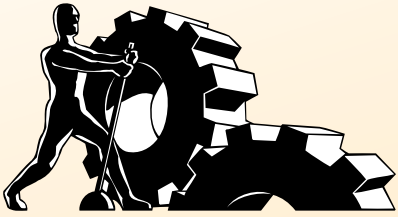


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Read Me First

Welcome to *Take Control of iCloud*, version 1.1, published in December 2011 by TidBITS Publishing Inc. This book was written by Joe Kissell and edited by Tonya Engst with help from Dan Frakes.

iCloud is the latest incarnation of Apple's suite of Internet services, in the lineage of MobileMe, .Mac, and iTools. Although iCloud is designed to be largely invisible in everyday use, setting up all its related components optimally can be a challenge, and you may need to learn new ways of thinking about your data. This book helps you make sense of iCloud, configure it for your needs, and form new habits that will enable you to get the most from the service.

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Updates

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Basics

Here are a few “rules of the road” that will help you read this book:

- **Links:** All blue text in this ebook is hot, meaning you can tap (or click) it, just like a link on the Web. If you click a link to switch to a different part of the ebook, you can return to where you were with a shortcut, if your ebook reader offers a “back” feature. For example, in iBooks in iOS, tap the “Back to” link in the lower left (you may have to tap the page once to activate the navigation controls). Or, in Preview on the Mac, choose Go > Back (or press Command-[).
- **Finding settings on an iPad, iPhone, or iPod touch:** I sometimes refer to preferences in the Settings app. To open Settings, navigate to the first page of the Home screen and then tap the Settings icon (unless you’ve moved the Settings app to another page). When the Settings app opens, tap the name of the item whose settings you want to adjust. I describe this with a shortcut, such as “go to Settings > Mail, Contacts, Calendars,” which brings up the preferences view for the Mail, Contacts, and Calendars apps.
- **Menus on a Mac or in Windows:** Where I describe choosing a command from a menu in the menu bar, I use a shortcut. For example, the shortcut for the menu command in iTunes that opens the home page of the iTunes Store is “Store > Home.”
- **Finding System Preferences on a Mac:** I sometimes refer to settings in System Preferences. To open System Preferences, click its icon in the Dock or choose Apple  > System Preferences. When the System Preferences window opens, click the icon of the pane whose settings you want to adjust. I may refer to these panes using a brief notation such as “the Network preference pane.”
- **Path syntax:** This book occasionally uses a *path* to show the location of a file or folder in the Mac file system. For example, the path `/Applications/Utilities/Terminal` means the Terminal application is inside the Utilities folder, which is in turn inside the Applications folder. The slash at the start of the path tells you to begin at the top level of the disk. Some paths begin with `~` (tilde), a shortcut for the current user’s home directory. For example, if the person currently logged in has the user name `joe`, then `~/Documents` means the same thing as `/Users/joe/Documents`.

What's New in Version 1.1

Version 1.1 of this book includes the following changes:

- A note directing you to information about iCloud security and privacy policies; see [What Is iCloud?](#)
- Discussion of the fact that contact sharing, a feature of MobileMe, is no longer supported in iCloud; see [Differences from MobileMe](#)
- A new note about exporting each calendar separately and a new tip regarding exporting data in addition to backing it up; see [Protect Your Data](#)
- Information about using iTunes Match on an Apple TV; see [Set Up iTunes Match on an Apple TV](#)
- Greatly expanded information on using iTunes Match; see [Use iTunes Match](#), and in particular [Interact with iTunes Match](#)
- Troubleshooting section moved into its own chapter, later in the book, with additional tips; see [Fix \(Some\) Sync Problems](#) and [Prevent Data from Disappearing after Restoration](#)
- Two additional photo sharing services (Picasa Web Albums and ZangZing) covered as MobileMe Gallery alternatives; see [Gallery](#)

What Was New in Version 1.0.1

This minor update corrected errors in two spots, both involving changes between MobileMe and iCloud behavior, but which we hadn't discovered before the first version of this book was published:

- In order to use Find My *Device* with an iOS device, the missing device must be running iOS 5, and be signed in to your iCloud account. (The book previously said it could be used with devices running older versions of iOS, which was true under MobileMe.) See [Find My Nouns](#).
- I incorrectly stated that Back to My Mac also lets you access files on an AirPort Disk or Time Capsule using your iCloud credentials. Although that was true with MobileMe, it's no longer supported in iCloud. In addition, both local and remote Macs must be running

Mac OS X 10.7.2 or later (version 1.0 of this book claimed that a Mac running 10.7.2 could connect to a Mac running 10.5.8 or later and signed in to a MobileMe account). I've removed the erroneous material from the [Back to My Mac](#) chapter.

