



Apple Device Support

Exam Preparation Guide



Contents

About the Exam	4
Preparing for the Exam	4
Learning Objectives	5
Introduction to the Apple Ecosystem	5
Apple Device Hardware.....	5
Setup Assistant.....	6
Face ID and Touch ID.....	6
FileVault	6
Apps and Data Migration.....	7
Personal Apple ID.....	7
Managed Apple ID	7
Activation Lock.....	7
iCloud	7
Two-Factor Authentication	8
Troubleshooting Accounts.....	8
Operating System Installation, Updates, and Upgrades	8
Device Startup	9
iOS, iPadOS, and macOS System Layout.....	9
Apps.....	9
App Resources and Containers.....	10
Terminal and Scripting	11
Networking	11
Sharing Services	12
Continuity.....	13
Mail and Messaging.....	13
Printing.....	13
iOS Sysdiagnose	14
Activity Monitor	14

Console	15
Keychains, Passwords, and Passkeys	15
Data Protection.....	15
Security Awareness	16
Configuration Profiles.....	16
Troubleshooting Cellular Data	16
AppleCare and Resources.....	17
Sample Questions	18
Answer Key	43
Exam Details	47
Taking the Exam	47
About the Certification	48

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.

This exam is based on iOS 16, iPadOS 16, and macOS Ventura.

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. Depending on your background, technical expertise, and experience supporting Apple devices, it could take you 30 to 60 hours to prepare for this exam.

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 iOS, iPadOS, and macOS, 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.

- [New features available with macOS Ventura](#)

Identify what's new in iOS.

- [New features available with iOS 16](#)

Identify what's new in iPadOS.

- [New features available with iPadOS 16](#)

Apple Device Hardware

Recognize which Mac computers support the latest version of macOS.

- [macOS Ventura is compatible with these computers](#)

Recognize which iPhone devices support the latest version of iOS.

- [iOS 16 and iPadOS 16 are compatible with these devices](#)

Recognize which iPad devices support the latest version of iPadOS.

- [iOS 16 and iPadOS 16 are compatible with these devices](#)

Describe and use Mac computer hardware components and features.

- [Browse Manuals by Product — Desktop](#)
- [Browse Manuals by Product — Laptop](#)
- [Identify the ports on your Mac](#)

Troubleshoot Mac computer hardware components.

- [If your USB-C power adapter isn't charging your Mac notebook](#)

Describe and use iPhone hardware components and features.

- [iPhone models compatible with iOS 16](#)

Troubleshoot iPhone hardware and accessory components.

- [If your iPhone won't turn on or is frozen](#)

Use and describe iPad hardware components and features.

- [Accessories included with iPad](#)
- [iPad models compatible with iPadOS 16](#)

Troubleshoot iPad hardware and accessory components.

- [If your iPad won't turn on or is frozen](#)
- [Set up and use Bluetooth accessories on iPad](#)

Setup Assistant

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

- [Manage Setup Assistant for Apple devices](#)

Recognize how using a customized Setup Assistant can impact the user experience in macOS.

- [Manage Setup Assistant for Apple devices](#)

Face ID and Touch ID

Set up Touch ID on iPhone, iPad, and Mac.

- [About Touch ID advanced security technology](#)
- [Use Touch ID on iPhone and iPad](#)
- [Use Touch ID on Mac](#)

Troubleshoot Touch ID on iPhone, iPad, and Mac.

- [If Touch ID isn't working on your iPhone or iPad](#)
- [If Touch ID isn't working on your Mac](#)

Set up Face ID on iPhone and iPad.

- [Use Face ID on your iPhone or iPad Pro](#)

Troubleshoot Face ID on iPhone and iPad.

- [If Face ID isn't working on your iPhone or iPad Pro](#)

FileVault

Describe FileVault.

- [How does FileVault encryption work on a Mac?](#)
- [Managing FileVault in macOS](#)
- [Use FileVault to encrypt your Mac startup disk](#)

Turn on FileVault.

- [Encrypt Mac data with FileVault](#)
- [If you can't turn on FileVault on Mac](#)
- [Turn off FileVault encryption on Mac](#)

Explain FileVault security keys stored with Apple versus MDM escrow.

- [Use FileVault to encrypt your Mac startup disk](#)

Describe personal versus organization recovery keys.

- [Manage FileVault with mobile device management](#)

Identify secure tokens and bootstrap tokens.

- [Use secure token, bootstrap token, and volume ownership in deployments](#)

Apps and Data Migration

Use Quick Start for iOS and iPadOS to set up new devices.

- [Transfer data from your previous iOS or iPadOS device to your new iPhone or iPad](#)
- [Use Quick Start to transfer data to a new iPhone or iPad](#)

Use Migration Assistant to copy documents, apps, accounts, and settings to a new Mac.

- [Move content to a new Mac](#)

Personal Apple ID

Recognize the capability of a personal Apple ID.

- [Where can I use my Apple ID?](#)

Describe the features of Digital Legacy and Legacy Contacts.

- [Digital Legacy](#)

Managed Apple ID

Recognize the differences between a personal Apple ID and a Managed Apple ID.

- [Use Managed Apple IDs in Apple Business Manager](#)

Recognize user name conflicts in Apple Business Manager or Apple School Manager.

- [Get notified about user name conflicts in Apple Business Manager](#)
- [Get notified about user name conflicts in Apple School Manager](#)

Activation Lock

Recognize and manage Activation Lock features.

- [Activation Lock on Apple devices](#)
- [Activation Lock for iPhone, iPad, and iPod touch](#)

iCloud

Recognize iCloud capability.

- [Intro to collaboration in Pages for iCloud](#)

Identify when Family Sharing impacts devices in bring-your-own-device (BYOD) deployments.

- [Use a different Apple ID to share purchases with Family Sharing](#)

Troubleshoot iCloud features and recognize MDM settings that conflict with iCloud features.

- [iCloud for Apple platform deployments](#)
- [Review MDM restrictions for Apple devices](#)

Two-Factor Authentication

Identify the features of two-factor authentication.

