

# iOS Workshop for Business Users and Help Desk Personnel

**Duration:** 1 day

**US Price:** \$595

**Delivery Option:** Courses are delivered via online live remote attendance option 8:00 am - 4:00 pm PST. Students receive digital course materials prior to the start of the course.

## Description

During this iOS Workshop, attendees acquire a thorough understanding of the Mac iOS operating system. This course is designed for those who want to learn more about their iOS Devices and also for those who work in challenging business environments. It is an important training asset for personnel, such as help desk staff who are responsible for supporting other iOS users. Additionally, this workshop is a great way to Onboard new hires, establish a high degree of functionality from the get-go, and avoid the pitfalls of assumptions and pre-learned poor practices.

Course taught by an expert real-world Apple Certified Instructor.

## Prerequisites

Basic knowledge of a Mac or PC computer.

## Course Overview

### Setting Up the iOS Device

- ID Set Up
- Navigating the iOS Interface
- Launching and Running Apple Apps
- Changing Screen Orientation
- Notifications
- Locking Rotation

### Settings

- General Settings
- Parameters
- Setting up Passcodes
- Setting up the Notification Center and Control Panels
- Do Not Disturb Functions

- Using Siri
- Using the Camera
- Multi-tasking
- Search Functions

- Location Services
- iCloud and Syncing your iOS Device
- Airplane Mode
- Customizing Settings
- Accessibility, Text Size, Voice Control
- Storage and iCloud Usage
- Updating Software
- Creating Folders for your Apps

## Multi-Touch Gestures

- Tap, Touch and Hold
- Drag, Flick, Swipe Pinch, Rotate, and Shake Using Two Hands

## Switching Between Applications

- Learning to use Apple Applications, Safari, Mail, Calendar, Notes, etc.
- Showing, Hiding and Quitting Applications
- iOS Search Functions
- Sharing Files, Messages, Photos, etc.

## Working with a Safari or other Web Browser

- Configuring the Browser
- Creating and Saving Bookmarks
- Saving Webpages to the iOS Devices
- Zooming and Scrolling through Web Pages
- Sharing Links

## Working with E-mail

- Setting up Accounts
- Account Preferences
- Composing and Receiving Mail
- Mail Attachments
- Dictation Function

## Working with the Calendar

- Creating Calendars and Events
- Sharing Calendars
- Viewing Calendars in a Different Format
- Syncing Calendars

## Working with Contacts

- Creating and Editing Contacts
- Creating Groups
- Sharing Contacts

## Working with Documents

- Type, Select, Cut, Copy, Paste and Replace
- Using iWorks
- Editing Word, Excel and PowerPoint Documents
- Accessing Files and Documents
- Copying Files Between your iOS Devices and Desktop Computers
- Managing Files

## Working with Photos and Images

- Creating and Sorting Albums
- Send and Uploading Photos

## Connecting to the Internet or Bluetooth Devices

- Through WiFi and Bluetooth Devices
- Through Servers
- Browsing and Searching the Web
- Enterprise Networks
- Personal Hotspots

## Mirroring Video and iOS Devices

- Connecting to the correct Internet Server
- Setting up Screen Mirroring in the Control Center

## Security

- Customize Personal Security Settings
- Locating a Lost iOS Device
- Touch ID and Passcodes
- Two-Factor Authentication
- Searching Privately on the Internet

## Troubleshooting

- Restarting and Rebooting the iOS
- Application Crashes
- Reinstalling an App
- Connectivity Issues

## Tricks and Tips

- Working More Efficiently
- Hidden Keystrokes and Functions

## Deployment

- IOS Security
- Deployment
- Seamless Integration
- Mobile Device Management
- Integrating into the Enterprise System

## Print Using AirPrint

- Using AirPrint with Desktops and iOS Devices
- Troubleshooting AirPrint

## Finding and Installing Apps

- The App Store
- Emptying the Trash
- Apps for Business

## Resetting the iOS Device

- Battery Issues
- Rebooting the iPad

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