

# MACOS SUPPORT ESSENTIALS V14 (SONOMA)

Course Code: 100382

Learn best practices for supporting macOS Sonoma users

macOS Support Essentials v14, is a top-notch primer for anyone who needs to support, troubleshoot, or optimize macOS Sonoma, such as IT professionals, technicians, help desk specialists, and ardent Mac users. This is the only Apple Pro Training Series course that covers Sonoma. Students will find in-depth, step-by-step instructions on everything from upgrading, updating, reinstalling, and configuring macOS Sonoma to setting up network services like the Content Caching service.

## What You'll Learn

System utilities and new features in macOS Sonoma, including:

- Security and privacy enhancements
- Control Center and Notification Center
- Safari
- System extensions
- macOS Recovery
- Startup Security Utility
- The Signed System Volume (SSV)

## Who Needs to Attend

Anyone who needs to support, troubleshoot, or optimize macOS Sonoma, such as IT professionals, technicians, help desk specialists, and ardent Mac users.

## Prerequisites

Recommended Knowledge:

- macOS familiarity
- Basic computer navigation skills

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VIRTUAL CLASSROOM LIVE

\$2,730 CAD

3 Day

## Virtual Classroom Live Outline

### Installation and Configuration

- Introduction to macOS
- Update, Upgrade, or Reinstall macOS
- Set Up and Configure macOS
- Use the Command Line
- Use macOS Recovery
- Update macOS

### User Accounts

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

### File Systems

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

### Data Management

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

### Apps and Processes

- Install Apps
- Manage Files

- Manage and Troubleshoot Apps

### **Network Configuration**

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

### **Network Services**

- Manage Network Services
- Manage Host Sharing and Personal Firewall

### **System Management**

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

Feb 18 - 20, 2026 | 10:00 AM - 5:30 PM EST  
Mar 18 - 20, 2026 | 10:00 AM - 5:30 PM EDT  
Apr 22 - 24, 2026 | 10:00 AM - 5:30 PM EDT  
May 20 - 22, 2026 | 10:00 AM - 5:30 PM EDT  
Jun 15 - 17, 2026 | 10:00 AM - 5:30 PM EDT  
Jul 22 - 24, 2026 | 10:00 AM - 5:30 PM EDT  
Aug 26 - 28, 2026 | 10:00 AM - 5:30 PM EDT  
Sep 30 - Oct 2, 2026 | 10:00 AM - 5:30 PM EDT  
Oct 21 - 23, 2026 | 10:00 AM - 5:30 PM EDT  
Nov 18 - 20, 2026 | 10:00 AM - 5:30 PM EST

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