- [Two-factor authentication for Apple ID](#)

Turn on two-factor authentication.

- [Availability of two-factor authentication for Apple ID](#)
- [How to generate a recovery key](#)

Troubleshooting Accounts

Resolve Apple ID password issues.

- [If you forgot your Apple ID password](#)

Manage user accounts and data storage for iOS, iPadOS, and macOS.

- [Delete a user or group on Mac](#)
- [Optimize storage space on your Mac](#)

Recognize the differences as to where iOS, iPadOS, and macOS store data.

- [Folders that come with your Mac](#)
- [How to check the storage on your iPhone and iPad](#)
- [View and modify files and folders in Files on iPad](#)

Operating System Installation, Updates, and Upgrades

Install, update, or upgrade macOS.

- [How to download macOS](#)
- [How to reinstall macOS](#)
- [Update macOS on Mac](#)

Install, update, or upgrade iOS and iPadOS.

- [Update iOS on iPhone](#)
- [Update iPadOS](#)

Revive or restore iPhone or iPad using Apple Configurator.

- [Revive an iPhone, iPad, or Apple TV in Apple Configurator](#)

Revive or restore a Mac using Apple Configurator.

- [Revive or restore a Mac with Apple silicon using Apple Configurator](#)
- [Revive or restore an Intel-based Mac using Apple Configurator](#)

Erase all contents and settings in iOS, iPadOS, and macOS.

- [Erase and reinstall macOS](#)

Device Startup

Use recovery mode to restore iOS and iPadOS.

- [If you can't update or restore your iPhone or iPod touch](#)

Use macOS Recovery to resolve issues.

- [Use macOS Recovery on a Mac with Apple silicon](#)
- [Use macOS Recovery on an Intel-based Mac](#)

Recognize and use the appropriate boot modes for a Mac for a given situation.

- [Boot modes for a Mac with Apple silicon](#)

Use Startup Security Utility to change startup security policies on a Mac.

- [About Startup Security Utility on a Mac with the Apple T2 Security Chip](#)
- [Startup Disk security policy control for a Mac with Apple silicon](#)

iOS, iPadOS, and macOS System Layout

Recognize and understand differences on Shared iPad.

- [Prepare Shared iPad](#)
- [Shared iPad overview](#)

Troubleshoot and resolve Shared iPad issues.

- [Prepare Shared iPad](#)

Locate macOS default and shared folders.

- [Set up file sharing on Mac](#)
- [Share files with others who use your Mac](#)

Apps

Recognize how third-party app resources enhance security.

- [About system extensions and macOS](#)
- [App Store Review Guidelines — Apple Developer](#)
- [Intro to app security for iOS and iPadOS](#)
- [Intro to app security for macOS](#)

Recognize the differences between kernel and system extensions.

- [Kernel extensions in macOS](#)

Resolve access issues for non-App Store apps during installation in macOS.

- [Safely open apps on your Mac](#)

Manage app requests for security and privacy settings.

- [Change Privacy & Security settings on Mac](#)
- [Privacy Preferences Policy Control MDM payload settings for Apple devices](#)

Manage app background items.

- [Change Login Items settings on Mac](#)
- [Use MDM to manage background tasks on Mac](#)

Recognize how a personal Apple ID or Managed Apple ID affects the acquisition of apps from the App Store.

- [Apple ID](#)
- [About Managed Apple IDs for business](#)
- [About Managed Apple IDs for education](#)
- [Change your Apple ID password](#)
- [Change your Apple ID](#)
- [How to create a new Apple ID](#)
- [If you forgot your Apple ID email address or phone number](#)
- [Managed Apple ID accounts](#)
- [Manage and use your Apple ID](#)
- [Sign in with your Apple ID](#)
- [Two-factor authentication for Apple ID](#)

Troubleshoot apps (iOS, iPadOS, and macOS).

- [How to manually update apps on your Apple device](#)
- [If an app freezes or quits unexpectedly on Mac](#)
- [If an app on your iPhone or iPad stops responding, closes unexpectedly, or won't open](#)
- [If you can't download or update apps on your iPhone or iPad](#)
- [If you can't connect to the App Store, iTunes Store, or other Apple services](#)
- [Manage the apps that you use with Sign in with Apple](#)

App Resources and Containers

Identify app resources and containers in devices.

- [App Groups Entitlement — Apple Developer](#)
- [Build Apps Using CloudKit — Apple Developer](#)
- [Distribute Managed Apps to Apple devices](#)
- [Enabling CloudKit in Your App](#)

Identify where data is stored in iOS and iPadOS and what happens when an app is deleted.

- [Core Data — Apple Developer Documentation](#)
- [How to check the storage on your iPhone and iPad](#)

Manage documents.

- [Access iCloud Drive files from your iPhone and other devices](#)
- [Access and manage your files in iCloud Drive](#)

- [Add your Desktop and Documents files to iCloud Drive](#)
- [Find a document in Pages on iPad](#)
- [Organize your files in the Finder on Mac](#)
- [Set up iCloud Drive on all your devices](#)
- [Use iCloud Drive to store documents on your Mac, iPhone, and iPad](#)
- [Use the Files app on your iPhone, iPad, or iPod touch](#)
- [Work with folders and files in iCloud Drive](#)

Back up and restore device configuration and related data using Apple Configurator.

- [Back up and restore iPhone and iPad devices in Apple Configurator](#)

Terminal and Scripting

Use default commands to modify app behavior.

- [Change General settings in Terminal on Mac](#)
- [Execute commands and run tools in Terminal on Mac](#)
- [Keyboard shortcuts in Terminal on Mac](#)

Networking

Manage network settings and service order.

- [Change network service settings on Mac](#)
- [How to use network locations on your Mac](#)
- [Recommended settings for Wi-Fi routers and access points](#)
- [Set advanced network settings in iOS Setup Assistant](#)
- [Wi-Fi MDM settings for Apple devices](#)

Recognize Dynamic Host Configuration Protocol (DHCP) and Domain Name System (DNS) issues.

