3 Days

El Capitan - OS X Support Essentials 10.11

El Capitan 101 OS X Support Essentials 10.11 training is a three-day course that provides relevant exposure to participants about OS X El Capitan and teaches the best ways to support OS X El Capitan users. The course also includes lectures and hands-on exercises that provide real-world experience.

This course will systematically prepare individuals for Apple Certified Support Professional (ACSP) 10.11 certification or recertification.

For Students Enrolled in a Virtual Class:

Each participant will need to set up two (2) computers in order to take the class virtually.

1. The first can be a PC, tablet or Mac.
2. The second computer should be a Mac and you will need the software (and version) being taught in the course already installed on your computer.

This setup will allow virtual participants to view the presentation on one computer and do support exercises on the other one.

Completion of this training course will enable candidates in:

- Troubleshooting the OS X El Capitan process
- Using OS X El Capitan tools and resources to troubleshoot OS X El Capitan
- Deploying OS X El Capitan features and functionality, including how to find more information about OS X El Capitan's
- Preparing for Apple Certified Support Professional (ACSP) 10.11 certification

Course Details

Course Outline

Part 1: Installation and Configuration

- Installing OS X El Capitan

- Setting up and Configuration
- OS X Recovery
- OS X Software Updates

Part 2: User Accounts

- Describe User Accounts
- Explore User Home Folders
- Define System Security
- Keychain Management

Part 3: File Systems

- FileVault
- File Systems and Storage
- File System Troubleshooting
- Permissions and Sharing

Part 4: Data Management

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

Part 5: Applications and Processes

- Document Management
- Application Installation
- Application Management and Troubleshooting

Part 6: Network Configuration

- Advanced Network Configuration
- Network Essentials
- Network Troubleshooting

Part 7: Network Services

- Host Sharing and Personal Firewall
- Network Services

Part 8: System Management

- Peripherals and Drivers
- Print and Scan
- System Troubleshooting

Who Should Attend

OS X Support Essentials 10.11 Training Course is intended for:

- Technical Coordinators
- Technology Specialists
- Technical Support Personnel
- Service Technicians
- Help Desk Specialists
- Power Users
- Teachers

who support Mac users or manage computer networks or computer labs that run OS X in education or business organizations.

Pre Requisite

- Knowledge of MacOS
- Basic computer navigation skills

Exams

Professional Level Exam Voucher (Apple) [Apple Certified Support Professional]

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