



macOS Support Essentials 10.13 (High Sierra 101)

This macOS Support Essentials 10.13 course is designed to provide students with a three-day course that describes the best ways to support macOS High Sierra users. The course includes lectures and hands-on exercises that provide real-world experience.

Who should attend

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

Objectives

- How to use macOS Sierra tools and resources to troubleshoot macOS High Sierra
- macOS High Sierra features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 10.13 certification

Topics

Part 1: Installation and Configuration

- Update, Upgrade, and Reinstall macOS High Sierra
- Set Up and Configure macOS
- Use the Command-Line Interface
- Use macOS Recovery

Part 2: User Accounts

- Manage User Accounts
- Manage User Home Folders
- Manage macOS Security
- Manage Password Changes with Keychain Access

Part 3: File Systems and Storage

- Manage File Systems and Storage
- Manage Encryption with FileVault
- Manage Permissions and Sharing

Part 4: Data Management

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

Part 5: Apps and Processes

- Install Apps
- Manage Documents
- Manage and Troubleshoot Apps

Part 6: Network Configuration

- Manage Basic Network Settings
- Manage Advanced Network Settings
- Troubleshoot Network Issues

Part 7: Network Services

- Manage Network Services
- Manage Host Sharing and the Personal Firewall

Part 8: System Management

- Troubleshoot Peripherals
- Manage Printers and Scanners
- Troubleshoot Startup and System Issues