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. This exam verifies that you understand the learning objectives listed in this guide. When you pass the exam, you earn the Apple Certified Support Professional certification. For more information, visit the Apple Training website.

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 need to study multiple Apple resources and gain hands-on experience supporting Apple devices.

Review the learning objectives in this guide. Identify the topics you need to study, then do the following to prepare for the exam:

• Practice with the sample questions in this guide.
• Complete the Apple Device Support course online. Use the Check Your Understanding questions to reinforce your knowledge of the topics in each article and tutorial.
• Study the resources listed in the Apple Device Support Resources section of the online course.
• Become familiar with macOS, iOS, and iPadOS, then practice the course exercises.
• Gain practical experience in supporting Apple devices in an organization.
Learning Objectives

Introduction to the Apple Ecosystem

- Identify what’s new in macOS.
- Identify what’s new in iOS.
- Identify what’s new in iPadOS.

iCloud

- Recognize iCloud capabilities.
- Identify when Family Sharing impacts BYOD devices.
- Troubleshoot iCloud features and recognize MDM settings that supersede iCloud features.

Two-Factor Authentication for Apple ID

- Identify the features of two-factor authentication.
- Turn on two-factor authentication.

Account Troubleshooting

- Resolve Apple ID password issues.
- Manage user accounts and data storage for iOS, iPadOS, and macOS.
- Recognize the differences as to where iOS, iPadOS, and macOS store data.

macOS, iOS, and iPadOS Installation Updates and Upgrades

- Install, update, or upgrade macOS.
- Install, update, or upgrade iOS and iPadOS.
- Revive or restore iPhone or iPad using Apple Configurator.
- Revive or restore a Mac using Apple Configurator.
- Erase all contents and settings in iOS, iPadOS, and macOS.

Device Startup

- Use recovery mode to restore iOS and iPadOS.
- Use macOS Recovery to resolve issues.
- Recognize and use the appropriate boot modes for a Mac for a given situation.
- Use Startup Security Utility to change startup security policies on a Mac.
- Understand the iOS, iPadOS, and macOS system layout.
- Recognize and understand the features and functions of Shared iPad.
• Troubleshoot and resolve Shared iPad issues.
• Locate macOS default and shared folders.

App Support
• Recognize the behaviors of adopted apps, pre-installed apps, App Store apps, third-party apps, and managed apps (macOS, iOS, and iPadOS).
• Recognize how third-party app resources enhance security.
• Recognize the differences between third-party kernel extensions and system extensions.
• Resolve access issues for non-App Store apps during installation in macOS.
• Manage app access to security and privacy settings.
• Recognize how using a personal Apple ID or Managed Apple ID affect the acquisition of apps from the App Store.
• Troubleshoot issues with unresponsive apps on iOS, iPadOS, and macOS.

App Resources and Containers
• Identify where app resources and containers are stored on devices.
• Identify where app data is stored in iOS and iPadOS, and what happens to that data when an app is deleted from a device.
• Back up and restore device configuration and related data using Apple Configurator.

Terminal and Scripting
• Use defaults commands to modify app behavior.
• Navigate between containers and resources in Terminal.

Permissions
• Describe file ownership and permissions.
• Securely manage file and folder permissions on a Mac.
• Create files with default permissions.
• Use permissions to access files and folders on a Mac.
• Reset permissions in the Finder and Terminal.
• Examine another user's permissions in the Finder and Terminal.

Apple Device Hardware
• Recognize which Mac computers support the latest version of macOS.
• Recognize which iPhone devices support the latest version of iOS.
• Recognize which iPad devices support the latest version of iPadOS.
• Describe and use Mac computer hardware components and features.
• Troubleshoot Mac computer hardware components.
• Describe and use iPhone hardware components and features.
• Troubleshoot iPhone hardware and accessory components.
• Use and describe iPad hardware components and features.
• Troubleshoot iPad hardware and accessory components.

Networking
• Manage network settings using locations and service order.
• Recognize DHCP and DNS issues.
• Troubleshoot DHCP and DNS issues.
• Diagnose potential Wi-Fi issues.
• Recognize how Wi-Fi encryption secures data in transit.
• Explain how VPNs provide secure remote access.
• Resolve VPN configuration issues.
• Configure VPN settings.

Sharing Services
• Describe host sharing.
• Use and manage Sharing preferences.
• Troubleshoot host sharing services.
• Use and manage AirDrop.

Mail and Messaging
• Configure Mail settings.
• Troubleshoot Mail and Messages.
• Recognize Messages security settings.

Printing
• Recognize AirPrint advantages.
• Identify print protocols.
• Troubleshoot printing issues.
• Recognize when printing is managed in MDM configuration profiles.
Activity Monitor (macOS)
• Use Activity Monitor to identify and resolve issues.
• View system diagnostics reports using Activity Monitor.

iOS Sysdiagnose
• Use iOS sysdiagnose to capture detailed logs.

Console (macOS)
• Obtain basic macOS information using Console.
• Narrow search results in Console.

