macOS Device and Support Essentials X
Duration: 32 Hours (4 Days)

Overview

The macOS Support Essentials 12 course is designed to provide a deep dive into the functionalities and troubleshooting of macOS Monterey. Aimed at support professionals, IT specialists, and avid Mac users, this comprehensive course covers installation, configuration, management, and troubleshooting of macOS systems.Starting with Module 1, learners get to grips with macOS Monterey's installation process, learn how to perform System updates, upgrades, or reinstalls, configure basic system settings, utilize the command line, utilize macOS Recovery, and keep the system updated.As the course progresses through Module 2 to Module 8, it delves into User account management, File system organization, data management, Application handling, Network configuration, Network services, and System management. This includes managing user accounts, securing data with FileVault, working with File permissions, troubleshooting network issues, and resolving peripheral and system start-up problems.By the end of the macOS Support Essentials 12 course, participants will be well-equipped with the knowledge and skills to effectively support and manage macOS Monterey environments, ensuring they can provide expert assistance and maintain smooth operations in a variety of professional scenarios.

Audience Profile

The macOS Support Essentials 12 course is designed for professionals seeking in-depth knowledge of macOS Monterey configuration and troubleshooting.

- IT professionals responsible for deploying and maintaining Macs in a corporate environment
- Technical support personnel
- Systems administrators managing macOS devices
- Help desk specialists
- Apple Certified Support Professionals (ACSPs) looking to update their certification
- Network managers who oversee macOS clients
- Education sector IT administrators and support staff
- Professionals transitioning from Windows to macOS IT support roles
- Service technicians preparing for the AppleCare Mac Technician (ACMT) certification
- Power users seeking to deepen their understanding of macOS features and capabilities

Course Syllabus

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