



Sierra 101: macOS Support Essentials 10.12

Course Description:

macOS Support Essentials 10.12 is a three-day course that describes the best ways to support macOS Sierra users.

The course includes lectures and hands-on exercises that provide real-world experience.



Duration: 3 days

Time: 9am - 5pm

Curriculum: Includes Apple Training Book

Who Should Attend?

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

What will you learn?

- How to use macOS Sierra tools and resources to troubleshoot macOS Sierra
- macOS Sierra features and functionality, including how to find more information about macOS Sierra
- How to prepare for Apple Certified Support Professional (ACSP) 10.12 certification

Prerequisites

- OS X knowledge and basic computer navigation skills

Certification

- Demonstrate your knowledge by passing the macOS Support Essentials 10.12 exam and earning the Apple Certified Support Professional 10.12 certification.

To register for an exam

1. Register for a Tech ID.
2. Call MC Services at 262-522-6950 locally or toll free 800-453-8106 to register for your exam

Course Outline

Part 1: Installation and Configuration

- Install macOS Sierra
- Setup and Configure macOS
- Use macOS Recovery
- Update macOS Software

Part 2: User Accounts

- User Accounts
- User Home Folders
- System Security
- Manage Keychain Access

Part 3: File Systems

- File Systems and Storage
- FileVault
- Permissions and Sharing

Part 4: Data Management

- Hidden Items, Shortcuts, and File Archives
- Manage System Resources
- Metadata and Spotlight
- Time Machine

Part 5: Applications and Processes

- Application Installation
- Document Management
- Application Management and Troubleshooting

Part 6: Network Configuration

- Network Essentials
- Advanced Network Configuration
- Network Troubleshooting

Part 7: Network Services

- Network Services
- Host Sharing and Personal Firewall

Part 8: System Management

- Peripherals and Drivers
- Print and Scan
- System Troubleshooting