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