Introduction

It seems like I've been here before. Three years ago today I was writing a book about MobileMe, and three years before that I was writing a book about .Mac. I didn't write a book about .Mac's precursor, iTools, but I could have done so four years earlier still. I'm starting to feel a certain rhythm to the way Apple revamps its online services—it's one of those things I've come to expect about as often as the Olympics or presidential elections. Lots of other people who are feeling the same thing are approaching the advent of iCloud and the demise of MobileMe with a sort of "here we go again" attitude.

iCloud is indeed both a new name and a new collection of services in the lineage of MobileMe, .Mac, and iTools. I wouldn't be so foolish as to predict that it's the ultimate iteration, or that it will still be around in its current form five years from now. But one thing is clear: iCloud is dramatically different from any of its predecessors. It represents not merely a shift in service offerings but a fundamental change of strategy for Apple. It's a big deal, and I have a feeling that many MobileMe users are going to have some trouble wrapping their heads around the New World Order.

Here's a quick quiz. Can you name all the features from the original iTools, launched in January 2000, that still exist in iCloud? There are only two. First is email: iCloud gives you a full-featured email account in the me.com domain; iTools included accounts with the mac.com domain name. (Those who have stuck with the service since its earlier days can still use their mac.com addresses.) The second "feature" is more subtle. It's the price: iTools was free, and so is iCloud; both .Mac and MobileMe required a paid subscription. Other than those two things, iCloud is utterly and completely different from Apple's initial vision of what an Internet-based service should be.

Much has been said (and I'll say more) about the loss of MobileMe services people had come to depend heavily on, such as iDisk and Mac-to-Mac syncing of certain personal data. But what I find even more significant is the new philosophy underlying iCloud—the concept that your documents, music, photos, and other data should propagate to all your devices so immediately and automatically that you never even think about where your data is anymore. It's everywhere; why wouldn't it be? In this model, syncing becomes a distant, unhappy memory, and

users are largely freed from worrying about files as such. You simply go about your daily activities, like taking photos or creating spreadsheets or buying TV shows, and wherever you go, there they are.

What could be easier? Hey, problem solved! No need for a book about it, or even an article. Flip the switch and everything just works.

Indeed, that may be exactly the experience of new iCloud users without years' worth of files, Web pages, and habits created under the model that Apple has now decided is obsolete. The rest of us face some challenges. First, we have to figure out which portions of our stuff can be moved to the new system and safely transition those bits, while finding new homes for the other bits (or ways of living without them). And second, we must understand iCloud's different way of thinking about data and come to grips with the changes in behavior it will require. But having done these things, we can go a step further—we can explore entirely new ways of using our digital devices that were either impractical or even unthinkable before. Better still, we can learn how iCloud enables us to focus more on the tasks, objects, and people at hand than on hardware and software. That has to be a good thing.

In this book, I explain what iCloud is, discuss setting it up and transitioning from MobileMe, and then walk you through each major feature in turn. I breeze lightly over the more obvious parts of iCloud but spend a bit more time talking about elements that may be more confusing or harder to discover on your own. Along the way, I hope to show you not only how features work—after all, many of them truly are self-explanatory—but how best to think about them, and how to think about your needs and tasks in the context of the new Apple ecosystem of which iCloud is a part.

Because iCloud works best with Apple hardware, that's what I focus on here. Recent-vintage Macs, iOS devices (iPhone, iPad, iPod touch), and the Apple TV are the best tools with which to experience iCloud. I do touch on iCloud in Windows, too, but I say pretty much nothing about other platforms (such as Linux and Android) where you can't do much with iCloud beyond accessing a handful of features in a Web browser.

iCloud Quick Start

Although you can skip around freely in this book to learn about the topics that interest you most, I strongly encourage you to read (or at least skim) the first two chapters—[Get to Know iCloud](#) and [Set Up and Explore iCloud](#)—before moving on to the rest. Those chapters provide important foundational information, without which much of the material later in the book may not make sense.

