

- Getting to Know iCloud and Continuity

Describe how MDM manages Continuity settings.

- Getting to Know iCloud and Continuity

Troubleshoot Continuity by using Wireless Diagnostics.

- Troubleshooting Wi-Fi Connectivity on Mac
- Use Wireless Diagnostics on your Mac

Create an iCloud backup for a managed iPhone or iPad.

- Backing Up iPhone or iPad

Use and manage AirDrop on a managed iPhone, iPad, or Mac to share files with other Apple devices.

- Sharing Files with AirDrop on iPhone or iPad
- Sharing Files with AirDrop on Mac

## **Installation and Setup**

Move to a new iPhone, iPad, or Mac.

- Backing Up iPhone or iPad
- Moving to a New iPhone or iPad
- Moving to a New Mac
- Back up and restore managed iPhone and iPad devices

Identify whether a Setup Assistant screen on an iPhone, iPad, or Mac is skipped due to MDM.

- Manage Setup Assistant for Apple devices

Install, update, or upgrade iOS, iPadOS, or macOS.

- Update your iPhone or iPad
- Update macOS on Mac
- Manage macOS updates with Mobile Device Management (MDM)
- Get system information about your Mac

Troubleshoot operating system installations, updates, or upgrades on iPhone, iPad, or Mac.

- If your iPhone or iPad won't update
- Update macOS on Mac
- Test and defer software updates for Apple devices

Manage software updates on iPhone, iPad, and Mac.

- Update macOS on Mac
- Keep your Mac up to date

Describe and manage background updates in macOS.

- About background updates in macOS

Recognize and use the appropriate boot modes for a Mac with Apple silicon.

- Troubleshooting Mac Startup Issues
- Use safe mode on your Mac
- If your Mac doesn't start up all the way
- Startup security in macOS

## **Protecting Data**

Enter a bypass code on a managed device that has the Activation Lock turned on.

- Activation Lock settings with Profile Manager

- Activation Lock for iPhone and iPad
- Mark your device or item as lost

Locate passkeys and passwords in System Settings or Safari settings on iPhone, iPad, or Mac.

- Find saved passwords and passkeys on your iPhone
- Find saved passwords and passkeys on your Mac
- Password security recommendations

Store and access credentials, including passkeys, on managed devices.

- Use passkeys to sign in to apps and websites on iPhone

Troubleshoot when a Mac asks for keychain access and you already trusted the app.

- If a Mac app you've already trusted asks for keychain access

Determine whether a certificate is valid by using Keychain Access on a Mac.

- Distribute certificates to Apple devices

Troubleshoot Face ID on iPhone and iPad.

- If Face ID isn't working on your iPhone or iPad Pro
- Face ID, Touch ID, passcodes, and passwords

Describe what happens when a user changes their Active Directory password on a Mac that's configured to use the Kerberos single sign-on extension.

- Kerberos Single Sign-on extension with Apple devices

## **Identifying Mac User Accounts**

Identify and locate default folders for a local account on a Mac.

- Go directly to a specific folder on the Mac

Identify whether MDM created a hidden administrator account on a Mac.

- Hide a user account in macOS
- Set up local macOS accounts

Describe the difference between a user account and an administrator account on a Mac.

- Add a user or group on the Mac

## **Restoring, Reviving, or Recovering Mac Computers**

Restore the iPhone or iPad from the Finder backup or from Apple Configurator.

- Restoring iPhone or iPad from a Backup

Put the iPhone or iPad into recovery mode.

- If you can't update or restore your iPhone or iPod touch
- Mac startup key combinations

Use macOS Recovery to resolve issues.

- Restoring a Mac to Factory Settings
- Use macOS Recovery on a Mac with Apple silicon

## **Managing Storage**

Manage data storage on Mac computers.

- Free up storage space on your Mac
- Optimize storage space on your Mac

Optimize storage on iPhone or iPad.

- How to check the storage on your iPhone and iPad
- Manage your photo and video storage

## **Managing Apps**

Verify that different profiles exist, and if necessary, switch profiles in Safari.

- Use profiles in Safari on Mac

Describe improved Calendar permissions.

