macOS Support Essentials 13

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

macOS Support Essentials 13 is a three-day course that teaches the best ways to support macOS Ventura users. The course includes lectures, demonstrations, group discussions and hands-on exercises that provide real-world experience.

Duration: 3 Days
Incl Support Essentials for macOS 12 textbook

Premium
Reseller

Course Objectives:

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

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

Prerequisite:

Recommended knowledge

- macOS familiarity
- Basic computer navigation skills

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 Ventura.

- Anyone who needs to support, troubleshoot, or optimize macOS Ventura, such as IT professionals, technicians, help desk specialists, and ardent Mac users.

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, 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: 3 Days
Code: #APL-MAC101-112-ZA

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