Get started:

- Learn about iCloud features in [Get to Know iCloud](#).
- Set up your Mac, PC, and iOS device(s) to use iCloud, and learn how to use the iCloud Web site. See [Set Up and Explore iCloud](#).

Use the core iCloud features:

- Use iTunes in the Cloud, and related capabilities for other media, to access your purchases everywhere. See [iCloud Downloads](#), including a section on the optional iTunes Match (see [Use iTunes Match](#)).
- Learn how iCloud can back up and restore crucial data from your iOS devices with [iCloud Backup](#).
- Put your recent photos on all your devices with [Photo Stream](#).
- Keep documents current everywhere with [Documents in the Cloud](#).
- Manage your address book using [Contacts](#).
- Keep track of your schedule and reminders with [Calendar](#).
- Send and receive email with [Mail](#).
- Locate a wayward Mac or iOS device, or find a friend or family member. See [Find My Nouns](#).
- Access stuff on a faraway Mac using [Back to My Mac](#).

Take care of loose ends:

- Update account details. See [Manage Your Account](#).
- Smooth the transition from MobileMe. See [Appendix A: Replace Lost MobileMe Features](#).
- Fix things that go wrong. See [Troubleshoot iCloud Problems](#).

Get to Know iCloud

Before you dive in and start setting up and using this mysterious thing called iCloud, you should take a few moments to get your bearings and understand exactly what you're dealing with—and what you should be aware of before you switch to or start using iCloud.

If you followed Apple's Internet services over the years from iTools through .Mac to MobileMe, you may be tempted to think iCloud is just the latest name for essentially the same thing. But it's not! Despite some features that have carried over from earlier services, iCloud is different from its predecessors in several crucial ways.

What Is iCloud?

As things in the technology world go, iCloud doesn't have much... *thingness*. It's not a physical object you can touch, and it's not a piece of software you can install. It's not a Web site—at least, not entirely. You can't buy it, although you may opt to pay for a couple of optional extra features. Referring to iCloud as though it were a single entity is misleading. The name iCloud is, in fact, nothing more than an arbitrary label given to a collection of features, services, settings, and APIs (application programming interfaces), joined by a common thread of relying on communication over the Internet between your Apple devices (Macs, iOS devices, and Apple TV) and Apple's servers in the cloud.

Perhaps a more interesting question to begin with is “What is iCloud *for*?” I have a few answers to that one:

- **iCloud lets Apple cut the cord.** Before iOS 5, the only way to get certain kinds of data onto and off of your iOS device was to connect it to a Mac or PC with a USB cable. The connection to a computer was required to activate the device; to back it up; to sync data such as photos, music, movies, books, and apps; to transfer documents to and from certain apps; to install iOS updates; and to restore all your data to the device in the event something went wrong. With iCloud, Apple has cut the cord in two ways. First, if you *do* have a Mac or PC, your iOS device can now communicate with it wirelessly. But

Set Up and Explore iCloud

iCloud setup, in and of itself, is trivial—you enter your Apple ID and password, and maybe click a few buttons, on each of your devices. There’s no software to install on a Mac or iOS device (assuming you already have the latest version of the operating system) and only a few options you can turn on or off. You have to go through a few more steps, but only a few, under Windows.

However, if you were previously a MobileMe member and are now migrating to iCloud—likely true of many readers of this book—you’ll need to do several more things before, during, and after your move to iCloud.

And everyone should know a few basics about how to [Navigate the iCloud Web Site](#); I return to specific parts of the site as the book progresses.

Migrate from MobileMe

If you were *not* a MobileMe subscriber before moving to iCloud, skip to the next heading, [Set Up iCloud on a Mac](#) (or [Set Up iCloud under Windows](#), as the case may be). If you are moving from MobileMe, first be sure you’ve read the previous chapter ([Get to Know iCloud](#)) and then continue reading here for essential details.

Protect Your Data

In theory, migrating a MobileMe account to iCloud should seamlessly preserve the personal data that both services support—email, contacts, calendars, and bookmarks. In practice, things could go wrong, and if they do, you can’t undo the transition in order to get your old data back. Therefore, I want to begin by reiterating the crucial advice that seems to pop up in all my books: *back up your data*.

