

There will be 50 multiple choice questions taken directly from the slides you have from these sections:

You will be allowed to bring in one 8.5 x 11 sheet of notes. You can write on both sides of the paper.

Customer Experience Skills

Managing Customer Interactions

Documenting Customer Interactions

Basic Troubleshooting

Determining Service Levels

Safety First

ESD Precautions

Embedded Battery Safety

Introduction to Mac Hardware

Evaluating and Isolating Mac Issues

Resolving Mac Educational and Environmental Issues

Resolving Mac Hardware and Software Issues

Diagnostics

OSX El Capitan: Navigation

OSX El Capitan: Control

OSX El Capitan: System Preferences

OSX El Capitan: Apple ID

OSX El Capitan: Setup

OSX El Capitan: Updating OSX

OSX El Capitan: Power Management

OSX El Capitan: Security

OSX El Capitan: User Accounts

OSX El Capitan: Time Machine

OSX El Capitan: Connectivity

OSX El Capitan: iCloud

OSX El Capitan: Mail

OSX El Capitan: Continuity