- [Change DNS settings on Mac](#)
- [Renew your IP address from the DHCP server on Mac](#)
- [Resolve IP address conflicts on Mac](#)
- [Use DHCP or a manual IP address on Mac](#)

Troubleshoot DHCP and DNS issues.

- [Change DNS settings on Mac](#)
- [Enter DNS and search domain settings on Mac](#)

Diagnose potential Wi-Fi issues.

- [If your Mac isn't connecting to the internet over Wi-Fi](#)
- [Use Wireless Diagnostics on your Mac](#)

Recognize how Wi-Fi encryption secures data in transit.

- [Connect to the internet with your Mac](#)

- [Secure access to wireless networks](#)

Explain how VPNs provide secure remote access.

- [Virtual private network \(VPN\) security](#)
- [VPN overview for Apple device deployment](#)

Resolve VPN configuration issues manually.

- [Change VPN settings on Mac](#)

Add a third-party VPN.

- [VPN overview for Apple device deployment](#)

Sharing Services

Describe host sharing.

- [Change Sharing settings on Mac](#)

Use and manage Sharing settings.

- [Change iCloud settings for your Apple ID on Mac](#)
- [Change Media Sharing settings on Mac](#)
- [Set up file sharing on Mac](#)
- [Set up Family Sharing](#)
- [Set up Family Sharing on Mac](#)
- [Set up media sharing on Mac](#)
- [Share the screen of another Mac](#)
- [Stream content with Home Sharing on Apple TV](#)
- [Turn Mac screen sharing on or off](#)
- [Use Home Sharing to share media from a computer to other devices](#)

Troubleshoot host sharing services.

- [Change Firewall settings on Mac](#)

Use and manage AirDrop.

- [How to use AirDrop on your iPhone or iPad](#)
- [Use AirDrop on iPhone to send items to nearby devices](#)
- [Use AirDrop on your Mac to send files to devices near you](#)

Continuity

Use Continuity Camera.

- [Use your iPhone as a webcam on your Mac](#)

Configure Sidecar to use your iPad as a display that extends or mirrors your Mac desktop.

- [Use your iPad as a second display for your Mac](#)

Turn on AirPlay Receiver to receive video and audio content from any nearby Mac, iPhone, or iPad on the same network.

- [Set up your Mac to be an AirPlay receiver](#)

Use Universal Control with Mac and iPad.

- [Use one keyboard and mouse to control Mac and iPad](#)

Mail and Messaging

Configure Mail settings.

- [Add an email account to your iPhone, iPad, or iPod touch](#)
- [If you can't send or receive messages on your iPhone or iPad](#)
- [If you can't send or receive messages on your Mac](#)
- [Mail Support](#)

Troubleshoot Mail and Messages.

- [If iCloud Mail isn't working](#)
- [If you can't receive emails in Mail on Mac](#)
- [If you can't send email on your iPhone, iPad, or iPod touch](#)
- [If you can't send or receive email on your Mac](#)
- [Troubleshoot email problems in Mail on Mac](#)

Recognize Messages security settings.

- [iMessage security overview](#)

Printing

Recognize AirPrint advantages.

- [About AirPrint](#)
- [Use AirPrint to print from your iPhone, iPad, or iPod touch](#)

Identify print protocols.

- [Add a printer to your printer list so you can use it on Mac](#)
- [Network address formats and protocols on Mac](#)
- [Security implications of Bonjour protocol for developers and administrators](#)
- [Set the protocol for file sharing on Mac](#)

Manage printing.

- [Add a printer to your Wi-Fi network in AirPort Utility on Mac](#)
- [Change Printers & Scanners settings on Mac](#)
- [Check on a printer or print job using the Dock on Mac](#)
- [Check if a printer is working or has a problem on Mac](#)
- [Choose your default printer on Mac](#)
- [Connect an AirPrint printer to a Wi-Fi network](#)
- [If printer software isn't available on Mac](#)
- [Print quickly using a pool of network printers from your Mac](#)
- [Share your printer on Mac](#)
- [Solve printing problems on Mac](#)
- [Update your printer software if your printer has a printing problem on Mac](#)
- [Use your Mac to print to a printer connected to a Windows computer](#)

Troubleshoot printing issues.

- [Solve printing problems on Mac](#)

Recognize when printing is managed in MDM configuration profiles.

- [Printing MDM payload settings for Apple devices](#)

iOS Sysdiagnose

Use iOS sysdiagnose to capture detailed logs.

- [Run system diagnostics in Activity Monitor on Mac](#)
- [Share analytics, diagnostics, and usage information with Apple](#)

Activity Monitor

Use Activity Monitor to identify and resolve issues.

- [View cache activity in Activity Monitor on Mac](#)
- [View information about Mac processes in Activity Monitor](#)

View system diagnostics reports using Activity Monitor.

- [View information about Mac processes in Activity Monitor](#)
- [Activity Monitor User Guide for Mac](#)

Console

Obtain basic macOS information using Console.

- [Console User Guide for Mac](#)

Narrow a search using Console.

- [Find log messages and activities in Console on Mac](#)

Keychains, Passwords, and Passkeys

Manage a macOS keychain.

- [Keychain Access User Guide for Mac](#)
- [What is Keychain Access on Mac?](#)

Describe how a keychain relates to iCloud Keychain.

- [What is Keychain Access on Mac?](#)

Use Secure Notes in Keychain Access.

- [Store confidential information securely using Keychain Access on Mac](#)

Manage System Settings passwords.

- [Change Passwords settings on Mac](#)

Describe passkeys.

- [About the security of passkeys](#)

Manage passkeys on a Mac.

- [Sign in to an account on your Mac with a passkey](#)

Data Protection

Explain protecting your Mac with a firewall.

- [Block connections to your Mac with a firewall](#)

Turn on and turn off firewall in Network settings.

- [Block connections to your Mac with a firewall](#)
- [Change Firewall settings on Mac](#)

Recognize when an MDM profile controls network and firewall settings.

- [Firewall MDM payload settings for Apple devices](#)

Security Awareness

Describe Apple security awareness.

- [Additional macOS system security capabilities](#)

Describe the purpose of MDM and recognize how MDM can enhance the user experience.

