

Apple Certified Mac Technician (ACMT) Certification - (2019)



OBJECTIVE

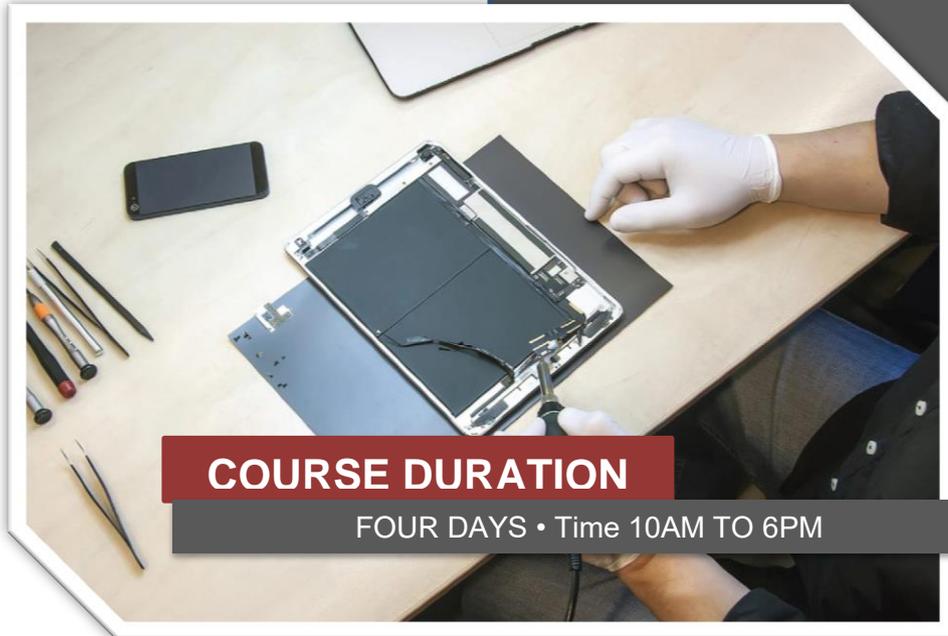
This course is intended for anyone who wants to become certified in troubleshooting and repairing macOS devices.

Support and Benefits

- Unlimited repair practice at our Service Centres and no extra cost for retake
- Unlimited on-going support at no extra cost and telephone support for students related to any repair issues.
- Business setup support for candidates interested in self-employment.
- Repair guide price list and repair terms and condition.
- List of suppliers and business plan template.
- Facilitate accounting support (free for first 3 months start-up)
- Support with finding a job.

PREREQUISITES

You **must** have successfully completed the Apple Service Fundamentals exam (SVC-18A).



COURSE DURATION

FOUR DAYS • Time 10AM TO 6PM

DISCLAIMER

We at MPRTS are working alongside 3rd party Apple authorised companies who will deliver this training at MPRTS.

About the course

Apple Certified Mac Technician (ACMT) 2019 is a four-day course that prepares participants to become certified in troubleshooting and repairing Mac computers. Through interactive discussions and hands-on exercises, participants learn macOS setup, maintenance, features, and associated services. Participants also learn how to troubleshoot macOS and Mac hardware, and repair Mac computers. Participants' knowledge and skills are tested and reinforced by working through real-world scenarios in hands-on labs. Training for ACMT 2019 is available to technicians who work at or want to work at Apple Authorized Service Providers (AASP).



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NEAREST TRAIN STATION (UNDERGROUND): GANTS HILL (CENTRAL LINE)

What you will achieve after completion

- ✓ Describe how to differentiate between Mac models and list the general requirements and limitations based on hardware features.
- ✓ Use Disk Utility to prepare a volume for macOS and describe the macOS installation process using both the Mac App Store and macOS Recovery.
- ✓ Identify the proper way to use data migration tools to migrate data from one Mac to another.
- ✓ Identify the power states of a Mac and describe how to troubleshoot power states on Mac models that don't have a sleep indicator light.
- ✓ Identify the different types of accounts in macOS, and describe the capabilities of those accounts, including keychain and password options.
- ✓ Identify and describe security settings for Gatekeeper, FileVault 2, Firewall, Firmware (EFI) passwords, location services, and more. Describe how to use Time Machine to create, restore, and manage a secure backup.
- ✓ Explain how permissions are used to enhance security and identify built-in tools and techniques for isolating and resolving permissions issues in macOS.
- ✓ Use System Preferences and Apple accessories to configure a wired or Wi-Fi connection to a network and securely share data over that network.
- ✓ Use tools in macOS to configure online services, such as an Apple ID account, iCloud, Mail, and Continuity.
- ✓ Troubleshoot, evaluate, and isolate specific issues to learn how to resolve them.
- ✓ Categorize an isolated issue as hardware (including accidental damage), software, environmental, or as an educational opportunity. Identify online resources that ensure a 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.



