ACMT 2016

Course Description

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Apple Certified Mac Technician (ACMT) 2016 is a 6-day course that enables students to become certified to troubleshoot and repair Mac computers. Interactive discussions and hands-on exercises guide students through OS X setup, maintenance, features, and associated services. Students also learn how to troubleshoot OS X and Mac hardware and perform repairs on Mac computers. Students' knowledge and skills are tested and reinforced by working through real-world scenarios and hands-on labs.

Training for ACMT 2016 is available to technicians who work at or wish to work at Apple-authorized service facilities.

Objective

- Use Disk Utility to prepare a volume for OS X and describe the OS X installation process using both the Mac App Store and OS X Recovery.

- Identify the proper methods to migrate data from one Mac to another using the data migration tools in OS X.

- Identify the power states of a Mac running OS X, and describe how to troubleshoot power states on Mac models that don't have a sleep indicator light.

- Explain how to maximize the battery life of an Apple product in a way that a customer can understand.

- Identify the different types of accounts in OS X and describe the capabilities of those accounts, including keychain and password options.

- Identify and describe various security settings for OS X, including Gatekeeper, FileVault 2, Firewall, Firmware (EFI) password, location service settings, and more.

- Describe how to use Time Machine in OS X to create, restore, and manage a secure backup for a customer.

- Identify the components of the default OS X environment, including the user home folder and various Library folders.

- Describe how to configure and use OS X features, such as Spotlight and Mission Control.

- Describe various trackpad gestures.

- Use System Preferences in OS X and Apple accessories to configure a wired or Wi-Fi connection to an existing network and securely share data over that network.

- Use tools in OS X to configure online services, such as an Apple ID account, iCloud, Mail, and Continuity.

- Troubleshoot, evaluate, and isolate a given issue with a Mac to learn how to resolve it.

- Given an isolated issue, categorize it as hardware (including accidental damage), software, or environmental, or as an educational opportunity.

- Identify the online resources necessary to ensure that a given Mac model is serviced properly and safely.

- Describe the purpose of specified diagnostic tools.

- Use Apple documentation, approved tools, and appropriate service strategies to safely repair various Mac computers.

Agenda

OS X Setup and Maintenance: Students learn about OS X El Capitan installation and recovery. Students identify the hardware and software requirements for installation, discuss the upgrade and preparation process, and explain hard drive formatting and partition types. Students also identify top troubleshooting issues and discuss builds and using Apple Service Toolkit for troubleshooting OS X build issues.

OS X File System: In this lesson, students learn about the default file folders created during an OS X El Capitan installation.

OS X Permissions: Students identify, describe, and configure different file and folder permissions in OS X. Students also identify appropriate built-in tools and techniques to help isolate and resolve permissions issues.

OS X User Accounts: Students compare and contrast user account capabilities, add and delete users, and learn about built-in password tools. Students also discuss keychain passwords and how to resolve keychain password discrepancies.

OS X Security: Students explore the security and privacy features in OS X.

Time Machine: Students describe how to use Time Machine in OS X to create, restore, and manage a secure backup for a customer. Students explore Time Machine features and use the Time Machine application itself.

Connectivity: Students identify how to isolate and resolve environmental, educational, and device issues related to wireless and wired networks. Students also discuss troubleshooting tools and techniques to use when isolating connection issues related to the Mac. Students identify different ways to connect to a Mac and to share files, using AirDrop and OS X File Sharing. Students can configure a bluetooth device in OS X.

Mac Troubleshooting: Students learn to use systematic troubleshooting to evaluate, isolate, and resolve environmental, educational, and device issues presented by customers.

OS X Troubleshooting Tools: Students learn about the troubleshooting tools that are available in Mac OS X. Students complete mini hands-on labs to practice using various troubleshooting utilities and techniques to resolve issues.

Troubleshooting Startup Issues: Students are guided through the startup process and challenged with relevant customer scenarios and issues that can occur during startup.

Service Guides: Students identify the components of and proper way to use a service guide.

Service Diagnostics: Students identify and use various hardware service diagnostics tools.

Power Management: Students discuss and then perform activities involving power management, including identifying resources and best practices for managing power on Mac systems.

Repairing all Macs: Students identify the various tools and supplies they need to safely service all Mac models. They describe various connector types and determine how to identify and service accidental damage.

Servicing Macs: Students observe the proper ways to repair various Mac models, and then duplicate those steps themselves.