



# Apple Device Support

## Exam Preparation Guide



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# About the Exam

The Apple Device Support Exam is for technical professionals who support Apple devices in their organization. The exam verifies your knowledge and understanding of the subject matter covered by the learning objectives listed in this guide. When you pass the exam, you earn the [Apple Certified Support Professional digital badge](#). For more information, visit the [Apple Training](#) website.

The exam is based on iOS 17, iPadOS 17, and macOS Sonoma.

## Preparing for the Exam

The Apple Device Support Exam covers all 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 Apple Device Support Exam, follow this approach:

- Become familiar with the setup and use of iPhone, iPad, Mac, Apple ID, and iCloud.
- Gain practical experience in supporting Apple devices in an organization.
- Read the learning objectives in this guide and carefully study the linked resources for each objective.
- Complete the [Apple Device Support](#) course. Study its content and linked resources, and perform the exercises. The Check Your Understanding questions in each article or tutorial help reinforce your knowledge.
- Take the Apple Device Support Practice Exam. The practice exam helps you understand whether you're ready to take the Apple Device Support Exam or which knowledge areas require further study.

# Taking the Practice Exam

- You complete the practice exam online through the Pearson VUE system.
- The practice exam name is Apple Device Support Practice Exam (SUP-2024-PRA).
- Plan to complete the practice exam in one sitting. You have 120 minutes to complete it.
- The practice exam contains approximately 80 scored technical questions.
- The minimum passing score is 75 percent. Scores aren't rounded.
- The practice exam includes multiple-choice single-select and multiple-choice multiple-select questions.
- Answer each question without referring to the course or other resources. Doing so helps you identify whether you're ready to take the Apple Device Support Exam.

## Signing Up for the Practice Exam

To sign up for the Apple Device Support Practice Exam, complete these steps:

1. Sign in to [ACRS](#) (Apple Certification Records System) using your Apple ID and password.
2. Click Available Exams, then locate and click the link in the following message: "A practice exam is now available for Apple Device Support. Click here to apply."
3. Update the required sections on the exam application page, then click the Submit button.
4. On the Notifications page, locate and click the link in the following message: "You may continue to the exam process for Apple Device Support Practice Exam. Continue at Pearson VUE."
5. On the Pearson VUE page, follow the instructions and pay for the practice exam. You can start the practice exam immediately.

If you want to start the practice exam later, complete these steps:

1. Sign in to [ACRS](#), then click the Apple Device Support Practice Exam on the Notifications page.
2. Click Begin Exam, then follow the instructions and continue on Pearson VUE.

If you don't pass the practice exam on the first try, you can buy another practice exam and retake it after 7 days. You have unlimited attempts to pass the Apple Device Support Practice Exam.

# 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 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 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 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 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 Mac](#)

## Restoring, Reviving, or Recovering Mac Computers

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

- [Restoring iPhone or iPad from a Backup](#)

Put 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 iPhone](#)
- [Install or remove configuration profiles on iPad](#)

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

- [Set up a VPN connection on 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 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 Mac](#)
- [Use private Wi-Fi addresses on iPhone, iPad, iPod touch, and Apple Watch](#)
- [Optimize your Wi-Fi networks for Apple devices](#)

Configure Personal Hotspot on 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 Console on Mac](#)

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

- [Using Console](#)
- [View reports in 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 Mac](#)

Run iOS sysdiagnose to capture logs to send to AppleCare for Enterprise.

- [Using Sysdiagnose to Troubleshoot iOS or iPadOS](#)

Run sysdiagnose 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 tcc permissions.

- [Managing Privacy on Mac](#)
- [tccutil](#) man page

Use `codesign` to create, check, and display code signatures and inquire into the dynamic status of signed code 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 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 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.](#)

# Exam Details

- The exam name is Apple Device Support Exam (SUP-2024-ENU).
- The exam contains approximately 80 scored technical questions. You have 120 minutes to complete them.
- The minimum passing score is 75 percent. 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](#).

# Scheduling the Exam

To schedule the Apple Device Support Exam, complete these steps:

1. Sign in to [ACRS](#) (Apple Certification Records System) using your Apple ID and password.
2. Click Available Exams. Then click Apple Device Support Exam to start the registration process.
3. Update the required sections on the exam application page, then click the Submit button.
4. On the Notifications page, locate and click the link in the following message: "You may continue to the exam process for Apple Device Support Exam. Continue at Pearson VUE."
5. On the Pearson VUE page, follow the instructions to schedule and pay for the exam.

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

1. Thirty minutes before your scheduled exam time, sign in to [ACRS](#).
2. Click the Apple Device Support Exam on the homepage.
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 7 days. You're allowed four attempts to pass the Apple Device Support 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 the [Apple Training](#) website and sign in to [ACRS](#) periodically to ensure that you're aware as soon as a recertification exam is available.