- [Intro to mobile device management profiles](#)

Describe security differences between Mac computers with and without Apple silicon.

- [Boot modes of an Intel-based Mac with an Apple T2 Security Chip](#)
- [Startup Security Utility on a Mac with an Apple T2 Security Chip](#)
- [Startup security in macOS](#)

Explain Rapid Security Response on Apple devices.

- [Rapid Security Responses on Apple devices](#)
- [Update your iPhone or iPad](#)

Recognize when to use Lockdown Mode and how to exclude apps and websites from Lockdown Mode.

- [About Lockdown Mode](#)
- [Harden your iPhone from a cyberattack with Lockdown Mode](#)

Configuration Profiles

Describe configuration profiles.

- [Plan your configuration profiles for Apple devices](#)

Locate configuration profiles on a client device.

- [Create and edit configuration profiles in Apple Configurator](#)
- [Configuration profile enforcement](#)
- [Install or remove configuration profiles on iPhone](#)
- [Install or remove configuration profiles on iPad](#)
- [Use configuration profiles to standardize settings on Mac computers](#)

Troubleshooting Cellular Data

Resolve cellular data issues.

- [If you see No Service, Searching, or SOS on your iPhone or iPad](#)

Explain how to use eSIMs and transfer to an eSIM.

- [About eSIM on iPhone](#)
- [If Dual SIM with eSIM isn't working on your iPhone](#)

AppleCare and Resources

Identify how to contact AppleCare help lines.

- [AppleCare Professional Support for Enterprise](#)
- [AppleCare Professional Support for Help Desk](#)

Describe AppleSeed for IT.

- [AppleSeed for IT](#)

Identify Feedback Assistant benefits.

- [Add, delete, or view files in Feedback Assistant drafts on Mac](#)
- [Change Feedback Assistant settings on Mac](#)
- [Create new feedback in Feedback Assistant on Mac](#)
- [Edit or delete draft feedback in Feedback Assistant on Mac](#)
- [Feedback Assistant User Guide for Mac](#)
- [Filter or sort messages in Feedback Assistant on Mac](#)
- [Get started with Feedback Assistant on Mac](#)
- [Intro to Feedback Assistant on Mac](#)
- [Keyboard shortcuts in Feedback Assistant on Mac](#)
- [Manage team feedback in Feedback Assistant on Mac](#)
- [Unenroll from the beta program in Feedback Assistant on Mac](#)
- [Update or close submitted feedback in Feedback Assistant on Mac](#)

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

Which iPadOS setting should you set to control the maximum decibel level so that it's comfortable to use your iPad with headphones?

- A. Sounds
- B. General > Audio
- C. Control Center > Audio
- D. Accessibility > Audio/Visual

Question 2

How much free iCloud storage do Managed Apple IDs that are created with Apple School Manager receive?

- A. 50 GB
- B. 100 GB
- C. 200 GB
- D. 500 GB

Question 3

Which feature prevents unauthorized use of a remotely wiped iPhone, iPad, Apple Watch, or Mac if the device is lost or stolen?

- A. Find My
- B. Face ID
- C. Activation Lock
- D. Secure Enclave

Question 4

Scenario

Aileen often works offline on her MacBook Air. When she makes changes to Pages, Numbers, and Keynote files, she relies on the autosave feature and iCloud to keep her documents updated.

How does macOS handle changes to local documents that are stored in iCloud?

- A. It caches the changes, then silently pushes them when an internet connection to the iCloud servers becomes available.
- B. It caches the changes locally, then sends you a message to sync with iCloud when an internet connection becomes available.
- C. It caches the changes and provides you with an Apple Push Notification when an internet connection to the iCloud servers is available.

Question 5

Where can you check the real-time service status of Apple network services?

- A. Internet Accounts settings
- B. About This Mac > More Info
- C. apple.com/support/systemstatus
- D. developer.apple.com/system-status

Question 6

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 7

Select two responses.

Which two System Settings can you use to change your login password if you are logged in to your user account?

- A. Apple ID
- B. Users & Groups
- C. Internet Accounts
- D. Privacy & Security
- E. Touch ID & Password

Question 8

Select four responses.

Which four options are available from the macOS Recovery window?

- A. Safari
- B. FileVault
- C. Disk Utility
- D. Reinstall macOS
- E. Wireless Diagnostics
- F. Restore from Time Machine

Question 9

Scenario

A Relocated Items folder alias appeared on your desktop after you updated macOS.

Why did this folder appear after the macOS update?

- A. Some of your files' previous locations were incompatible with current macOS Security settings.
- B. Some files that were previously stored in iCloud were relocated because they could not be read.
- C. Some of your older files were created with 32-bit apps that are no longer compatible with macOS.
- D. You have apps on this Mac that were created by an unregistered software developer or were signed with an invalid Developer ID.

Question 10

What happens when you revive an Intel-based Mac with Apple Configurator for Mac?

- A. It restores the Mac to factory settings.
- B. It updates the firmware on the Apple T2 Security Chip.
- C. It installs the latest available version of macOS for the Mac.
- D. It installs the original version of macOS that came with the Mac.

Question 11

What should you use to revive a Mac with Apple silicon that becomes unresponsive when the macOS installation process is interrupted by a power failure?

- A. macOS Recovery
- B. Apple Diagnostics
- C. Apple Configurator for Mac
- D. An external storage device

Question 12

Which feature of macOS Recovery should you use when you need to transfer files from a Mac with Apple silicon?

- A. Disk Utility
- B. Share Disk
- C. Share Files
- D. Target Disk Mode

Question 13

How do you start up an Intel-based Mac in safe mode?

- A. Press and hold the Shift key during startup and log in as Administrator.
- B. Press and hold Command-S during startup and log in as Administrator.
- C. Open Terminal, type `reboot -safe`, press Return, and log in as Administrator.
- D. Press and hold Command-Option-P-R during startup and log in as Administrator.

Question 14

Scenario

You want to install macOS 13 on an Intel-based MacBook Pro with the Apple T2 Security Chip using an external installer you created on a USB drive. The Mac is connected to your local network using Ethernet, and you have successfully restarted the Mac into Startup Manager.

