



# 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 outlined in 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 18, iPadOS 18, and macOS Sequoia.

## 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 with 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 Account, 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.
- 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 your Apple Account on [ACRS](#) (Apple Certification Records System).
2. Click Practice Exams, then click the Apple Device Support Practice Exam.
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.

After you pay for the practice exam, you can start it immediately. To start the practice exam later, complete these steps:

1. Sign in to your Apple Account on [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

Locate MDM configuration profiles on Apple devices to determine if the device is managed.

- [Getting to Know MDM](#)

Determine which device and user functions and settings MDM manages or restricts on an Apple device.

- [Reviving iPhone or iPad Using Apple Configurator](#)
- [Getting to Know MDM](#)
- [Review MDM payloads for Apple devices](#)
- [Dynamic WEP, WPA Enterprise, and WPA2 Enterprise MDM settings for Apple devices](#)
- [Installing and enforcing software updates for Apple devices](#)

Recognize how MDM is used to configure available Setup Assistant options during device setup.

- [Getting to Know MDM](#)
- [Manage Setup Assistant for Apple devices](#)

Troubleshoot issues with accessing an organization's resources due to unenrolling a user-owned device from MDM.

- [Getting to Know MDM](#)
- [Reenroll devices in MDM](#)

## Apple Account and iCloud

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

- [Getting to Know Managed Apple Accounts](#)
- [Service access with Managed Apple Accounts](#)
- [How to create a new Apple Account](#)

Describe how Apple devices provide data privacy and data security when users sign in with both a Managed Apple Account and a personal Apple Account.

- [Getting to Know Managed Apple Accounts](#)
- [Security of iCloud Backup](#)

List and describe iCloud features and services.

- [Getting to Know iCloud and Continuity](#)
- [Backing Up iPhone or iPad](#)

Describe Continuity features that are available on Apple devices, and identify the requirements to use them.

- [Getting to Know iCloud and Continuity](#)
- [Sharing Files with AirDrop on Mac](#)
- [Continuity features and requirements for Apple devices](#)
- [Universal Control: Use a single keyboard and mouse between Mac and iPad](#)

# Device Setup, Backup, and Restore

Describe system startup, restore, and recovery options that are available in macOS Recovery.

- [Troubleshooting Mac Startup Issues](#)
- [Use macOS Recovery on a Mac with Apple silicon](#)
- [Ways to start up your Mac](#)
- [Set Recovery Lock Command | Apple Developer Documentation](#)
- [Startup security in macOS](#)

Troubleshoot issues while you set up iPhone or iPad.

- [Use the Finder, Apple Devices, or iTunes to transfer data from your previous iOS device to your new iPhone or iPad](#)

Identify iPhone and iPad content, data, and settings not included in an iCloud, Mac, or Apple Configurator for Mac backup.

- [Backing Up iPhone or iPad](#)
- [About encrypted backups on your iPhone, iPad, or iPod touch](#)
- [If you can't remember the password for your iPhone, iPad, or iPod touch encrypted backup](#)

Troubleshoot issues while you back up iPhone or iPad to iCloud, Mac, or Apple Configurator for Mac.

- [Backing Up iPhone or iPad](#)
- [About encrypted backups on your iPhone, iPad, or iPod touch](#)

Restore iPhone or iPad to factory settings using the device itself, a Mac, or Apple Configurator.

- [Restoring iPhone or iPad to Factory Settings](#)

Describe the different boot modes for a Mac with Apple silicon.

- [Troubleshooting Mac Startup Issues](#)
- [Start up your Mac in safe mode](#)

Restore iPhone or iPad using recovery mode.

- [Reviving iPhone or iPad Using Apple Configurator](#)
- [If you can't update or restore your iPhone or iPod touch](#)

Resolve system startup, restore, and recovery issues on a Mac with Apple silicon using macOS Recovery.

