

iCloud Support App 7.14, released January 21st, 2015

For more information about features in the iCloud Support App, click the Help link in the upper-right corner of the browser window after logging in.

Account > Security subtab

The Account > Security subtab is now accessible to all AppleCare support roles, starting from iCloud Tier 1. Advisors can see the following security-related information about a customer's account:

- The date that the customer signed up for Two-Step Verification
- The date that the customer opted out of Two-Step Verification
- The application that performed the last password reset for the account

Calendars > Data > Calendar Info > Turn Off Calendar Sharing

You can use the Turn Off Calendar Sharing button to turn off both public and private sharing for a shared calendar with one action. This action will return the Type of the calendar to "Personal." Subscribers to this calendar will lose access to it, and participants will no longer be able to view it.

New iCloud Photo Library Audio and Other file information

The Photos > iCloud Photo Library subtab now includes fields that display the number of audio and miscellaneous other files stored in a customer's iCloud Photo Library.

Photos > iCloud Photo Library > Refresh Counts

You can use the Refresh Counts button to recount the assets in a customer's iCloud Photo Library (including photos, videos, audio and other files), and update the numbers listed.