To:	All Staff (Code 2A)	Date:	July 27, 2022

CC:

From: EHSD IT

Subject: Urgent Action Required – Update iPhone and iPad

Apple announced the discovery of security weaknesses in older versions of their software. An attacker can use these to hack into Apple devices and gain unauthorized access to EHSD systems or County and client sensitive information. All EHSD employees need to ensure that their iPhones and iPads are updated to the latest software version (15.6).

To update your iOS devices:
1. Your iPhone or iPad **must be connected to Power.**
2. And your iPhone or iPad **must be connected to** a reliable **Wireless** connection. This can be at your home. (If you have trouble connecting to wireless, please follow these instructions: Connect to Wi-Fi on your iPhone, iPad, or iPod touch - Apple Support
3. Next go to **Settings** > **General**, then tap **Software Update**. If a software update is available, tap **Install Now**.
3. If your device was not successfully updated after following these steps, please call the EHSD Helpdesk at (925) 521-7200 to submit a ticket.

Please print these instructions if you need to refer to them while doing the update and have no other device to use as a reference.

For more detailed directions on updating your county issued iPhone or iPad please reference the Apple Support page at Update your iPhone, iPad, or iPod touch - Apple Support.