



macOS Support Essentials 15

For people who manage computer networks or computer labs that run macOS, and people who support Mac users.



Course outline
Duration: 3 days



Overview:

macOS Support Essentials 15 is a three-day course that teaches the best ways to support macOS Sequoia users. The course includes lectures, demonstrations, group discussions and hands-on exercises that provide real-world experience.



Audience:

Whether you're an experienced system administrator or you just want to dig deeper into macOS, you'll learn to update, upgrade, reinstall, configure, maintain, diagnose and troubleshoot macOS Sequoia.

This course is for anyone who needs to support, troubleshoot, or optimise macOS Sequoia, such as IT professionals, technicians, help desk specialists, and ardent Mac users.



Prerequisite:

Recommended knowledge

- macOS familiarity
- Basic computer navigation skills



Course Objectives:

After you've completed the guide, you should be able to:

- Explain how macOS Sequoia works
- Explain the best practices for updating, upgrading, reinstalling, configuring and using macOS Sequoia
- Explain macOS Sequoia troubleshooting and repair procedures
- Use appropriate tools and techniques in macOS Sequoia to diagnose and resolve issues



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Course Topics:

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 & Lockdown Mode
- Manage Permissions and Sharing
- Use Hidden Items, Shortcuts and File Archives

Data Management

- Manage System Resources
- Use Metadata and Spotlight Search
- Apple Intelligence & 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 Startup and System Issues

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