If you already follow a rigorous backup regimen of the sort that I recommend in my other books, then you need not do anything special now; you might, however, choose to update your versioned backups and bootable duplicate one last time just for good measure. If you don’t already have good backups, this is an excellent time to start. If you

iCloud Downloads

iCloud includes a pair of capabilities—automatic downloads and re-downloading previous purchases—that apply to music from the iTunes Store, apps from the (iOS) App Store, and books from the iBookstore. (Re-downloading applies to TV shows, as well—but only in the United States.) These features work almost exactly the same regardless of the type of media, and the controls for turning automatic downloads on or off for Music, Apps, and Books are together on a single screen.

For some reason, Apple decided to give the music-related download capabilities the collective name “iTunes in the Cloud,” but didn’t come up with names for the corresponding features for other media (that is, there’s no “Apps in the Cloud” or “Books in the Cloud”) or a generic term to cover all the capabilities as a whole. This is odd, because if I explain how to use iTunes in the Cloud, then explaining how to do the same thing with apps and books would consist of saying, well, “Do the same thing with apps and books.”

So, despite Apple’s insistence on splitting these capabilities up in their marketing materials, I’m going to treat them all together—as they should be—right here. I also talk about how to [Use iTunes Match](#), a paid service that extends iTunes in the Cloud to work with all your music, regardless of whether it came from the iTunes Store.

Understand Automatic Downloads

Prior to iCloud, buying music, apps, or books from Apple on a given device resulted in that media being downloaded to just that device. If you wanted to copy the media to your other devices, you could, but it required jumping through some hoops. Copying media to another Mac or PC could be done with Home Sharing in iTunes (a sometimes fiddly process), while copying media between a computer and an iOS device, in either direction, meant syncing over USB with iTunes (and, depending on your settings, making sure you’ve selected the right items in each category first). In some cases, several separate syncing operations were required to get items to all the desired destinations.

iCloud Backup

iCloud can automatically back up most of the important data from your iOS device to Apple's servers. This feature is usually invisible once you've set it up, but there are a few options you may want to adjust, and of course you'll want to know how to restore data from your backup should the need arise—a procedure that's not obvious!

Understand How iCloud Backup Works

Backups are as important on an iOS device as on your computer—after all, your iOS device stores lots of crucial personal data, not to mention photos and videos that may be irreplaceable. If it ever dies or needs replacing, backups can also save you time and aggravation.

But backing up an iOS device is a different sort of process from backing up a Mac or PC. Because iOS devices have no browsable file system and each app is “sandboxed”—prevented from interacting with other apps' data—conventional backup methods are right out. Before iCloud, the only officially sanctioned way to back up your iOS device was to connect it to your Mac or PC with a USB cable and sync it using iTunes. Backups occurred automatically during syncs, although you could also initiate a backup manually if you wanted to.

You can still opt to back up via iTunes if you prefer. But with iCloud, you can back up over Wi-Fi, directly to Apple's servers. This means:

- You can back up your data while traveling or otherwise away from your computer—or even if you have no Mac or PC at all.
- You can restore an iOS device—for example, one whose data was corrupted, or that had its data wiped as part of a repair—or set up a new device to use your existing data without wires or a computer.
- As with iTunes backups, when you back up via iCloud, only the first backup copies *all* your personal data. Subsequent backups upload only information that's new or different since last time, making iCloud backups very fast (if not quite as fast as iTunes backups).

For all these reasons, I generally recommend using iCloud Backup. But I have one word of warning. As I said in [About iCloud Storage](#), backups

Photo Stream

Continuing the theme of “just put all my data everywhere” is Photo Stream, which aims to ensure that your most recent photos are available, almost immediately, on every iCloud-compatible device you use. That sounds fantastic in theory, and without question, Photo Stream makes it far more likely than before that your photos will be where you want them. However, this feature also comes with a few gotchas and limitations that you should be aware of. More than most iCloud features, Photo Stream may require significant changes to the way you think about and manage your data.

Understand How Photo Stream Works

Before Photo Stream, you probably assumed that your Mac or PC held your master collection of photos—that any photos you take with your digital camera or iOS device would somehow find their way onto your computer, and that you could, if you chose, sync some or all of those photos back to your iOS devices. That is still true, but Photo Stream lets you accomplish all this with much less manual effort.

With iCloud’s Photo Stream feature, your Mac, PC, or iOS device can automatically send new photos up to the cloud, from where they then percolate to the rest of your devices. The photos stored in the cloud and available for instant access by all your devices are said to be “in your Photo Stream,” which seems like mixing metaphors (are they up in the cloud or flowing down a stream?), but in any case, the image of a fleeting, temporary existence is apt, as I explain shortly.