- Control access to your calendars on Mac
- Control access to information in apps on iPhone

Troubleshoot unresponsive apps on iPhone, iPad, or Mac.

- Edit property lists in Terminal on Mac

## **Managing Device Networking**

Locate the user, verify that the user is using the correct credentials, validate user credentials, verify that the certificate is applicable, locate MDM Network settings, and locate Network settings on iPhone, iPad, or Mac to troubleshoot VPN connectivity.

- Secure access to wireless networks

Connect iPhone, iPad, or Mac to a secure organization Wi-Fi network.

- Configuring Wi-Fi Settings on iPhone or iPad
- Recommended settings for Wi-Fi routers and access points

Recognize the security benefits of keeping private Wi-Fi MAC addresses turned on.

- Managing Privacy and Security on iPhone or iPad

Describe how service order impacts how network traffic is routed.

- Change the order of the network services your Mac uses

Describe the implications of firewall settings in an MDM-controlled organization.

- Revive or restore a Mac with Apple silicon using Apple Configurator

Manage Wi-Fi networks, including forgetting joined networks, on iPhone, iPad, or Mac.

- How iOS, iPadOS, and macOS decide which wireless network to auto-join

Locate and review a VPN configuration installed by MDM on iPhone, iPad, and Mac.

- Use configuration profiles to standardize settings on Mac computers
- Install or remove configuration profiles on the iPhone
- Install or remove configuration profiles on the iPad

Configure, manage and use VPN settings on iPhone, iPad, and Mac.

- Set up a VPN connection on the Mac

Troubleshoot network locations on a Mac when a network interface isn't working.

- Troubleshooting Network Connectivity on Mac
- Use network locations on Mac

Troubleshoot when an iPhone, iPad, or Mac can't join Wi-Fi or when Wi-Fi is slow.

- Use Wireless Diagnostics on your Mac
- Use the Wi-Fi status menu on the Mac
- Use private Wi-Fi addresses on iPhone, iPad, iPod touch, and Apple Watch
- Optimize your Wi-Fi networks for Apple devices

Configure a Personal Hotspot on an iPhone or iPad and connect devices with Wi-Fi, Bluetooth, or USB.



- Using Personal Hotspot

Troubleshoot Personal Hotspot connectivity issues.

- Using Personal Hotspot
- If Personal Hotspot is not working on your iPhone or iPad (Wi-Fi + Cellular)

## **Managing eSIMs and Cellular Data**

Troubleshoot cellular data issues on iPhone or iPad by checking that the date, time, server, user name, and password are correct; toggling the interface; and turning the device on and off.

- Troubleshooting Cellular Data

Set up eSIM on iPhone.

- About eSIM on iPhone
- Set up cellular service on iPhone

Manage a transfer from SIM to eSIM on iPhone.

- Troubleshooting Cellular Data

## **Troubleshooting Apple Devices**

Describe Console.

- Using Console
- View log messages in the Console on Mac

Locate error, hang, and crash messages in the Console to help identify issues on a Mac.

- Using Console
- View reports in the Console on Mac

Describe Disk Utility

- How to repair a Mac disk with Disk Utility

Run First Aid on a Mac by using Disk Utility

- Repair a storage device in Disk Utility on a Mac

Run iOS sys diagnose to capture logs to send to AppleCare for Enterprise

- Using Sysdiagnose to Troubleshoot iOS or iPadOS

Run sys diagnose on a Mac to capture logs to send to AppleCare for Enterprise.

- Using Activity Monitor
- Run system diagnostics in Activity Monitor on Mac

Describe Activity Monitor.

- Using Activity Monitor

Troubleshoot apps by sharing resource diagnostics from Activity Monitor with an app developer.

- Using Activity Monitor
- Run system diagnostics in Activity Monitor on Mac

Identify, isolate, and resolve battery issues with iPhone and iPad.

- iPhone Battery and Performance
- Batteries — Maximizing Performance
- If your iPhone or iPod touch won't charge
- If your iPad won't charge

Use System Information to isolate and resolve Mac issues such as a USB device showing up on the correct port, serial number, or connection speed.

