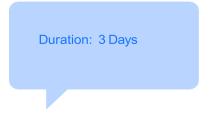


macOS Support Essentials 14

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.





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

Course Details:

Duration: 3 Days Code: #APL-MAC101-114-ZA

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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