

macOS Support Essentials 10.14 (Mojave)

Course Summary

Description

macOS Support Essentials 10.14 is a three-day course that teaches the best ways to support macOS Mojave users. The course includes lectures, demonstrations, group discussions, and hands-on exercises that provide real-world experience.

Objectives

After taking this course, students will learn:

- How to use macOS Mojave tools and resources to troubleshoot macOS Mojave
- macOS Mojave features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 10.14 certification

Topics

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

Audience

- People who manage computer networks or computer labs that run macOS
- People who support Mac users

Prerequisite

Recommended knowledge:

- macOS knowledge
- Basic computer navigation skills

Duration

Three Days

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Course Outline

I. *Installation and Configuration*

Update, upgrade, and reinstall macOS Mojave. Set up and configure macOS on an individual Mac. It introduces the command-line interface and macOS Recovery.

II. *User Accounts*

Manage user accounts, user home folders, macOS security and password changes.

III. *File Systems and Storage*

Manage file systems, storage, encryption, permissions, and file sharing.

IV. *Data Management*

Use hidden items, shortcuts, file archives, metadata, and Spotlight. Manage system resources and Time Machine.

V. *Apps and Processes*

Install, manage, and troubleshoot apps. Manage documents.

VI. *Network Configuration*

Manage basic and advanced network settings. Troubleshoot network issues.

VII. *Network Services*

Manage network services, host sharing, and a personal firewall.

VIII. *System Management*

Manage printers and scanners. Troubleshoot peripherals, startup, and other system issues.