- Get system information about your Mac
- Allow accessories to connect to Mac

Troubleshoot Mac battery issues.

- If your Mac battery won't charge

Use Activity Monitor to troubleshoot a Mac with high battery use that's slow or won't go to sleep.

- Using Activity Monitor

## **Managing Apple Device Security**

Recognize the differences between kernel and system extensions.

- About system extensions and macOS

Use tccutil to reset the permissions.

- Managing Privacy on Mac

- [tccutil man page](#)

Use co-design to create, check, and display code signatures and inquire into the dynamic status of signed in macOS.

- [codesign man page](#)
- [Distribute custom packages for Mac](#)

Recognize the purpose of System Integrity Protection (SIP) in macOS, and identify which parts of the system are protected.

- [About System Integrity Protection on your Mac](#)

Recognize how Apple protects macOS from malware

- [.Protecting against malware in macOS](#)

Describe Gatekeeper technology and runtime protection in macOS.

- [Gatekeeper and runtime protection in macOS](#)

Recognize how Notarization protects a Mac from non–App Store malware

- [Protecting against malware in macOS](#)

Recognize how XProtect remediates executed malware threats on a Mac.

- [Protecting against malware in macOS](#)

Locate iPhone or iPad security and privacy MDM settings on iPhone, iPad, or Mac.

- [Getting to Know MDM](#)

Allow an app to use your location once or while using the app, or don't allow use, on a Mac, iPhone, or iPad.

- [Control the location information you share on the iPhone](#)

Describe Rapid Security Response for iPhone, iPad, and Mac.

- [About Rapid Security Responses for iOS, iPadOS, and macOS](#)

Manage app requests to change Privacy & Security settings for Calendar, cameras, microphones, and screen sharing.

- [Managing Privacy on Mac](#)
- [Turn Mac screen sharing on or off](#)

Unlock a FileVault volume with a personal recovery key, then rotate the key after you use it.

- Turning On FileVault

## **Describing Accessibility Features on Apple Devices**

Describe VoiceOver, Zoom, and Switch Control accessibility features

- Turn on and practice VoiceOver on the iPad

Set up VoiceOver, Zoom, and Switch Control accessibility features on iPhone, iPad, and Mac.

- Change Shortcut settings for accessibility on Mac
- Manage Setup Assistant for Apple devices

Identify Apple accessibility features for iPhone, iPad, and Mac.

- Get started with accessibility features on iPhone

## **Sample Questions**

To practice for the exam, try to answer each of these sample questions. Then use the answer key to check your answers. These sample questions aren't on the actual exam but represent the types of questions included.

### **Question 1**

Aileen's iPad won't charge. She's using the original Apple power adapter and cable that came with it. Which troubleshooting step should you try to help Aileen?

- Force restart her iPad.
- Enable Optimized Battery Charging in iPad Settings.
- Back up her iPad, then erase all content and settings.
- Select Reset Network Settings from Transfer and Reset iPad.

### **Question 2**

Which two items in the System Information sidebar below Software allow you to verify that a Mac is enrolled by an MDM solution?

- Extensions and Logs
- Installations and Managed Client
- Managed Clients and Profiles
- Profiles and Sync Services

### **Question 3**

Which two technologies must you turn on to use Continuity features on your Apple devices?

- Bluetooth and Wi-Fi
- Remote Login and Wi-Fi

- Media Sharing and Remote Login
- Media Sharing and Screen Sharing

#### **Question 4**

How do you view log messages — as they appear — in the Console?

- In the sidebar select the device whose log messages you want to view, then click Info.
- In the sidebar select the device whose log messages you want to view, then click “Start streaming.”
- In the sidebar select system log, click the log message, then choose View > Expand Selected Row.
- In the sidebar select Log Reports, click the log message, then choose View > Expand Selected Row.

#### **Question 5**

The BetterBag MDM administrator configures Setup Assistant to skip Location Services on a managed iPad. What happens when Location Services is skipped during Setup Assistant?

- The user can turn on Location Services.
- The user can't configure Location Services.
- The user is required to turn on Location Services.
- The user is prompted to turn on Location Services.

