Course Outline

macOS Support Essentials

Course Summary

Description

macOS Support Essentials 10.13 teaches the best ways to support macOS High Sierra users. The course includes instructor presentations, demonstrations, group discussions, and hands-on exercises that provide real-world experience, and is ideal for anyone who manages computer networks or computer labs that run macOS. Attendees will learn how to use macOS High Sierra tools and resources to troubleshoot macOS High Sierra

Topics

- Installation and Configuration
- User Accounts
- File Systems and Storage
- Data Management
- Apps and Processes
- Network Configuration
- Network Services
- System Management

Prerequisite

Basic knowledge of a Mac or PC computer or some knowledge of a Mac Computer or an iOS device is helpful.

Duration

Three Days

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I. *Installation and Configuration*
   A. Update, Upgrade, and Reinstall macOS High Sierra
   B. Set Up and Configure macOS
   C. Use the Command-Line Interface
   D. Use macOS Recovery

II. *User Accounts*
   A. Manage User Accounts
   B. Manage User Home Folders
   C. Manage macOS Security
   D. Manage Password Changes with Keychain

III. *File Systems and Storage*
   A. Manage File Systems and Storage
   B. Manage Encryption with FileVault
   C. Manage Permissions and Sharing

IV. *Data Management*
   A. Use Hidden Items, Shortcuts, and File Archives
   B. Manage System Resources
   C. Use Metadata and Spotlight
   D. Manage Time Machine

V. *Apps and Processes*
   A. Install Apps
   B. Manage Documents
   C. Manage and Troubleshoot Apps

VI. *Network Configuration*
   A. Manage Basic Network Settings
   B. Manage Advanced Network Settings
   C. Troubleshoot Network Issues

VII. *Network Services*
   A. Manage Network Services
   B. Manage Host Sharing and the Personal Firewall

VIII. *System Management*
   A. Troubleshoot Peripherals
   B. Manage Printers and Scanners
   C. Troubleshoot Startup and System Issues