Syncing Photos the Old Way

Before getting into the details of Photo Stream, let’s quickly review the old, pre-iCloud way of syncing photos:

- **Digital camera to computer:** To copy photos from your camera to your Mac or PC, you typically connect it with a USB cable, open iPhoto, Image Capture, or another photo management application, and click a button or two. (For one way to avoid the USB cable, read the sidebar [From Camera to iCloud with Eye-Fi.](#))

Documents in the Cloud

iOS apps have never had Save commands; the design of iOS is such that documents are always saved continuously, in the background, without your having to do anything manually. Documents in the Cloud takes that concept a step further: your documents are not only saved locally, on the iOS device itself, but also uploaded to Apple's servers—automatically and invisibly—while you work.

Apart from giving you a backup copy of your document that you could use if your iOS device were ever lost or damaged, Documents in the Cloud lets all your iOS devices share documents with each other seamlessly. For example, you can create a document on your iPod touch and then continue working on it later on your iPad, without ever having to explicitly save or sync. (To a certain extent, you can also share documents with your Mac or PC, too—although, as we'll see, that process isn't yet as smooth.)

Understand How Documents in the Cloud Works

Once Documents in the Cloud has been enabled for a given device, all the apps that support this feature automatically synchronize their local collection of documents with the cloud—and update that collection, in both directions, in near-real time. (If you're familiar with Dropbox, the behavior is similar to what happens when you edit a document that's stored in your Dropbox. You're actually editing the local copy, but behind the scenes, Dropbox constantly uploads newly saved versions to the cloud and downloads files that were added to your Dropbox, or modified, on another device.)

That's both cool and useful, but it comes with some qualifications:

- Apps must be explicitly updated to support Documents in the Cloud. Apple's iWork suite (Keynote, Pages, and Numbers) for iOS support Documents in the Cloud as of version 1.5; the updated versions became available at the same time iCloud itself did. As I write this, only a few third-party apps have added support for Documents in the Cloud, but that number is sure to grow rapidly.

Contacts

Contacts, one of the core iCloud features that carried over from MobileMe, lets you create, search, and organize an address book of the people and companies you interact with frequently. All the contact data synchronizes itself immediately among your various devices. Depending on which device you're using at the moment, Contacts may give you options to dial a phone number, compose an email message, map an address, and perform other tasks relevant to the contact you're currently viewing.

This chapter focuses on the Contacts application on the iCloud Web site, but the Contacts app in iOS and the Address Book application in Mac OS X 10.7 Lion are similar; see the sidebar [Platform-Specific Contacts Differences](#) for details.

View Contacts

To access your contacts online, sign in to the iCloud Web site and go to the Contacts application. You should see something like **Figure 14**.

