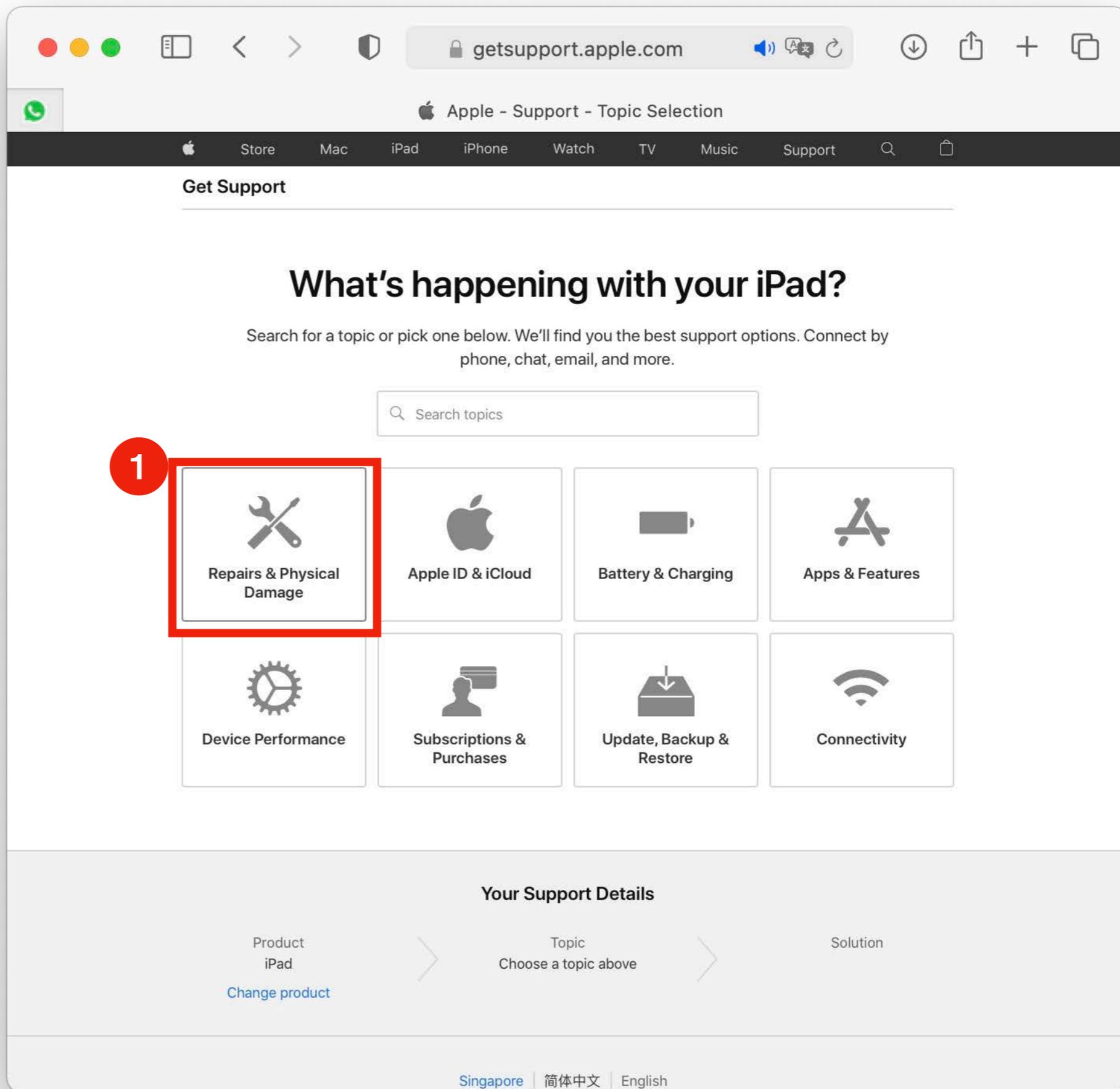


Apple getSupport Guide

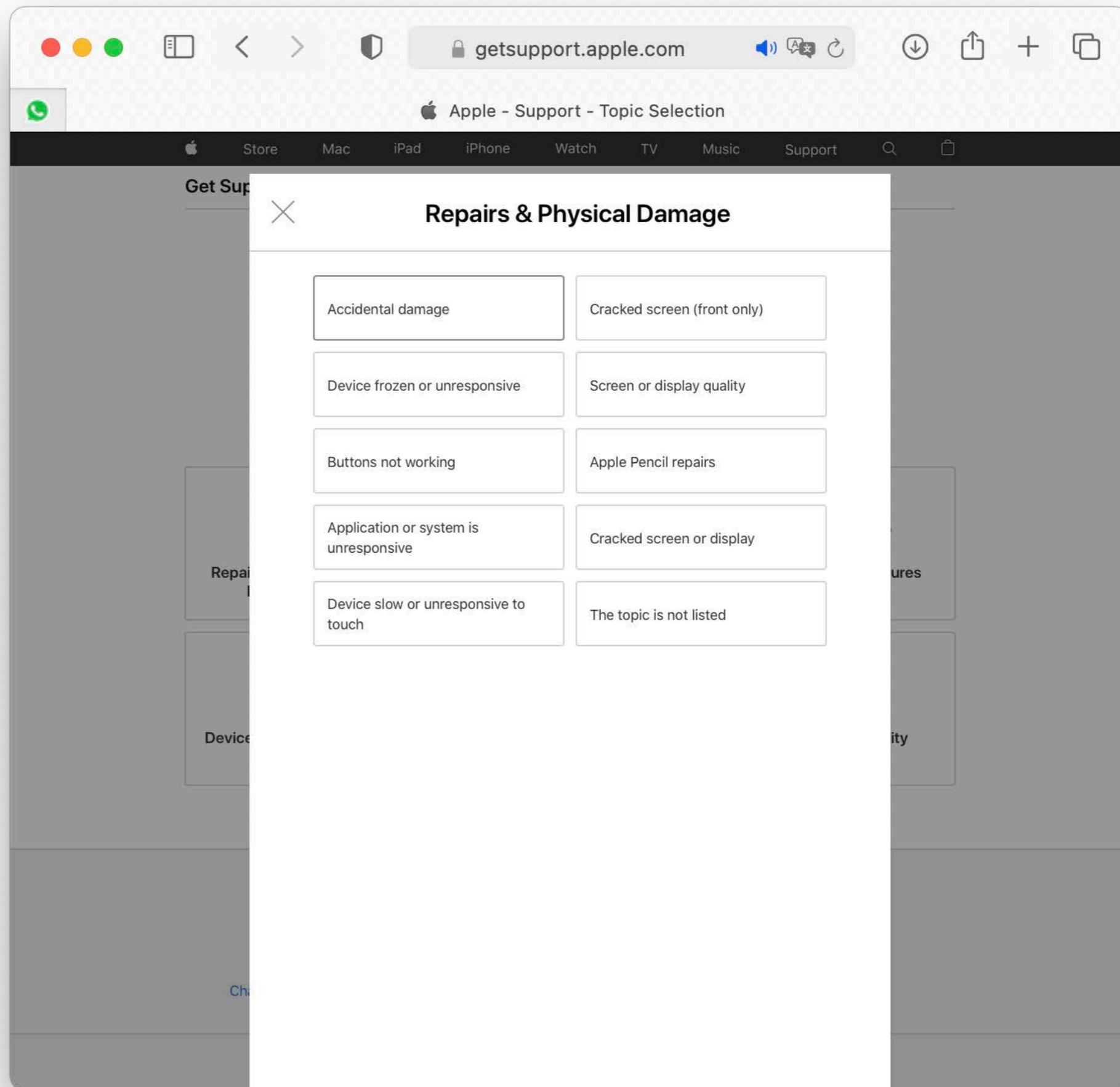
For MOE PLD

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

The screenshot shows the Apple Support website interface. At the top, the browser address bar displays getsupport.apple.com, which is highlighted with a red box and a red circle containing the number '1'. Below the address bar, the navigation menu includes links for Store, Mac, iPad, iPhone, Watch, TV, Music, and