

MRI/AST2 Diagnostic Triage

Standard Operating Procedure · Series: Apple MRI AST2 SOP v2

PRE-CHECK

1. Verify device powers on and displays.
2. Proceed with HDI if it does not — see the [HDI Serial Number Retrieval guide](#)

DIAGNOSTIC PROCEDURE

- 1 **Log into GSX2** — Navigate to GSX2 and log in with ASP credentials.
- 2 **Check for Apple Appointment** — Ask the customer: "Do you have an Apple appointment scheduled?"
- 3 **Get Device Serial from Reservations** — In the top-left corner of GSX2, click Reservations and locate the device serial number for this repair. 
- 4 **Instruct Customer on iPhone Menu** — Have them navigate to:

Settings > Privacy & Security > Diagnostics & Support

Keep this screen open — they'll see a blue notification.
- 5 **Open Diagnostics in GSX2** — From the GSX2 toolbar, click the Diagnostics icon. 
- 6 **Initiate MRI from GSX2** — In the Diagnostics window, click the blue + button to add a diagnostic, then select MRI. 
- 7 **Tap Blue Notification on Customer Device** — Customer taps "Connect with Apple Support" to complete the link. Allow the MRI diagnostic to run to completion.