macOS Support Essentials 10.13 (High Sierra 101)

Duration: 3 Days

COURSE INFORMATION

This macOS Support Essentials 10.13 course is designed to provide students with a three-day course that describes the best ways to support macOS High Sierra users. The course includes lectures and hands-on exercises that provide real-world experience. Upon completion of the macOS Support Essentials 10.13 course, students will learn: How to use macOS Sierra tools and resources to troubleshoot macOS High Sierra macOS High Sierra features and functionality, including how to find more information How to prepare for Apple Certified Support Professional (ACSP) 10.13 certification

OBJECTIVES

Upon completion of the macOS Support Essentials 10.12 (Sierra 101) course, students will be able to: Use macOS Sierra tools and resources to troubleshoot macOS Sierra Understand macOS Sierra features and functionality, including how to find more information about macOS Sierra Prepare for Apple Certified Support Professional (ACSP) 10.12 certification

AUDIENCE

People who manage computer networks or computer labs that run macOS People who support Mac users

PRE-REQUISITES

macOS knowledge Basic computer navigation skills

COURSE OUTLINE

Part 1: Installation and Configuration
- Update, Upgrade, and Reinstall macOS High Sierra
- Set Up and Configure macOS
- Use the Command-Line Interface
- Use macOS Recovery

Part 2: User Accounts
- User Accounts
- User Home Folders
- Security
- Password Changes with Keychain Access

Part 3: File Systems and Storage
- File Systems and Storage
- Encryption with FileVault
- Permissions and Sharing

Part 4: Data Management
- Hidden Items, Shortcuts, File Archives
- System Resources

- Metadata and Spotlight
- Time Machine

Part 5: Apps and Processes
- Install Apps
- Manage Documents
- Manage and Troubleshoot Apps

Part 6: Network Configuration
- Basic Network Settings
- Advaced Network Settings
- Troubleshoot Network Issues

Part 7: Network Services
- Manage Network Services
- Host Sharing and the Personal Firewall

Part 8: System Management
- Troubleshoot Peripherals
- Printers and Scanners
- Troubleshoot Startup and System Issues