

# **Apple getSupport Guide**

For MOE PLD

1. Visit <https://getsupport.apple.com>.
2. Select iPad from the product list.  
Apple Pencil support is also arranged under iPad.

The screenshot shows a web browser window with the URL [getsupport.apple.com](https://getsupport.apple.com) highlighted by a red box and a red number 1. The page title is "Apple - Support - Product Selection". Below it, a navigation bar includes links for Store, Mac, iPad, iPhone, Watch, TV, Music, and Support, along with a search icon. The main content area is titled "Get Support" and features a large headline "We're here to help." A photo of two smiling people is positioned to the right. Below the headline, a sub-headline reads "Choose a product and we'll find you the best solution. Connect by phone, chat, email, and more." A grid of icons represents different product categories. The "iPad" icon, which shows two iPads, is highlighted with a red box and a red number 2. Other categories include Mac (two monitors), iPhone (two phones), Apple Watch (watch and band), AirPods (headphones), Music (red musical note icon), Apple ID (app icons), iPod (three devices), Apps & Software (blue App Store icon), and More (red Apple logo). At the bottom, there are links for "See your products" and "See your cases and repairs". The footer contains language selection links for Singapore, 简体中文, and English, along with a Support link and copyright information: "Copyright © 2021 Apple Inc. All rights reserved. Privacy Policy | Terms of Use | Sales and Refunds | Site Map | Contact Apple".

getsupport.apple.com

Apple - Support - Topic Selection

Store Mac iPad iPhone Watch TV Music Support

Get Support

## What's happening with your iPad?

Search for a topic or pick one below. We'll find you the best support options. Connect by phone, chat, email, and more.

