









# Mac OS X Support Essential with Integration Basics 10.11




## Part 1: Installation and Configuration

-  • Install OS X El Capitan
-  • Setup and configuration OS X
-  • Use OS X recovery
-  • Update OS X




## Part 2: User Accounts

-  • User accounts
-  • User home folders
-  • System security
-  • Manage Keychain



## Part 3: File Systems

-  • File systems and storage
-  • Manage File Vault
-  • Manage Permissions and sharing




## Part 4: Network Configuration

-  • Manage Basic Network Settings
-  • Manage Advanced network configuration
-  • Troubleshoot Network Issues



## Part 5: Network Services

-  • Manage Network services
-  • Use Host sharing and personal firewall



## Part 6: System Management

-  • Troubleshoot Peripherals
-  • Manage Print and scan
-  • Troubleshooting Startup and System Issues



## Part 7: Directory Services

-  • Configuring a Mac to Connect to a Network Account Server
-  • Using Network Accounts








## **Part 8: File Sharing**

-  Connecting to File Servers
-  Personal File Sharing



## **Part 9: Email, Contacts, and Calendars**

-  Managing Internet Accounts preferences
-  Adding accounts in Mail, Contacts, and Calendars




## **Part 10: Security**

-  Built-in security features
-  Creating strong passwords
-  Using two-factor authentication
-  Setting a firmware password
-  Creating user accounts
-  Protecting start-up disk files
-  Providing network security




## **Part 11: Instant Messaging**

-  Configuring Messages
-  Adding accounts

## **Part 12: Moving and Backing Up Content**

-  Moving content
-  Migration Assistant
-  Backing up data with Time Machine

## **Part 13: Running Windows on a Mac**

-  Running Windows natively or virtually
-  Using cross-platform apps
-  Using cross-platform files