

# macOS Support Essentials 11 (Big Sur)

## Course Description

### Overview

macOS Support Essentials 11 is a three-day course that teaches the best ways to support macOS Big Sur 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 Big Sur tools and resources to troubleshoot macOS Big Sur
- macOS Big Sur features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 11 certification

### Recommended knowledge

- macOS familiarity
- Basic computer navigation skills

### Course outline

#### Installation and Configuration

Participants learn to update, upgrade, and reinstall macOS Big Sur, 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 management.

#### 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.

#### Resources

The primary reference for this course is macOS Support Essentials 11: Supporting and Troubleshooting macOS Big Sur by Arek Dreyer and Adam Karneboge