1

Search topics

Repairs & Physical Damage

Apple ID & iCloud

Battery & Charging

Apps & Features

Device Performance

Subscriptions & Purchases

Update, Backup & Restore

Connectivity

Your Support Details

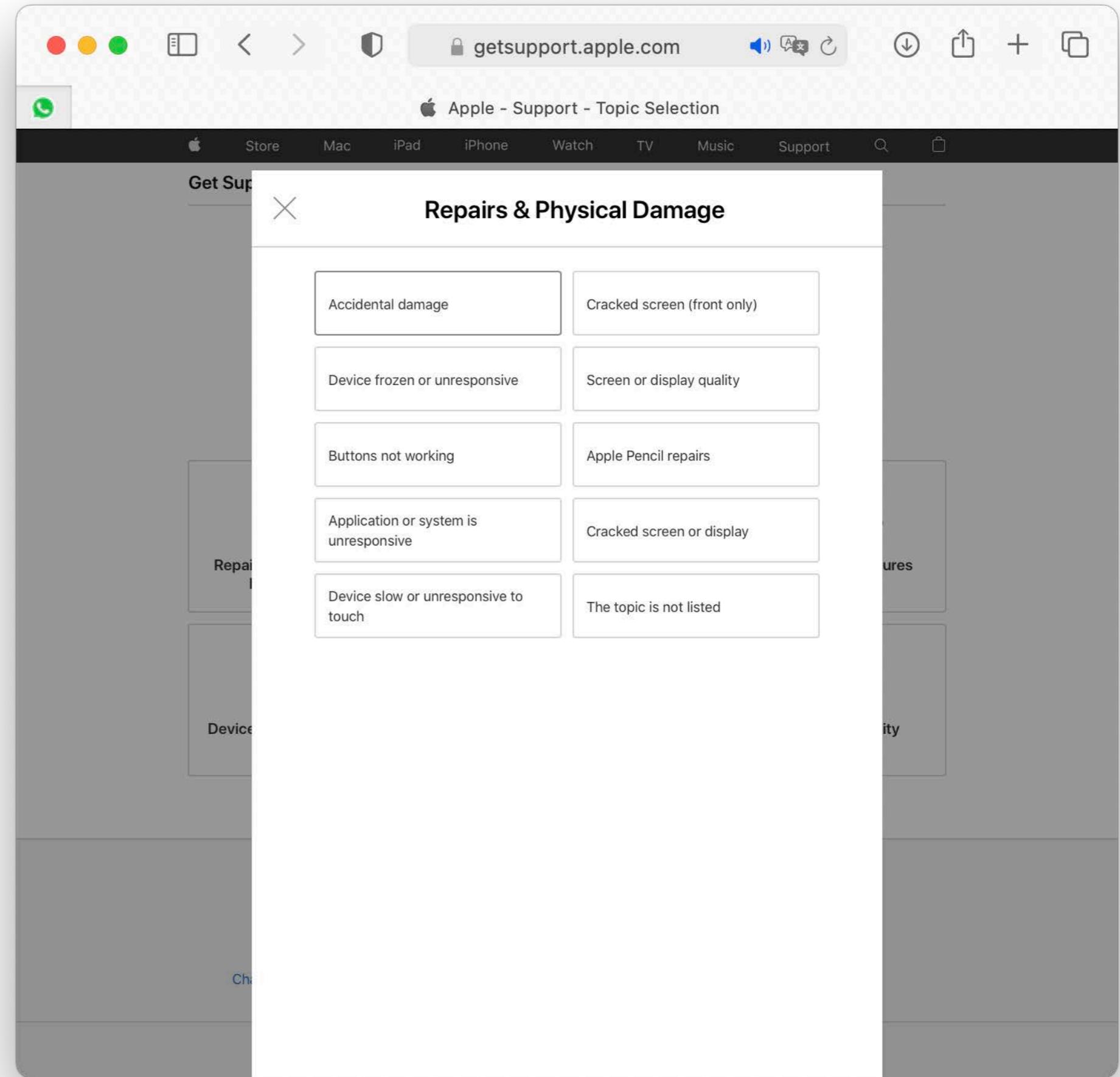
Product iPad

Topic Choose a topic above

Solution

Singapore | 简体中文 | English

1. Select “Repair & Physical Damage”.



1. Select the symptom for your device issue.

getsupport.apple.com

Apple - Support - Solutions

Store Mac iPad iPhone Watch TV Music Support

Get Support

## How would you like to get help?

Based on what you've told us, here are the best options.

1. Select “Bring in for Repair” to arrange a visit to Apple Service Centre.

**Send in for Repair**  
We'll send a box right away and you ship your product to an Apple Repair Center at your convenience.

**Bring in for Repair**  
Find a local Apple Authorized Service Provider or make a reservation at the Genius Bar.

**Find iPad Repair Prices**  
Learn about pricing for iPad repair service.

**More options**

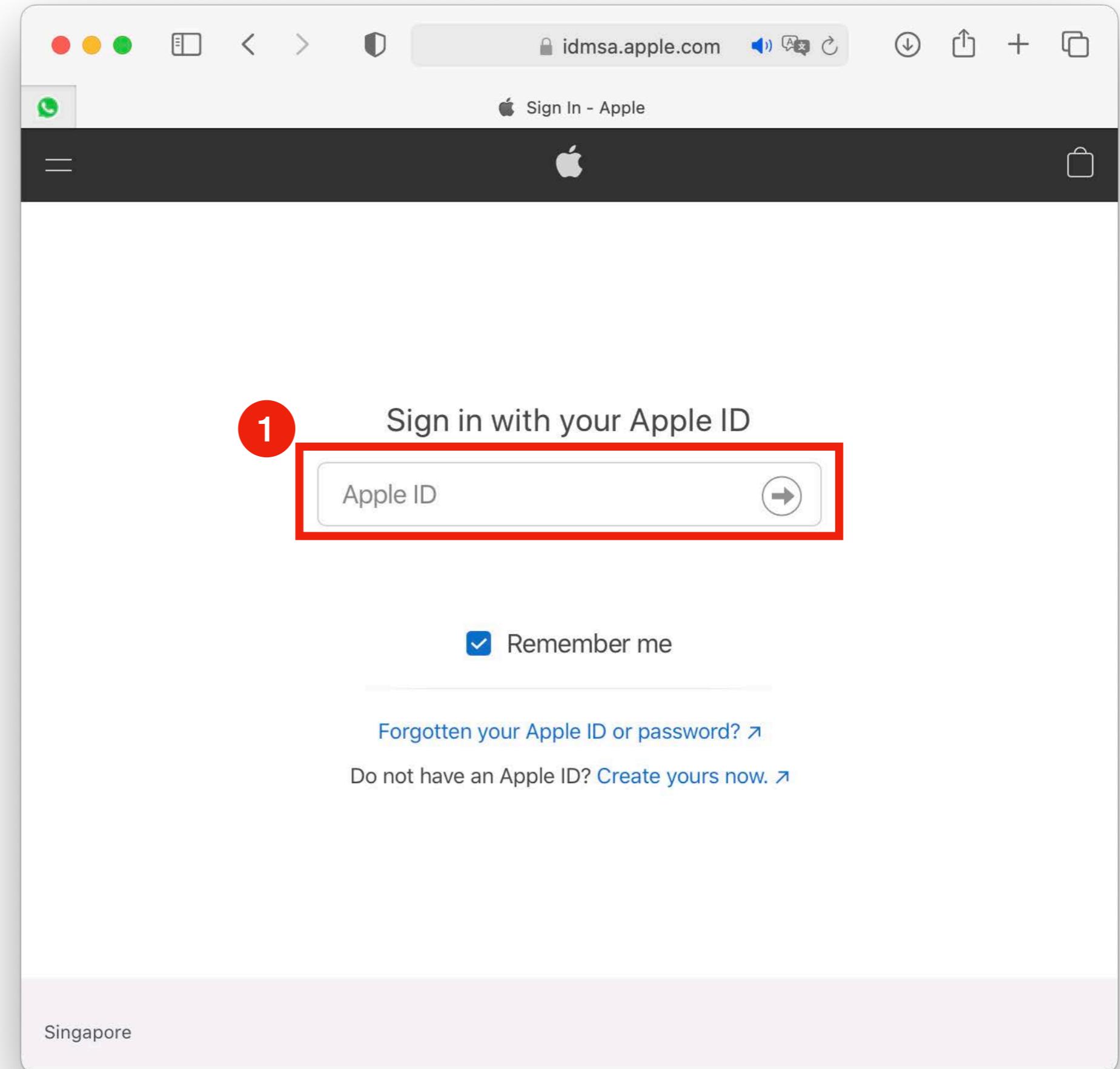
Get help from Apple users around the world  
Visit Apple Support Communities to ask a question, find existing answers, or share your expertise...