Although Startup Manager allows you to select the USB drive as a startup disk, it displays the message "Security settings do not allow this Mac to use an external startup disk."

How can you use the external USB drive as an installer without completely turning off security on this Intel-based Mac?

- A. Turn off firmware password protection using the Startup Security Utility.
- B. Temporarily change the Secure Boot setting in the Startup Security Utility to medium security.
- C. Temporarily change the External Boot setting in the Startup Security Utility to allow booting from external media.
- D. Change the External Boot setting in the Startup Security Utility to allow booting from external media, and change the Secure Boot setting to medium security.

Question 15

What's the minimum amount of storage that a Shared iPad device must have?

- A. 16 GB
- B. 32 GB
- C. 64 GB
- D. 128 GB

Question 16

Select four responses.

Which four iPad models support Shared iPad?

- A. iPad mini 4th generation or later
- B. iPad 4th generation or later
- C. iPad 5th generation or later
- D. All iPad Pro models
- E. All iPad Air models
- F. iPad Air 2 or later

Question 17

Which folder is normally hidden in the Finder view of the user home folder?

- A. Drop Box
- B. Library
- C. Preferences
- D. Public
- E. Sharing

Question 18

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

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

Question 19

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 20

How should you open and close a file preview window after selecting a file in the Finder?

- A. Option-click
- B. Control-click
- C. Control-Option-click
- D. Press the Space bar

Question 21

Which additional type of App Store apps can you install if you have a Mac with Apple silicon?

- A. Apple Apps
- B. Rosetta-compatible apps
- C. Apps designed for Apple silicon
- D. Designed for iPhone and iPad apps

Question 22

What do you call apps designed for use on both an Intel-based Mac and a Mac with Apple silicon?

- A. Catalyst
- B. Other
- C. Rosetta
- D. Universal

Question 23

Where should you configure Mail settings on iPhone?

- A. Settings > Mail > Accounts
- B. Settings > Accounts > Mail
- C. General > Mail > Accounts
- D. General > Internet Accounts > Mail

Question 24

Where should you add a Mail account on a Mac?

- A. System Settings > Internet Accounts
- B. Settings > Internet Accounts
- C. System Settings > Mail
- D. Settings > Mail

Question 25

How can you identify which messages are encrypted in the Messages app on your iPhone?

- A. Blue messages are encrypted, green messages are not
- B. Green messages are encrypted, blue messages are not
- C. Blue messages are encrypted if you turn on encryption in Messages > Security
- D. Blue and green messages are encrypted if you turn on encryption in Messages > Security
- E. Blue indicates group messages are encrypted, green indicates the group includes unencrypted messages from non-Apple devices

Question 26

Scenario

Nisha is experiencing odd behavior with a custom app on her iPad.

Which steps should you use to generate a sysdiagnose?

- A. Reproduce the issue, then immediately turn on debug logging.
- B. Reproduce the issue, press and hold the top volume button, and wait for her device to vibrate.
- C. Reproduce the issue, then simultaneously press and release both volume buttons and the side (or top) button for 1 to 1.5 seconds.
- D. Reproduce the issue, then simultaneously press and release the bottom volume button and the side (or top) button for 1 to 1.5 seconds.

Question 27

Select two responses.

Which two ways should you use to transfer a sysdiagnose from your iPad to your Mac?

- A. Sync your iPad with your Mac.
- B. Use AirDrop to send the log to your Mac.
- C. Navigate to Settings > General > Wi-Fi and choose send file.
- D. Put iPad in recovery mode and navigate to the sysdiagnose log.

Question 28

Which tool should you use to review macOS log files?

- A. Console
- B. Log Viewer
- C. Archive Utility
- D. Activity Monitor

Question 29

What should you use to troubleshoot macOS installation issues?

- A. Installer log
- B. Single user mode
- C. Apple Diagnostics
- D. macOS Recovery Assistant

Question 30

How should you turn on the firewall in System Settings on a Mac?

- A. Go to General > Sharing > Turn On Firewall.
- B. Go to Internet Accounts > Turn On Firewall.
- C. Go to Network > Firewall, then click the slider to turn it on.
- D. Go to Privacy & Security > Lockdown Mode, then click Turn On.

Question 31

Which macOS firewall setting prevents a Mac from responding to any unauthorized network connections, including network diagnostic protocols such as Ping, Traceroute, and Port Scan?

- A. Stealth mode
- B. Silent interface
- C. Private browsing
- D. Block all incoming connections

Question 32

What adds cryptographic validation to the macOS startup volume that enables it to grant only files with valid signatures the ability to execute instructions or access other files?

- A. VM volume
- B. Preboot volume
- C. Signed system volume
- D. Encrypted APFS volume

Question 33

Where can you find the Activation Lock status if your Mac has the Apple T2 Security Chip?

- A. Find My > View > Devices
- B. About This Mac > Overview
- C. Privacy & Security > Privacy
- D. System Information > Hardware

Question 34

Which part of a configuration profile contains settings for an Apple device such as a VPN setting or Wi-Fi network?

- A. JSON
- B. Payload
- C. Supervision
- D. Optimization

Question 35

Where can you find configuration profiles that are installed on iPhone or iPad devices?

- A. Settings > Control Center > VPN & Device Management
- B. Settings > About > Profiles & Device Management
- C. Settings > General > VPN & Device Management
- D. Settings > Profiles & Device Management

Question 36

What allows an administrator to standardize settings for Mac computers?

- A. Screen Time
- B. Parental Controls
- C. Configuration Profiles
- D. Administrator Controls

Question 37

At which iPhone battery capacity is it considered to be degraded?

- A. 80%
- B. 85%
- C. 90%
- D. 95%

Question 38

Which software feature reduces the time your iPhone spends fully charged to reduce the wear on your battery and improve its lifespan?

- A. Low Power Mode
- B. Fastlane Charging
- C. Optimized Battery Life
- D. Optimized Battery Charging

Question 39

Which connector allows for two-way power and data exchange with accessories like the Magic Keyboard with iPad?

