# macOS Support Essentials 11

macOS Support Essentials 11 is a three-day course that teaches the best ways to support macOS Big Sur 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 Big Sur tools and resources to troubleshoot macOS Big Sur
- macOS Big Sur features and functionality, including how to find more information
- How to prepare for Apple Certified Support Professional (ACSP) 11 certification

## Recommended Knowledge

- iOS familiarity
- Basic iOS device navigation skills

## Agenda

**Installation and Configuration**

Participants update, upgrade, and reinstall macOS Big Sur, 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