# macOS Support Essentials 14 – Sonoma («MACOS5»)

Acquire the knowledge to optimally support macOS Sonoma users. The course includes lectures, demonstrations, group discussions and practical exercises that convey practical experience.

**Duration:** 3 days
**Price:** 2'550.–
**Course documents:** Digicomp courseware

## Content

1. Installation and Configuration
    - Update, upgrade, and reinstall macOS Sonoma
    - Set up and configure macOS on an individual Mac
    - Introduction to the command-line interface
    - Use macOS Recovery
2. User Accounts
    - Manage user accounts and user home folders
    - macOS security and password management
3. Data Management
    - Use hidden items, shortcuts, file archives, metadata, and Spotlight
    - Manage system resources and Time Machine
4. File Systems and Storage
    - Manage file systems, storage, encryption, permissions, and file sharing
5. Apps and Processes
    - Install, manage, and troubleshoot apps
    - Manage documents
6. Network Configuration
    - Manage basic and advanced network settings
    - Troubleshoot network issues
7. Network Services
    - Manage network services
    - Manage host sharing and the personal firewall
8. System Management
    - Manage printers & scanners
    - Troubleshoot peripherals
    - Troubleshoot Startup and System IssuesMonterey

## Key Learnings

- Using macOS Sonoma tools and resources for troubleshooting
- Understanding macOS Sonoma features and functions, including how to find more information about macOS Sonoma

## Target audience

This course is designed for help desk specialists, technical coordinators, service technicians and anyone who supports Mac users. Technicians or power users who maintain a running OS-X network, as well as people who provide support at the workplace and use Macs.

## Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-it-provider/apple-professional/course-macos-support-essentials-14-sonoma

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