- A. USB-C Connector
- B. Smart Connector
- C. Magnetic Connector
- D. Thunderbolt Connector

Question 40

Scenario

You're having trouble using Face ID. You updated to the latest software version, checked Face ID & Passcode settings, and restarted the device.

Select three responses.

What other troubleshooting steps should you try?

- A. Reset Face ID
- B. Set up "FaceID with a Mask"
- C. Reset the TrueDepth camera
- D. Add an alternate appearance
- E. Check that nothing is covering the TrueDepth camera

Question 41

Select two responses.

What are two reasons Institutional Recovery Keys (IRK) are **NOT** recommended for institutional management of FileVault on Mac computers with Apple silicon?

- A. They're difficult to remember
- B. It uses polytomous encryption
- C. Target Disk Mode is **NOT** supported
- D. Secure enclave does **NOT** support IRKs
- E. IRKs **CANNOT** be used to access recoveryOS

Question 42

Select three responses.

Which three are required to have a secure token on a Mac?

- A. Turn on FileVault
- B. Change Network settings
- C. Approve system extensions
- D. Approve macOS software updates
- E. Install applications from unknown sources

Question 43

Who becomes the first volume owner in a Mac with Apple silicon?

- A. The system administrator
- B. The organization that owns the Mac
- C. The MDM solution used to manage the Mac
- D. The user who first configures and creates an account

Question 44

What does macOS use the bootstrap token for?

- A. To unlock the macOS keychain
- B. To recover the FileVault password
- C. To allow standard users to install applications
- D. To grant a secure token to any user logging in to a Mac

Question 45

Select two responses.

Which two methods should you use to transfer data from your current iPhone to a new iPhone using Quick Start?

- A. Transfer over Wi-Fi
- B. Download from iCloud
- C. Transfer directly from your previous device
- D. Transfer directly from a backup using your Mac
- E. Select an iCloud backup from a list of options that appear

Question 46

What's required to use Migration Assistant with two Mac computers with the same version of macOS installed?

- A. Bluetooth must be on and Wi-Fi is optional
- B. Migration Assistant requires a wired connection
- C. Wi-Fi must be on and the Mac computers must be placed near each other
- D. Wi-Fi must be on and connected to the same network on both Mac computers

Question 47

Select three responses.

Which three transfer sources can you use with Migration Assistant?

- A. Another Mac
- B. A Time Machine Backup
- C. Another Mac through USB connection
- D. A PC with the latest version of Windows installed
- E. A PC with any Debian-based operating system installed

Question 48

Scenario

Mario is setting up a new iMac to replace his previous Mac mini.

What's the name of the step in Setup Assistant that Mario should use to transfer information from his old Mac to the new one?

- A. Time Machine
- B. Transfer Data
- C. Transfer information
- D. Restore from Backup

Question 49

Select three responses.

Which three devices support Activation Lock?

- A. HomePod mini
- B. iPhone 11 Pro
- C. MacBook Air 13-inch (2017)
- D. MacBook Pro 16-inch (2019)
- E. Apple TV 4K (2nd generation)
- F. Apple Watch with watchOS 2 or later installed

Question 50

Which steps should you use to turn on Activation Lock in System Settings on a Mac computer?

- A. Click Apple ID > iCloud, then turn on Activation Lock.
- B. Click Apple ID > iCloud > Find my Mac, then turn on Find My Mac.
- C. Click Privacy & Security > Activation Lock, then turn on Activation Lock.
- D. Click General > About > Activation Lock, then enter your Apple ID password.

Question 51

Which type of Mac user can perform a software upgrade?

- A. Guest
- B. Standard
- C. Sharing-only
- D. Local administrator

Question 52

How should you view log files when troubleshooting an installation issue when using the macOS installer?

- A. Choose Window > Installer Log.
- B. Choose Window > Recovery Log.
- C. Choose Utilities > Terminal, then type `tail -f /private/var/log/install.log`.
- D. Choose Utilities > Console, select Log Reports in the sidebar, and select `install.log` in the main window.

Question 53

Select three responses.

Which three are required to perform an iOS software update?

- A. Internet connection
- B. Enough available storage
- C. Compatible iPhone device
- D. Device connected to a power source
- E. Mac device with the latest version installed

Question 54

Select two responses.

Which two methods quickly and securely erase all settings, data, and apps without erasing macOS?

- A. Archive Utility app
- B. Erase Assistant app
- C. System Settings > Erase All Content and Settings
- D. System Settings > General > Transfer or Reset > Erase All Content and Settings
- E. System Settings > Privacy & Security > Advanced > Erase All Content and Settings

Question 55

Select two responses.

Which two Mac applications can you use to update or restore an iOS device that's in recovery mode?

- A. Xcode
- B. iTunes
- C. Finder
- D. Terminal
- E. Apple Configurator

Question 56

Scenario

You're upgrading iPad to the latest version of iPadOS. After about one hour, the device still displays the Apple logo with no progress bar.

Which troubleshooting step should you use to resolve this issue?

- A. Force shut down iPad and turn it back on, then follow the Setup Assistant steps.
- B. Connect iPad to your Mac and follow the steps in the Music app to recover it.
- C. Connect iPad to a power source and wait at least one hour.
- D. Put iPad in recovery mode and connect it to your Mac.

Question 57

How can you change the default startup system for a Mac with Apple silicon when you start up from macOS Recovery?

- A. Press and hold the Space bar until the Startup Options window appears. Select your startup volume. Press and hold the Option key, then click the Always Use button.
- B. Press and hold the Option key until the Startup Options window appears. Select your startup volume. Press and hold the Option key, then click the Always Use button.
- C. Press and hold the power button until the Startup Options window appears. Select your startup volume. Press and hold the Option key, then click the Always Use button.
- D. Quickly press the power button three times and wait for the Startup Options window to appear. Select your startup volume. Press and hold the Option key, then click the Always Use button.

Question 58

Which default macOS folder should you use to store files that other accounts can read but not edit or delete?

