

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 highlighted by a red box and a red number '1' above it. The page title is "Apple - Support - Product Selection". Below the title, there's a navigation bar with links for Store, Mac, iPad, iPhone, Watch, TV, Music, Support, and a search icon. The main content area has a heading "Get Support" and a sub-heading "We're here to help." followed by a photo of two Apple employees. A callout text says "Choose a product and we'll find you the best solution. Connect by phone, chat, email, and more." Below this, there's a grid of icons representing different Apple products and services. The "iPad" icon is highlighted with a red box and a red number '2' above it. Other icons include Mac, iPhone, Apple Watch, AirPods, Music, Apple ID, iPod, Apps & Software, and More. At the bottom, there are links for "See your products" and "See your cases and repairs". The footer includes language selection for Singapore, Simplified Chinese, and English, along with a "Support" link and standard legal links at the bottom.

1

2

getsupport.apple.com

Apple - Support - Product Selection

Store Mac iPad iPhone Watch TV Music Support

Get Support

We're here to help.

Choose a product and we'll find you the best solution. Connect by phone, chat, email, and more.

Mac iPad iPhone Apple Watch AirPods

Music Apple ID iPod Apps & Software More

See your products See your cases and repairs

Singapore | 简体中文 | English

Support

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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

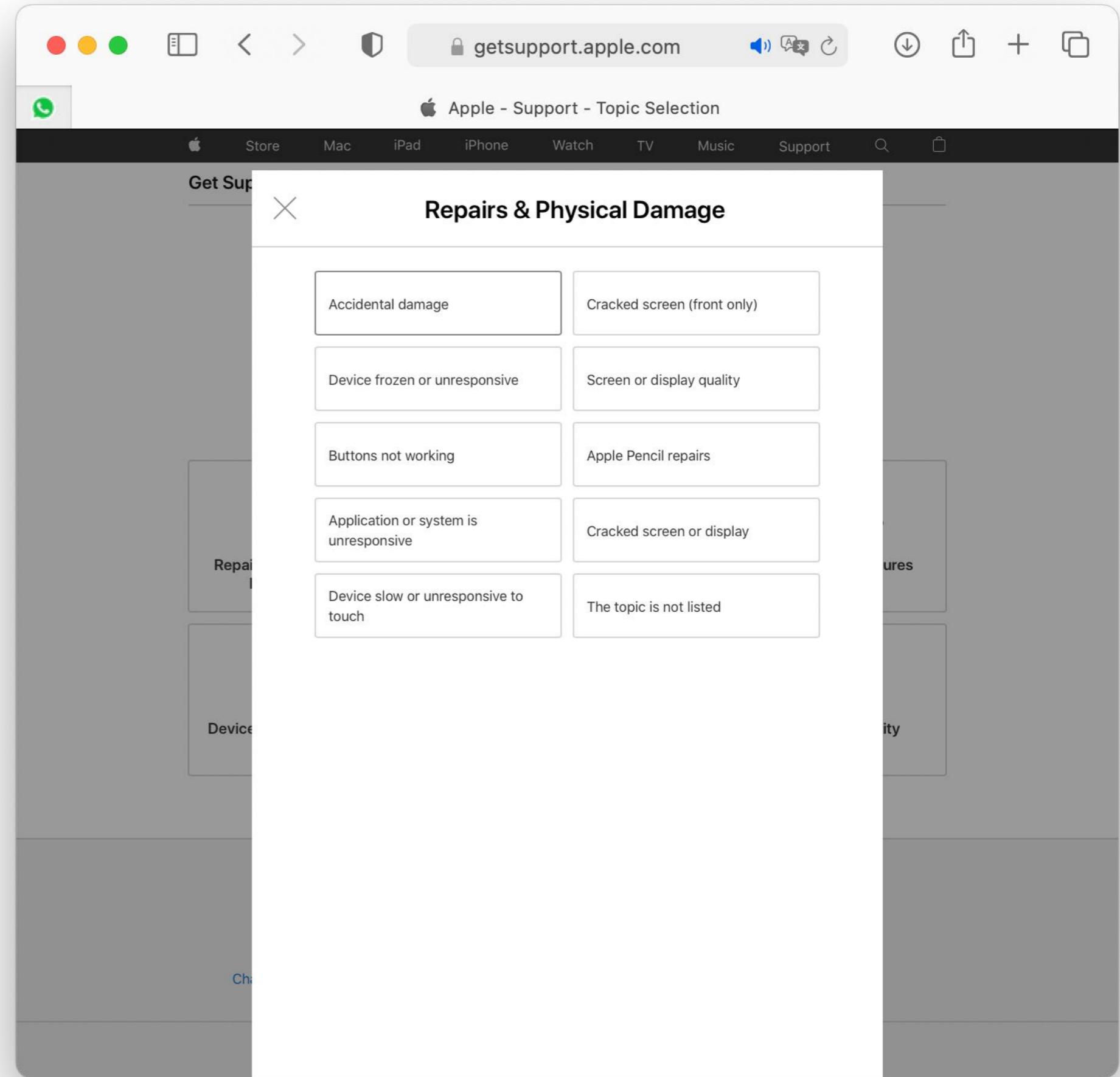
Product
iPad

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.

The screenshot shows a web browser window for getsupport.apple.com. The page title is "Apple - Support - Solutions" and the sub-page title is "Get Support". The main heading is "How would you like to get help?". Below it, a message says "Based on what you've told us, here are the best options." There are three main options displayed:

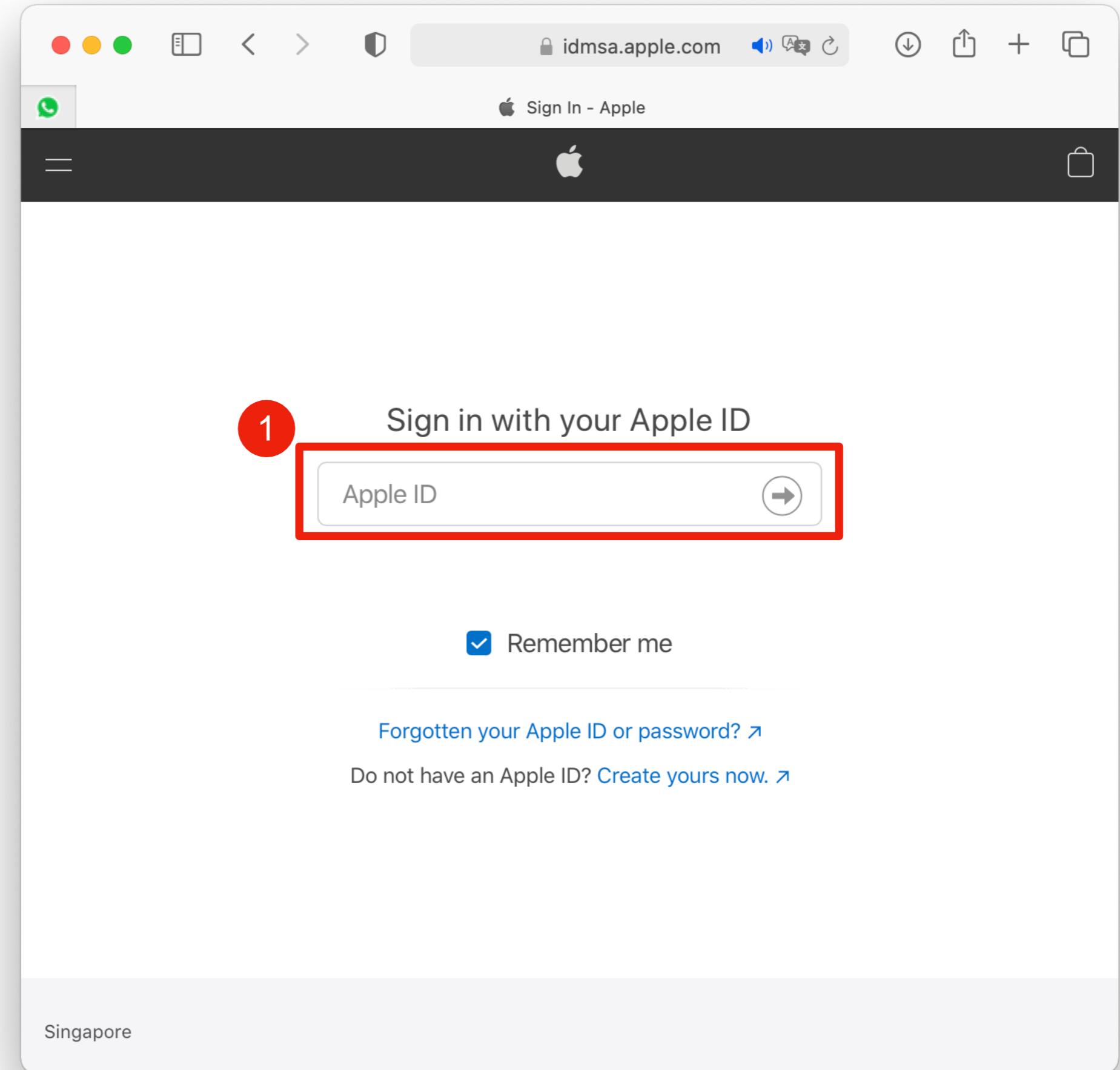
- Send in for Repair**: We'll send a box right away and you ship your product to an Apple Repair Center at your convenience.
- Bring in for Repair**: Find a local Apple Authorized Service Provider or make a reservation at the Genius Bar. This option is highlighted with a red box and a red circle containing the number "1".
- Find iPad Repair Prices**: Learn about pricing for iPad repair service.

