

## Apple MAC Technician

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### Course Summary

#### Description

The AMT course is a 4-day course that enables participants to troubleshoot and repair Mac computers. Interactive discussions and optional hands-on exercises guide participants through macOS setup, maintenance, features, and associated services. Participants also learn how to troubleshoot macOS and Mac hardware and perform repairs on Mac computers. Participants' knowledge and skills are tested and reinforced by working through real-world scenarios and optional hands-on labs.

#### Objectives

At the end of this course, students will be able to:

- Use Disk Utility to prepare a volume for macOS and describe the macOS installation process using both the Mac App Store and macOS Recovery
- Identify the proper methods to migrate data from one Mac to another using the data migration tools in macOS
- Identify the power states of a Mac running macOS, and describe how to troubleshoot power states on Mac models that don't have a sleep indicator light
- Explain how to maximize the battery life of an Apple product in a way that a customer can understand
- Identify the different types of accounts in macOS and describe the capabilities of those accounts, including keychain and password options
- Identify and describe various security settings for macOS, including Gatekeeper, FileVault 2, Firewall, Firmware (EFI) password, location service settings, and more
- Describe how to use Time Machine in macOS to create, restore, and manage a secure backup for a customer
- Describe how to configure and use macOS features, such as Spotlight and Mission Control
- Use System Preferences in macOS and Apple accessories to configure a wired or Wi-Fi connection to an existing network and securely share data over that network Use tools in macOS to configure online services, such as an Apple ID account, iCloud, Mail, and Continuity
- Troubleshoot, evaluate, and isolate a given issue with a Mac to learn how to resolve it Given an isolated issue, categorize it as hardware (including accidental damage), software, or environmental, or as an educational opportunity
- Identify the online resources necessary to ensure that a given Mac model is serviced properly and safely

#### Topics

- macOS Setup and Maintenance
- macOS User Accounts
- macOS Security
- macOS File System
- macOS Permissions
- Time Machine
- Power Management macOS Networks
- macOS Troubleshooting Tools
- Troubleshooting Startup Issues Mac Troubleshooting
- Repairing all Macs
- Servicing Macs

#### Audience

This FMC-custom designed course is intended for anyone wishing to advance their skills in troubleshooting and repairing macOS devices. All repair demonstrations will be live online using multi cameras illustrating the details of each repair. Students will have the option to do optional lab work at home.

#### Prerequisites

There are no prerequisites for this course.

#### Duration

Four days