### Your Support Details

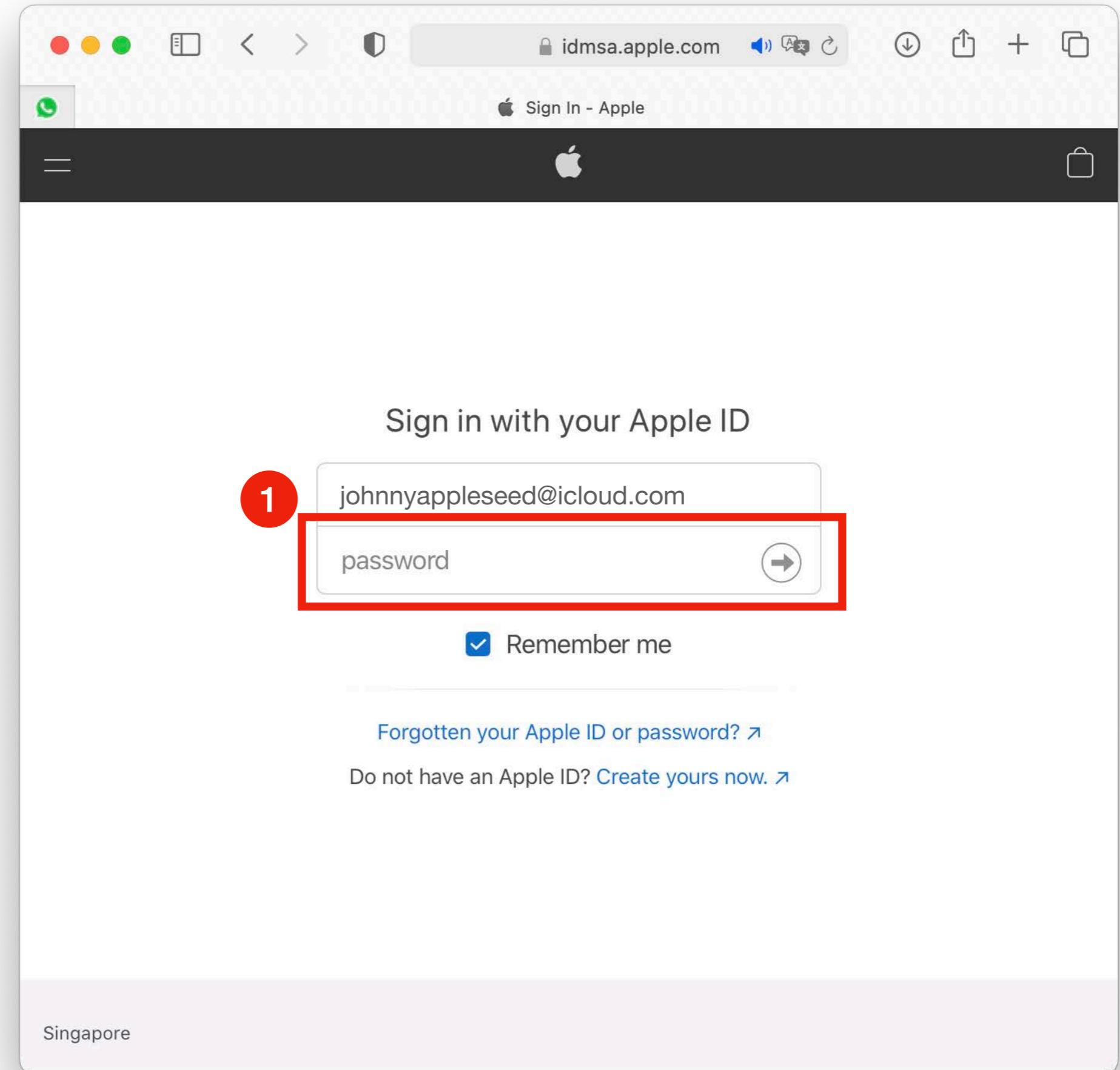
Product iPad > Topic Accidental damage > Solution Choose a solution above

