OS X El Capitan: Apple ID

Emily Nahmanson

Progress: ▌▌▌▌▌▌▌▌▌▌▌

OS X El Capitan: Apple ID

Introduction ⊙

Overview ⊙

Creating an Apple ID ⊙

Managing Apple ID ⊙

Quiz ⊙

Summary ⊙

Course Evaluation ⊙

OS X El Capitan: Apple ID

Introduction

Course Description

The OS X El Capitan: Apple ID course describes how customers should configure and manage Apple ID accounts in OS X.

This course is part of the ACMT 2016 curriculum and is used to prepare for the Mac Service Certification Exam (MAC-16A).

Progress:

OS X El Capitan: Apple ID

Introduction ✓

Overview ▶

Creating an Apple ID

Managing Apple ID

Quiz

Summary

Course Evaluation

Overview

Lesson Objectives

After completing this course, you should be able to:

- Describe how Apple ID works in OS X.
- Configure an Apple ID account using tools in OS X.
- Manage an Apple ID account using online tools.
- Correctly answer a set of knowledge-based questions about Apple ID accounts.

Audience	Prerequisites	Time Required	You will need...
Service Technicians	Successful completion of the Apple Service Fundamentals exam	30 minutes	No additional materials or equipment are required

This course is designed for technicians who do not have immediate access to a Mac running OS X El Capitan. If you have access to a Mac running OS X El Capitan, it is recommended that you use it while reviewing the course.

⚠️ The process for creating and managing Apple ID described in this course is for customers. Service Technicians will not be able to use iCloud, .Mac, or MobileMe Apple IDs to access GSX or ATLAS. They can either use an alternate Apple ID or create a new one by going to https://certifications.apple.com and clicking "Create an Apple ID" in the lower-left corner. The new Apple ID must be based on a working email address that has not be used for any Apple resource or system (e.g. iTunes, iCloud, or App Store).

OS X El Capitan: Apple ID

Creating an Apple ID

An Apple ID uniquely identifies a person in the iTunes Store, App Store, Apple Online Store, iCloud, FaceTime, and other Apple services.

Progress:

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OS X El Capitan: Apple ID

Progress: ▮▮▮▮▯▯▯▯▯▯

OS X El Capitan: Apple ID

Introduction

Overview

Creating an Apple ID

Managing Apple ID

Quiz

Summary

Course Evaluation

Managing Apple ID

If a customer needs to change or find his or her Apple ID, email, password, and other settings, there are two sites for managing the account:

- Apple ID (appleid.apple.com)
- Find your Apple ID (iforgot.apple.com)

What Did You Forget?

If you've forgotten an internal account password, visit the AppleConnect website.
If you've forgotten your Apple ID password, go to Apple ID.

AppleConnect Website ›
Reset or manage your internal accounts or two-step verification.

AppleConnect   LDAP   ApplePIN   Open Directory

Apple ID ›
Reset or manage your account for iCloud, iTunes, and other Apple services.

ℹ Read the following Apple Support articles:

- HT204265: Manage your Apple ID account information
- HT202667: Change your Apple ID
- HT201354: If you forgot your Apple ID
- HT201356: About your Apple ID email addresses
- HT204071: What to do after you change your Apple ID email address or password

You will be asked questions based on this content in the Quiz chapter or on the exam.

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OS X El Capitan: Apple ID

Progress:

OS X El Capitan: Apple ID

Introduction

Overview

Creating an Apple ID

Managing Apple ID

Quiz

Summary

Course Evaluation

OS X El Capitan: Apple ID

Quiz

Use the following resources and the content of this course to answer the questions on the next page:

- appleid.apple.com
- apple.com/support/appleid
- HT204053: Sign in with your Apple ID on a new device
- HT203993: Create and start using an Apple ID
- HT204265: Manage your Apple ID account information
- HT202667: Change your Apple ID
- HT201354: If you forgot your Apple ID
- HT201356: About your Apple ID email addresses
- HT204071: What to do after you change your Apple ID email address or password

OS X El Capitan: Apple ID

Summary

Having completed this course, you should be able to:

- Describe how Apple ID works in OS X.
- Configure an Apple ID account using tools in OS X.
- Manage an Apple ID account using online tools.
- Correctly answer a set of knowledge-based questions about Apple ID accounts.

This concludes the OS X El Capitan: Apple ID course. For other courses in the ACMT 2016 curriculum, see Apple Support article, HT205332: AppleCare Service Certifications, or search for ACMT 2016 in ATLAS.

OS X El Capitan: Apple ID

Introduction ✓

Overview ✓

Creating an Apple ID ❯

Managing Apple ID ❯

Quiz ❯

Summary ❯

Course Evaluation ❯