



Online Support Resources for Apple Users

For Apple Devices (Mac, iPhone, iPad, etc) and Software both Apple and
third party

Introduction:

- I was asked to make a comprehensive presentation of Online resources for Apple Users.
 - First thought was hey that's impossible. Research every article, user guide, media presentation in the entire world since Apples beginnings in the 1970's?
 - Well, I've decided to do the following:
 - Apple's own resources
 - Just a handful of third-party software support resources
 - Online Apple news sources to let you know what is new, software updates, security warnings and the like
 - Some other User groups. This turns out to be hard to research. Seems like some are ghosts, webpage shown, but not seemly active.

Apple Computer Resources:

- Apple Macs have had a HELP menu in the Top menu bar since System 8, and had balloon help in the prior system 7.
 - Take the time and read it. Lots of good info. Also look at the tips.
 - You can also find it at <https://support.apple.com> Scroll to the bottom of the page and under Product support click on Mac. On that page scroll to macOS then on Browse the guide.
 - <https://support.apple.com/guide/mac-help/welcome/mac>
- For iPhones follow the instructions in the second bullet above except choose iPhone on the support page and iPhone user guide on the page that comes up
 - <https://support.apple.com/guide/iphone/welcome/ios>
- For iPads, choose iPad then iPad user guide.
 - <https://support.apple.com/guide/ipad/welcome/ipados>
- For Watch, choose Watch then watch user guide.
 - <https://support.apple.com/guide/watch/welcome/watchos>

Apple Computer Resources (cont'd):

- Likewise for Apple TV, Vision Pro, and AirPods; guides are available
- For Apple Software Apps, like Pages, Numbers, Keynote, Garage Band, Safari, Photos, etc, there is a HELP menu at the top for each of them.
- Apple also has discussion groups. These are user to user only with Apple moderation.
 - <https://discussions.apple.com/welcome>
 - Select the appropriate discussion group first. Search for your question and read through the responses.
 - If you can't find your question, you can sign in and ask this new question.
 - You can also respond to questions. Stay on the topic of the question. “I also experience crashes with program xxx, but only when choosing save from the menu, unlike the original poster” is probably okay. Responding with an unrelated question about Microsoft word when discussing Apple pages is not okay.

Other Third Party Support:

- Microsoft:
 - <https://support.microsoft.com/en-us>
 - Discussion groups: <https://learn.microsoft.com/en-us/answers/>
- Adobe:
 - <https://helpx.adobe.com/support.html>
 - <https://www.adobe.com/community>
- Affinity:
 - <https://www.affinity.studio/help/>
- TurboTax:
 - <https://ttlc.intuit.com/turbotax-support/en-us/>
- Note all the above can be found on the site's main page under support or under help
- Good likelihood for most software products.

Apple News sources:

- Apple of course has its own newsroom
 - <https://www.apple.com/newsroom/>
- Macworld:
 - <https://www.macworld.com>
 - Long running former print magazine and now Website. Good source of deals and news
- Macrumors:
 - <https://www.macrumors.com>
 - More articles on possible future products than other sites.
 - General news
 - Great on new updates to Apple software. Hundreds of comments on update articles often are first to catch issues with existing apps. (ie app xxx reproducible crashes)
 - Also, great Buying guide. Uses historical Apple upgrade cycles to infer when a product may soon be replaced.

Apple News sources (cont'd):

- Macintouch:
 - <https://www.macintouch.com>
 - Since 1985 News, Security news
 - I like the headline and first paragraph style, with continue reading. Don't have to read long articles then to find out I didn't care for much
- 9to5mac:
 - <https://9to5mac.com>
 - Good in-depth articles researching into a topic. Bart Busshots on Allison's podcasts often references them
- Six Colors:
 - <https://sixcolors.com>
 - Founder/Editor Jason Snell; long time Apple journalist
 - Covers related companies and technology also

Apple News sources (cont'd):

- Now for two specialized websites:
 - <https://www.bleepingcomputer.com>
 - Great site on computer security
 - <https://www.howardforums.com>
 - While they do have sections on IOS devices and issues; real strength here is the various mobile carriers. Deals, plan tradeoffs, handling issues, billing, contact info etc
- General Tech news sites, only some of which is Apple news
 - Arstechnica
 - <https://arstechnica.com>
 - I've been referencing them for the Mac OS Upgrade comprehensive articles

Apple News sources (cont'd):

- Wired:
 - <https://www.wired.com>
 - General Tech site
- Tomsguide
 - <https://www.tomsguide.com>
 - Good general tech website



Podcasts:

- There are several Mac Podcasts online
 - Of Course, Allison's podcast <https://www.podfeet.com> . As well as podcasts, has Tiny Mac Tips, instructional videos, and more
 - <https://www.macgeekgab.com>
 - <https://atp.fm> (Accidental Tech Podcast) Very techy programing content, rest may be of some use
 - <https://dailytechnewsshow.com>
 - ScreenCastsOnline used to have short youtube video tips. Still has full length video tutorials. Subscription based.
 - Plenty of others



Youtube:

- To many to list all
- I like Macmostvideo Gary seems to do a good job. Search under the Macmostvideo term
- Apple itself has videos on Youtube



Other User groups:

- LA Portable Users Group. (LAPUG)
 - <https://www.lapug.com/files/archive-2026.html>
 - Run by Phil Goodman
 - Meeting on Zoom, uses Discord for announcements and user to user communications
- Naplesmug <https://naplesmug.com>
 - Large group Multiple virtual meetings Classed etc
 - \$40 year
- San Gabriel Valley User Group <https://www.sgvaug.org>
 - Zoom and in person meetings
 - \$30 Year
- Silicon Valley Mac User Group
 - <https://www.svmug.org>
 - Meeting on Zoom



Final Thoughts:

- Hope this has been a bit useful
- Much more is out there; you will need to use your favorite search engine to find them

