

Setting Up Apple Genius Appointments

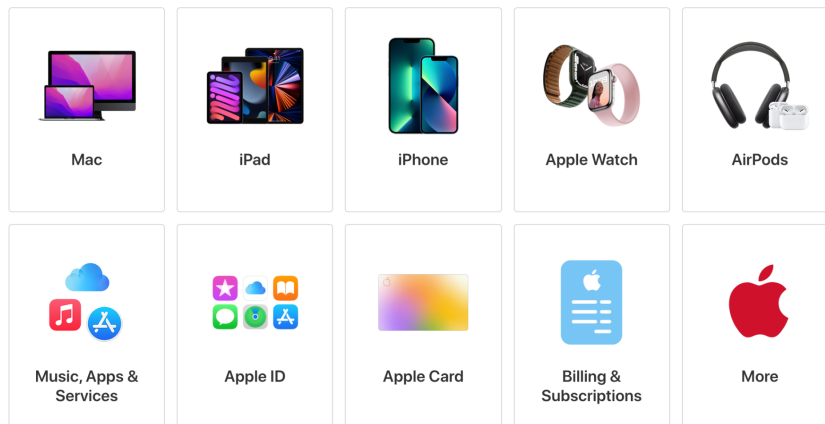
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These are the steps you will need to take in order to set up an appointment with the Genius Bar at Apple:

- I. Go to **support.apple.com**
- II. Scroll down until you see this link, and click on it:

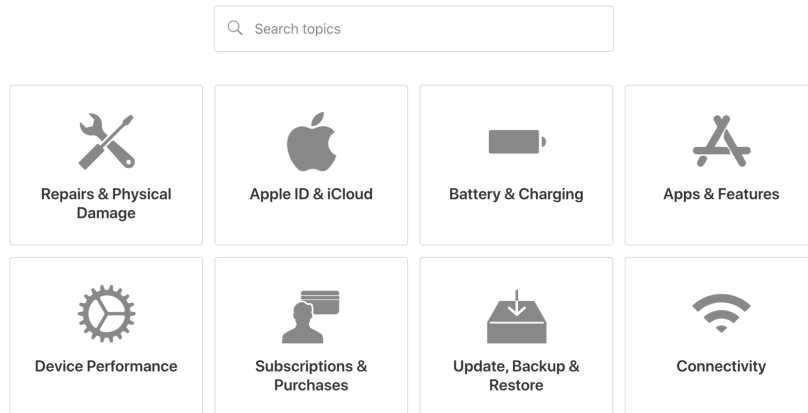


- III. Then scroll down until you see the link labeled, **“Start a repair request”**, and click on that.
- IV. Next you will need to **choose the device** you are trying to get repaired. For most of you this will be an iPad. They have the different devices split up into groups with the images above the link. It will look like this:



- V. Once you have chosen the device you need, they will have you **describe the issue** that you are experiencing, those are also split up into images and links, or you can search for

what you are looking for:



- VI. Once you have narrowed down the issue you are bringing the device in for, it will ask you if you are shipping it in, or bringing it into a physical location. It is important to note that you will always choose **“Bring in for Repair”** and NOT **“Find iPad Repair Prices”**.
- VII. Next you will need to **sign in with your Apple ID**. Use the ID associated with your device.
- VIII. After that it will ask you to put in the **serial number on the device** that is getting repaired.
- IX. Next it asks you to put your location in so that you can find a store. I always use the area code for the school which is 46226. Always choose **“Apple The Fashion Mall at Keystone”** as this is the only Apple store in Indiana.
- X. After selecting the store, it will prompt you to select a date and time for your appointment. Make sure you choose a time as close to the time you will actually be arriving. They are very particular about scheduling repairs, and if you miss your chosen appointment time, you might be there for a while, or they might even have you reschedule.
- XI. After that you should be directed to a confirmation page and a confirmation email should be sent to you.
- XII. You’re done! Now all that is left is showing up on time for your appointment with the Genius Bar. **Please note: If you are later than 10 minutes they will cancel your appointment time.**