

## macOS Support Essentials 14

For people who manage computer networks or computer labs that run macOS, and people who support Mac users.

macOS Support Essentials 14 is a three-day course that teaches the best ways to support macOS Sonoma users. The course includes lectures, demonstrations, group discussions and hands-on exercises that provide real-world experience.

Duration: 3 Days

## Course Objectives:

After you've completed the guide, you should be able to:

- Explain how macOS Sonoma works
- Explain the best practices for updating, upgrading, reinstalling, configuring and using macOS Sonoma
- Explain macOS Sonoma troubleshooting and repair procedures
- Use appropriate tools and techniques in macOS Sonoma to diagnose and resolve issues

## Prerequisite:

**Recommended knowledge**

- macOS familiarity
- Basic computer navigation skills

## Audience:

Whether you're an experienced system administrator or you just want to dig deeper into macOS, you'll learn to update, upgrade, reinstall, configure, maintain, diagnose and troubleshoot macOS Sonoma.

- Anyone who needs to support, troubleshoot, or optimize macOS Sonoma, such as IT professionals, technicians, help desk specialists, and ardent Mac users.

## Course Topics:

### Installation and Configuration

- Introduction to macOS
- Update, Upgrade or Reinstall macOS
- Set Up and Configure macOS
- Use the Command Line
- Use macOS Recovery
- Update macOS

### User Accounts

- Manage User Accounts
- Manage User Home Folders
- Manage Security and Privacy
- Manage Password Changes

### File Systems

- Manage File Systems and Storage
- Manage FileVault & Lockdown Mode
- Manage Permissions and Sharing
- Use Hidden Items, Shortcuts and File Archives

### Data Management

- Manage System Resources
- Use Metadata, Spotlight and Siri
- Manage Time Machine

### Apps and Processes

- Install Apps
- Manage Files
- Manage and Troubleshoot Apps

### Network Configuration

- Manage Basic Network Settings
- Manage Advanced Network Settings
- Troubleshoot Network Issues

### Network Services

- Manage Network Services
- Manage Host Sharing and Personal Firewall

### System Management

- Troubleshoot Peripherals
- Manage Printers and Scanners
- Troubleshoot Startup and System Issues

## Course Details:

**Duration:** 3 Days

**Code:** #APL-MAC101-114-ZA

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