Learn Yosemite OS X from PCM's Apple Experts

Yosemite 101: OS X Support Essentials

Give PCM the opportunity to train your team to support users of Apple's Mac OS X Yosemite. Our Apple certified trainers are ready to come to your location and provide you with invaluable hands-on instruction.

Authorized Training Center

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

800-700-1000
www.PCM.com

PCM's Apple certified trainers will teach your team Yosemite OS X fundamentals and how to be efficient with Yosemite tools and resources.

OS X Yosemite Support Essentials is a three-day, hands-on course that provides an in-depth exploration of troubleshooting on Mac OS X v10.10 Yosemite. This course is designed to give you a tour of the breadth of functionality of Mac OS X v10.10 Yosemite and the best methods for effectively supporting users of Mac OS X v10.10 Yosemite systems. The course is a combination of lectures and hands-on case study exercises that provide practical real-world experience.

At your location
For a class at your location, PCM will provide an Apple Certified Trainer, all the student materials, and an exam voucher for each attendee (up to 6 students included in price). The trainer will arrive the day before class is scheduled to begin to setup the room, instruct 3 days of class, and then proctor the certification exam the following day. The customer is responsible for providing a suitable location, one Mac OS X v10.10 (Yosemite) - compatible system per student, networking, and a projector.

Who Should Attend
- Help desk specialists, technical coordinators, service technicians, and others who support Mac users.
- Technical support personnel in businesses that use Macs.
- Technical coordinators or power users who manage networks of computers running Mac OS X — such as teachers and technology specialists who manage networks or computer labs.

What You Will Learn
- The troubleshooting process and how to become more efficient with available tools and resources.
- Mac OS X v10.10 Yosemite features in-depth, including how to find additional information.
- How to prepare for Apple Certified Support Professional certification.

Prerequisites
- Knowledge of Mac OS X and basic computer navigation.
- Technology support and troubleshooting experience helpful

Learn to configure and manage your Mac system for ultimate operational efficiency with Yosemite OS X.

Course Outline

Day 1

Installation & Configuration
Prepare and partition the drive, install OS X v10.10, use the installer log files to verify a successful installation, configure Yosemite with the Setup Assistant, understand the Recovery partition, update software with Software Update and Installer, tips and techniques for troubleshooting an installation problem.

User Accounts
Create and manage user accounts, create and manage administrator accounts, security, password selection, and Keychain.

File Systems
File systems supported by Yosemite, Core Storage and Fusion Drives, FileVault, file and directory ownership and permissions, Disk Utility and file repair.

Day 2

Data Management
The root volume, file system layout, preferences, frameworks, file types unique to OS X (e.g., resource forks and packages), Spotlight, file archives, disk images, archiving and restoring data with Time Machine, managing backup data, and how to access the data outside of Time Machine.

Applications and Processes
The Mac App Store, iCloud Family Sharing, applications supported in Yosemite, application and process security, File Quarantine and Gatekeeper, App Extensions, Notification Center, application preferences and troubleshooting.

Day 3

Network Configuration
Basic networking configuration, TCP/IP networking, Ethernet, Wi-Fi, multiple network connections, appropriate use of network locations, and isolating and troubleshooting network elements.

Network Services
Network discovery and host identification, Internet Accounts, file-sharing services. Enabling network services on a Yosemite client, screen sharing, AirDrop, firewall, and techniques to isolate server issues from client and network issues.

System Management
Connecting peripherals to a Mac, cabling, device drivers for common peripherals, managing printers, print-job management, printer PPDs and PDF workflow, and techniques for isolating cabling, driver, or application issues. Troubleshooting boot issues with a Mac at startup, phases of the startup process, which part of the system is active during each phase, issues that can arise, and automatic process launching with launchd and login window startup items.

Certification Exam
Students can take the Mac OS X Support Essentials 10.10 Exam to earn Apple Certified Support Professional (ACSP) 10.10 certification.