

APL-MAC101-120: macOS Support Essentials 10.12 (Sierra 101)

macOS Support Essentials 10.12 is a 3-day course that gives you a tour of macOS Sierra and describes the best ways to support macOS Sierra users. The course includes lectures and hands-on exercises that provide real-world experience. The course takes you deep inside macOS Sierra, offering in-depth, step-by-step guidance on everything from installing and configuring Sierra to managing networks and system administration. Through practical, hands-on lessons, you'll learn how to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more: all you need to professionally support macOS Sierra and systematically prepare for Apple Certified Support Professional (ACSP) 10.12 certification or recertification.



Interface Technical Training is proud to announce that as an Apple Authorized Training Provider, we now have the opportunity to provide Apple Authorized training via LearnQuest. Apple has named LearnQuest its Authorized Global Training Provider, and our unique training partnership allows us to bring you the latest Apple courses.

AUDIENCE

This course is intended for:

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

PREREQUISITES

- » macOS knowledge
- » Basic computer navigation skills
- » Each student will need to setup two (2) computers in order to take the class virtually. The first can be a PC, tablet or Mac. The second computer must be a Mac and you will need the software (and version) being taught in the course already installed on your computer. This setup will allow virtual students to view the presentation on one computer and do support exercises on the other one.

WHAT YOU WILL LEARN

Upon completion of the macOS Support Essentials 10.12 (Sierra 101) course, students will be able to:

- » Use macOS Sierra tools and resources to troubleshoot macOS Sierra
- » Understand macOS Sierra features and functionality, including how to find more information about macOS Sierra
- » Prepare for Apple Certified Support Professional (ACSP) 10.12 certification

"A+++ Interface deserves a higher rating. I thank you and will be back!"

Interface Student
Phoenix, AZ

\$1885.00

• 3-day course

QUESTIONS?
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COURSE OUTLINE

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Part 1: Installation and Configuration

- » Install macOS Sierra
- » Set Up and Configure macOS Reference
- » Use macOS Recovery
- » Update macOS Software

Part 2: User Accounts

- » Manage User Accounts
- » Manage User Home Folders
- » Manage Security and Privacy
- » Manage User Account Passwords

Part 3: File Systems

- » Manage File Systems and Storage
- » Manage FileVault
- » Manage Permissions and Sharing
- » Use Hidden Items, Shortcuts, and File Archives

Part 4: Data Management

- » Manage System Resources
- » Use Metadata and File Search Technologies
- » Manage Time Machine
- » Install Applications

Part 5: Applications and Processes

- » Manage Documents
- » Manage and Troubleshoot Applications
- » Manage Basic Network Settings

Part 6: Network Configuration

- » Manage Advanced Network Settings
- » Troubleshooting Network Issues
- » Manage Network Services

Part 7: Network Services

- » Manage Host Sharing and Personal Firewall
- » Troubleshoot Peripherals

Part 8: System Management

- » Manage Printers and Scanners
- » Troubleshoot Startup and System Issues
- » System Troubleshooting