



MEMORANDUM

Kathy Gallagher, Director

40 Douglas Drive, Martinez, CA 94553 • (925) 608-5000 • Fax (925) 313-9748 • www.ehsd.org

To: All Staff (Code 2A)

Date: March 22, 2021

CC:

From: Administration

Subject: iPhone and iPad Software upgrade required

All EHSD employees need to ensure that their EHSD issued iPhone or iPad's have been updated by Tuesday, April 6, to the most recent version (14.4.1). This is required to meet the security standards mandated by the Contra Costa County and EHSD IT Dept. IT will follow up with management to ensure all iPhones and iPads are updated appropriately.

To update your iOS devices:

1. Please do this update process **overnight**.
2. Your iPhone or iPad **must be connected to Power**.
3. 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 the Internet with Wi-Fi](#))
4. Next go to **Settings > General**, then tap **Software Update**. If a software update is available, tap **Install Now**.
5. If your device was not successfully updated overnight, after following these steps, please call the EHSD Helpdesk at (925) 521-7200 to submit a ticket.

For more detailed directions on updating your county issued iPhone or iPad please reference the Apple Support page at <https://support.apple.com/en-us/HT204204>