Change product Change topic

Singapore | 简体中文 | English



1. Type in your Apple ID.



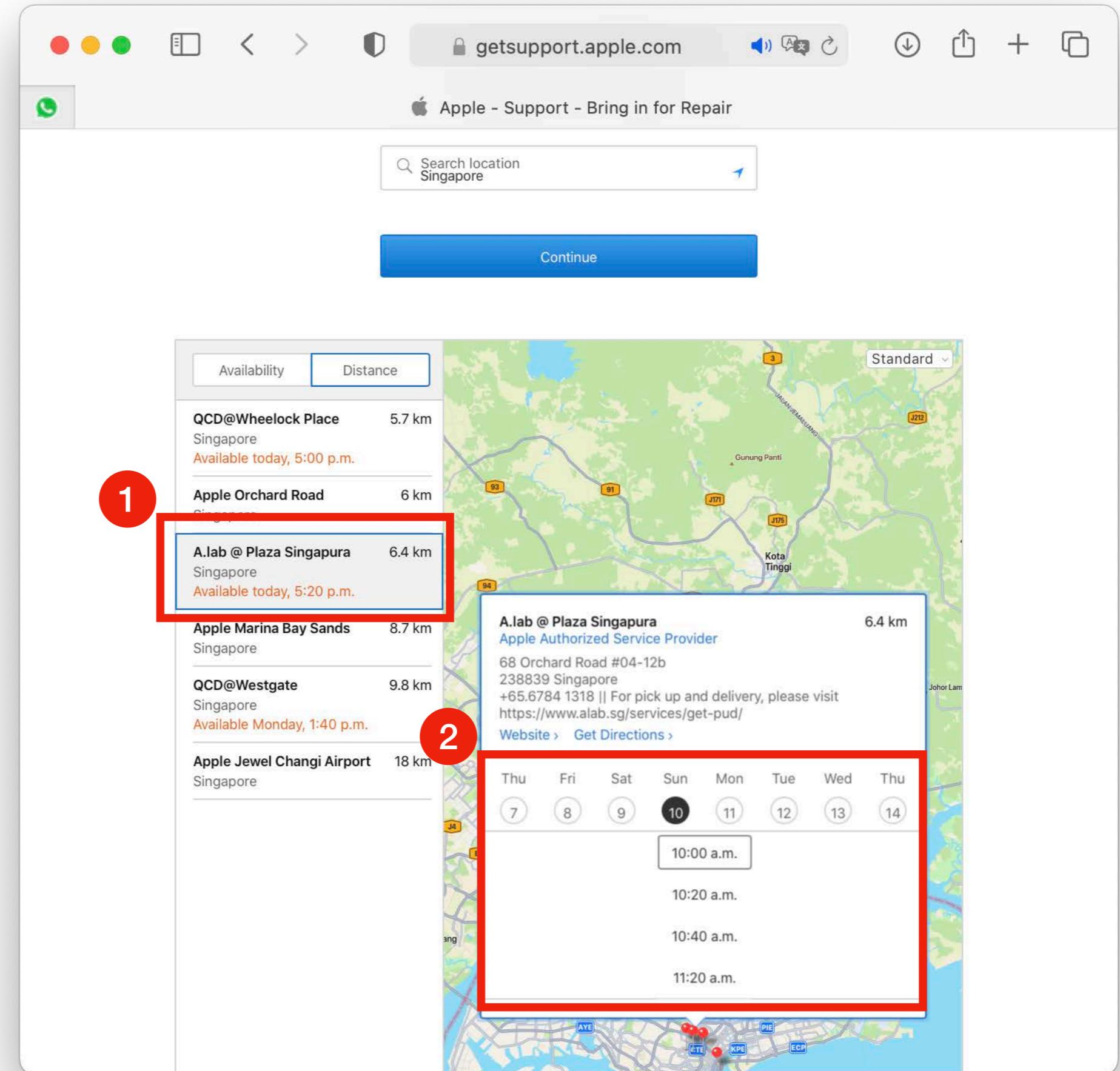
1. Type in the password of your Apple ID to login.

