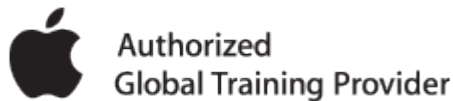


macOS Support Essentials 10.14 (Mojave)



Course #: APL-mac101-140-CA

Duration: 3 Days

Price: 2,100.00 - 2,270.00 CAD

Course 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

What you'll 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
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Audience

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

Recommended knowledge:

- macOS knowledge
 - Basic computer navigation skills
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Topics

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.

User Accounts

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

File Systems and Storage

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

Data Management

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

Apps and Processes

Install, manage, and troubleshoot apps. Manage documents.

Network Configuration

Manage basic and advanced network settings. Troubleshoot network issues.

Network Services

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

System Management

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