



# Yosemite 101

## OS X Support Essentials 10.10

OS X Yosemite Support Essentials is a three-day course that gives you a tour of OS X Yosemite and covers the best ways to support OS X Yosemite 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 educational 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 Yosemite troubleshooting process
- How to use OS X Yosemite tools and resources to troubleshoot OS X Yosemite
- OS X Yosemite features and functionality, including how to find more information about OS X Yosemite
- How to prepare for Apple Certified Support Professional (ACSP) 10.10 certification

### Prerequisites

- OS X knowledge and basic computer navigation skills

### Course Outline

#### Part 1: Installation and Configuration

- Install OS X Yosemite
- 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 10.10 exam and earning [Apple Certified Support Professional](#) (ACSP) 10.10 certification.

## Learning Options

The book for this course is [OS X Support Essentials 10.10: Supporting and Troubleshooting OS X Yosemite](#) by Kevin M. White and Gordon Davisson. Use coupon code PP-APL-DISC to save 30 percent.