- [Troubleshooting Mac Startup Issues](#)
- [If your Mac doesn't start up all the way](#)
- [Use macOS Recovery on a Mac with Apple silicon](#)
- [If your Mac starts up to a question mark](#)

# Users and Authentication

Manage profiles in Safari on Mac.

- [Use profiles in Safari on Mac](#)

Create and use passkeys on Apple devices.

- [Use passkeys to sign in to apps and websites on iPad](#)

Reset a user account password on Mac using an administrator account.

- [Resetting Login Passwords](#)
- [Change a password or user picture on Mac](#)

Identify which accessibility features are available on Apple devices.

- [Zoom in on what's onscreen on Mac](#)

Explain how to quickly turn accessibility features on and off on Apple devices.

- [Get started with accessibility features on Mac](#)
- [Use your keyboard like a mouse with Mac](#)

Describe how accessibility features on Apple devices support users' vision, mobility, hearing, speech, and cognitive needs.

- [Navigate your Mac using Full Keyboard Access](#)

# Network

Identify common Wi-Fi network types: public or open networks, private or secured networks, and captive or subscription networks.

- [Configuring Wi-Fi Settings on iPhone or iPad](#)
- [Secure access to wireless networks](#)
- [Use captive Wi-Fi networks on your iPhone or iPad](#)

Identify the Wi-Fi authentication and encryption protocols that Apple devices support.

- [Configuring Wi-Fi Settings on iPhone or iPad](#)
- [Secure access to wireless networks](#)

Explain why Apple devices use a different MAC address with each Wi-Fi network.

- [Troubleshooting Network Connectivity on Mac](#)
- [Use private Wi-Fi addresses on Apple devices](#)

Stop or resume using a private address with a specific Wi-Fi network on iPhone and iPad devices.

- [Configuring Wi-Fi Settings on iPhone or iPad](#)
- [About private Wi-Fi addresses and enterprise networks](#)
- [Use private Wi-Fi addresses on Apple devices](#)

Configure advanced Wi-Fi network settings on Apple devices.

- [Configuring Wi-Fi Settings on iPhone or iPad](#)
- [Set advanced network settings in iOS Setup Assistant](#)

Manage Network settings on Mac.

- [Troubleshooting Wi-Fi Connectivity on Mac](#)
- [Change DNS settings on Mac](#)

Explain the purpose of changing the network service order on Mac.

- [Troubleshooting Network Connectivity on Mac](#)
- [Change the order of the network services your Mac uses](#)

Troubleshoot Wi-Fi network configurations and connections on Apple devices.

- [Configuring Wi-Fi Settings on iPhone or iPad](#)
- [Troubleshooting Wi-Fi Connectivity on Mac](#)
- [Troubleshoot joining a Wi-Fi network on Mac](#)
- [If you can't connect to a Wi-Fi network on Mac](#)
- [If your iPhone or iPad won't connect to a Wi-Fi network](#)

Analyze a Mac computer's Wi-Fi network connection to the internet using wireless diagnostics.

- [Troubleshooting Wi-Fi Connectivity on Mac](#)
- [Use Wireless Diagnostics on your Mac](#)

Troubleshoot issues with connecting to Personal Hotspot.

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

## Privacy and Security

Manage Privacy & Security settings.

- [Managing Privacy on Mac](#)
- [About system extensions and macOS](#)
- [Control app tracking permissions on iPhone](#)

Manage settings to share content and services.

- [Using Personal Hotspot](#)
- [Use Instant Hotspot, Auto-Join Hotspot, or Family Sharing to connect to your Personal Hotspot without entering a password](#)

Manage Location Services and app location access.

- [Managing Privacy and Security on iPhone or iPad](#)
- [Manage Location Services settings](#)

Reset all or specific privacy database permissions using the `tcutil` command in Terminal.

- [Managing Privacy on Mac](#)

Describe how System Integrity Protection in macOS protects specific critical file system locations.

