



## Apple Device Support



This course is designed to give you a tour of the breadth of functionality of macOS and the best methods for effectively supporting users of macOS systems. The course is a combination of lectures and hands-on case study exercises that provide practical real-world experience.

### Audience

- Help desk specialists, technical coordinators, service technicians, and others who support Mac users
- Technical support personnel in businesses that use Macs for general productivity or creative design
- Technical coordinators or power users who manage networks of computers running macOS

### What You Will Learn

- The troubleshooting process and how to become more efficient with available tools and resources
- macOS features in depth, including how to find additional information

Recommended knowledge: Students should have the following prerequisite knowledge prior to attending this course:

- Basic macOS knowledge
- Basic troubleshooting experience

### Objectives

#### iPhone & iPad

##### Backing Up iPhone / iPad

- Moving to a New iPhone or iPad
- Restoring iPhone or iPad to Factory Settings
- Restoring iPhone or iPad from a Backup
- Reviving iPhone or iPad Using Apple Configurator
- Backing Up and Restoring Using Apple Configurator

##### Managing Network and Sharing on iPhone or iPad

- Troubleshooting Cellular Data
- Using Personal Hotspot
- Configuring Wi-Fi Settings on iPhone or iPad
- Sharing Files with AirDrop on iPhone or iPad



#### Managing Apps on iPhone or iPad

- Troubleshooting Apps on iPhone or iPad

#### Managing Privacy and Security on iPhone or iPad

- Resolving Apple Account Password Issues
- Managing Privacy on iPhone or iPad
- Using Find My on iPhone or iPad

#### Using Diagnostics on iPhone or iPad

- Using Sysdiagnose to Troubleshoot iOS or iPadOS

#### Mac

##### Setting Up and Restoring Mac

- Troubleshooting Mac Startup Issues
- Restoring a Mac to Factory Settings
- Moving to a New Mac
- Resetting Login Passwords
- Managing Login Keychains

##### Managing Network and Sharing on Mac

- Troubleshooting Network Connectivity on Mac
- Troubleshooting Wi-Fi Connectivity on Mac
- Sharing Files with AirDrop on Mac

##### Managing Privacy and Security on Mac

- Turning On FileVault
- Managing Privacy on Mac
- Managing Mac Sharing Settings
- Using Find My on Mac

##### Using Diagnostics on Mac

- Using Activity Monitor
- Using Console

