

Agent Starter Guide

Mac Basics



Introduction

Mac provides you with all the tools you need to be more productive, collaborate in new ways, and manage your business workflows like never before.

In this guide, you'll learn about:

- How to navigate and customize your Mac
- Built-in features that support your personal productivity
- Mac tips if you're switching from Windows

If you already use an iPhone or iPad, you'll see many of the same applications and controls on your Mac, so you can work in similar ways and seamlessly across all your Apple devices.

Table of Contents


Getting Started	3
Hardware Overview	5
Software Overview	6
Browse and Manage Files	7
Find and Organize Apps	8
Search for Anything on Your Mac	9
Navigate Between App Windows	10
Work with Apps Simultaneously	11
Create Multiple Desktops	12
Keep Track of Your Day	13
Use Keyboard Shortcuts	14
Use Trackpad and Mouse Gestures	15
Customize Your Desktop	16
Configure Your Settings	17
Getting Support	18

Getting Started


To get started on your enterprise network, you or your IT team will need to enroll your Mac into corporate services to access your corporate Wi-Fi, mail, and calendar.

[Learn more about configuration profiles ↗](#)

If you have any questions, contact your IT administrator for more information.

 **QUICK TIP**

View Managed Features and Restrictions

Choose  > System Settings > Privacy & Security > Profiles.



Hardware Overview

Your Mac is ready to help you do amazing things right out of the box.

[Take a tour of MacBook Air ↗](#)

[Take a tour of MacBook Pro ↗](#)

[Take a tour of iMac ↗](#)



