



## Training and Certifications

# macOS Support Essentials 10.14

macOS Support Essentials 10.14 is a three-day course that teaches the best ways to support macOS Mojave 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

### Objectives

- How to use macOS Mojave tools and resources to troubleshoot macOS Mojave
- macOS Mojave features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 10.14 certification

### Recommended Knowledge

- iOS familiarity
- Basic iOS device navigation skills

### Agenda

#### **Installation and Configuration**

Participants update, upgrade, and reinstall macOS Mojave, 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 changes.

#### **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.

For more information about class scheduling and pricing, email us at: [training@hcsonline.com](mailto:training@hcsonline.com)