

Jim Drommond is in charge of topics for our Focus Sessions, and when he said, “Jennifer, can you talk about the Apple Store in Walnut Creek?” of course I agreed.

My frequent visits to the store over the years has made me a “believer”. There is always help available to us with Mac problems, but now instead of One to One programs where users could choose the topic and have a tutor in the store for an hour, there are Workshops scheduled on many topics every day. Users can sign up from home for whatever interests them, using their Apple ID and password. The Apple employee in charge, asks those attending what they want to learn and tries to cover those topics and everyone else learns as well.

If the store is too noisy, it is can be difficult for those with hearing devices. If that is the case, the best learning choice is the computer and the Apple website. Support for all apps and devices can be found there.

The genius bar, for technical difficulties, can be accessed in the store or on the website. Appointments can be made either place.

The Apple Store is in Walnut Creek on North Main (next to Tiffanies).
1129 S. Main Street
(925) 949-5463
The hours of operation, 10 a.m. to 9 p.m. Mon.through Sat.
11 a.m. to 6 p.m. on Sunday.

When purchasing computers or iPad or iPhone ask for a set-up immediately on the purchase. **This is important...and do not forget the Apple ID and Password used at the time.** It will always be needed in the future, even for some major upgrades.

Parking nearby is;

1. Metered parking lot over Talbots
2. Movie theater lot and general parking lot near the theater, spaces near Ross, and public lot behind Macy’s and Nordstroms.
3. There are more places available but these work for me. Generally best to just assume a bit of walking or bring a friend to drop you off in front of the store. The best time is late afternoon, in my experience.

Demonstration of store website...especially the Support choice in the Apple menu bar.

I heard from the best of sources, an employee at the Apple headquarters, that Apple employees call Apple Care with their questions. She was very proud of the service. She also mentioned Spotlight. **Go to Spotlight, it is the Google of your computer. It is the little magnifying glass icon in the menu bar... type in anything and there will appear an answer.**

Some topics of Workshops at the store; Apple watch. Apple TV, beginners Mac, using the Photo app on the phone, the Cloud, beginners iPad and iPhone and on and on. There is also Accessibility workshops given to help those with sight or dexterity problems.

New products seen on the shelves:

New Apple TV, external hard drives, as well as Bluetooth devices such as a scale to pair with the Apple Watch, a polaroid type camera that prints photo immediately on special paper, and an "Exo" lens for the iPhone and an iKlip Grip for those hard to get photos, perhaps in a crowded area. Connecting USB cords to all products are there and should be used rather than others that are not Apple approved.

Last but not least, get a membership to DVMUG...their award winning Apple Press newsletter and special interest group sessions are worth every penny. **Website for the group is dvmug.org.**