Below these options is a section titled "More options" with a link to "Get help from Apple users around the world" via Apple Support Communities.

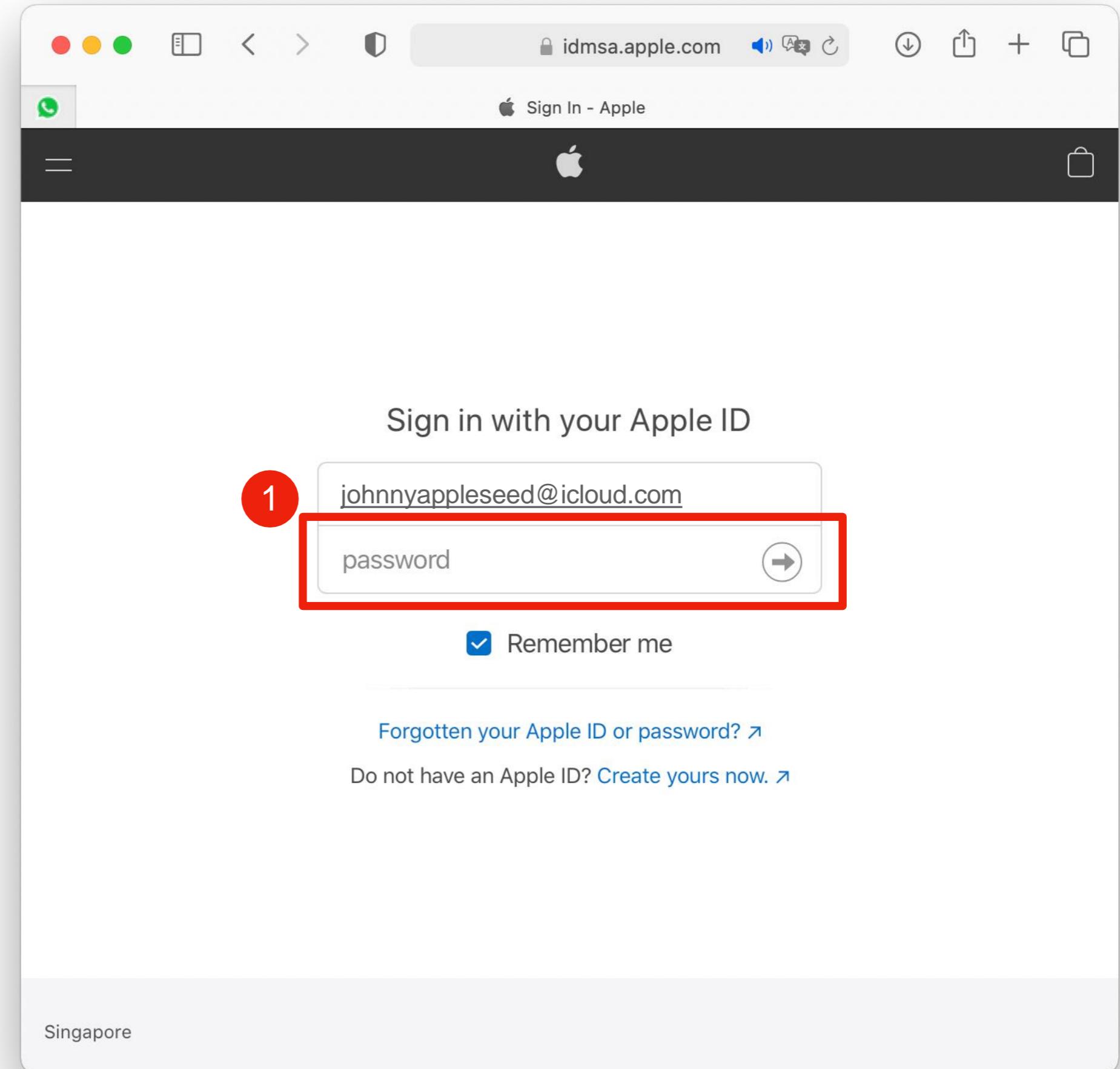
The "Your Support Details" section at the bottom shows:
Product: iPad > Change product
Topic: Accidental damage > Change topic
Solution: Choose a solution above

