

## iOS Support Essentials

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### Course Summary

#### Description

iOS Support Essentials is a two-day core class to teach you how to use and support iOS and how to get the most out of your iPhone or iPad. Students will learn how to share files, create documents, surf the web, backup and restore data, stay secure and keep software up to date, among other topics.

#### Objectives

At the end of this course, students will be able to:

- Share files.
- Create documents.
- Surf the web.
- Backup and restore data.
- Stay secure.
- Keep software up to date.

#### Topics

- Basic features & troubleshooting
- Email, Contacts, & Collaboration
- Multimedia & Presenting
- Apps & Files
- Security
- Shortcuts & Accessibility
- Custom Apps

#### Audience

iOS Support Essentials is designed for all users of iOS, from new users to experienced IT Support staff who now have to support iOS devices. All exercises will be demonstrated in-class by the instructor. Students who have their own iPads or iPhones may bring them and follow along, but this is not necessary.

#### Prerequisites

Students who attend iOS Support Essentials need not have any iPad or iPhone experience at all, but some familiarity with the iOS or other mobile OSes can help.

#### Duration

Two days

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### Course Outline

- I. *Basic features & troubleshooting*
  - A. iOS Versions Compared
  - B. Power Management
  - C. Activating, Upgrading, or Downgrading iOS
  - D. Backing Up & Restoring Data
  - E. Multitasking & Splitscreen
  - F. Background Refresh Data Usage
  - G. Motion Compressor
- II. *Email, Contacts & Collaboration*
  - A. AppleID
  - B. Email, General Practices
  - C. Microsoft Exchange
  - D. Active Sync
  - E. iCloud & iCloud Family
  - F. Contacts
  - G. Calendar
  - H. Managing Notifications
  - I. Sharepoint & Wikis
  - J. Facetime
- III. *Multimedia & Presenting*
  - A. Camera & Video
  - B. Photos & Photostream
  - C. Connecting to a TV or Projector
  - D. AppleTV
  - E. AirPlay & Alternatives
  - F. Home Sharing
- IV. *Apps & Files*
  - A. App Store
  - B. The iOS File System
  - C. Sharing Files Between Apps
  - D. AirDrop
  - E. DropBox, Google & Other Cloud Services
  - F. Editing Text
  - G. iBooks, E-books & PDF
- V. *Security*
  - A. Unlocking & Jailbreaking
  - B. Passcode & Encryption
  - C. TouchID
  - D. Restrictions
  - E. Guided Access
  - F. Find My iPad/iPhone and Location Services
  - G. Apple Wallet & ApplePay
  - H. Network Security for Business
  - I. App Security
  - J. Physical Security
  - K. Private Browsing
  - L. Standards Compliance
- VI. *Shortcuts & Accessibility*
  - A. Extensions & Keyboards
  - B. Entering & Editing Text
  - C. Zooming & Inverting the Display
  - D. VoiceOver
  - E. Dictation & Siri
- VII. *Custom Apps*
  - A. The App Store Inside & Out
  - B. Volume Purchase Program
  - C. Custom B2B Apps
  - D. Buy or Develop In-House?
  - E. Dashcode
  - F. Xcode
  - G. iOS Developer Program