



Apple Device Support

Exam Preparation Guide



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About the Exam

This exam tests your understanding of the skills, tools, and knowledge you need to support and troubleshoot Apple devices in a large organization as a level 1 or 2 help desk professional. When you pass the exam, you earn the Apple Certified Support Professional digital badge. For more information, visit [Apple Training](#).

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

Preparing for the Exam

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

To prepare for the exam, follow this approach:

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

Learning Objectives

Mobile Device Management

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

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

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

- [Getting to Know MDM](#)
- [Use configuration profiles to standardize settings on Mac computers](#)
- [Install or remove configuration profiles on 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](#)

Sample Questions

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

Question 1

Aileen's iPad won't charge. She's using the original Apple power adapter and cable that came with it.

Which troubleshooting step should you try to help Aileen?

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

Question 2

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

- A. Extensions and Logs
- B. Installations and Managed Client
- C. Managed Client and Profiles
- D. Profiles and Sync Services

Question 3

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

- A. Bluetooth and Wi-Fi
- B. Remote Login and Wi-Fi
- C. Media Sharing and Remote Login
- D. Media Sharing and Screen Sharing

Question 4

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

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

Question 5

The BetterBag MDM administrator configures Setup Assistant to skip Location Services on a managed iPad.

What happens when Location Services is skipped during Setup Assistant?

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

Question 6

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

Which troubleshooting step should Brian try next?

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

Question 7

You want to update your iPhone to the latest version of iOS, but you don't see an update option.

What is a reason why the latest version of iOS wouldn't appear in Settings > Software Update?

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

Question 8

Apple scans software for known malware and, if none is found, issues a ticket.

Which Apple service provides the ticket?

- A. App Store
- B. Gatekeeper
- C. Notarization
- D. XProtect

Question 9

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

- A. VPN settings
- B. Network settings
- C. Wireless Diagnostics

- D. Internet Accounts settings

Question 10

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

What should you use to authenticate?

- A. The firmware password
- B. The recoveryOS password set from MDM
- C. The user-linked Activation Lock bypass code
- D. The organization-linked Activation Lock bypass code

Question 11

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

- A. `codesign -display -r - /Applications/Directory.app`
- B. `hdiutil -display -r - /Applications/Directory.app`
- C. `pkgutil -display -r - /Applications/Directory.app`
- D. `tcutil -display -r - /Applications/Directory.app`

Question 12

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

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

Question 13

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

- A.
 1. Networks configured by MDM
 2. Highest Wi-Fi standard
 3. Frequency band (6GHz, then 5GHz, then 5GHz [DFS], then 2.4GHz)
 4. Security (WPA Enterprise, then WPA Personal, then WEP)
 5. Signal strength
- B.
 1. Networks configured by MDM
 2. Security (WPA Enterprise, then WA Personal, then WEP)
 3. Highest Wi-Fi standard
 4. Frequency band (6GHz, then 5GHz, then 5GHz [DFS], then 2.4GHz)
 5. Signal strength
- C.
 1. Security (WPA Enterprise, then WPA Personal, then WEP)
 2. Networks configured by MDM
 3. Highest Wi-Fi standard
 4. Frequency band (6GHz, then 5GHz, then 5GHz [DFS], then 2.4GHz)
 5. Signal strength

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

Question 14

A previously trusted Mac app asks for access to your keychain.

Why would an app ask for access that was previously granted?

- A. Touch ID was recently reset.
- B. The app was recently updated.
- C. The login password was changed.
- D. Gatekeeper couldn't validate the app.

Question 15

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

- A. VPN
- B. Network
- C. Network Relays
- D. Privacy & Security > Profiles

Question 16

Po-Chun has a VPN configured on his iPad and wants to know where he can verify that the configuration is the one BetterBag installed for him.

Where do you tell Po-Chun to look to ensure that he's using the BetterBag VPN?

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

Question 17

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

- A. Guest
- B. Standard
- C. Administrator
- D. Sharing Only

Question 18

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

- A. L2TP over IPSec, SSTP, and IKEv2
- B. WireGuard, Cisco IPSec, and IKEv2

- C. L2TP over IPSec, Cisco IPSec, and IKEv2
- D. L2TP over IPSec, Cisco IPSec, and OpenVPN

Question 19

A user returned their unmanaged iPad. You turn it on for a new user, and you discover that Activation Lock is turned on.

What do you need to turn off Activation Lock?

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

Question 20

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

Which troubleshooting step should you recommend to Po-Chun?

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

Question 21

Brian receives an alert from his Mac. It says the Mac disk is almost full. In the alert, he clicks Manage and several recommendations to resolve the issue appear. Brian selects the Optimize Storage option.

What does Optimize Storage do to help manage Brian's Mac storage?

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

Question 22

The BetterBag MDM administrator configures Setup Assistant to skip Accessibility on a managed Mac.

What happens when Accessibility is skipped during Setup Assistant?

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

Question 23

How do you view log messages in Console?

- A. In the Console sidebar select Log Reports, then open a report.

- B. In the Console search field, add `activity` to the search string.
- C. Control-click the Process window, then select Group by Activity.
- D. In Console click "Start streaming," then click Activities in the toolbar.

Question 24

Which type of extension is more secure and reliable?

- A. KAuth
- B. Kernel
- C. Kexts
- D. System

Question 25

What does Disk Utility do?

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

Question 26

The BetterBag MDM administrator configures Setup Assistant to skip FileVault on a managed Mac.

What happens to the user when FileVault is skipped during Setup Assistant?

- A. The user can turn on FileVault.
- B. The user can't turn on FileVault.
- C. The user is required to turn on FileVault.
- D. The user is prompted to turn on FileVault.

Question 27

Brian's iPad keeps freezing after iPadOS and app updates. You connect his iPad to a Mac and open Console.

What do you need to select in the Console sidebar to collect and view logs before you can start streaming?

- A. Device name
- B. Spin Reports
- C. Crash Reports
- D. Diagnostic Reports

Question 28

Which two folders are protected by System Integrity Protection?

- A. `/dev` and `/usr`
- B. `/sbin` and `/usr`
- C. `/tmp` and `/sbin`

D. /usr and /cores

Question 29

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

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

Question 30

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

Why can't the user turn on screen sharing?

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

Answer Key

Question 1: A

Question 2: C

Question 3: A

Question 4: B

Question 5: B

Question 6: D

Question 7: B

Question 8: C

Question 9: B

Question 10: B

Question 11: A

Question 12: B

Question 13: A

Question 14: B

Question 15: A

Question 16: D

Question 17: C

Question 18: C

Question 19: C

Question 20: B

Question 21: A

Question 22: C

Question 23: D

Question 24: D

Question 25: A

Question 26: B

Question 27: A

Question 28: B

Question 29: A

Question 30: D

Exam Details

- The exam name is Apple Device Support Exam (SUP-2024-ENU).
- The exam contains approximately 90 scored technical questions, and you have 120 minutes to complete them.
- The minimum passing score is 75 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](#).

To schedule and take the exam, complete these steps:

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

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

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

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

About the Certification

The Apple Certified Support Professional digital badge differentiates you as a skilled professional, gives you a competitive edge in an evolving job market, and associates you with the power of the Apple brand.

When you pass the exam, Credly emails you the instructions to claim your digital badge.

Digital badges are valid for two years from the date earned, but specific expiration dates vary. You keep your badge current by taking the recertification exam when it's released and before the badge expiration date. Visit [Apple Training](#) and sign in to ACRS periodically to ensure that you're aware as soon as a recertification exam is available.