#### **Question 6**

Brian is trying to share his Personal Hotspot with Aga's Mac. It isn't working, and he asks you for help. You verify that his iPhone has the latest version of iOS and Personal Hotspot is turned on. Which troubleshooting step should Brian try next?

- Turn off Low Power Mode.
- Set the Allow Others to Join option to Ask.
- Tap Settings > Personal Hotspot, then turn on Maximize Compatibility.
- Tap Settings > General > Transfer or Reset > Reset > Reset Network Settings.

#### **Question 7**

You want to update your iPhone to the latest version of iOS, but you don't see an update option. What is a reason why the latest version of iOS wouldn't appear in Settings > Software Update?

- Your Wi-Fi network is only 2.4GHz.
- Your iPhone doesn't support the latest release.
- On your iPhone, you have Lockdown Mode turned on.
- You don't have enough storage in iCloud.

#### **Question 8**

Apple scans software for known malware and, if none is found, issues a ticket. Which Apple service provides the ticket?

- App Store
- Gatekeeper
- Notarization
- XProtect

**Question 9**

Which Mac resource displays network interface status in a dynamic list?

- VPN settings
- Network settings
- Wireless Diagnostics
- D. Internet account settings

**Question 10**

You're troubleshooting Anthony's managed Mac, and the next step is to start in safe mode. You're asked to authenticate. What should you use to authenticate?

- The firmware password
- The recoveryOS password set from MDM
- The user-linked Activation Lock bypass code
- The organization-linked Activation Lock bypass code

**Question 11**

Which command should you type in Terminal to get the identifier for the BetterBag Directory application?

- `codesign -display -r -- /Applications/Directory.app`
- `distill -display -r -- /Applications/Directory.app`
- `pkgutil -display -r -- /Applications/Directory.app`
- `Tccutil -display -r -- /Applications/Directory.app`

**Question 12**

What happens when your iPhone leaves the Wi-Fi network during an iCloud backup?

- The backup continues.
- The backup pauses until your iPhone reconnects.
- The backup stops and you must restart it in iCloud settings when your iPhone reconnects.
- The backup stops and is archived; it automatically restarts from the beginning when your iPhone reconnects.

**Question 13**

What is a device's network selection priority when it finds multiple known networks?

- Networks configured by MDM
  - Highest Wi-Fi standard
  - Frequency band (6GHz, then 5GHz, then 5GHz [DFS], then 2.4GHz)
  - Security (WPA Enterprise, then WPA Personal, then WEP)
  - Signal strength
- Networks configured by MDM
  - Security (WPA Enterprise, then WPA Personal, then WEP)
  - Highest Wi-Fi standard
  - Frequency band (6GHz, then 5GHz, then 5GHz [DFS], then 2.4GHz)

- Signal strength
- Security (WPA Enterprise, then WPA Personal, then WEP)
  - Networks configured by MDM
  - Highest Wi-Fi standard
  - Frequency band (6GHz, then 5GHz, then 5GHz [DFS], then 2.4GHz)
  - Signal strength
- Signal strength
  - Networks configured by MDM
  - Security (WPA Enterprise, then WPA Personal, then WEP)
  - Highest Wi-Fi standard
  - Frequency band (6GHz, then 5GHz, then 5GHz [DFS], then 2.4GHz)

#### **Question 14**

A previously trusted Mac app asks for access to your keychain. Why would an app ask for access that was previously granted?

- Touch ID was recently reset.
- The app was recently updated.
- The login password was changed.
- The gatekeeper couldn't validate the app.

#### **Question 15**

Which Mac system setting does Po-Chun click to verify that he's using the BetterBag VPN?

- VPN
- Network
- Network Relays
- Privacy & Security > Profiles

#### **Question 16**

Po-Chun has a VPN configured on his iPad and wants to know where he can verify that the configuration is the one BetterBag installed for him. Where do you tell Po-Chun to look to ensure that he's using the BetterBag VPN?

