

macOS Support Essentials 12 (Monterey)

Course Description

Overview

macOS Support Essentials 12 is a three-day course that teaches the best ways to support macOS Monterey 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 Monterey tools and resources to troubleshoot macOS Monterey
- macOS Monterey features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 12 certification

Recommended knowledge

- macOS familiarity
- Basic computer navigation skills

Course outline

Installation and Configuration

Participants learn to update, upgrade, and reinstall macOS Monterey, 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 12: Supporting and Troubleshooting macOS Monterey by Benjamin Levy and Adam Karneboge with Steve Leebove