

Apple Certified Support Professional

The Apple Certified Support Professional certification (ACSP) verifies an understanding of Mac OS X core functionality and an ability to configure key services, perform basic troubleshooting and support multiple users with essential Mac OS X capabilities. ACSP certification is designed for the help desk professional, technical coordinator or power-user who supports Mac OS X users, manages networks or provides technical support for the Mac in your organisation.

3 days of Instructor Led Training – 1 exam

Exam Codes

[ACSP](#)
9LO-403

Courses

[Mac OS X Support Essentials v 10.6](#)
Snow Leopard 101: Mac OS X Support Essentials 10.6

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.