ZONES™

TRAININGS

Whitepaper

- Overview
- Client Problem / Needs

- Why Zones

Trainings

The training services on Apple products help the end user understand the basics of the Apple hardware, OS, applications and various features and also help the IT staff with a more advanced knowledge on the platform to help them support the team with any support required.
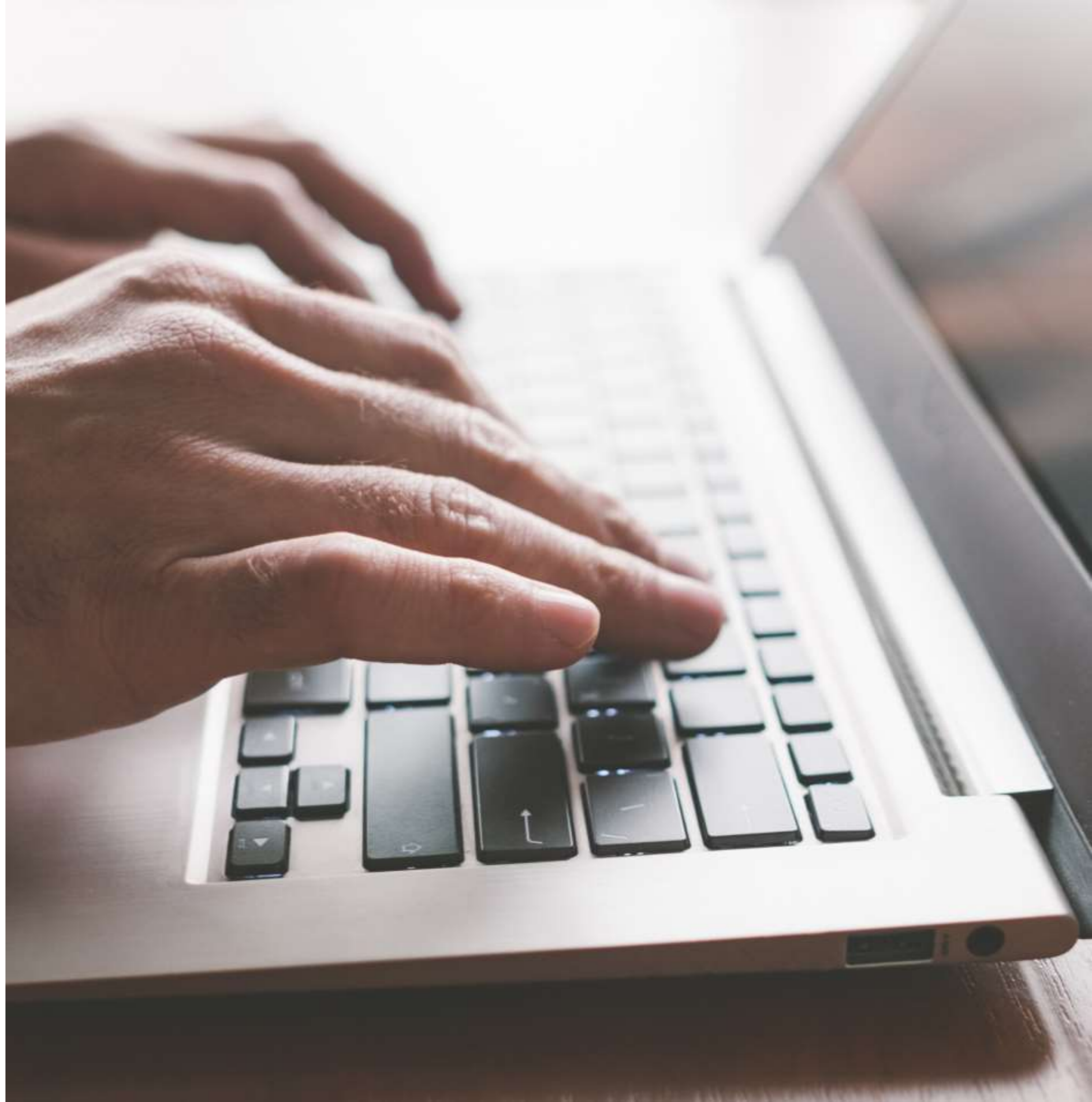
Client Problem / Need

There are many reasons why businesses are adopting Apple in their environments. Some of the key drivers for adopting Apple as a choice environment include:

- Ease of use
- Employee productivity
- Advanced security
- Reduced demands on IT

As more and more employees choose Apple devices, it becomes important for them to get familiar with the devices so that they can navigate in the OS, interact with the hardware, use the built-in applications to be more productive and less on 'how to do' activities.