- A. Public folder
- B. Shared folder
- C. System folder
- D. Desktop folder

Question 59

Scenario

You want to share a document privately with another account on a Mac that multiple users share.

Which macOS folder should you use?

- A. Drop Box folder
- B. Shared folder
- C. Public folder
- D. Users folder

Question 60

Which setting should you use to allow an app to access Contacts?

- A. Notifications > Contacts
- B. Control Center > Contacts
- C. Privacy & Security > Contacts
- D. Privacy & Security > Parental Controls > Contacts

Question 61

How should you report an iOS app issue directly to the developer?

- A. In the App Store, locate the app and then tap App Support.
- B. In the App Store, tap your account and then tap Contact Support.
- C. In Settings, tap App Store and then tap Submit Report to Developer.
- D. Open the app with the issue, then press Volume Up, Volume Down, and the Side button until a dialog appears.

Question 62

Select two responses.

Which two methods can you use to tell if an installed app is Universal, Intel, or Apple silicon on a Mac?

- A. Use Get Info
- B. System Information > Installations
- C. System Settings > General > About
- D. System Information > Software > Applications
- E. In Terminal, type `checkapptype` followed by the app's pathname

Question 63

What do you call a configuration file that specifies the attributes of an app or process on a Mac?

- A. Property List
- B. Preference List
- C. JavaScript Object Notation
- D. Extensible Markup Language

Question 64

What should you do when an app stops responding or you can't quit the app normally on a Mac?

- A. In Terminal, type `killall WindowServer`.
- B. In Terminal, type `kill -9 UIKitSystem`.
- C. Force shut down the Mac.
- D. Force quit the app.
- E. Reinstall macOS.

Question 65

Scenario

The Weather app requests access to your location.

What grants permission to use this data?

- A. A daemon
- B. A declaration
- C. An entitlement
- D. A code signature

Question 66

Which macOS feature lets you preview, rotate images, trim audio and video clips, and use Markup without opening the file?

- A. Preview
- B. QuickTime
- C. Core Image
- D. Quick Look

Question 67

Scenario

You want to archive your completed Final Cut Pro projects to iCloud Drive for easy access across all your devices.

What's the largest file size and maximum number of files that you can store in iCloud Drive?

- A. 50 GB or less, unlimited number of files based on available storage
- B. 25 GB or less, unlimited number of files based on available storage
- C. 50 GB or less, up to 50,000 files based on available storage
- D. 5 GB or less, up to 10,000 files based on available storage

Question 68

What can you assign to a file in the Save dialog to improve file search and organization?

- A. Tags
- B. Flags
- C. Plug-ins
- D. Extensions

Question 69

Select three responses.

Which three types of content and settings can you restore from an iPhone backup using Apple Configurator?

- A. App data
- B. Wallpaper
- C. iCloud Photos
- D. Purchased Media
- E. Home Screen layout

Question 70

Which Apple Configurator feature should you use to record actions, such as backup restores, to later apply to multiple devices?

- A. Backups
- B. Blueprints
- C. Recipes
- D. Templates

Question 71

Which Terminal command should you use to view the path of the current working directory?

- A. lp
- B. ls
- C. pwd
- D. whereami

Question 72

Which terminal command lists the APFS containers and volumes?

- A. fsck -l
- B. fsck APFS -l
- C. diskutil -plist
- D. diskutil APFS list

Question 73

Which character string identifies a file as a shell script?

- A. #!/bin/sh
- B. !#/bin/sh
- C. ##/bin/sh
- D. #\$/bin/sh

Question 74

How do you make a shell script executable in Terminal on Mac?

- A. chown -r -t ScriptName.sh
- B. chmod 755 ScriptName.sh
- C. chmod 644 ScriptName.sh
- D. chown 555 ScriptName.sh
- E. chmod =rw,+X ScriptName.sh

Question 75

Which Apple application has a built-in property list editor you can use to edit .plist files?

- A. Pages
- B. Xcode
- C. Text Edit
- D. Apple Configurator

Question 76

Which Terminal command should you use to view the ls command's manual page?

- A. ls man
- B. man ls
- C. ls help
- D. manpage ls

Question 77

What's also known as a gateway address?

- A. DNS address
- B. Node address
- C. Public address
- D. Router address

Question 78

Which network protocol automatically assigns IP addresses to the devices that request one?

- A. Domain Name System (DNS)
- B. Terminal Emulation Protocol (Telnet)
- C. Transmission Control Protocol (TCP)
- D. Dynamic Host Configuration Protocol (DHCP)

Question 79

What should you use to create and save diagnostic reports about your Mac computer's wireless and network configuration?

- A. AirPort Utility
- B. Network Utility
- C. Apple Diagnostics
- D. Wireless Diagnostics

Question 80

What does it mean when a dimmed Wi-Fi menu appears in the menu bar on a Mac?

- A. Wi-Fi is turned off and the Mac isn't connected to any network interface.
- B. Wi-Fi is turned on, but it's not currently associated with a wireless network.
- C. Wi-Fi is turned on, but another network interface is the primary network connection.
- D. Wi-Fi is turned on, but the network can't assign an IP address to the Wi-Fi interface.

Question 81

Select three responses.

Which three sharing services can you configure in Sharing settings on a Mac?

- A. Media Sharing
- B. Printer Sharing
- C. Display Sharing
- D. Content Caching
- E. Personal Web Sharing

Question 82

Select three responses.

Which three IP addresses are considered private, local only, and nonroutable?

- A. 10.0.20.90
- B. 172.16.10.1
- C. 64.96.233.83
- D. 16.99.170.52
- E. 192.168.10.5
- F. 17.253.144.10

Question 83

Which option in Sharing settings automatically turns on screen sharing on a Mac?

- A. Sidecar
- B. Remote Apple Events
- C. Remote Management
- D. Universal Plug and Play

Question 84

Select two responses.

Which two apps can provide on-demand screen sharing even when the screen sharing service is turned off on a Mac?

- A. AirPlay
- B. Messages
- C. FaceTime
- D. SharePlay
- E. iCloud DirectConnect

Question 85

How should you set a reminder when you want to reply to an email later on your iPhone?

