macOS Support Course

About this course

This macOS Support course is for IT Helpdesk. It is the essential in-depth macOS course for anyone who needs to support, troubleshoot, or optimise macOS Sonoma, such as IT professionals, technicians, help desk specialists, and ardent Mac users. You will find in-depth, step-by-step instructions on everything from upgrading, updating, reinstalling and configuring macOS Sonoma to setting-up network services.

Format and duration

Lectures, demonstrations, discussions and interactive exercises - delivered virtually, in a classroom, or on-site. Exact duration and content can be agreed based on your requirements.

Audience

Anybody who wants to dig deep into macOS, or who supports Mac users. Those wishing to sit the 2023 ACSP (Apple Certified Support Professional) exam can also attend this course along with the accompanying two-day iOS Support course to be fully prepared.

Topics in Detail >>

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Topics in Detail

1. 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

2. User Accounts
- Manage User Accounts
- Manage User Home Folders
- Manage Security and Privacy
- Manage Password Changes

3. File Systems
- Manage File Systems and Storage
- Manage FileVault
- Manage Permissions and Sharing
- Use Hidden Items, Shortcuts, and File Archives

4. Data Management
- Manage System Resources
- Use Metadata, Spotlight, and Siri
- Manage Time Machine

5. Apps and Processes
- Install Apps
- Manage Files
- Manage and Troubleshoot Apps

6. Network Configuration
- Manage Basic Network Settings
- Manage Advanced Network Settings
- Troubleshoot Network Issues

7. Network Services
- Manage Network Services
- Manage Host Sharing and Personal Firewall

8. System Management
- Troubleshoot Peripherals
- Manage Printers and Scanners
- Troubleshoot Startup and System Issues

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