



APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)





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QUESTION 1

Which service should you use to grant access to your Apple account to others after your death?

- A. Apple ID Proxy
- B. Legacy Contact
- C. Account Successor
- D. Forever Apple ID

Correct Answer: B

Explanation: Legacy Contact is a new feature introduced by Apple in iOS 15.2, iPadOS 15.2, and macOS 12.1 that allows users to designate up to five people who can access their Apple account and data after they pass away. Legacy Contacts need to have the unique access key that the user created when they added them as a Legacy Contact, and a copy of the user's death certificate, to request access to the user's account. Legacy Contacts can access data stored in iCloud, such as photos and documents, but not services that require subscriptions, such as Apple Music or Apple TV+. The other options are not valid services offered by Apple. References: How to request access to a deceased family member's Apple account, How to set up Apple account access so people can get in after you die

QUESTION 2

Which Find My feature is available ONLY on MacBook models with Apple silicon?

- A. Notify When Found
- B. View Location
- C. Remote Erase
- D. Notify When Left Behind

Correct Answer: D

Explanation: Notify When Left Behind is a Find My feature that is available only on MacBook models with Apple silicon. This feature alerts you when you leave your Mac behind in an unfamiliar location, such as a cafe or a hotel. You can also set exceptions for places where you don't want to receive notifications, such as your home or office. Notify When Left Behind requires a Mac with Apple silicon and an iPhone or iPad with iOS 15 or iPadOS 15 or later. References: = Apple Support - Manuals, Find My User Guide, Notify When Left Behind; Apple - Support - Manuals, Set up Touch ID on iPad; How to use the new Notify When Left Behind feature in iOS 15.

QUESTION 3

Scenario

You would like to access files stored in iCloud Drive on your Windows PC at work.

What should you do to access these files on your PC?



- A. Download iCloud Drive from the Windows App Store and set it up using your Apple ID.
- B. Download iCloud for Windows and set it up with your Apple ID.
- C. Copy the content of iCloud Drive from your Mac to an external drive, and connect the external drive to your Windows PC.

Correct Answer: B

Explanation: To access files stored in iCloud Drive on your Windows PC, you need to download iCloud for Windows and set it up with your Apple ID¹. This will allow you to view, add, or remove iCloud Drive files and folders directly on your Windows computer in File Explorer or Windows Explorer². You can also choose a different location for your iCloud Drive files and folders on your PC². Downloading iCloud Drive from the Windows App Store or copying the content of iCloud Drive from your Mac to an external drive are not valid options, as they will not sync your files across your devices or let you access them online^{3,4,5}. References: 1: Set up iCloud Drive on your Windows computer - Apple Support. 2: View, add, or remove iCloud Drive files in iCloud for Windows - Apple Support. 3: [Step-by-Step] How to Sync iCloud Drive on PC? - MultCloud. 4: How to Access iCloud Drive on Windows PCs in 3 Easy Ways - MultCloud. 5: How to Access iCloud Drive Files from Windows PC - OS X Daily.

QUESTION 4

What MUST you do before you reach the macOS Recovery options when your Mac with Apple silicon has FileVault or Activation Lock turned on?

- A. Access the Startup Security Utility and enter the administrator's six-digit passcode to unlock the system.
- B. Enter the FileVault recovery key, then select an administrator user account.
- C. Log in using the administrator's Apple ID and two-factor authentication.
- D. Select one of the displayed administrator accounts, then provide the account's password.

Correct Answer: D

Before you can access the macOS Recovery options on a Mac with Apple silicon that has FileVault or Activation Lock turned on, you must first authenticate as an administrator. This is because FileVault and Activation Lock are security features that encrypt your data and prevent unauthorized access to your Mac. To authenticate as an administrator, you need to select one of the displayed administrator accounts on the startup options screen, then enter the account's password. This will unlock the system and allow you to use the macOS Recovery apps and utilities. The other options are not correct. You do not need to access the Startup Security Utility or enter the FileVault recovery key or the Apple ID and two-factor authentication to reach the macOS Recovery options. References: Use macOS Recovery on a Mac with Apple silicon - Apple Support, How to Enter macOS Recovery on an Apple Silicon Mac - MUO

QUESTION 5

Which two types of Activation Lock are available to organizations?

- A. Individual-linked
- B. Device-linked
- C. User-linked



D. Personal

E. Organization

Correct Answer: BC

Explanation: Activation Lock is a feature that prevents unauthorized use of an Apple device after it has been erased. It is enabled automatically when a user turns on Find My on their device. However, for devices that are owned or managed by an organization, there are two types of Activation Lock available: device-linked and user-linked. Device-linked Activation Lock requires Apple School Manager, Apple Business Manager, or Apple Business Essentials and an MDM solution. It allows the MDM solution to control turning Activation Lock on and off through server-side interactions, without depending on the user's Apple ID or Find My settings. The MDM solution creates and sends a bypass code to Apple servers when it needs to lock or unlock the device. User-linked Activation Lock requires the user to have a personal Apple ID (not a Managed Apple ID) and to turn on Find My on their device. This method allows the user to lock an organization-linked device to their personal Apple ID if the MDM solution has allowed Activation Lock. The MDM solution should request and store a bypass code from the device before allowing the user to turn on Activation Lock. This bypass code can be used to turn off Activation Lock remotely with MDM, or directly on the device, if the user is unable to authenticate with their Apple ID. References: Activation Lock on Apple devices - Apple Support Activation Lock: How Apple Admins Can Manage It - Kandji Disable Activation Lock on Apple devices with Intune

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