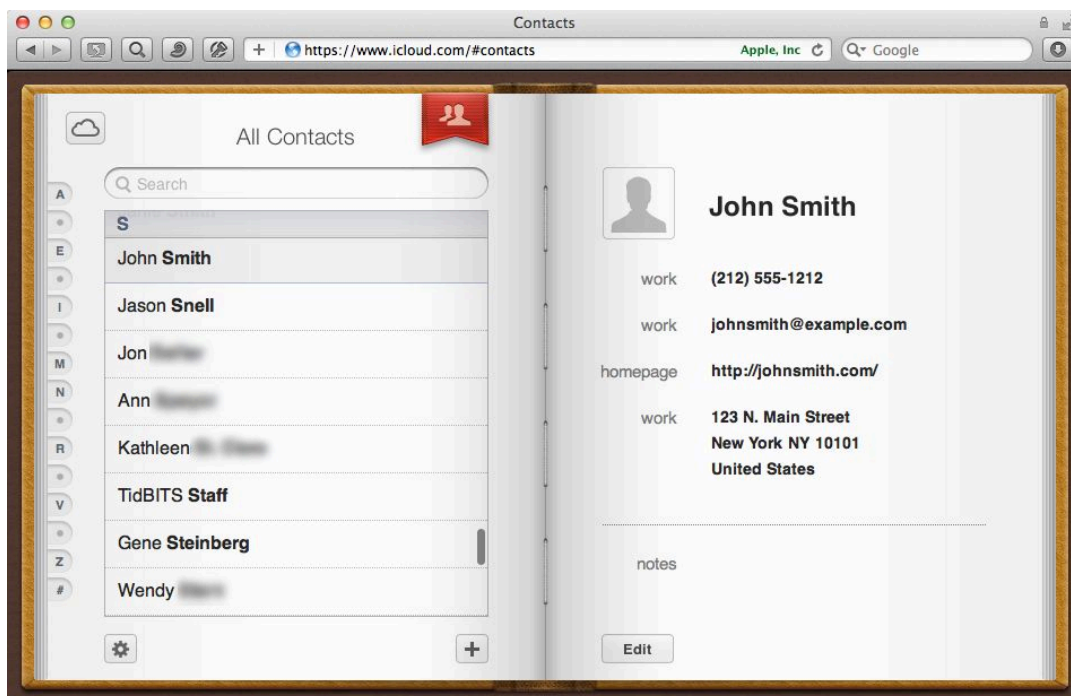


Figure 14: Using iCloud Contacts, you can view and edit your contacts on the Web.

Calendar

iCloud's Calendar feature stores events and reminders of all sorts, pushes updates to all your devices automatically, and lets you access your calendar data in a Web browser. You can also share calendars with other iCloud users, send and receive meeting invitations, and perform quite a few other scheduling tasks. In this chapter, I focus on the Calendar application on the iCloud Web site, but the scheduling apps for iOS and Mac OS X are similar (see the sidebar [Platform-Specific Calendar Differences](#)).

Warning: *Although iCloud Calendar has worked extremely well in my testing as both a stand-alone calendar and when sharing calendars with other iCloud users, it is not designed to share data with MobileMe, Google Calendar, or any other system. I'm aware of various complicated, partial workarounds, but in general you'll have the best results with Calendar if all the users with whom you're sharing calendar and reminder data are also using iCloud. In particular, if you're currently sharing calendars (in either direction) with anyone via MobileMe, I recommend that you coordinate your efforts so that you all transition to iCloud at about the same time.*

Better Calendars with BusyCal

The foregoing warning aside, BusyMac's BusyCal version 1.6 or later for Mac OS X (<http://www.busymac.com/>, \$49.99) works great with iCloud and is a terrific replacement for iCal, if you dislike iCal. Since BusyCal can run on 10.6 Snow Leopard, it even lets you access iCloud calendars (your own, or those shared by someone else) on a Mac that hasn't been upgraded to run 10.7 Lion. BusyCal also works with Google Calendar and CalDAV, so if you need to link heterogeneous calendar systems on a Mac, it's probably your best bet.

View Events

To see your calendars on the Web, sign in to the iCloud Web site and go to the Calendar application. (The date on the icon changes to match the current date!) You'll see something like **Figure 16**.

Mail

Your iCloud account includes an email address in the me.com domain (as well as grandfathering in those with addresses in the mac.com domain). You get 5 GB of free storage (shared with other iCloud services), push email updates to your iOS device, and a lovely Web interface for checking your mail. iCloud Mail also has a number of subtle but important improvements from its MobileMe predecessor. In this chapter, I review iCloud Mail's features and benefits, and walk you through the basics of setting it up and using it on various platforms.

Understand iCloud Mail Benefits

Here are a few things that make iCloud Mail great:

- You can check your email using the iCloud Web site or your favorite email software, on nearly any platform.
- Unlike MobileMe Mail, iCloud Mail can search the *contents* of messages from the Web interface, as well as on an iOS device.
- Using the iCloud site, you can set up auto-responses (for example, vacation notices), forward your me.com email to another account, configure rules that automatically sort your messages, and more.
- Apple's mail servers provide good spam and virus filtering.
- You can add up to three *aliases*—extra email addresses that are automatically forwarded to your main Inbox.

For many people all the above adds up to everything they'd ever need from an email provider. For others, it may ring a bit hollow. After all, Gmail (to pick the most obvious competitor) offers many more features and a great deal of customizability for the same (zero) price. And iCloud Mail actually loses a few features from MobileMe Mail—you can no longer get mail from external POP accounts, check your iCloud Mail with a POP client, or use From addresses belonging to other accounts you own; and the previous limit of five aliases has dropped to three. On the other hand, iCloud offers so many other compelling features that you might think of the Mail component as being icing on the cake.

