More Help

At the Saratoga Springs Public Library...

**Library Practice Times** – Once you have completed at least one class here at the library, you can sign up for one or any number of practice sessions – usually there is 1 offered each month. Get one-on-one help with your device. Register online at [www.sspl.org](http://www.sspl.org) and click “events calendar,” or call and leave a message for Kathy Handy at 518-584-7860 ext. 257. Email Kathy at KHandy@sals.edu if you prefer.

**Library Half-Hour Help Sessions** – Get one-on-one assistance for one or two designated half-hours per month. Check the library schedule for details. Register online at [www.sspl.org](http://www.sspl.org) and click “events calendar,” or call and leave a message for Kathy Handy at 518-584-7860 ext. 257. Email Kathy at KHandy@sals.edu if you prefer.

**Apple Users’ Group** – meets casually in the Bread Basket Café on the first floor of the library nearly every Wednesday morning from approximately 9:30-11:30am. This can be a great way to drop by and ask a question or two and learn new things. Sessions lead by John Manley and Steve Ramirez. Contact John Manley at jmanley@nycap.rr.com with questions. Check ahead to be sure the group is scheduled to meet by emailing John Manley.

Beyond the Saratoga Springs Public Library...

**More Help:** Check for classes or one-on-one sessions offered at the Apple Store in Crossgates Mall (see [https://www.apple.com/retail/geniusbar/](https://www.apple.com/retail/geniusbar/)). Some Apple support is also available to the public at Skidmore College’s bookstore during open semesters in Saratoga Springs, NY.

**Call:** 1-800-275-2273 or 1-800-694-7466 for free Apple Questions answered through Apple Care. Have your IMEI number or Serial Number ready from your iPhone or iPad ([Settings>General>About](https://support.apple.com/en-us/HT201232)) or Serial Number from your Macbook ([Apple Icon>About this Mac](https://support.apple.com/en-us/HT201232)) before you call. Visit [https://support.apple.com/en-us/HT201355](https://support.apple.com/en-us/HT201355) for details.

**Password Problems:**
Steps on how to change your Apple ID password if necessary: [https://support.apple.com/en-us/HT201355](https://support.apple.com/en-us/HT201355)