

macOS Support Essentials 14 - Sonoma

Duration: 24 Hours (3 Days)

Overview

macOS Support Essentials 14 - Sonoma is a comprehensive three-day course designed to equip you with the skills to support macOS Big Sur users effectively. Through lectures, demonstrations, and hands-on exercises, you'll gain real-world experience in Installation, Account management, File systems, Network configuration, and system troubleshooting. Suitable for IT professionals, technicians, help desk specialists, and serious Mac users, this course teaches you how to configure macOS, manage user accounts, handle File systems, and solve network issues. By the end, you'll be adept at managing system resources, using macOS Recovery, and troubleshooting start-up and system problems. This course ensures you're prepared to tackle real-world challenges, providing practical and essential skills.

Audience Profile

macOS Support Essentials 14 - Sonoma is a comprehensive three-day course designed for individuals who need to efficiently support, troubleshoot, and optimize macOS Big Sur systems.

- Relevant Job Roles and Audience:
- IT Professionals
- System Administrators
- Technical Support Specialists
- Help Desk Technicians
- Network Administrators
- IT Managers
- Technical Consultants
- IT Support Staff
- Ardent Mac Users
- Apple Certified Technicians
- Mac Enthusiasts
- IT Trainers
- Field Service Technicians

Course Syllabus

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

i Installation and Configuration

- i Introduction to macOS
- i Update, Upgrade, or Reinstall macOS
- i Set Up and Configure macOS
- i Use the Command Line

- ï Use macOS Recovery
- ï Update macOS

ï User Accounts

- ï Manage User Accounts
- ï Manage User Home Folders
- ï Manage Security and Privacy
- ï Manage Password Changes

ï File Systems

- ï Manage File Systems and Storage
- ï Manage FileVault
- ï Manage Permissions and Sharing
- ï Use Hidden Items, Shortcuts, and File Archives

ï Data Management

- ï Manage System Resources
- ï Use Metadata, Spotlight, and Siri
- ï Manage Time Machine

ï Apps and Processes

- ï Install Apps
- ï Manage Files
- ï Manage and Troubleshoot Apps

ï Network Configuration

- ï Manage Basic Network Settings
- ï Manage Advanced Network Settings
- ï Troubleshoot Network Issues

ï Network Services

- ï Manage Network Services
- ï Manage Host Sharing and Personal Firewall

ï System Management

- ï Troubleshoot Peripherals
- ï Manage Printers and Scanners
- ï Troubleshoot Start-up and System Issues