Find My Nouns

First there was Find My iPhone, a feature that enabled you to, you know, *find your iPhone* if it was lost or stolen. Even though Apple extended the capability to the iPod touch (“Find My iPod touch”), and later to the iPad (“Find My iPad”) and to Macs (“Find My Mac”), “Find My iPhone” is still used as an overall term. But I find that somewhat confusing, so to reduce ambiguity, in this book I use the generic term “Find My Device” when talking about the feature as it applies generically to Macs and iOS devices.

But now you can find other *people* too, with the new Find My Friends app. That means, of course, other people carrying iOS devices—it’s really “Find My Friends’ iOS Devices.” For want of a better term that encompasses people and assorted Apple devices (plus whatever else may be added in the future), I’m calling all these capabilities collectively “Find My Nouns.”

Understand What Find My Device Can and Can’t Do

You can use the iCloud Web site or Apple’s Find My iPhone app, running on any iCloud-enabled iOS device, to locate a lost or stolen Mac, iPhone, iPod touch, or iPad. You can also display a message on the missing device’s screen, play a sound, lock it (optionally adding or changing its passcode in the process), or even erase all the device’s data (to keep it private in case you’re unable to retrieve the device).

Find My Device works more reliably on iPhones and 3G iPad models than on devices without cellular capabilities. Devices with cellular support are more likely to have an always-on network connection—cellular access is pretty ubiquitous, whereas Wi-Fi is spotty. Plus, iOS devices with 3G support also have GPS chips, so their reported location is generally much more precise than for devices that lack GPS. In addition, the iPhone and iPad maintain their mobile connections even when “sleeping,” whereas a Mac or iPod touch won’t display any messages or report its location until it’s woken up.

Back to My Mac

Back to My Mac (BtMM), an iCloud feature exclusively for users of Mac OS X, lets you easily connect to one of your Macs from another Mac located elsewhere on the Internet in ways that were previously very difficult to set up. Once this feature is active, using it is every bit as simple as (in fact, it's *exactly* the same as) connecting between two Macs on the same local network in your home or office—generally just a bit slower.

That's the good news. The bad news is that this remarkable capability belies considerable behind-the-scenes complexity, and because some of the many variables required for success may be beyond your (or Apple's) ability to address, you may not be able to get it working in every situation.

In this chapter, I describe what BtMM is designed to do, how to set up your Macs correctly, and how to use its capabilities.

Additional BtMM Documentation

Apple offers a free 8-page PDF user's guide for BtMM, which you can download at http://images.apple.com/mobileme/docs/L358808A_BackMac_UG_070708.pdf. However, that guide provides little detail and doesn't address many of the situations in which you'll need to jump through additional hoops to get BtMM working properly. To learn a bit more, read [Take Control of Screen Sharing in Lion](#).

Understand What Back to My Mac Can Do



With BtMM, you can connect to a Mac (for example, your Mac at home) from another Mac elsewhere (such as in your office, in a hotel room, or at a coffee shop). The two Macs may be on different networks; may have IP addresses that change from time to time; and may be connected to the Internet through routers that prevent most programs from seeing the computers directly, but BtMM works its magic to connect the two devices easily and securely, using the iCloud servers to store information that helps your Mac locate the other Mac.

Manage Your Account

Your iCloud account has a handful of settings you may want to adjust, including your photo, default language, and time zones. You also use account-level controls to upgrade your storage.

Change iCloud Web Site Settings

A few settings related to your use of the iCloud Web site as a whole—your photo, language, and time zone—are all set in the same place. To adjust them, follow these steps:

1. Log in to the iCloud Web site at <https://www.icloud.com/>.
2. If you're not already on the home screen, click the cloud  icon in the upper-left corner of the screen or press Shift-Esc.
3. On the home screen, click your name at the top. Then:
 - ▶ To add a picture, click Add Photo and then drag in a picture or click Choose, select a photo on your disk, and click Choose. Drag the slider to adjust the zoom level; drag the photo around to reposition it, if desired; and then click Done.
 - ▶ To change your picture, click Edit at the bottom of the picture region and then follow the procedure in the previous bullet point.
 - ▶ To delete your picture, click the minus  icon.
 - ▶ To change the language of the iCloud Web site user interface, click Language, and then click a language name.
 - ▶ To change your time zone, click Time Zone. Click an area on the map to set your region. Then, if the city name shown at the bottom isn't correct, click the city name and choose another city from the pop-up menu.

