

From: Apple Support <[REDACTED]>

To: [REDACTED]

Subject: Your upcoming Genius Bar reservation.

Date: Thu, 14 Jul 2016 14:45:14 +0000

Attachments: Apple_Support_Appt.ics

 Apple Store



You're all set. We'll see you soon.

Here are the details of your upcoming Genius Bar reservation.
Be sure to check in with a specialist when you arrive.

[Manage my reservations](#)

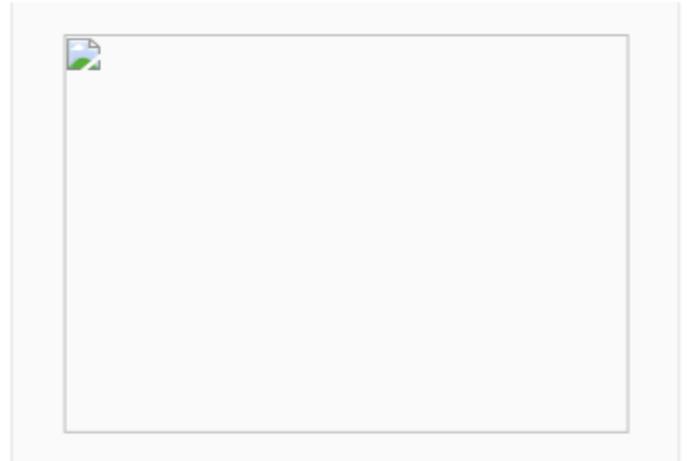
Genius Bar for Your iPhone

Case ID: 1173490313

Thursday, July 14, 11:45 [REDACTED].

Apple Store, Apple Store Upper East Side

[Driving directions and map](#)



Before You Come In

Back up your data.

[Learn how to back up your iPhone](#)

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

Update your software.

Many issues can be resolved by updating the software on your iPhone. If you're using 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 iPhone software](#)

*The Apple Store is not responsible for any data loss that may occur during service. Be sure to back up the data on your iPhone.

[Shop Online](#) | [Find a Store](#) | [1-800-MY-APPLE](#) | [Get the Apple Store App](#)

If you require special accommodations, please call 1-800-MY-APPLE to make an appointment over the phone.

If you are unable to turn off Find My iPhone, Apple cannot provide support services. This policy is in force to prevent unauthorized persons from servicing your iPhone without your knowledge.

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