



macOS Support Essentials 11

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

macOS Support Essentials 11 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.

Duration: 3 Days
Cost: R11,999.00
Code: #APL-MAC101-111-ZA

Course Objectives:

- How to use macOS Big Sur tools and resources to troubleshoot macOS Big Sur
- macOS Big Sur features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 11 certification

Prerequisite:

Recommended knowledge

- macOS familiarity
- Basic computer navigation skills
- Any prior Apple experience will be an advantage

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

Data Management

- Manage System Resources
- Use Metadata, Spotlight, and 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

Course Details:

Duration:

Cost: R11,999.00 - Includes digital course material and refreshments. (Cost of exam is excluded.)

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