- Settings > General > VPN > Device VPN, and the origin is listed
- Settings > General > VPN > Device VPN, then tap Info and the origin is listed
- Settings > Privacy & Security > VPN, then tap the configuration profile to examine its origin
- Settings > General > VPN & Device Management, then tap the configuration profile to examine its origin

#### **Question 17**

Which user account type can make system-wide changes on a Mac?

- Guest
- Standard
- Administrator
- Sharing Only

**Question 18**

Which VPN protocols can you manually configure in Mac System Settings?

- L2TP over IPSec, SSTP, and IKEv2
- WireGuard, Cisco IPSec, and IKEv2
- L2TP over IPSec, Cisco IPSec, and IKEv2
- L2TP over IPSec, Cisco IPSec, and OpenVPN

**Question 19**

A user returned their unmanaged iPad. You turn it on for a new user, and you discover that Activation Lock is turned on. What do you need to turn off Activation Lock?

- Serial number of the iPad
- The new user's Apple ID and password
- The previous user's Apple ID and password
- The previous user's Lost Mode PIN for the iPad

**Question 20**

Po-Chun is trying to share his Personal Hotspot with Aileen's Mac. It isn't working. He asks you for help. Which troubleshooting step should you recommend to Po-Chun?

- Turn off Low Power Mode.
- Restart Po-Chun's iPhone and Aileen's Mac.
- Verify that Po-Chun's iPhone has at least a 50% charge and is connected to a power source.
- On Po-Chun's iPhone tap Settings > Personal Hotspot, then turn on Maximize Compatibility.

**Question 21**

Brian receives an alert from his Mac. It says the Mac disk is almost full. In the alert, he clicks Manage and several recommendations to resolve the issue appear. Brian selects the Optimize Storage option. What does Optimize Storage do to help manage Brian's Mac storage?

- Movies and TV shows that Brian already watched are automatically removed.
- If his MDM solution permits, documents and data are moved to iCloud storage.
- Files that weren't modified in more than 365 days are automatically compressed.
- Files that weren't modified in more than 365 days are automatically moved to iCloud storage.

**Question 22**

The BetterBag MDM administrator configures Setup Assistant to skip Accessibility on a managed Mac. What happens when Accessibility is skipped during Setup Assistant?

- The user can't turn on Accessibility.
- The user hears VoiceOver automatically.
- The user can't hear VoiceOver automatically.
- The user is prompted to turn on Accessibility.

**Question 23**

How do you view log messages in the Console?



- In the Console sidebar select Log Reports, then open a report.
- In the Console search field, add activity to the search string.
- Control-click the Process window, then select Group by Activity.
- In Console click “Start streaming,” then click Activities in the toolbar.

#### **Question 24**

Which type of extension is more secure and reliable?

- KAuth
- Kernel
- Kexts
- System

#### **Question 25**

What does Disk Utility do?

- It finds and repairs Mac disk errors.
- It enables you to share disk diagnostics with developers.
- It collects log messages that are generated from a Mac disk.
- It locates nonresponsive disk processes and forces them to quit.

#### **Question 26**

The BetterBag MDM administrator configures Setup Assistant to skip FileVault on a managed Mac. What happens to the user when FileVault is skipped during Setup Assistant?

- The user can turn on FileVault.
- The user can't turn on FileVault.
- The user is required to turn on FileVault.
- The user is prompted to turn on FileVault.

#### **Question 27**

Brian's iPad keeps freezing after iPadOS and app updates. You connect his iPad to a Mac and open Console. What do you need to select in the Console sidebar to collect and view logs before you can start streaming?

- Device name
- Spin Reports
- Crash Reports
- Diagnostic Reports

#### **Question 28**

Which two folders are protected by System Integrity Protection?

- /dev and /or
- /bin and /usr
- /tmp and /sbin
- D. /usr and /cores

**Question 29**

What happens to already installed malicious software when a security configuration update identifies it on a Mac?

- It's deleted.
- It's automatically sent to Apple for analysis.
- It's moved to the Trash, and the user gets a notification.
- It's quarantined in /private/etc/quarantined/ but not deleted.

**Question 30**

A user can't turn on Screen Sharing in System Settings > General > Sharing. The message "This service is currently unavailable" appears next to the setting. Why can't the user turn on screen sharing?