At the very bottom, there are links for "Singapore | 简体中文 | English".

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



1. Type in your Apple ID.



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

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”.

Get Support

Store Mac iPad iPhone Watch TV Music Support Hello, Johnny | Sign out

Choose a Product

You can also enter a serial number if you don't see the product you're looking for.

Johnny
iPad Pro, 11-inch, 3rd Gen, WLAN Cellular

3

Enter your serial number, IMEI, or MEID.
A12BCD34FGH

4

Continue

Show how to find your serial number

Choose a specific device above to see more repair options.

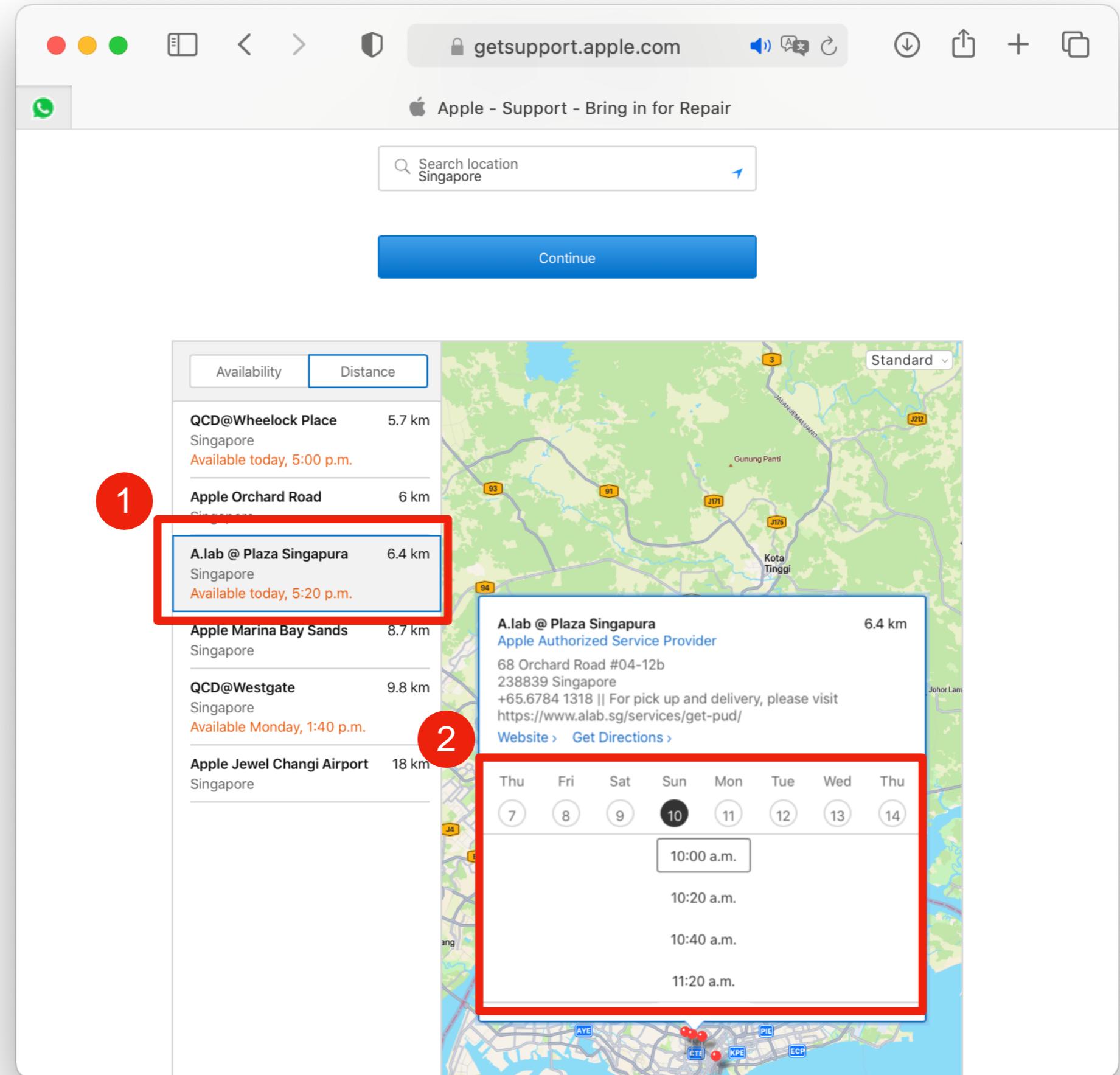
Skip this step

Your Support Details

The screenshot shows a web browser window for getsupport.apple.com. The title bar reads "Apple - Support - Bring in for Repair". The main content area features a large "Bring in for Repair" button with an apple logo icon. Below it, a search bar says "Search location Current location" and a blue "Continue" button. The "Your Support Details" section includes fields for Product (Addy (3) iPad Pro, 11-inch, 3rd Gen, WLAN Cellular), Topic (Accidental damage), and Solution (Bring in for Repair). At the bottom, there's a navigation bar with "Support" and links to "Copyright © 2021 Apple Inc. All rights reserved." and "Privacy Policy | Terms of Use | Sales and Refunds | Site Map | 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. 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. The main content asks if users want appointment notifications sent to their phone, with a note about optional mobile confirmation. It features two numbered steps: 1) entering a phone number (optional) and 2) clicking a "Confirm Appointment" button. Below these steps is a privacy notice. The "Your Support