macOS Device and Support Essentials X

Prerequisites: Basic knowledge of Computers

Duration: 4 Days (8 Hrs/Day)

Course Objective: In this course, you will master essential skills for supporting macOS Monterey. From Installation and Configuration to understanding User Accounts, File Systems, Data Management, Apps and Processes, Network Configuration, Network Services, and System Management. Simplifying complex tech concepts, this course aims to empower you to confidently navigate and troubleshoot macOS environments.

Operating System: macOS

Lab Requirement: Bring Your Own Device (BYOD)

Module 1 - 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

Lab: Checking OS update

Lab: Using commands to create installation media

Lab: Checking support page for new changes in the latest macOS version

Lab: Factory reset a macOS

Module 2 - User Accounts

Manage User Accounts

Manage User Home Folders

Manage Security and Privacy

Manage Password Changes

Lab: Creating All types of users

Lab: Removing a user

Lab: Change a user's password

Lab: Accessing user's home directory

Lab: Removing a user's home directory

Module 3 - File Systems

Manage File Systems and Storage

Manage FileVault

Manage Permissions and Sharing

Lab: Use Hidden Items, Shortcuts, and File Archives

Lab: Browsing files and folders inside macOS

Lab: Turning on and off fileVault feature in macOS

Lab: Change permission for a file and a folder

Lab: Share files using AirDrop, mail and other apps in the share sheet.

Module 4 - Data Management

Manage System Resources

Use Metadata, Spotlight, and Siri

Manage Time Machine

Lab: Use Metadata, Spotlight, and Siri

Lab: configure a drive for time machine

Lab: Initiate a time machine backup

Lab: restore a time machine backup

Module 5 - Apps and Processes

Install Apps

Manage Files

Manage and Troubleshoot Apps

Lab: How to install apps from all the sources

Lab: How to view or delete files to save system's resources

Lab: How to use activity monitor

Lab: How to troubleshoot with unresponsive or resource-consuming apps

Module 6 - Network Configuration

Manage Basic Network Settings

Manage Advanced Network Settings

Troubleshoot Network Issues

Lab: How to manage Basic Network Settings

Lab: How to manage Advanced Network Settings

Lab: How to troubleshoot Network Issues

Module 7 - Network Services

Manage Network Services

Manage Host Sharing and Personal Firewall

Lab: How to manage Network Services

Lab: How to manage Host Sharing and Personal Firewall

Module 8 - System Management

Troubleshoot Peripherals

Manage Printers and Scanners

Troubleshoot Start-up and System Issues

Lab: Basic - How to troubleshoot Peripherals

Lab: Basic - How to manage Printers and Scanners

Lab: Basic - How to troubleshoot Start-up and System Issue

Module 9 - Terminal

Basic use of Terminal

Basic commands to work on Terminal

Different flavours of Shells

Lab: How to navigate file system

Lab: How to manage files and folders

Lab: How to manage permissions for files and folders

Module 10 - Setting Up and Restoring iPhone or iPad (Explanation using Pictures and Videos)

Troubleshoot Peripherals

Manage Printers and Scanners

Troubleshoot Start-up and System Issues

Module 11 - Managing Network and Sharing on iPhone and iPad (Explanation using Pictures and Videos)

Troubleshooting Cellular Data

Using Personal Hotspot

Configuring Wi-Fi Settings on iPhone or iPad

Sharing Files with AirDrop on iPhone or iPad

Module 12 - Managing Apps on iPhone or iPad (Explanation using Pictures and Videos)

Troubleshooting Apps on iPhone or iPad