

iCloud and Apple Services

What Are Apple Services?

- App Stores
- Apple Music
- iCloud
- Apple Pay
- iTunes
- iBooks
- Apple Care

Why Is Services Important?

- It's big
 - Generated \$8.5 billion in revenue last quarter
 - By itself is a Fortune 90 company
- Fastest growing segment in dollars
- It's consistent (media sales and some 165 million recurring subscriptions)
- It's the glue that makes Apple's tightly integrated hardware, software and services ecosystem work so well together

iCloud

- Cloud-based storage, backup and syncing service
- Glue that connects IOS and macOS
 - Is mostly invisible
 - Works seamlessly (most of the time)
- Pricing, how it works and troubleshooting

iCloud Pricing

Start with 5GB free. Add more as you need it.

You get 5GB of free storage across all your devices. But if you have larger collections of photos, videos, or documents, you can easily upgrade your storage plan — up to 2TB — from any device.

50GB

\$0.99/month

200GB

\$2.99/month

2TB

\$9.99/month

* IOS 11 and macOS High Sierra will allow “Family Sharing” of iCloud storage space

What Do You Need to Use iCloud?

- An Apple ID
 - This is an email address registered with Apple as an Apple ID
 - You can use a current email address or create a new one
- It must be tied to a credit card for the following services:
 - iTunes
 - Apps stores
 - iBooks

Apple ID Recent Change

- You can now change a Apple ID from a third-party email service to an Apple domain
 - For example, Gmail or Yahoo address to @iCloud.com, @me.com or @mac.com account
- Easiest to do on a Mac
- You can use an IOS device
- Search “change Apple ID” on Apple’s web site

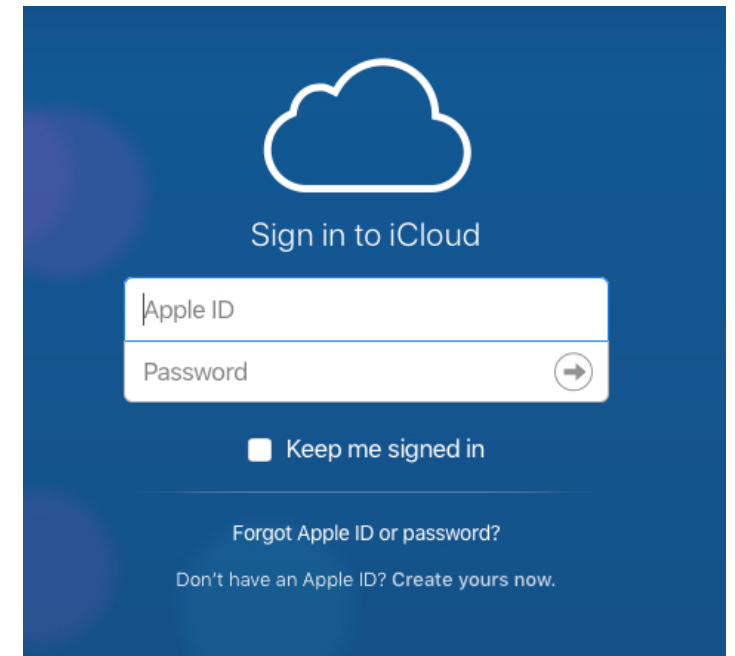
What Does It Do For Me?

You can sync (and store) your data between IOS and Mac devices

- Mail
- Contacts
- Photos
- Calendars
- Notes
- Reminders
- Apps data (Pages, Numbers and Keynote)
- AirPods
- IOS device backups
- Safari bookmarks, reading list, history
- News
- Health
- Wallet
- Keychain
- Find My iPhone - Locate you IOS and Mac devices (if they have an internet connection)
- Find other people with IOS devices who share their location with you

How Do I Access iCloud Data?

- Mac
 - iCloud Drive folder in Finder
 - Go to "icloud.com" in any web browser and log in
 - Through file location in apps
- IOS
 - iCloud Drive app
 - Through file location in apps
 - File folder (IOS 11)



