

Apple Support Course

About this course

This specific course aims to equip IT professionals with the skills, knowledge and toolset needed to support and troubleshoot your organisation's Apple devices. If you are a part of the Apple Channel this course is also highly relevant. The tools and services used to support Mac, iPhone, and iPad users, such as system administration, troubleshooting and underlying technologies, will all be covered in this course and through guided exercises.

To gain the Apple Certified Support Professional digital badge, you must pass the exam by the end of the course. As the exam is based on iOS 16, iPadOS 16, and macOS Sonoma, this course will thoroughly guide you through the systems. To find out more about how to prepare for the exam, we refer you to the Exam Preparation Guide.

Format and duration

This course can be delivered in two ways, either as a 2-day on-site instructor led training or as a 4-module virtual training. In both cases the training will consist of interactive exercises, discussions, demonstrations and lectures.

Audience

Anyone supporting Mac, iPhone, and iPad users. Anyone advising customers within usage and best practice setup of Apple devices. However, this course is not an introductory course. Familiarity with using Mac is beneficial.

[Topics in Detail >>](#)

Apple Support Course

Topics in Detail

1. Setting Up and Restoring iPhone or iPad

- Backing Up iPhone or iPad
- Moving to a New iPhone or iPad
- Restoring iPhone or iPad to Factory Settings
- Restoring iPhone or iPad from a Backup
- Reviving iPhone or iPad Using Apple Configurator
- Backing Up and Restoring Using Apple Configurator

2. Managing Network and Sharing on iPhone or iPad

- Troubleshooting Cellular Data
- Using Personal Hotspot
- Configuring Wi-Fi Settings on iPhone or iPad
- Sharing Files with AirDrop on iPhone or iPad

3. Managing Apps on iPhone or iPad

- Troubleshooting Apps on iPhone or iPad

4. Managing Privacy and Security on iPhone or iPad

- Resolving Apple ID Password Issues
- Managing Privacy on iPhone or iPad
- Using Find My on iPhone or iPad

5. Using Diagnostics on iPhone or iPad

- Using Sysdiagnose to Troubleshoot iOS or iPadOS

6. Setting Up and Restoring Mac

- Troubleshooting Mac Startup Issues
- Restoring a Mac to Factory Settings
- Moving to a New Mac
- Resetting Login Passwords
- Managing Login Keychains

7. Managing Network and Sharing on Mac

- Troubleshooting Network Connectivity on Mac
- Troubleshooting Wi-Fi Connectivity on Mac
- Sharing Files with AirDrop on Mac

8. Managing Privacy and Security on Mac

- Turning On FileVault
- Managing Privacy on Mac
- Managing Mac Sharing Preferences
- Using Find My on Mac

9. Using Diagnostics on Mac

- Using Activity Monitor
- Using Console
- Continuing Your Learning

10. Planning for the Exam (Optional)

- Preparing for the Exam
- Reviewing the Learning Objectives
- Practicing with Sample Questions