CONTRACOSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

M E M O R A N D U M

Marla Stuart, Director

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To:	All EHSD Staff	Date:	12/15/2022

cc: Marla Stuart and Emilia Gabriele

From: EHSD IT

Subject: **URGENT - Vulnerabilities in Apple Products**

EHSD-IT is working on implementing recommendations to address vulnerabilities in Apple products. These vulnerabilities could allow attackers to gain access to your device without notice of compromise.
Devices that are impacted at EHSD are: **iPhones and iPads**

IT will be pushing out iOS 16.2 to all EHSD staff with Apple devices. Your device may ask you to accept the upgrade. Please accept the upgrade. Make sure your device (iPhone or iPad) is connected to power and to Wi-Fi. This will allow the upgrade to take place.

If you do not see the prompt, in-order to update your iPhone or iPad to meet the security standards mandated by the Contra Costa CISO and EHSD IT Dept.

Follow these instructions:
1. Plug your iPhone or iPad into power
2. Connect to WiFi, if you have trouble please follow this instructions, connect to the Internet with Wi-Fi.
3. Go to Settings > General, then tap Software Update. If a message says that an update is available, tap Install Now.
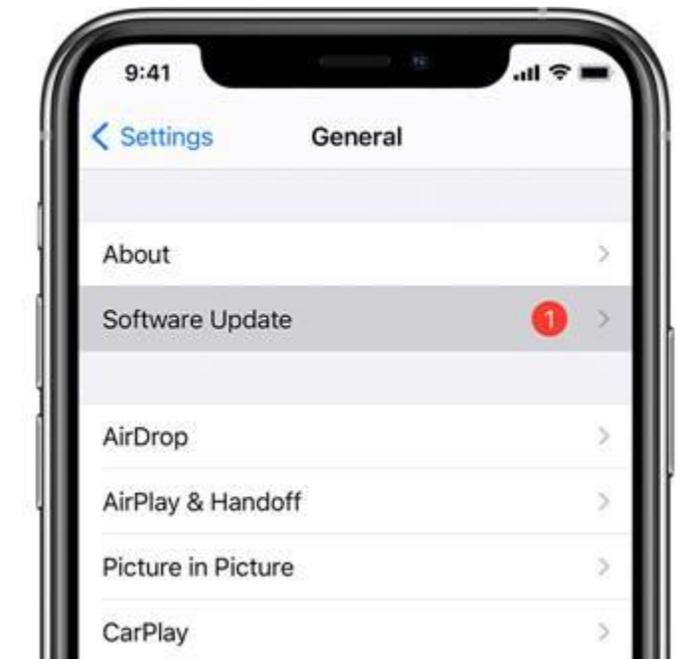
1. Tap Download and Install. If a message asks to temporarily remove apps because the software needs more space for the update, tap Continue or Cancel. Later, iOS or iPad OS will reinstall apps that it removed. If you tap Cancel, learn what to do next.

2. To update now, tap Install, or you can tap Later and choose Install Tonight or Remind Me Later. If you tap Install Tonight, just plug your device into power before you go to sleep. Your device will update automatically overnight.

3. If the update fails, please call the helpdesk 1-7200 or 925-521-7200 for assistance.

In addition to these updates, all County users are advised:
- Do not download, accept, or execute files from untrusted and unknown sources.
- Do not visit unknown websites or follow links provided by untrusted or unknown sources.
- Do not engage with text messages from unknown senders.

If you would like assistance, please contact IT helpdesk 1-7200 or 925-521-7200 for assistance.

As a community service, if you have a personal Apple device, we recommend upgrading it as well.
- To do so, please perform the following:
  - Go to Settings, and then click on "General".
  - Then click on "Software Update".
  - The device will see if an update is available.
  - If so, please update. The latest version should be IOS 16.2.