Details" section shows the product as an iPad, topic as Accidental damage, and solution as Bring in for Repair. The location is listed as Singapore. The footer includes links for Support, Copyright information, Privacy Policy, Terms of Use, Sales and Refunds, Site Map, and Contact Apple.

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

+65 ▾ Phone Number (Optional)

Standard rates may apply. You'll also get confirmation and reminder emails sent to 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. The title bar reads "Apple - Support - Confirmation". The main content area displays a green checkmark icon and the text "Your reservation is confirmed." Below this, there is a link "Add to calendar >". To the right, detailed reservation information is listed:

- 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

Two red circles with numbers 1 and 2 point to specific elements on the page:

- Comment box: A red box highlights the "Add a Comment" input field containing "MOE PLD".
- Submit button: A red box highlights the blue "Submit" button.

At the bottom, there are two buttons: "Reschedule" and "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](#)

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.

The screenshot shows a web browser window for getsupport.apple.com. The title bar reads "Apple - Support - Confirmation". The main content area displays a green checkmark icon and the text "Your reservation is confirmed." Below this, a red circle with the number "1" is positioned next to a button labeled "Add to calendar >". A red box highlights this button. To the right, detailed reservation information is listed:

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

At the bottom of the confirmation section are two buttons: "Reschedule" and "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.