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TOPICS COVERED THROUGHOUT TRAINING

Introduction to Mac Hardware

- Participants will learn how to differentiate between Mac models and how to identify general requirements and feature limitations.

Mac OS Setup and Maintenance

- Participants learn about macOS installation and recovery, Disk Utility, macOS migration tools and the data transfer process Mac OS User Accounts.
- Participants compare and contrast user account capabilities; add and delete users; and learn about built-in password tools. Participants also discuss keychain passwords and how to resolve keychain password discrepancies.

Mac OS Security

- Participants explore the security and privacy features in macOS including settings for Gatekeeper, FileVault 2, Firewall, Location Services, and EFI passwords.

MacOS File System

- Participants learn about the default file folders that are created during a macOS installation and how to troubleshoot common issues.

Mac OS Permissions

- Participants identify, describe, and configure different macOS file and folder permissions. Participants also identify appropriate built-in tools and techniques to help isolate and resolve permissions issues.

Time Machine

- Participants use Time Machine and explore its features. They'll learn how to create, restore, and manage a secure backup.

Power Management

- Participants discuss power management, and then perform activities such as identifying resources and best practices for managing power on Mac systems.



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Mac OS Networks

- Participants identify problems related to wireless and wired networks. They learn troubleshooting tools and techniques to use when they isolate connection issues related to the Mac. Participants identify different ways to connect to a Mac and to share files, such as using Air Drop and macOS File Sharing. Participants learn about configuring a Bluetooth device.

Mac OS Troubleshooting Tools

- Participants learn about built-in macOS troubleshooting tools. They practice using various troubleshooting utilities and techniques to resolve issues.

Troubleshooting Startup

- Participants are guided through the startup process and challenged with relevant customer scenarios, including issues that can occur during startup.

VMI for Mac Devices

- Participants will learn to use the Visual/Mechanical Inspection (VMI) guide for Mac portable computers, and identify eligibility of a Mac as in-warranty, out-of-warranty, or ineligible for service.

Systematic Troubleshooting for Mac

- Participants will build on the basic troubleshooting skills they learned in Service Fundamentals and focus on Mac-specific concepts and scenarios.

Repairing All Macs

- Participants identify the various tools and supplies to safely service all M]

AC models

They determine how to identify and service accidental damage, and they describe various connector types.

Servicing iMac

- Participants will learn how to identify potential safety issues, service issues to know before opening a device, the necessary tools, and serviceable parts in iMac 21.5-inch and 27-inch models.

Servicing iMac Pro

- Participants will be able to describe features and accessories of iMac Pro. They'll identify safety precautions, specialized tools, and fixtures. They'll learn the procedures for servicing iMac Pro by using Apple resources to correctly isolate, evaluate, and resolve service issues.



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Servicing iMac Pro

- Participants will identify potential safety issues, important service issues before opening a device, the necessary tools, and serviceable parts in Mac mini models from 2012 to 2014.

Servicing Mac Mini

- Participants will identify potential safety issues, important service issues before opening a device, the necessary tools, and serviceable parts in Mac Pro models from 2012 and 2013.

Servicing MacBook Pro (15-inch)

- Participants will identify potential safety issues, service issues to know before opening a device, the necessary tools, and serviceable parts in MacBook Pro 15-inch models.

Servicing MacBook Air

- Participants will identify potential safety issues, important service issues before opening a device, the necessary tools, and serviceable parts in MacBook Air 11-inch and 13-inch models from 2010 to 2018.

Servicing MacBook

- Participants will identify potential safety issues, important service issues before opening a device, the necessary tools, and serviceable parts in MacBook models from 2015 and 2016.

Servicing MacBook Pro (13-inch)

- Participants will identify potential safety issues, service issues to know before opening a device, the necessary tools, and serviceable parts in MacBook Pro 13-inch models.



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