- A. Tap the forward icon, then choose when to be reminded.
- B. Tap the reply icon and tap Remind Me, then choose when to be reminded.
- C. Tap the action icon and tap Remind Me, then choose when to be reminded.
- D. Tap and hold the reply icon and tap Remind Me, then choose when to be reminded.

Question 86

Which Continuity feature allows you to scan documents or take photos with your iPhone and have them appear instantly on your Mac?

- A. Notes
- B. Continuity Scan
- C. Universal Control
- D. Continuity Camera

Question 87

Select two responses.

Which two settings should you configure to limit who can stream content to your Mac when AirPlay Receiver is turned on?

- A. Select "Allow AirPlay for: No one"
- B. Select "Allow AirPlay for: Current user"
- C. Select "Allow AirPlay for" and enter your Apple ID
- D. Turn on "Require password" in the AirPlay Receiver settings
- E. Turn on "Use complex passcode" in the AirPlay Receiver settings

Question 88

Which technology does macOS use to create full-quality printing without installing drivers?

- A. AirPrint
- B. CUPS
- C. ePrint
- D. PostScript

Question 89

Select four responses.

Which four print protocols does macOS support?

- A. CUPS
- B. AirPrint
- C. AppleTalk II
- D. HP JetDirect
- E. Line Printer Daemon
- F. Internet Printing Protocol

Question 90

Where do you find log files associated with network printing issues in macOS?

- A. /var/Logs
- B. system.log
- C. ~/Library/Logs
- D. /private/var/log/cups

Question 91

Select two responses.

Which two are required to use passkeys on iPhone?

- A. iOS 16 or later
- B. iOS 15 or later
- C. A15 processor or higher
- D. iCloud keychain turned on
- E. Password AutoFill turned on

Question 92

Which security feature is available ONLY on a Mac with Apple silicon?

- A. Secure Enclave
- B. FileVault Disk Encryption
- C. Kernel Integrity Protection (KIP)
- D. System Integrity Protection (SIP)

Question 93

Select two responses.

Which two security options are available on a Mac with Apple silicon?

- A. No Security
- B. Full Security
- C. Medium Security
- D. Reduced Security

Question 94

Select three responses.

Which three are features of Apple's Rapid Security Response?

- A. It **CANNOT** be uninstalled by the user.
- B. It ignores managed software update delays.
- C. It ships security fixes to users more frequently.
- D. It automatically applies standard software updates.
- E. It applies to the latest major operating-system version.

Question 95

Select three responses.

Which three things happen to Shared albums in Photos when Lockdown Mode is turned on for iPhone?

- A. New Shared Album invitations are blocked
- B. Shared albums are removed from the Photos app
- C. The Photos app is removed from the Home Screen
- D. Shared albums on other devices can still be viewed
- E. Shared albums are removed from your Photos library

Question 96

When should you turn on Lockdown Mode?

- A. You're setting up your kid's device.
- B. You're working from an unsecured location.
- C. You're personally targeted by sophisticated digital threats.
- D. You're practicing everyday digital security with your device.

Question 97

Scenario

Herland contacted you about issues obtaining 5G service on his iPhone. You confirmed that his device is compatible with the carrier's 5G service, in a coverage area, and using the latest version of iOS. The carrier's support website indicates that a carrier settings update is needed to fully support its 5G service.

Where in Settings should you go to manually check for carrier settings updates on iPhone?

- A. Cellular, then remove and re-add your eSIM
- B. General > About, then follow the onscreen instructions
- C. Software Update, then accept the carrier settings update
- D. Cellular, then turn off your cellular line and turn it back on

Question 98

Select three responses.

What are three benefits of Feedback Assistant?

- A. It lets users try prerelease software.
- B. It automatically creates screen recordings.
- C. It offers a simple filing process for reporting.
- D. It provides automatic on-device diagnostics.
- E. It allows device diagnostics directly on the devices.

Question 99

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

Answer Key

Question 1: A

Question 2: C

Question 3: C

Question 4: A

Question 5: C

Question 6: D

Question 7: B, E

Question 8: A, C, D, F

Question 9: A

Question 10: B

Question 11: C

Question 12: B

Question 13: A

Question 14: C

Question 15: B

Question 16: A, C, D, F

Question 17: B

Question 18: C

Question 19: A

Question 20: D

Question 21: D

Question 22: D

Question 23: A

Question 24: A

Question 25: A

Question 26: C

Question 27: A, B

Question 28: A

Question 29: A
Question 30: C
Question 31: A
Question 32: C
Question 33: D
Question 34: B
Question 35: C
Question 36: C
Question 37: A
Question 38: D
Question 39: B
Question 40: A, D, E
Question 41: C, E
Question 42: A, C, D
Question 43: D
Question 44: D
Question 45: B, C
Question 46: C
Question 47: A, B, D
Question 48: C
Question 49: B, D, F
Question 50: B
Question 51: D
Question 52: A
Question 53: A, B, C
Question 54: B, D
Question 55: C, E
Question 56: D
Question 57: C
Question 58: A

Question 59: A
Question 60: C
Question 61: A
Question 62: A, D
Question 63: A
Question 64: D
Question 65: C
Question 66: D
Question 67: A
Question 68: A
Question 69: A, B, E
Question 70: B
Question 71: C
Question 72: D
Question 73: A
Question 74: B
Question 75: B
Question 76: B
Question 77: D
Question 78: D
Question 79: D
Question 80: B
Question 81: A, B, D
Question 82: A, B, E
Question 83: C
Question 84: B, C
Question 85: B
Question 86: D
Question 87: B, D
Question 88: A

Question 89: B, D, E, F

Question 90: D

Question 91: A, D

Question 92: C

Question 93: B, D

Question 94: B, C, D

Question 95: A, B, D

Question 96: C

Question 97: B

Question 98: C, D, E

Question 99: A, B, C

Exam Details

- The exam name is Apple Device Support Exam (9L0-3023-ENU).
- The exam contains 100 scored technical questions, and you have 120 minutes to complete them.
- The minimum passing score is 78 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.

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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.

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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.

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