

# OSX Support Essentials



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This 2-day course is detailed, practical and hands-on which is the best way of studying for, and achieving, formal support for Apple's MacOS operating system and includes a huge amount of critical knowledge for Apple IT support professionals. Take a look at the 'What you'll learn'.

## Prerequisites

Please note that although this is an introductory course, a certain amount of prior knowledge will greatly enhance the effectiveness of the course.

The course runs from 9.30 am to approximately 4.30 pm.  
Duration: 2 days.

## Installation and Configuration

- Install OS X El Capitan
- Setup and Configuration
- OS X Recovery
- OS X Software Updates

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## User Accounts

- User Accounts
- User Home Folders
- System Security
- Keychain Management

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## File Systems

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

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## Data Management

- Hidden Items, Shortcuts, and File Archives
- System Resources
- Metadata and Spotlight
- Time MachinePart 5: Applications and Processes
- Application Installation
- Document Management
- Application Management and Troubleshooting

## Network Configuration

- Network Essentials
- Advanced Network Configuration
- Network Troubleshooting

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## Network Services

- Network Services
- Host Sharing and Personal Firewall

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## System Management

- Peripherals and Drivers
- Print and Scan
- System Troubleshooting

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