iCloud Access in a Web Browser



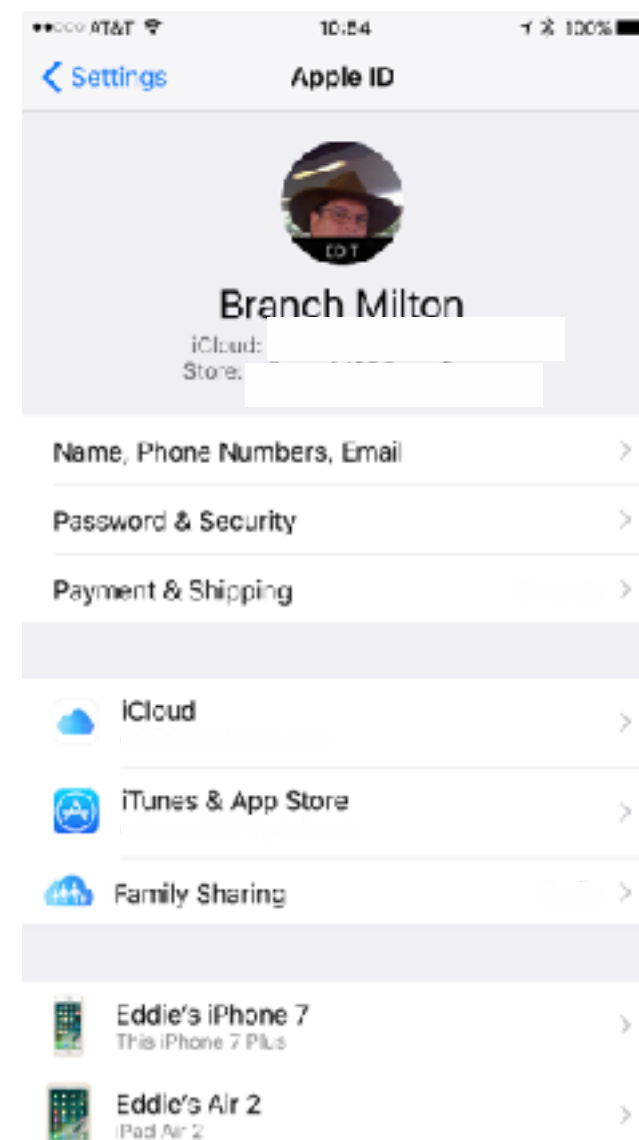
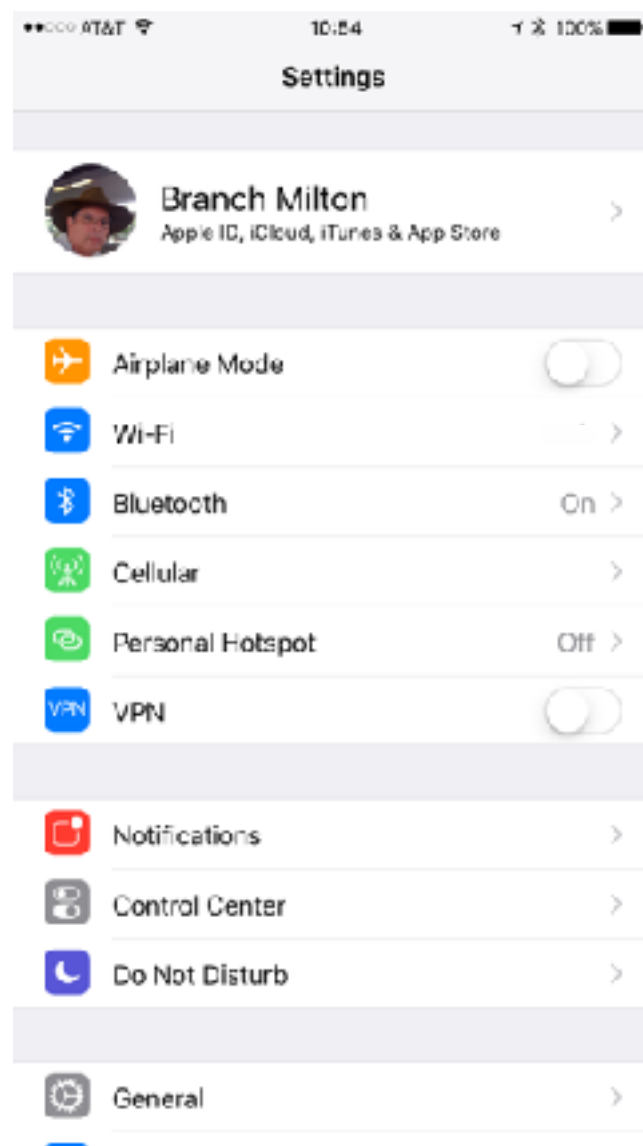
How Do I Set iCloud Preferences?

- Mac
 - System Preferences > iCloud



How Do I Set iCloud Preferences?

- IOS
 - Settings > Apple ID, iCloud, iTunes & App Store



Backing Up Your IOS Device

- Make sure that iCloud Backup is turned on in Settings > iCloud > Backup
- Connect your device to a power source
- Connect your device to a Wi-Fi network
- Make sure that your device's screen is locked
- Check that you have enough available space in iCloud for the backup
- You can always backup directly to a Mac or PC using iTunes

What Does iCloud Backup Include?

- App data
- Apple Watch Backups
- Call history
- Device settings
- Health data
- Homekit configuration
- Ringtones
- iMessage, text (SMS) and MMS messages
- Photos and videos on your iPhone, iPad and iPod Touch
- Purchase history from Apple services like music, movies, TV shows, apps and books
- Visual Voicemail password (requires the SIM card that was in use during backup)
- Doesn't include information already stored in iCloud (Contacts, Calendars, Bookmarks, Mail, Notes, shared photos, iCloud Photo Library and files stored in iCloud Drive)

Find My iPhone

- Find my iPhone must be turned on for each device
- Use the “Find my iPhone” app on your IOS device
- Log into [iCloud.com](https://www.icloud.com) on any computer and select “Find iPhone” to locate
 - Device must be connected to the internet for location
 - You can enable an audible alert
 - If really lost, you can lock it, send a message to display on the Lock screen, put phone into lost mode or erase it
 - Phone will be effectively “bricked”
 - Even if erased, it is unusable without assigned iCloud username and password

iCloud Is Not Working?

- Be sure devices are logged into the same Apple ID and apps are set to sync
- For the device that is not syncing, log out of iCloud then log back in
 - May cause duplicates in Contacts if you elect to keep contacts on your device when logging out
- This can be easily fixed (on a Mac) by selecting “Look for duplicates” in the Card menu

