El Capitan 101

OS X Support Essentials 10.11

Course Description

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El Capitan 101 OS X Support Essentials 10.11 is a three-day course that gives you a tour of OS X El Capitan and covers the best ways to support OS X El Capitan users. The course includes lectures and hands-on exercises that provide real-world experience.

Who should attend

• Help desk specialists, technical coordinators, technical support personnel, service technicians, technology specialists, power users, teachers, and others who support Mac users in education or business organizations

• Technical coordinators, teachers, or power users who manage computer networks or computer labs that run OS X

What you'll learn

• The OS X El Capitan troubleshooting process

• How to use OS X El Capitan tools and resources to troubleshoot OS X El Capitan

• OS X El Capitan features and functionality, including how to find more information about OS X El Capitan

• How to prepare for Apple Certified Support Professional (ACSP) 10.11 certification

Prerequisites

OS X knowledge and basic computer navigation skills

Course Outline

Part 1: Installation and Configuration

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

Part 2: User Accounts

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

Part 3: File Systems

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

Part 4: Data Management

- Hidden Items, Shortcuts, and File Archives
- System Resources
- Metadata and Spotlight
- Time Machine

Part 5: Applications and Processes

- Application Installation
- Document Management
- Application Management and Troubleshooting

Part 6: Network Configuration

- Network Essentials
- Advanced Network Configuration
- Network Troubleshooting

Part 7: Network Services

- Network Services
- Host Sharing and Personal Firewall

Part 8: System Management

- Peripherals and Drivers
- Print and Scan
- System Troubleshooting

How to register

Check the training schedule for a list of courses available at one of the worldwide Apple Authorized Training Centers.

Get certified

Demonstrate your knowledge by passing the OS X Support Essentials 10.11 exam and earning Apple Certified Support Professional (ACSP) 10.11 certification.

Learning options

The book for this course is *OS X Support Essentials 10.11: Supporting and Troubleshooting OS X El Capitan* by Kevin M. White and Gordon Davisson. Use coupon code PP-APL-DISC to save 30 percent.