The screenshot shows a web browser window for [getsupport.apple.com](https://getsupport.apple.com). The title bar includes standard Mac OS X controls and the URL. Below the title bar is a navigation bar with links for Apple, Store, Mac, iPad, iPhone, Watch, TV, Music, Support, a search icon, and a shopping cart icon. The main content area has a header "Get Support" and a sub-header "Choose a Product". A note says "You can also enter a serial number if you don't see the product you're looking for." Below this is a thumbnail image of an iPad Pro. To the right of the image is the name "Johnny" and the device details "iPad Pro, 11-inch, 3rd Gen, WLAN Cellular". A red circle with the number "3" highlights a text input field labeled "Enter your serial number, IMEI, or MEID." containing the placeholder text "A12BCD34FGH". A red circle with the number "4" highlights a blue "Continue" button. Below the input field is a link "Show how to find your serial number". At the bottom of the page is a link "Choose a specific device above to see more repair options." and a link "Skip this step". The footer contains the text "Your Support Details".

- Once logged in, it will list Apple devices tagged to your Apple ID.
- Select the PLD device you need to arrange for repair.
- System will auto identify the serial number of the device selected. If you are unable to find the device in the list, type in the serial number.
- Click “Continue”.

The screenshot shows a web browser window with the URL [getsupport.apple.com](https://getsupport.apple.com) in the address bar. The page title is "Apple - Support - Bring in for Repair". The navigation menu includes links for Store, Mac, iPad, iPhone, Watch, TV, Music, Support, and a search icon. A user profile shows "Hello, Johnny" and a "Sign out" link. The main content area features a large Apple logo in a speech bubble, followed by the heading "Bring in for Repair". Below it, a sub-instruction reads "Find a local Apple Authorized Service Provider or make a reservation at the Genius Bar." A search bar with placeholder text "Search location" and a "Current location" button is present. A blue "Continue" button is centered below the search bar. The "Your Support Details" section displays three items: "Product: Addy (3) iPad Pro, 11-inch, 3rd Gen, WLAN Cellular" with a "Change product" link; "Topic: Accidental damage" with a "Change topic" link; and "Solution: Bring in for Repair" with a "Change solution" link. At the bottom, the location is set to "Singapore" and there are links for "Support" and legal notices: "Copyright © 2021 Apple Inc. All rights reserved.", "Privacy Policy", "Terms of Use", "Sales and Refunds", "Site Map", and "Contact Apple".

1. Click "Continue" to list the Apple Service Centres near you. Alternatively you may type in your address/postcode to find Apple Service Centres close to your location.



1. Select the Apple Service Centre you wish to visit.
2. In the pop window, select the date and the time you wish to visit to book an appointment.

The screenshot shows a web browser window for [getsupport.apple.com](https://getsupport.apple.com). The page title is "Apple - Support - Bring in for Repair". The navigation bar includes links for Store, Mac, iPad, iPhone, Watch, TV, Music, Support, and a search icon. A user profile shows "Hello, Johnny" and a "Sign out" link.

**Get Support**

**Want appointment notifications sent to your phone?**

By providing your mobile phone number, you agree to receive (by call or text) appointment confirmation and reminder messages, and helpful information about your appointment from the Apple Service Provider.

**1**  Phone Number (Optional)

Standard rates may apply. You'll also get confirmation and reminder emails sent to [johnnyappleseed@icloud.com](mailto:johnnyappleseed@icloud.com).

**2** **Confirm Appointment**

Apple takes your privacy seriously. For further details on Apple's privacy practices, see [Apple's Privacy Policy](#).