Support. The main heading is 'Get Support', followed by the text 'We're here to help.' and a subtext 'Choose a product and we'll find you the best solution. Connect by phone, chat, email, and more.' To the right of this text is an image of two smiling Apple Support representatives. Below this is a grid of product categories, each with an icon and a label. The 'iPad' category is highlighted with a red box and a red circle containing the number '2'. The grid includes Mac, iPad, iPhone, Apple Watch, AirPods, Music, Apple ID, iPod, Apps & Software, and More. At the bottom of the grid are two links: 'See your products' and 'See your cases and repairs'. The footer contains the text 'Singapore | 简体中文 | English', the Apple logo and 'Support' link, and copyright information: 'Copyright © 2021 Apple Inc. All rights reserved. Privacy Policy | Terms of Use | Sales and Refunds | Site Map | Contact Apple'.



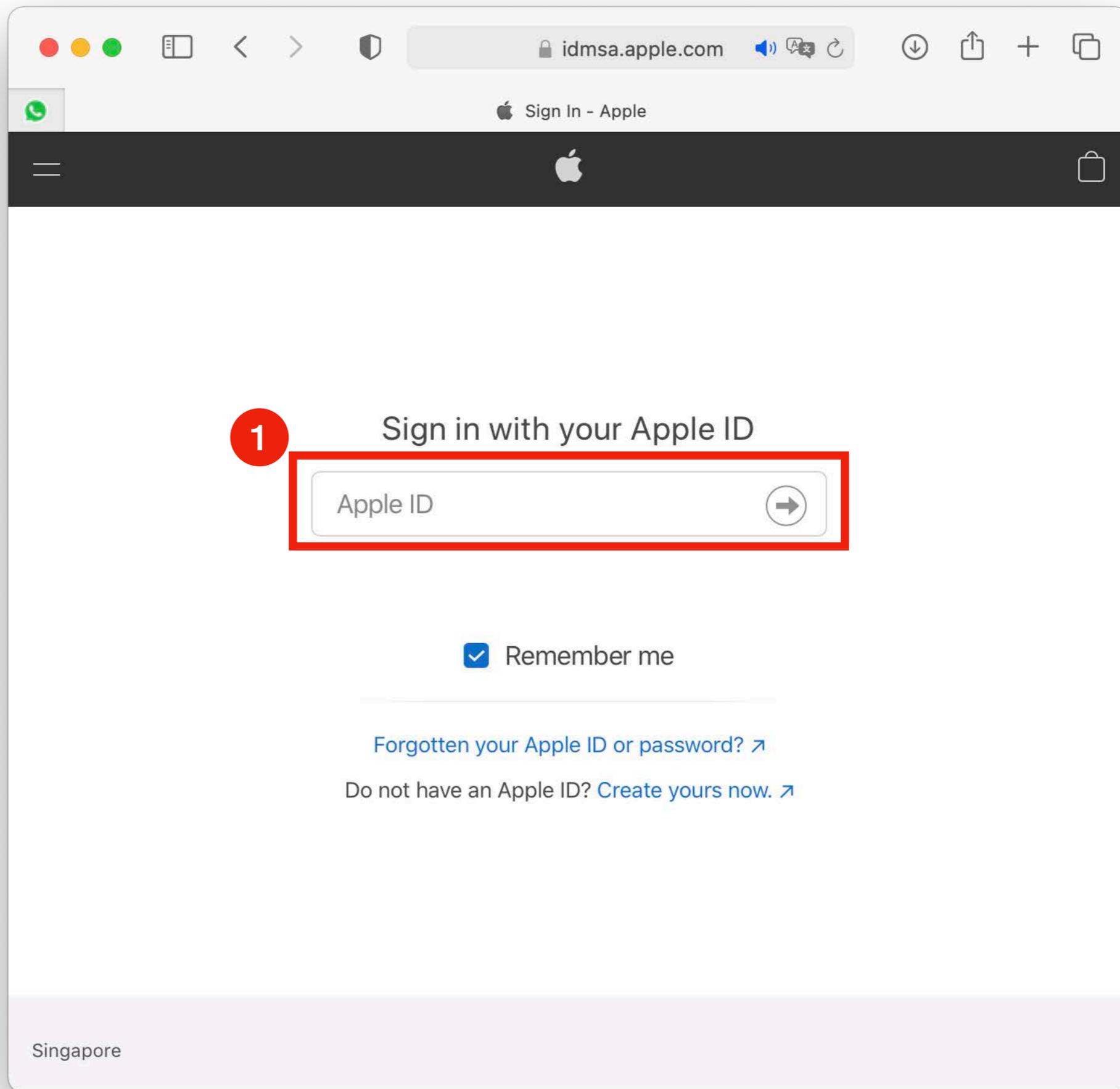
1. Select "Repair & Physical Damage".



