




# Test Results

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<b>Test Registration ID</b>	374913375
<b>Title</b>	ACiT 2019 Service Certification Exam
<b>Started</b>	5/15/2020
<b>Ended</b>	Friday, May 15, 2020
<b>Passing Score</b>	80 %
<b>Your Score</b>	80 % (56 earned out of 70 possible)
<b>Comments</b>	Congratulations, you have passed the test
<b>Max Score</b>	 100 %
<b>Passing Score</b>	 80 %
<b>Your Score</b>	 80 %

## Further information and instructions

Congratulations! You passed the ACiT 2019 iOS Service Certification Exam. Your score report shows your performance in the exam. Keep the test results for your records.

Thank you for testing with Apple.

Section	Total	# Correct
Overall	70	56
Given an isolated issue, categorize the issue as either hardware, software, environmental, or educational opportunity	10	10
Describe the diagnostics used for troubleshooting a given scenario.	5	2
Identify the steps in the iOS setup/activation process.	3	3
List common resolutions for battery-related issues.	6	3
Given a customer scenario list common resolutions for battery-related issues.	3	3
Identify basic controls for iOS mailbox management.	2	2
Describe the built-in apps and features of iOS.	6	5
Describe the privacy settings that can be put in place for apps.	4	4
Describe how to personalize and customize iPhone General and Accessibility settings.	2	2
Identify the correct specialized tools, fixtures, and procedures required to service iPhone 6 models.	4	3
Identify the correct specialized tools, fixtures, and procedures required to service iPhone 5 and SE models.	4	3
Identify the correct specialized tools, fixtures, and procedures required to service the iPhone 7 and iPhone 7 Plus.	4	2
Identify the correct specialized tools, fixtures, and procedures required to service the iPhone 8 and 8 plus.	5	4
Identify the physical supplies and online resources necessary to ensure proper and safe servicing of an iPhone model.	2	1
Identify the correct specialized tools, fixtures, and procedures required to service iPhone X models.	5	4