3 Days

macOS Support Essentials 10.12 (SIERRA 101)

The macOS Support Essentials 10.12 three-day course provides knowledge of macOS Sierra, offering in-depth, step-by-step guidance on all the functionalities from installing and configuring Sierra to managing networks and system administration.

Through a combination of lectures and hands-on exercises that provide real-world experience, this training will teach participants the best ways to support macOS Sierra users. Participants will learn how to set up users, configure system preferences, manage security and permissions, use diagnostic and repair tools, troubleshoot peripheral devices, and more.

This course will systematically prepare individuals for Apple Certified Support Professional (ACSP) 10.12 certification or recertification.

For Students Enrolled in a Virtual Class: Each participant will need to sset uptwo (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 students to view the presentation on one computer and do support exercises on the other one.

Completion of this training course will enable candidates in:

- Understanding macOS Sierra features and functionality, including how to find more information about macOS Sierra
- Using macOS Sierra tools and resources to troubleshoot macOS Sierra
- Preparing for Apple Certified Support Professional (ACSP) 10.12 certification

Course Details

Course Outline

Part 1: Installation and Configuration

- Installing macOS Sierra
- Setting Up and Configure macOS Reference
- Using macOS Recovery
- Updating macOS Software

Part 2: User Accounts

- Managing User Accounts
- Managing User Home Folders
- Managing Security and Privacy
- Managing User Account Passwords

Part 3: File Systems

- Managing File Systems and Storage
- Managing FileVault
- Managing Permissions and Sharing
- Using Hidden Items, Shortcuts, and File Archives

Part 4: Data Management

- Managing System Resources
- Using Metadata and File Search Technologies
- Managing Time Machine
- Install Applications

Part 5: Applications and Processes

- Managing Documents
- Managing and Troubleshoot Applications
- Managing Basic Network Settings

Part 6: Network Configuration

- Managing Advanced Network Settings
- Troubleshooting Network Issues
- Managing Network Services

Part 7: Network Services

- Managing Host Sharing and Personal Firewall
- Troubleshooting Peripherals

Part 8: System Management

- Managing Printers and Scanners
- Troubleshooting Startup and System Issues
- System Troubleshooting

Who Should Attend

The macOS Support Essentials 10.12 Apple Training Course is intended for:

- Professionals who are managing computer networks or computer labs that run macOS
- Professionals who are supporting Mac users

Pre Requisite

- Knowledge of macOS
- Basic computer navigation skills

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