1. Select the symptom for your device issue.

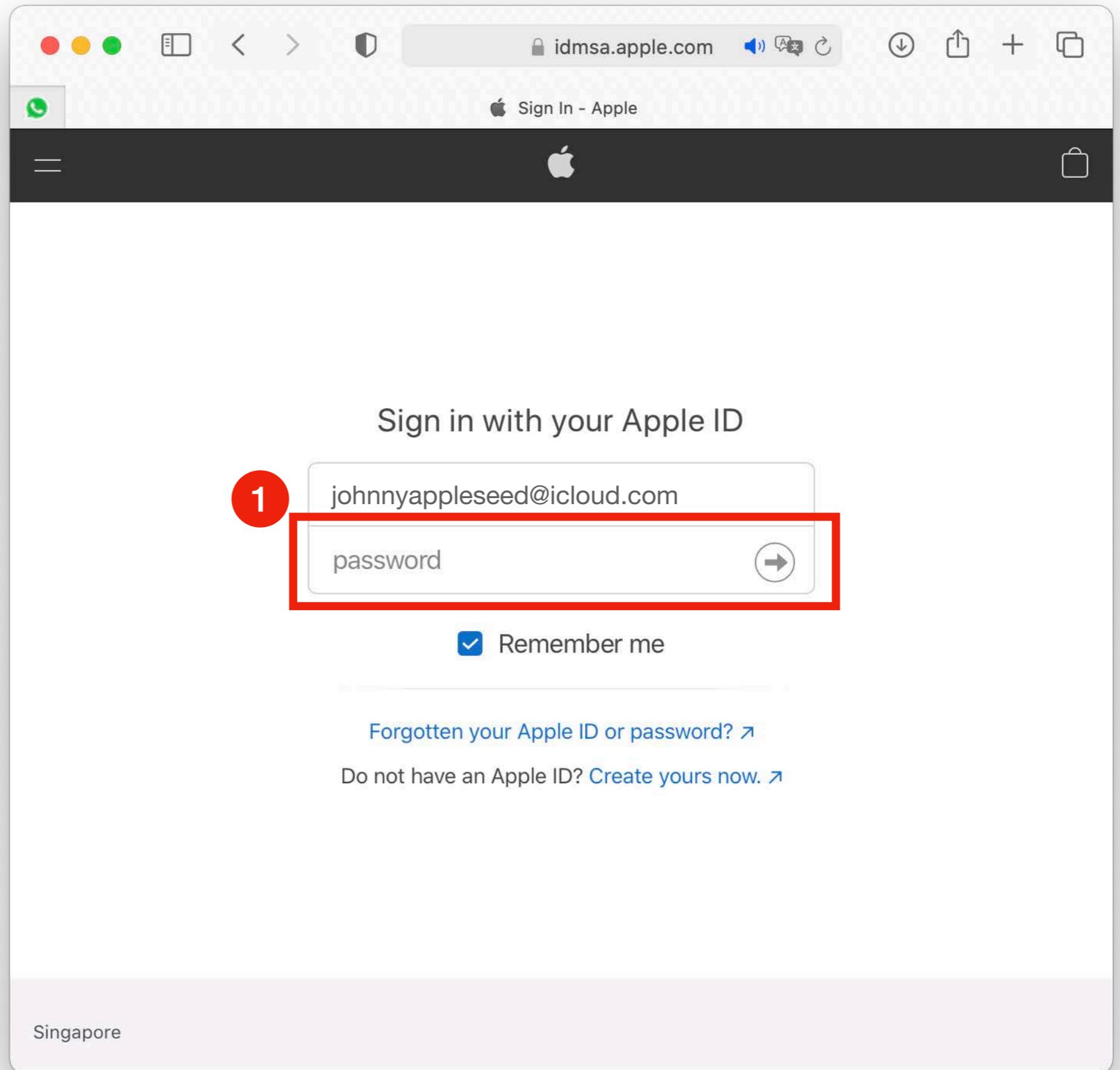
1. Select “Bring in for Repair” to arrange a visit to Apple Service Centre.