**Your Support Details**

Product: iPad > Topic: Accidental damage > Solution: Bring in for Repair

Change product | Change topic | Change solution

Singapore

Support

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1. If you prefer to have appointment confirmation message sent to your mobile, type in your mobile number. This step is optional as reminder emails will be sent via email tagged to your Apple ID as well.
2. Click "Confirm Appointment" to book the appointment.

The screenshot shows a web browser window for [getsupport.apple.com](https://getsupport.apple.com). The title bar reads "Apple - Support - Confirmation". The main content area displays a large green checkmark icon and the text "Your reservation is confirmed.". Below this, there is a "Repair Reservation" summary with the following details:

- What: Repair Reservation
- Why: iPad Pro, 11-inch (3rd generation) Cellular sub6, Accidental damage
- When: Sunday, 10 October, 2021 at 10:00 a.m.
- Where: A.lab @ Plaza Singapura
- Case ID: 101510489862

At the bottom of the confirmation section, there is a red box containing a "Comment" input field with the text "MOE PLD" and a "Submit" button. Red numbers 1 and 2 are overlaid on the image to indicate the steps: 1 points to the comment input field, and 2 points to the "Submit" button.

**Before you come in**

**Back up your data**

Please be sure to back up the data on your iPad — either on your computer or using iCloud. [Learn](#)

1. In Comment box, type in "MOE PLD".
2. Click "Submit".

**Before you come in**

**Back up your data**

1 Please be sure to back up the data on your iPad — either on your computer or using iCloud. [Learn how to back up your iPad.](#)

To service your iOS device, Find My iPad will need to be temporarily turned off. In order to turn off Find My iPad, you must know your Apple ID and Password.\*

\* If you are unable to turn off Find My iPad, Apple cannot provide support services. This policy is in force to prevent unauthorized persons from servicing your device without your knowledge. If you don't remember your Apple ID and Password, please go to [iForgot](#).

**Update your software**

Many issues can be resolved by updating the software on your iPad. If you're on iOS 5 or later, you can update over Wi-Fi or by connecting to iTunes on your Mac or PC. [Learn how to update your iPad.](#)

**Recommended Articles**

[If your iPhone won't turn on or is frozen](#)  
If your iPhone has a frozen screen, doesn't respond when you touch it, or becomes stuck when you turn it on, learn what to do.

**Your Support Details**

Product: iPad > Topic: Accidental damage > Solution: Bring in for Repair

Singapore

Support

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1. Back up the data on your device prior to the appointment. Information on steps to backing up your data is available through a link on the page.

getsupport.apple.com

Apple - Support - Confirmation

Get Support

Hello, Johnny | Sign out

✓

Your reservation is confirmed.

1 Add to calendar >

What: Repair Reservation  
Why: iPad Pro, 11-inch (3rd generation) Cellular sub6, Accidental damage  
When: Sunday, 10 October, 2021 at 10:00 a.m.  
Where: A.lab @ Plaza Singapura  
Case ID: 101510489862  
Comment: MOE PLD

Reschedule Cancel

**Before you come in**

**Back up your data**

Please be sure to back up the data on your iPad — either on your computer or using iCloud. [Learn how to back up your iPad](#).

To service your iOS device, Find My iPad will need to be temporarily turned off. In order to turn off Find My iPad, you must know your Apple ID and Password.\*

\* If you are unable to turn off Find My iPad, Apple cannot provide support services. This policy is in force to prevent unauthorized persons from servicing your device without your knowledge. If you don't remember your Apple ID and Password, please go to [iForgot](#).

**Update your software**

- 1 You may also send the appointment details to your calendar by clicking “Add to calendar”.

AS Apple Support Your upcoming Apple Authorized Service Provider appointment.  
To: johnny.appleseed@icloud.com

Inbox - ...@icloud.com 2:44 PM

Apple Support

You're all set. Your Apple Authorized Service Provider is expecting you.

[Manage my reservations >](#)

1. Appointment confirmation email will be sent once booking is confirmed.

Your appointment details

Case ID: 101510489862

Sunday, 10 October, 10:00 a.m.

A.lab @ Plaza Singapura  
68 Orchard Road #04-12b, Singapore  
+65.6784 1318 || For pick up and delivery,  
please visit <https://www.alab.sg/services/get-pud/>

Service pricing and terms offered by your Apple Authorized Service Provider may be different from those offered by Apple.