At the same time, while the end users get familiar with the Apple devices, IT the support staff also need to know how the OS works and troubleshoot and help resolve the queries.

Why Zones

Dedicated
Team of
Professionals

ZONES
First Choice for IT™

Leading IT
Solutions
Provider

Global
Presence

For many millennial workers, an Apple laptop paired with an iPhone and a handful of Apple accessories has become nothing short of a status symbol. For many years, organizations were hesitant to adopt an Apple strategy because supporting macOS and iOS devices meant investing in new software, updating platforms, changing the scope of services, and developing IP – all of which could drain resources and shift the focus for growing organizations. There are many reasons why businesses are adopting Apple in their environments. while the end users get familiar with the Apple devices, IT the support staff also need to know how the OS works and troubleshoot and help resolve the queries.

Zones has designed training program around Apple devices and technologies to equip you to be able to do anything and everything when it comes to Apple ecosystem. Zones' training programs are designed to support individuals, enterprises, and everyone in between.

iOS Basics

macOS
Basics

Productivity Apps
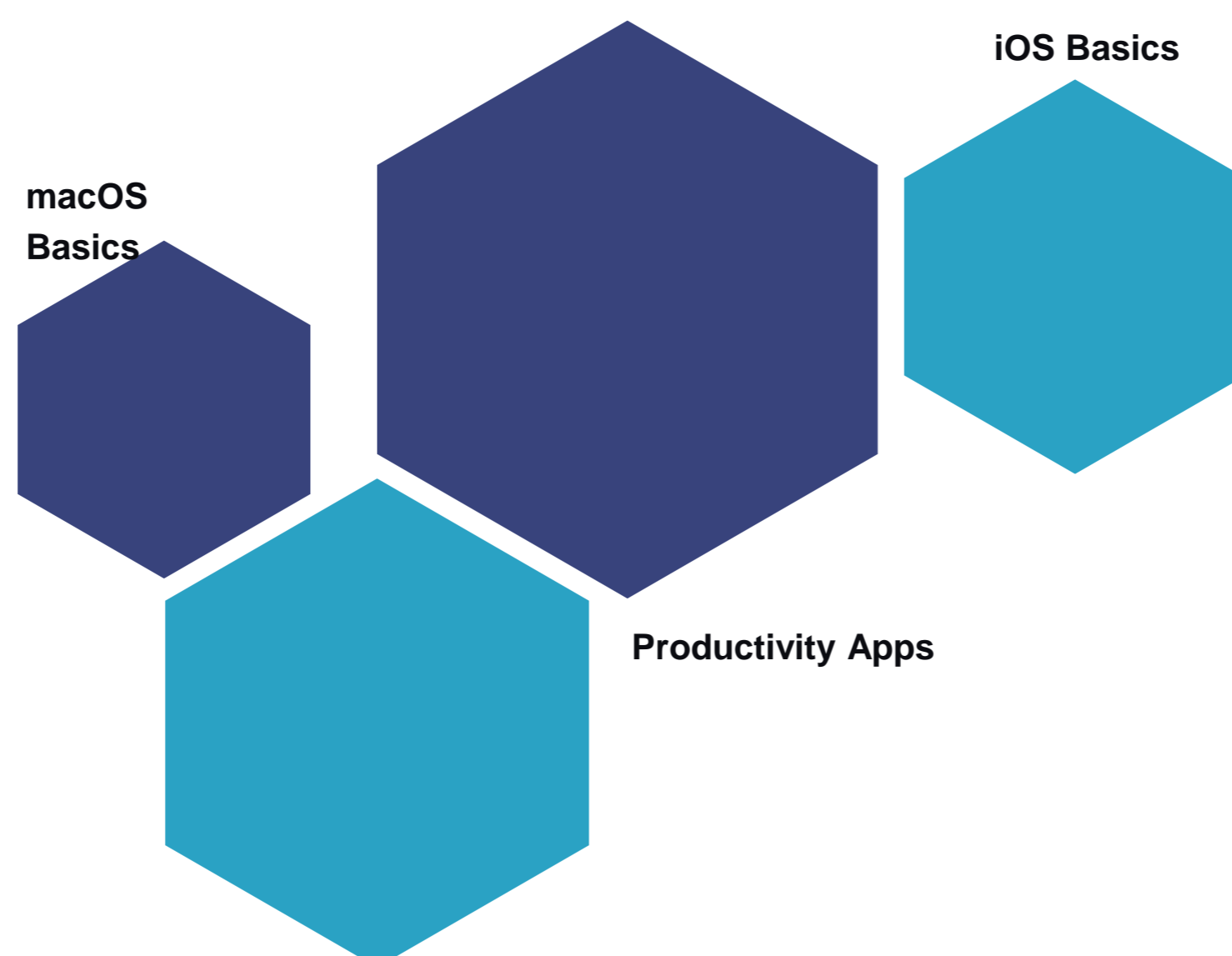
Advanced courses in collaboration with the **Apple Authorised Training Providers** including **macOS Support Essentials** & **Apple Deployment Essentials**