The screenshot shows the Apple Support website interface. At the top, the browser address bar displays 'getsupport.apple.com'. Below the navigation bar, the main heading is 'Get Support'. The central question is 'How would you like to get help?' with a subtext: 'Based on what you've told us, here are the best options.' Three options are presented in a row: 'Send in for Repair', 'Bring in for Repair', and 'Find iPad Repair Prices'. The 'Bring in for Repair' option is highlighted with a red box and a red circle containing the number '1'. Below these options is a 'More options' section with a link to 'Get help from Apple users around the world'. At the bottom, the 'Your Support Details' section shows the current selection: Product: iPad, Topic: Accidental damage, and Solution: Choose a solution above. The footer includes language options: Singapore, 简体中文, and English.



1. Type in your Apple ID.

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



1. Once logged in, it will list Apple devices tagged to your Apple ID.
2. Select the PLD device you need to arrange for repair.
3. 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.
4. Click "Continue".

getsupport.apple.com

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.

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

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.

The screenshot shows a web browser window with the URL 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, and Support. The user is logged in as "Hello, Johnny" with a "Sign out" link.

Bring in for Repair

Find a local Apple Authorized Service Provider or make a reservation at the Genius Bar.

Search location
Current location

Continue

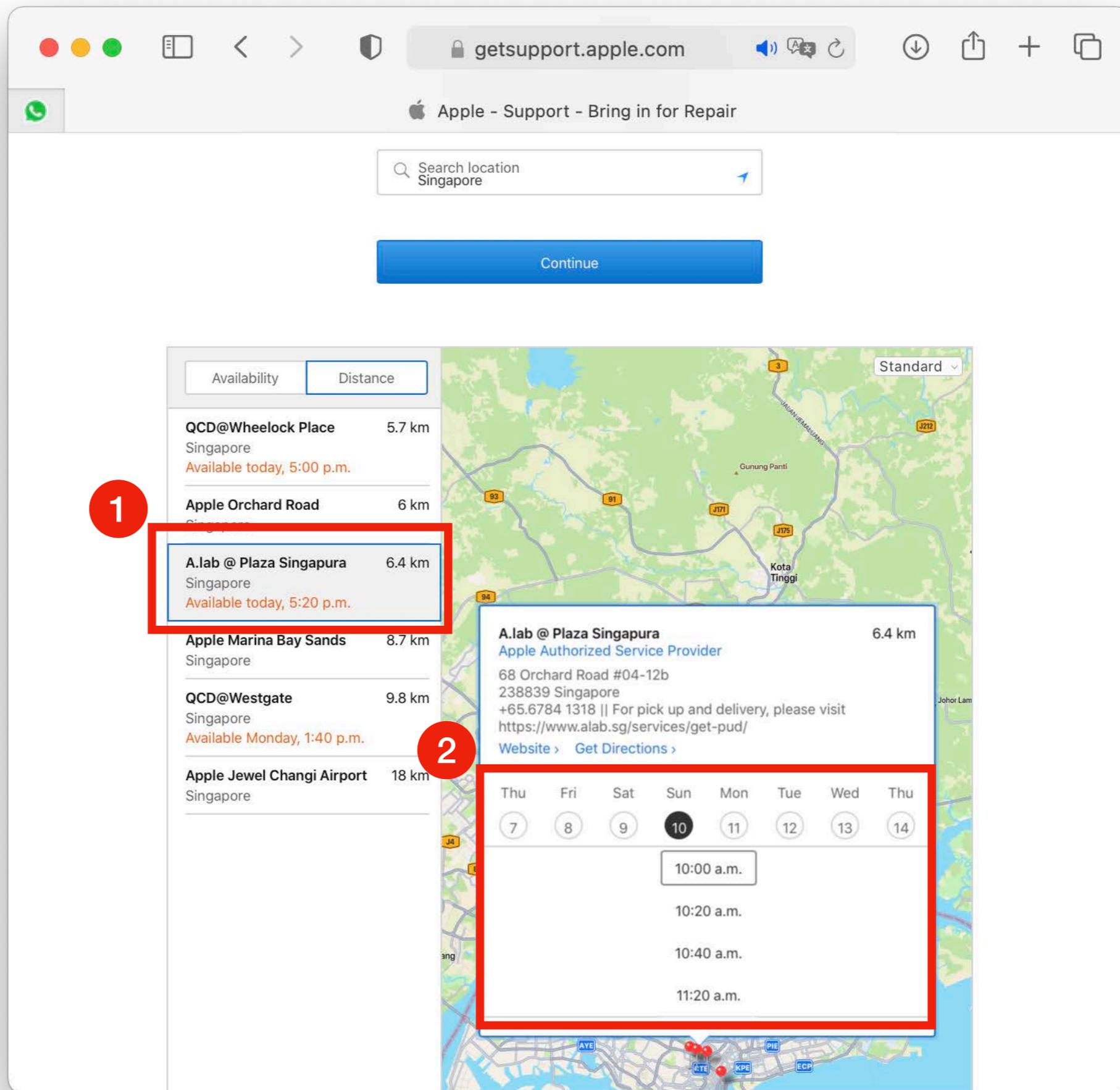
Your Support Details

| | | |
|--|--|--|
| Product Addy (3) iPad Pro,11-inch, 3rd Gen,WLAN Cellular Change product | Topic Accidental damage Change topic | Solution Bring in for Repair Change solution |
|--|--|--|

Singapore

Apple > Support

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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.

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.

getsupport.apple.com

Apple - Support - Bring in for Repair

Store Mac iPad iPhone Watch TV Music Support

Get Support Hello, Johnny Sign out

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 [Change product](#)

Topic Accidental damage [Change topic](#)

Solution Bring in for Repair [Change solution](#)

Singapore

Support

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

getsupport.apple.com

Apple - Support - Confirmation

Get Support Hello, Johnny Sign out

Your reservation is confirmed.

[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

1 Add a Comment 493
MOE PLD

2 Submit

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](#)

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 with the URL getsupport.apple.com. The page title is "Apple - Support - Confirmation".

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

Apple > Support

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getsupport.apple.com

Apple - Support - Confirmation

Store Mac iPad iPhone Watch TV Music Support

Get Support Hello, Johnny Sign out



Your reservation is confirmed.

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Case ID: 101510489862
Comment: MOE PLD

[Reschedule](#) [Cancel](#)

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* 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”.

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