- An internet connection is currently unavailable.
- A remote login service controls screen sharing.
- TCP and UDP ports 5900 are currently blocked on the network.
- A remote management service controls screen sharing.

**Answer Key**

- Question 1: A
- Question 2: C
- Question 3: A
- Question 4: B
- Question 5: B
- Question 6: D
- Question 7: B
- Question 8: C
- Question 9: B
- Question 10: B
- Question 11: A
- Question 12: B
- Question 13: A
- Question 14: B
- Question 15: A
- Question 16: D
- Question 17: C
- Question 18: C
- Question 19: C
- Question 20: B
- Question 21: A
- Question 22: C
- Question 23: D
- Question 24: D
- Question 25: A
- Question 26: B

- Question 27: A
- Question 28: B
- Question 29: A
- Question 30: D

## **Exam Details**

- The exam name is Apple Device Support Exam (SUP-2024-ENU).
- The exam contains approximately 90 scored technical questions, and you have 120 minutes to complete them.
- The minimum passing score is 75 per cent. Scores aren't rounded.
- The exam uses multiple-choice single-select and multiple-choice multiple-select questions.
- You may not access any resources or references during the exam.

## **Taking the Exam**

You take the Apple Device Support exam online through the Pearson OnVUE system. Schedule your exam session in advance, and plan to complete the exam in one sitting. You need a private space and a current, government-issued identification card to take the exam. To learn more about the Pearson OnVUE online proctoring experience, watch this brief video. To schedule and take the exam, complete these steps:

1. Sign in to ACRS (Apple Certification Records System) using your Apple ID and password.
2. Click Credentials. Then click Apple Device Support Exam to start the exam registration process.
3. Update the Contact Details for the Testing and Certification section. Answer the additional information questions. If you're requesting any special accommodations to take the exam, complete the relevant fields. Then click the Submit button.
4. On the notifications page, look for this text: "You may continue to the exam process for Apple Device Support Exam." Click Continue at Pearson VUE.
5. Follow the instructions to schedule and pay for your exam.

On the day of your scheduled exam, complete these steps:



1. 30 minutes before your scheduled exam time, sign in to ACRS using your Apple ID and password.
2. Click the Apple Device Support Exam on the home page.
3. Click Begin Exam, then follow the instructions.

After you complete the exam, Pearson emails you your score. If you don't pass the exam on the first try, you can purchase another exam and retake it after 14 days. You're allowed four attempts to pass the exam.

































## **About the Certification**

The Apple Certified Support Professional digital badge differentiates you as a skilled professional, gives you a competitive edge in an evolving job market, and associates you with the power of the Apple brand. When you pass the exam, Credly emails you the instructions to claim your digital badge. Digital badges are valid for two years from the date earned, but specific expiration dates vary. You keep your badge current by taking the recertification exam when it's released and before the badge expiration date. Visit Apple Training and sign in to ACRS periodically to ensure that you're aware as soon as a recertification exam is available

## Documents / Resources

  Apple Device Support Downloadable icon 	<a href="#">Apple Device Support Software</a> [pdf] User Guide Device Support Software, Support Software, Software
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## References

-  [Overview](#)
-  [Sign In - Apple](#)
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-  [How to repair a Mac disk with Disk Utility - Apple Support](#)

- [!\[\]\(83eb2aa26b610eb6a9dca7cf4702d681\_img.jpg\) Fix issues with charging - Apple Support](#)
- [!\[\]\(94dfacbf937cdd7da4837a6fcd8fc785\_img.jpg\) Free up storage space - Apple Support](#)
- [!\[\]\(dae8c3c5fa7c80febd6526a5e8a853bf\_img.jpg\) About Rapid Security Responses for iOS, iPadOS, and macOS - Apple Support](#)
- [!\[\]\(8f38ab9775d1331a4e1fd6648d0a83f1\_img.jpg\) Run system diagnostics in Activity Monitor on Mac - Apple Support](#)
- [!\[\]\(5e48b3241d711ef916255d822ab3415f\_img.jpg\) Use Managed Apple IDs in Apple Business Manager - Apple Support](#)
- [User Manual](#)

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