Trainings

Zones Training offerings include

macOS Basics:
Introduction to macOS, Finder, Dock & Spotlight, Files & Folder Management with macOS, Quick Look and Mark-up, Customising Mac with System Preferences, Trackpad Gestures (Right Click, Swipe, Pinch & zoom) Multi-tasking with Mission Control, Multiple Desktops & Hot Corners, Full Screen & Split Screen Mode, Setting up Default App to open Docs, Annotating & Signing Documents Digitally with Preview, Tabbed Browsing, Pinning & Reader with Safari Screenshot Utility

iOS Basics:
Introduction to iOS, Basic Anatomy of iPhone / iPad, Home Screen and Apps – Gestures, How Touch Screen Works, Searching through iPhone, Introduction to App Store, Creating Apple ID & Managing Settings, Configuring Mail & iCloud Features, Configuring iMessage, Texting & File Transfer with iMessages, FaceTime Audio & Face Time Video (One to One & Group), Configuring iCloud Features, AirDrop - Transfer Files between Devices, Continuity & HandOff, Making Phone Calls from your Mac, Transferring Files (One to One & One to Many)

Productivity Apps:

<u>Keynote</u>: Introduction to Keynote, Theme and Aspect Ratio, Intro to images, charts and other objects Creating presentation, Quick Navigation, Setting up Keynote Preferences, Add images, shapes and other media Builds and Transitions, Collaboration and Keynote Live.

<u>Pages</u>: Introduction to Pages, Word Processing or Page Layout Create documents and books Use templates, Format Text, Adding images, Shapes & Tables Share and Collaborate.

<u>Numbers</u>: Introduction to Numbers Images, charts and other objects Personalise Templates, Use Sheets, Add or Delete Tables, Make Calculation, Type of arguments and values Add images, shapes and media Collaborate and Share Numbers.

Advanced courses in collaboration with the Apple Authorised Training Providers:
Trainings from Apple Curriculum delivered by ACT, through the AATP
Courses as per Apple training site: https://training.apple.com/us/en/courses

<u>macOS Support Essentials</u>: macOS Support Essentials 10.15 is a three-day course that teaches the best ways to support macOS Catalina users. The course includes lectures, demonstrations, group discussions, and hands-on exercises that provide real-world experience.

<u>Apple Deployment Essentials</u>: In this 2-day course, you'll gain the skills, tools, and knowledge you need to deploy Apple devices. Interactive discussions and hands-on exercises guide you through configuring and managing Apple devices. You'll work through real-world scenarios to test and reinforce your knowledge and skills.