

---

# Monterey – macOS Support Essentials 12

## Description

This 3-day Apple course “macOS Support Essentials 12” is a top-notch primer for anyone who needs to support, troubleshoot, or optimize macOS Monterey, such as IT professionals, technicians, help desk specialists, and ardent Mac users. This is the only Apple Pro Training Series course that covers Monterey. Students will find in-depth, step-by-step instructions on everything from upgrading, updating, reinstalling and configuring macOS Monterey to setting-up network services like the Content Caching service.

## Course Content

### Module 1: Installation and Configuration

- Install and Update macOS
- Set Up and Configure
- Use the Command Line
- Use macOS Recovery

### Module 2: User Accounts

- Manage User Accounts
- Manage User Home Folders
- Manage Security and Privacy
- Manage Password Changes

### Module 3: File Systems

- Manage File Systems and Storage
- Manage FileVault
- Manage Permissions and Sharing
- Use Hidden Items, Shortcuts, and File Archives

### Module 4: Data Management

- Manage System Resources
- Use Metadata, Spotlight, and Siri
- Manage Time Machine

### Module 5: Apps and Processes

- Install Apps
- Manage Files
- Manage and Troubleshoot Apps

### Module 6: Network Configuration

- Manage Basic Network Settings
- Manage Advanced Network Settings
- Troubleshoot Network Issues

### Module 7: Network Services

- Manage Network Services
- Manage Host Sharing and Personal Firewall

## **Module 8: System Management**

- Troubleshoot Peripherals
- Manage Printers and Scanners
- Troubleshoot Startup and System Issues

## **Documentation**

- Digital courseware included

## **Exam**

- This course prepares you to the Apple Certified Support Professional (ACSP) exam. If you wish to take this exam, please contact our secretariat who will let you know the cost of the exam and will take care of all the necessary administrative procedures for you.

## **Participant profiles**

- Anyone who needs to support, troubleshoot, or optimize macOS Monterey
- IT professionals, technicians, help desk specialists, and ardent Mac users

## **Prerequisites**

- macOS familiarity and basic computer navigation skills

## **Objectives**

- Quickly troubleshoot macOS Monterey and how to become more efficient with the tools and resources available
- Learn macOS Monterey in detail, including how to find additional information
- Preparing for Apple Certified Support Professional (ACSP) certification

## **Niveau**

Fondamental

## **Classroom Registration Price (CHF)**

2500

## **Virtual Classroom Registration Price (CHF)**

2350

## **Duration (in Days)**

3

## **Reference**

APP-MONT2