

macOS Support Essentials

Duration: 3 Days

US Price: \$1895

Delivery Option: Courses are delivered via online live remote attendance option 8:00 am - 4:00 pm PST. Students receive digital course materials prior to the start of the course.

Description

This course teaches the best ways to support macOS High Sierra users. The course includes instructor presentations, demonstrations, group discussions, and hands-on exercises that provide real-world experience, and is ideal for anyone who manages computer networks or computer labs that run macOS. Attendees will learn how to use macOS High Sierra tools and resources to troubleshoot macOS High Sierra.

Course taught by an expert real-world Apple Certified Instructor.

Prerequisites

Basic knowledge of a Mac computer.

Course Overview

Installation and Configuration

- Updating, Upgrading and Reinstalling macOS High Sierra
- Setting Up and Configuring macOS
- Using the Command-Line Interface
- Using macOS Recovery

User Accounts

- Managing User Accounts
- Managing User Home Folders
- Managing macOS Security
- Managing Password Changes with Keychain

File Systems and Storage

Data Management

- Managing File Systems and Storage
- Managing Encryption with FileVault
- Managing Permissions and Sharing

- Using Hidden Items, Shortcuts, and File Archives
- Managing System Resources
- Metadata and Spotlight
- Managing Time Machine

Apps and Processes

- Installing Apps
- Managing Documents
- Managing and Troubleshoot Apps

Network Services

- Managing Network Services
- Managing Host Sharing and the Personal Firewall

Network Configuration

- Managing Basic Network Settings
- Managing Advanced Network Settings
- Troubleshooting Network Issues

System Management

- Troubleshooting Peripherals
- Managing Printers and Scanners
- Troubleshooting Startup and System Issues

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