

macOS Support Essentials 11 - Big Sur

Overview

macOS Support Essentials 11 - Big Sur is a three-day course that teaches the best ways to support macOS Big Sur users. The course includes lectures, demonstrations, group discussions, and hands-on exercises that provide real-world experience.

Who should attend

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

Course outline

- **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
 - 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 Start-up and System Issues