

Szkolenie: Apple
macOS Support Essentials 10.15 (Catalina)



DOSTĘPNE TERMINY

2021-05-17 | 3 dni | Wirtualna sala *(Termin gwarantowany)*

Cel szkolenia:

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.

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

Audience:

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

Plan szkolenia:

- Installation and Configuration
 - Participants learn to update, upgrade, and reinstall macOS Catalina, 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.

Wymagania:

Recommended knowledge:

- macOS familiarity
- Basic computer navigation skills

Poziom trudności



Certyfikaty:

The participants will obtain **certificates** signed by **Apple**.

Prowadzący:

Authorized Apple Trainer.