Keychain and Passwords
• Manage a macOS Keychain.
• Describe how Keychain relates to iCloud Keychain.
• Use Keychain Access Secure Note.
• Use Password preferences.

Firewall
• Explain how to protect your Mac with a firewall.
• Enable and disable firewall in macOS Security & Privacy settings.
• Explain how your organization can manage the firewall from MDM.

Data Protection
• Identify and describe Apple device security features.
• Describe security differences between Mac computers with and without Apple silicon.

Setup Assistant
• Recognize how using a customized Setup Assistant can impact the user experience in macOS, iOS, and iPadOS.

MDM Awareness
• Describe the purpose of MDM and recognize how MDM can enhance the user experience.
• Describe configuration profiles.
• Locate configuration profiles on iPhone, iPad, and Mac.
AppleCare and Resources
- Identify how to contact AppleCare.
- Describe AppleSeed for IT.
- Identify Feedback Assistant benefits.

Face ID and Touch ID
- Set up Touch ID on iPhone, iPad, and Mac.
- Troubleshoot Touch ID on iPhone, iPad, and Mac.
- Set up Face ID on iPhone and iPad.
- Troubleshoot Face ID on iPhone and iPad.

FileVault
- Describe FileVault.
- Enable FileVault.
- Explain FileVault security keys stored with Apple versus MDM escrow.
- Describe personal versus organizational recovery keys.
- Identify secure tokens and bootstrap tokens.

Apps and Data Migration
- Use Quick Start for iOS and iPadOS to set up new devices.
- Use Migration Assistant to copy documents, apps, accounts, and settings to a new Mac.

Personal Apple ID
- Recognize the capabilities of a personal Apple ID.
- Describe the features of Digital Legacy and Legacy Contacts.

Managed Apple ID
- Recognize the differences between a personal Apple ID and a Managed Apple ID.
- Recognize user name conflicts in Apple Business Manager and Apple School Manager.

Activation Lock
- Recognize and manage Activation Lock functionality.
Sample Questions

Study the following sample questions to prepare for the exam. Try to answer each question, then use the answer key to check your answers.

Question 1

Select one response.

Which type of account can turn on FileVault on a Mac?

A. Sharing Only
B. Administrator
C. Standard
D. Network

Question 2

Select one response.

Which macOS feature lets multiple users log in at the same time and access some of the same resources?

A. Touch ID
B. Launchpad
C. Mission Control
D. Fast user switching

Question 3

Select one response.

What happens when you restore a Mac with Apple Configurator 2?

A. It updates the firmware and erases recoveryOS and macOS on your internal storage.
B. It recovers data from a Time Machine snapshot on the internal storage.
C. It restores the system state from before a corrupted battery drain.
D. It forces the Mac to perform any pending updates.
Question 4
Select one response.

Which read-only folders does System Integrity Protection protect by preventing malicious software from modifying macOS files and folders?

A. /System, /usr, /bin, /sbin  
B. /Users/Shared, ~/Public  
C. ~/Downloads, ~/Library  
D. /private/var, /private/etc

Question 5
Select one response.

Where does content you download from the internet go to by default?

A. Desktop  
B. Documents  
C. Downloads  
D. Safari

Question 6
Select one response.

Scenario
An iOS app is accessing shared containers with other apps from the same developer.

Which identifier format would these apps use to communicate?

A. name.<Group>  
B. app_name<group.>  
C. <group name>.group  
D. group.<group name>
Question 7

Select one response.

Scenario
A macOS app is accessing shared containers with other apps from the same developer.

Which identifier format would these apps use to communicate?

A. <team identifier>.<group name>
B. <group name>.<team identifier>
C. <identifier.app name>
D. <app_name.identifier>

Question 8

Select two responses:

What are two resources that you can use to automatically manage secrets and saved passwords on a Mac?

A. Secure Notes
B. Access Control
C. Keychain Access
D. Passwords preferences
E. Security & Privacy preferences

Question 9

Select three responses.

Which groups are eligible for an AppleCare Professional Support solution?

A. Help Desks
B. Enterprise
C. IT Departments
D. Support Technicians
E. iOS Support Technicians
F. Mac Support Technicians
Question 10

*Select three responses.*

Which professional support products has Apple created to support specific organization types?

A. Education Support
B. AppleCare for Enterprise
C. AppleCare Help Desk Support
D. AppleCare for Higher Education
E. AppleCare for Small Home Office

**Answer Key**

- Question 1: B
- Question 2: D
- Question 3: A
- Question 4: A
- Question 5: C
- Question 6: D
- Question 7: A
- Question 8: C, D
- Question 9: A, B, C
- Question 10: A, B, C
Exam details

• The exam name is Apple Device Support Exam (9L0-3021-ENU).
• The exam contains 105 scored technical questions, and you have 120 minutes to complete them.
• The minimum passing score is 80 percent. Scores aren’t rounded.
• The exam uses multiple-choice, multiple-select, and matching 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 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, go to ACRS and sign in with 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 certification 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.