

Apple Certification Training

Apple® systems are becoming increasingly popular options for many businesses, but mixed environments create new challenges for IT. PCM's certification training gives your team a strong foundation for managing Mac® clients.



An Apple Support Specialist is here to assist you.
Call today to learn more.

800-700-1000
www.PCM.com

Empower your IT team with the tools to manage Apple systems



Along with detailed discussions, our Apple Certification Training provides hands-on exercises of real-world scenarios.

As an Apple Authorized Training Center PCM, Inc. is proud to offer Apple Certification Training to our customers. These courses and certifications provide a strong foundation for supporting Mac OS X clients and servers in an all Apple or mixed environment.

All classes are a combination of leader led discussion and hands on exercises, and include a voucher for the certification exam at the end of class.

Mac100: Introduction to OS X

This 4 hour course is designed for Windows users making the transition to working on or supporting Mac OS X. The course focuses on learning the terminology of OS X and how to do familiar tasks in an unfamiliar environment. The user interface is covered in-depth with a focus on the equivalents to common Windows interface elements. The students work with multiple users and see how to handle applications and documents. The basics of customizing the system and applications are covered as well.

This course can be used as a stand alone to jump start users comfort in OS X or as a lead in to Yosemite 101 as a way to set up students that are new to OS X for success.

Macintosh® Integration Basics

This 4 hour course is focused on integrating Mac OS X 10.10 (Yosemite) clients into a Windows

based network with discussion about working with other types of systems as well. Each student works with a client system to bind it to Active Directory, connect to and create File Shares, and configure an Exchange account in Mail, Address Book, and iCal. Then the client systems are secured with new passwords, screen lock, FileVault 2 encryption, a firmware password, the built-in firewall, and a VPN connection. The systems are then configured to print to a Windows based printer, use iChat for messaging, dual-boot into Windows, and backup via Time Machine.

This course prepares the student for the Mac Integration Basics 10.10 exam. Passing this exam awards Apple Certified Associate - Mac Integration 10.10 status.

Yosemite 101: OS X Support Essentials 10.10

This 3-day course covers a wide range of Mac OS X 10.10 with a focus on configuration and troubleshooting. The mixture of discussion and exercises starts with the initial installation and configuration of a Yosemite client, proceeds to user

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account creation and management, file system setup and permissions, and data management including system layout, Mac specific considerations, and backup. Then the variety of supported application types and managing them is covered, followed by networking basics and configuration. This leads into using and providing network services, connecting and troubleshooting peripherals including printing, and the course ends with an in-depth look at the system startup process with a focus on troubleshooting startup problems.

This course is preparation for the OS X Support Essentials 10.10 Exam. Passing the exam

awards Apple Certified Support Professional (ACSP) status.

Yosemite 201: OS X Server Essentials

This 3 day course is designed to provide an overview of OS X Server for Yosemite with a focus on collaboration tools and user management. Each student will have a client system and a server system to configure, starting with the initial install and configuration of the server. From there user account creation and management is covered from both a local and shared directory services perspective. Once the users are available the course moves to Mac OS X client deployment.

Then the students will configure services for the client systems including file sharing, web services, and the collaboration options of wikis, blogs, iChat, iCal, Address Book, and mail.

This course is preparation for the OS X Server Essentials 10.10 Exam. Passing this exam along with the Support Essentials exam awards Apple Certified Technical Coordinator (ACTC) status.

Mac Integration Basics

Day 1 (4hours)

- Network Accounts
- File Sharing
- E-mail, Calendars, and Contacts
- Security
- Printing from OS X
- Instant Messaging
- Data Management and Backup
- Cross-platform Compatibility

Mac100: Introduction to OS X

Day 1 (4hours)

- Switching to OS X
- Working with Multiple Users
- Getting Acquainted with your Mac
- Self Guided Investigation

Yosemite 101: OS X Support Essentials

Day 1:

- Installations
- Use Accounts
- File Systems

Day 2:

- Data Management
- Applications and Processes
- Network Configuration

Day 3:

- Network Services
- Peripherals and Printing
- System Startup

Yosemite 201: OS X Server Essentials

Day 1:

- Configuring and Monitoring
- Configuring Accounts

Day 2:

- Managing Devices
- Sharing Files
- Deploying Solutions

Day 3:

- Network Services
- Collaborative Services