

ACHDS: Apple Certified Help Desk Specialist

3 days of Instructor led training - 1 exam

ACHDS: Apple Certified Help Desk Specialist (*One Exam Required*)

MacOS 101
Mac OS X Support
Essentials v10.4
3 days

Mac OS X Support
Essentials v10.4 Exam
(9L0-401)

This certification is ideal for help desk personnel, service technicians, technical co-ordinators, and others who support Mac OS X customers over the phone or who perform Mac OS X troubleshooting and support in schools and businesses.

Certification Track

ACHDS: The Apple Certified Help Desk Specialist (ACHDS) certification verifies an understanding of Mac OS X core functionality and an ability to configure key services, perform basic troubleshooting, and assist end users with essential Mac OS X capabilities. This certification addresses the technical skills needed by a Mac OS X specialist who works at a help desk or otherwise assists Mac OS X users with technical issues. The currently required exam is based on Mac OS X v10.4.

Who Should Seek ACHDS Certification?

The ACHDS certification is intended for Mac OS X help desk specialists, technical co-ordinators, service technicians, and others who support Mac OS X customers.

Typical candidates for this certification are help desk personnel in businesses using Mac OS X systems for general productivity or creative design, service technicians who support Mac OS X customers, and technical co-ordinators or power users who manage networks of Mac OS X systems in their organisations — such as teachers and technology specialists who manage classroom networks or computer labs.

This certification is not intended for high-end system administrators or engineers, but is a good first step on an intended career path to system administration.

Requirements

Candidates for ACHDS 10.4 certification are required to pass one exam:

- Mac OS X Support Essentials v10.4 Exam (9L0-401)

Covers a practical knowledge of the core functionality of Mac OS X 10.4 and the basics of managing Mac OS X client systems running Mac OS X version 10.4. The recommended preparatory course for this exam is the [Mac OS X Support Essentials v10.4](#) course.

The Apple Certified Help Desk Specialist (ACHDS) 10.4 certification is granted upon successful completion of this exam.

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NOTE: ACHDS certification is valid for a specific version of Mac OS X.

Registration

Exams are administered by Prometric, a worldwide provider of comprehensive technology-based testing and assessment services, at testing centres worldwide.

Candidates are required to have an Apple Tech ID number before registering for an exam. You can apply for a Tech ID by following the instructions at certifications.apple.com. Then, to register for an exam, call Prometric toll-free on 1300 368 785 or register online at 2test.com.