

macOS Support Essentials Sequoia

Overview

macOS Support Essentials Sequoia 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, such as IT professionals, technicians, help desk specialists, and ardent Mac users.

Course outline

ï Installation and Configuration

- ï Introduction to macOS
- ï Update, Upgrade, or Reinstall macOS
- ï Set Up and Configure macOS
- ï 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