

macOS Support Essentials 12 - macOS Monterey

Overview

macOS Support Essentials 12 - Supporting and troubleshooting macOS Monterey is a three-day course that teaches the best ways to support macOS Monterey 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 Monterey, such as IT professionals, technicians, help desk specialists, and ardent Mac users.

Course outline

• Installation and Configuration

- Introduction to macOS Monterey
- 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