

iOS Workshop for Business Users & Help Desk

Course Summary

Description

During this iOS Workshop, attendees acquire a thorough understanding of the Mac iOS operating system. 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.

Topics

- Setting Up the iOS Device
- Settings
- Multi-Touch Gestures
- Switching Between Applications
- Working with a Safari or other Web Browser
- Working with eMail
- Working with the Calendar
- Working with Contacts
- Working with Documents
- Working with Photos and Images
- Connecting to the Internet, or Bluetooth Devices
- Deployment
- Mirroring Video and iOS Devices
- Print Using AirPrint
- Security
- Finding and Installing Apps
- Troubleshooting
- Resetting the iOS Device
- Tricks & Tips

Audience

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

Prerequisite

Basic knowledge of a Mac or PC computer

Duration

One Day

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Course Outline

- I. **Setting Up the iOS Device**
 - A. ID Set Up
 - B. Navigating the iOS Interface
 - C. Launching and Running Apple Apps
 - D. Changing Screen Orientation
 - E. Notifications
 - F. Locking Rotation
 - G. Using Siri
 - H. Using the Camera
 - I. Multi-tasking
 - J. Search Functions
- II. **Settings**
 - A. General Settings
 - B. Parameters
 - C. Setting up Passcodes
 - D. Setting up the Notification Center and Control Panels
 - E. Do Not Disturb Functions
 - F. Location Services
 - G. iCloud – and Syncing your iOS Device
 - H. Airplane Mode
 - I. Customizing your Settings
 - J. Accessibility, Text Size, Voice Control
 - K. Storage & iCloud Usage
 - L. Updating Software
 - M. Creating Folders for your Apps
- III. **Multi-Touch Gestures**
 - A. Tap, Touch and Hold
 - B. Drag, Flick, Swipe Pinch, Rotate, and Shake Using Two Hands
- IV. **Switching Between Applications**
 - A. Learning to use Apple Applications, Safari, Mail, Calendar, Notes, etc.
 - B. Showing, Hiding and Quitting Applications
 - C. iOS Search Functions
 - D. Sharing Files, Messages, Photos, etc.
- V. **Working with a Safari or other Web Browser**
 - A. Configuring the Browser
 - B. Creating and Saving Bookmarks
 - C. Saving Webpages to the iOS Devices
 - D. Zooming and Scrolling through Web Pages
 - E. Sharing Links
- VI. **Working with eMail**
 - A. Setting up Accounts
 - B. Account Preferences
 - C. Composing and Receiving Mail
 - D. Mail Attachments
 - E. Dictation Function
- VII. **Working with the Calendar**
 - A. Creating Calendars and Events
 - B. Sharing Calendars
 - C. Viewing Calendars in a Different Format
 - D. Syncing Calendars
- VIII. **Working with Contacts**
 - A. Creating and Editing Contacts
 - B. Creating Groups
 - C. Sharing Contacts
- IX. **Working with Documents**
 - A. Type, Select, Cut, Copy, Paste and Replace
 - B. Using iWorks
 - C. Editing Word, Excel and PowerPoint Documents
 - D. Accessing Files and Documents
 - E. Copying Files between your iOS Devices and Desktop Computers
 - F. Managing Files

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Course Outline (cont.)

- X. **Working with Photos and Images**
 - A. Creating and Sorting Albums
 - B. Send and uploading Photos
- XI. **Connecting to the Internet, or Bluetooth Devices**
 - A. Through WiFi & Bluetooth Devices
 - B. Through Servers
 - C. Browsing & Searching the Web Enterprise Networks
 - D. Personal Hotspots
- XII. **Deployment**
 - A. IOS Security
 - B. Deployment
 - C. Seamless Integration
 - D. Mobile Device Management
 - E. Integrating into the Enterprise system
- XIII. **Mirroring Video and iOS Devices**
 - A. Connecting to the correct Internet Server
 - B. Setting up Screen Mirroring in the Control Center
- XIV. **Print Using AirPrint**
 - A. Using AirPrint with Desktops and iOS Devices
 - B. Troubleshooting AirPrint
- XV. **Security**
 - A. Customize Personal Security Settings
 - B. Locating a Lost iOS Device
 - C. Touch ID and Passcodes
 - D. Two-Factor Authentication
 - E. Searching Privately on the Internet
- XVI. **Finding and Installing Apps**
 - A. The App Store
 - B. Emptying the Trash
 - C. Apps for Business
- XVII. **Troubleshooting**
 - A. Restarting and Rebooting the iOS Application Crashes
 - B. Reinstalling an App
 - C. Connectivity Issues
- XVIII. **Resetting the iOS Device**
 - A. Battery Issues
 - B. Rebooting the iPad
- XIX. **Tricks & Tips**
 - A. Working more Efficiently
 - B. Hidden Keystrokes and Functions