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



Describe Rapid Security Response and how MDM can manage it on Apple devices.

- [Rapid Security Responses on Apple devices](#)

## Managing Software, Apps, and Content

Update iOS, iPadOS, or macOS.

- [Update your iPhone or iPad](#)

Manage automatic software updates on Apple devices.

- [About software updates for Apple devices](#)
- [Update macOS on Mac](#)

Troubleshoot issues while updating iOS, iPadOS, or macOS.

- [If your iPhone or iPad won't update](#)
- [Installing and enforcing software updates for Apple devices](#)

Troubleshoot unresponsive apps on Apple devices.

- [Troubleshooting Apps on iPhone or iPad](#)
- [If an app freezes or quits unexpectedly on Mac](#)
- [Quit and reopen an app on iPhone](#)
- [If an app on your iPhone or iPad stops responding, closes unexpectedly, or won't open](#)

Share content between Apple devices using AirDrop.

- [Sharing Files with AirDrop on Mac](#)
- [Sharing Files with AirDrop on iPhone or iPad](#)
- [Use AirDrop to send items to nearby Apple devices](#)

Troubleshoot AirDrop settings and functions on Apple devices.

- [Sharing Files with AirDrop on iPhone or iPad](#)

Manage storage space on Mac.

- [Optimize storage space on your Mac](#)
- [See used and available storage space on your Mac](#)
- [File system formats available in Disk Utility on Mac](#)
- [If the Trash contains recovered files on Mac](#)

## System Diagnostics

Diagnose macOS startup, installation, and recovery issues by viewing recovery logs.

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

Capture and submit logs using sysdiagnose on Apple devices.

- [Using Sysdiagnose to Troubleshoot iOS or iPadOS](#)
- [Use AssistiveTouch on your iPhone, iPad, or iPod touch](#)
- [Sysdiagnose Instructions](#)

Locate the sysdiagnose log file on iPhone and iPad devices.

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

View a system report on Mac to identify and troubleshoot hardware issues.

- [System Information User Guide for Mac](#)

Describe what Activity Monitor does and when you would use it.

- [Using Activity Monitor](#)
- [View energy consumption in Activity Monitor on Mac](#)
- [View cache activity in Activity Monitor on Mac](#)

Run system diagnostics reports in Activity Monitor.

- [Using Activity Monitor](#)
- [Run system diagnostics in Activity Monitor on Mac](#)

Close unresponsive apps and processes using Activity Monitor.

- [Using Activity Monitor](#)
- [Quit an app or process in Activity Monitor on Mac](#)

Describe what Console does and when you would use it.

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

Identify issues on Mac using Console error, hang, and crash messages.

- [Using Console](#)
- [View log messages in Console on Mac](#)

# Apple Device Support Exam Details

- The exam name is Apple Device Support Exam.
- 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

Apple exams are delivered primarily through [Pearson OnVUE](#) — a live, online proctoring solution. In-person testing options are available at select Pearson test center locations. To view availability in your country, visit [Pearson VUE — Find a test center](#).

Schedule your exam session in advance, and plan to complete the exam in one sitting. You need a current, government-issued identification card to take the exam. To take an exam on Pearson OnVUE, you need a quiet and private space.

## Scheduling the Exam

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

1. Sign in to your Apple Account on [ACRS](#).
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. If you have a voucher or promo code, select Add Voucher or Promo Code, and add the code during the checkout process.

On the day of your scheduled exam, follow the instructions in the confirmation email you receive from Pearson VUE. For candidates taking the exam on Pearson OnVUE, perform a system check in advance of your exam session on the computer and network you'll use during the exam.

After you complete the exam, Pearson emails you your score. If you don't pass the exam on the first try, you can buy 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 then current exam before the badge expiration date. Visit the [Apple Training](#) website and sign in to your Apple Account on [ACRS](#) periodically to ensure that you're aware as soon as an updated exam is available.