

# **iPhone Settings – iCloud Backup - Common Mistakes**

An Apple ID Account is your login information for all things Apple related. It is used to log into iCloud, iTunes, FaceTime, and iMessage, and many other Apple Services.

**Make sure you are the only one using your Apple ID**, and that your spouse and children have their own Apple ID / iCloud Accounts. Sharing an Apple ID account will create many unforeseen problems as an Apple ID is designed for ONE PERSON. – This also means that your child will need their own email address. (outlook.com or gmail.com)

**Always use a passcode lock.** Apple has a feature called "Find my iPhone". This feature works great if your device is lost or stolen, but it is almost useless if you don't have a passcode lock on the main screen of your device. Open Settings, tap "Face ID and Passcode" or "Touch ID and Passcode", type in your passcode, or create one if you don't have one yet. Write down your device passcode on the password sheet. Scroll to the very bottom and turn on the "Erase Data" feature that will wipe your iPhone / iPad after 10 failed unlock attempts (a good thing).

Write / tape your home phone number and / or your spouse's cell phone number on the outside (back) of your devices. Having your phone number visible will allow people to try to contact you and give you your device back.

**Make sure you are using iCloud Backup.** To Set and Check iCloud Backup open Settings, tap your name at the top, tap iCloud, tap iCloud Backup, enable iCloud Backup. Remember to check your iCloud Backup setting occasionally. The last backup date will appear when checking the settings page. Make sure the last backup is within the last 24 hours.

## **DON'T MAKE THESE MISTAKES:**

Find my iPhone works by sending a ping to devices connected to your iCloud / Apple Account. If you are not signed in on your device, your device cannot be found. If your device becomes disconnected from your Apple account, disconnected from your service provider (ATT, Verizon, T-Mobile, and Sprint) or physically powered off, you will not be able to find your device. Do not disconnect / stop service on your device if it becomes lost or stolen. Do not call your carrier such as AT&T, T-Mobile, Verizon, or Sprint.

Often people lose their iPhone then attempt to use "Find My iPhone" from a computer or a friend's phone. Many do not remember their Apple ID password and reset it, so that they can gain access to the site to find their phone. Unfortunately, once your Apple ID password is reset, it will disconnect all devices from your Apple ID, and therefore the lost device cannot be found using "Find my iPhone".

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| <input type="checkbox"/> Use iCloud Backup                   | <input type="checkbox"/> Enable "Erase Data"                              |
| <input type="checkbox"/> Use Dropbox (Camera Upload feature) | <input type="checkbox"/> Enable "Find my iPhone" and "Send Last Location" |
| <input type="checkbox"/> Use a passcode lock                 | <input type="checkbox"/> Know your Apple ID and Password                  |

## **What to do when you lose your Apple device:**

If you have followed all the above steps and lose your device, follow the steps below.

Use iCloud.com to access the "Find my iPhone" page and attempt to locate your device.

Use "**Lost Mode**" to try to find it if it is not showing up on the map.

Do not wipe your device unless you **know** it was stolen and it has been at least a few weeks and you **know** you will never get it back.

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