



## macOS Support Essentials 10.15

macOS Support Essentials 10.15 is a three-day course that teaches the best ways to support macOS Catalina users. The course includes lectures, demonstrations, group discussions, 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

### What You'll Learn

- How to use macOS Catalina tools and resources to troubleshoot macOS Catalina
- macOS Catalina features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 10.15 certification

### Prerequisites

- macOS familiarity
- Basic computer navigation skills

### Course Outline

#### Installation and Configuration

- Participants update, upgrade, and reinstall macOS Mojave, then set up and configure macOS on an individual Mac. Participants are introduced to the command-line interface and macOS Recovery.

#### User Accounts

- Participants learn to manage user accounts and user home folders. They also learn about macOS security and password changes.

#### File Systems and Storage

- Participants learn to manage file systems, storage, encryption, permissions, and file sharing.

#### Data Management

- Participants use hidden items, shortcuts, file archives, metadata, and Spotlight. They also learn to manage system resources and Time Machine.

#### Apps and Processes

- Participants install, manage, and troubleshoot apps, and manage documents.

#### Network Configuration

- Participants manage basic and advanced network settings and troubleshoot network issues.

#### Network Services

- Participants manage network services, host sharing, and a personal firewall.

#### System Management

- Participants manage printers and scanners, then troubleshoot peripherals, startup, and other system issues.