

macOS Support Essentials 10.14 Exam

Course Summary

Description

Apple Certified Support Professional (ACSP) certification verifies an understanding of OS X core functionality and an ability to configure key services, perform basic troubleshooting, and support multiple users with essential OS X capabilities.

Candidates may earn ACSP certification by passing the macOS Support Essentials 10.14 Exam.

Objectives

After taking this course, students will learn macOS Support Essentials 10.14 exam details:

- There are five unscored demographic questions. You have 5 minutes to complete them.
- There are 80 scored technical questions. You have 120 minutes to complete them.
- The exam uses a random pool of multiple-choice and interactive-media questions.
- A passing score is 75 percent. Scores aren't rounded.
- Details on exam scoring are at Training and Certification: Exam and Certification Questions.
- You may not access any resources or references during the exam.

Audience

ACSP certification is designed for the help desk professional, technical coordinator, or power user who supports OS X users, manages networks, or provides technical support for the Mac.

Prerequisite

The following exam preparation is recommended:

- Gain experience with OS X – There is no substitute for time spent learning the technology. After you read the book or take the class, spend time increasing your familiarity with OS X to ensure your success on the certification exam
- Complete the Sierra 101: macOS Support Essentials 10.13 course
- Review the objectives and questions in the macOS Support Essentials 10.14 Exam Preparation Guide

Duration

Two Days