Changes take effect immediately.

Troubleshoot iCloud Problems

In the first few days after iCloud was released (along with iOS 5 and numerous other software updates), Apple's servers strained under the load of millions of people downloading software, signing up for new accounts, syncing their devices, and so on. Quite a few problems occurred—various services were offline for hours at a time, verification email messages didn't show up, software updates couldn't be installed, and so on. All this is unfortunate, and Apple should have prepared better for that inevitable onslaught; many thousands of customers were made unhappy needlessly.

However, iCloud's birthing pains were nowhere near as bad, or as long-lived, as MobileMe's. Most of the issues involving server capacity, bandwidth, and launch-related bugs were ironed out by the end of the first week. If you tried to set up iCloud during that time and experienced problems, you have my sympathy—I did too. But simply waiting and trying again overcame many of those early difficulties.

Still, iCloud is not without its rough spots, especially for people transitioning from MobileMe, or who have Apple ID issues. Two somewhat related problems in particular seem to have bitten a number of people, and I want to offer suggestions here (which also share several steps in common) for dealing with them.

Fix (Some) Sync Problems

Despite the fact that push-based data updates are supposed to eliminate the need for syncing as such, a number of people (including me) have seen some weird behavior involving data being out of sync among devices—even when they're all connected to the Internet via Wi-Fi. For example, I had a situation in which the Safari bookmarks on my iMac, MacBook Pro, iPhone, and iPad were all slightly different. If I added, deleted, or moved a bookmark on one device, the change would appear on some of the other devices—but not all. No matter which device I used to make a change, that change would propagate

Appendix A: Replace Lost MobileMe Features

You don't have to be happy about the fact that iCloud is missing some of the features you came to depend on in MobileMe. But you do need to find a way to move forward without them. For those who haven't already figured out substitutes for features such as Gallery, iDisk, Mac-to-Mac syncing, and Backup, this appendix offers some suggestions.

Gallery

The MobileMe Gallery let you easily upload photos and videos from iPhoto or Aperture to a shared space where others could view them, download them, and even, at your option, add their own media to the collection. The way Gallery presented your media was also quite elegant compared to most other available options.

Although you may not find another service that's quite as stylish as Gallery, if your primary need is for a way to put selected photos and videos online, numerous alternatives exist. You merely have to pick one and, if necessary, move your old media from Gallery to its new home. Here are some of the leading options:

- **Dropbox:** Dropbox, which I describe in more detail ahead in the [File Storage and File Sharing](#) topic, offers simple but passable photo galleries. You can create a gallery in your Dropbox account by making a new folder inside your [Dropbox/Photos](#) folder and dragging photos into it (from iPhoto, Aperture, or the Finder). Then, right-click (Control-click) on the new folder containing your photos, and choose [Dropbox > Copy Public Gallery Link](#) to copy the URL for that folder. You can now paste the URL into an email message or use some other means to share it with others. (If you've added the Dropbox toolbar item to Finder windows, you can also select the folder and click that toolbar button to get the Copy Public Gallery Link command.)
- **Flickr:** Basic accounts, which limit monthly uploads to 100 MB of bandwidth usage and store only scaled-down images, are free.

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About the Author

Joe Kissell is Senior Editor of *TidBITS*, a Web site and email newsletter about Apple and the Internet, and the author of numerous books about Macintosh software, including *Take Control of Maintaining Your Mac* and *Take Control of Backing Up Your Mac*. He is also a Senior Contributor to *Macworld*, was the winner of a 2009 Neal award for Best How-to Article, and has appeared on the MacTech 25 list since 2007. Joe has worked in the Mac software industry since the early 1990s, including positions managing software development for Nisus Software and Kensington Technology Group.

In his increasingly imaginary spare time, Joe likes to travel, cook, and practice t'ai chi. He lives in Paris with his wife, Morgen Jahnke, their son, Soren, and their cat, Zora. To contact Joe about this book, send him email at jwk@me.com and include *Take Control of iCloud* in the subject of your message so his spam filters won't intercept it.



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Shameless Plug

Although I write about computers as my day job, I have a great many other interests, which I write about on several Web sites, including Interesting Thing of the Day (<http://itotd.com/>) and my personal blog. You can find links to all my sites, a complete list of my publications, and more personal details about me at JoeKissell.com. Or follow me on Twitter ([@joekissell](https://twitter.com/joekissell)).

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