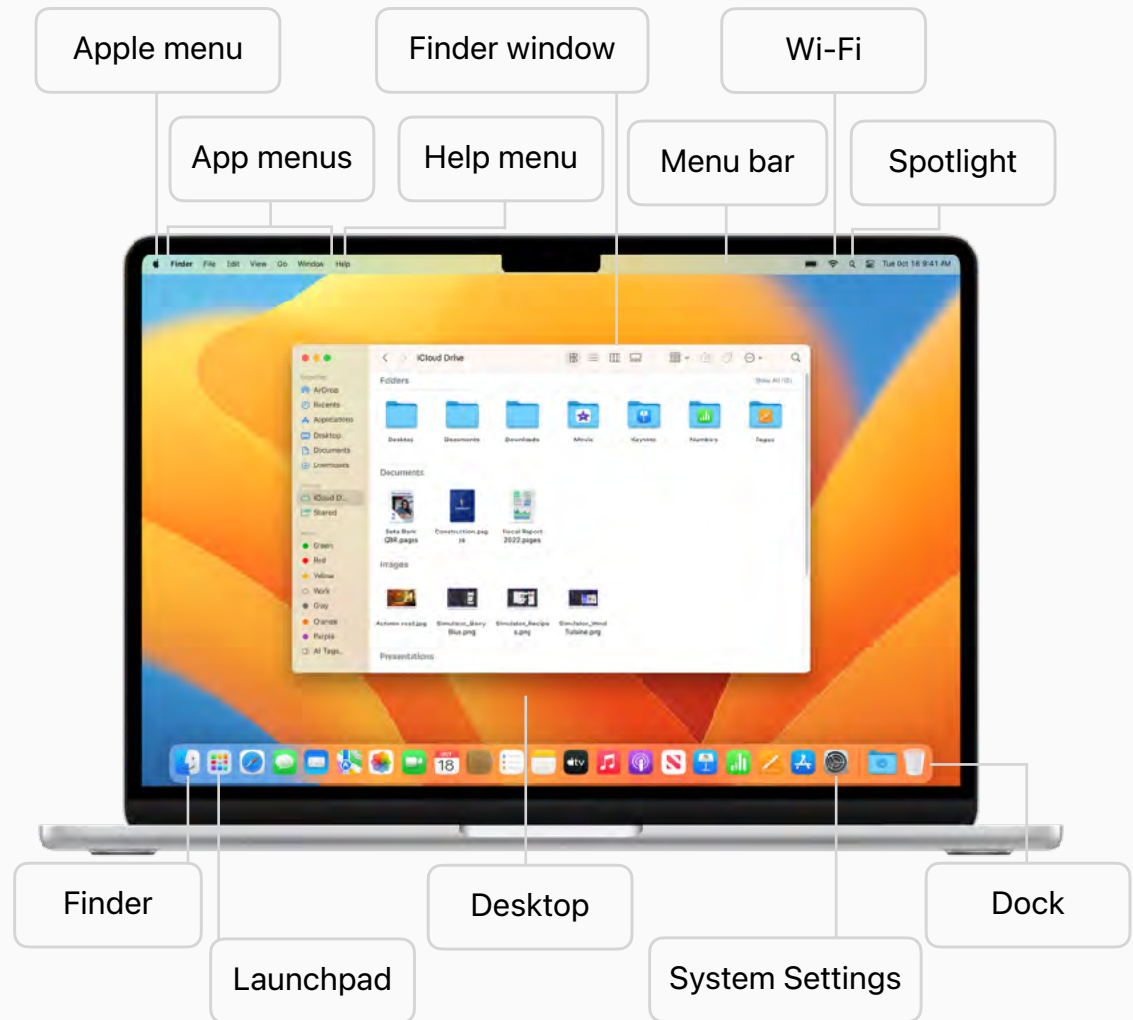
Software Overview

macOS is the operating system that powers every Mac. The first thing you see when you power on your Mac is the desktop, where you'll do most of your work. The desktop is the space between the menu bar at the top and the Dock located at the bottom of your screen.

[Get to know your Mac desktop ↗](#)

[Explore the menu bar ↗](#)

[Use the Dock ↗](#)



💡 QUICK TIP

Mac Tips for Windows switchers

Change your Mac settings, open apps, find, and delete files. [Learn more ↗](#)



Browse and Manage Files

The Finder is the home base for your Mac. Use the Finder to organize and access your files, project folders, work apps, and practically everything else on your Mac.

[Browse files ↗](#)

[Find files, folders, or apps ↗](#)

[Organize files in folders ↗](#)

[Choose your view ↗](#)

[Customize the sidebar ↗](#)



QUICK TIP

Preview a file without opening it

Use Quick Look to see a large preview of a file without opening it. Just select it and then press the Space bar. [Learn more ↗](#)



Find and Organize Apps

Apps on your Mac can be arranged in a variety of ways to help you do your best work. Customize your Dock to access and open apps you use frequently. If the app you need isn't in the Dock, open Finder or Launchpad to view and open any app on your Mac.

[Open apps on your Mac ↗](#)

[Open and arrange apps in the Dock ↗](#)

[View all your apps in Launchpad ↗](#)

[Close or quit apps ↗](#)

[Discover apps included on your Mac ↗](#)



QUICK TIP

Find an app quickly

You can use Siri to open an app for you. Say something like "Open Calculator." Or click Spotlight in the menu bar, enter an app's name in the search field, then press Return. [Learn more ↗](#)



Search for Anything on Your Mac

Quickly find apps, documents, photos, and other files on your Mac. Find specific topics in messages or the web, perform quick calculations, view scrollable previews of your files in Quick Look, and more.

[Search for anything on your Mac ↗](#)

[Narrow your search results ↗](#)

[Change your Spotlight settings ↗](#)

[Use Spotlight keyboard shortcuts ↗](#)



QUICK TIP

Search images

Spotlight uses information from images in Photos, Messages, Notes, and the Finder to enable searching by locations, scenes, or even things in images like text, a doc, or a car. It also allows for searching images from the web. [Learn more ↗](#)



Navigate Between App Windows

When you have multiple app windows open, only one window is active at a time. To make a different app or Finder window active, simply click on it. Organize your apps and windows into a single view with Stage Manager, so you can stay focused on your work at hand and easily move between tasks.

[Manage app windows ↗](#)

[Work on apps in full screen ↗](#)

[See all the open windows on your Mac ↗](#)

[Organize your active app windows ↗](#)



QUICK TIP

Quickly switch between app windows

Press Command-Tab (or use Command-Tab with the arrow keys) to scroll through all the open apps.

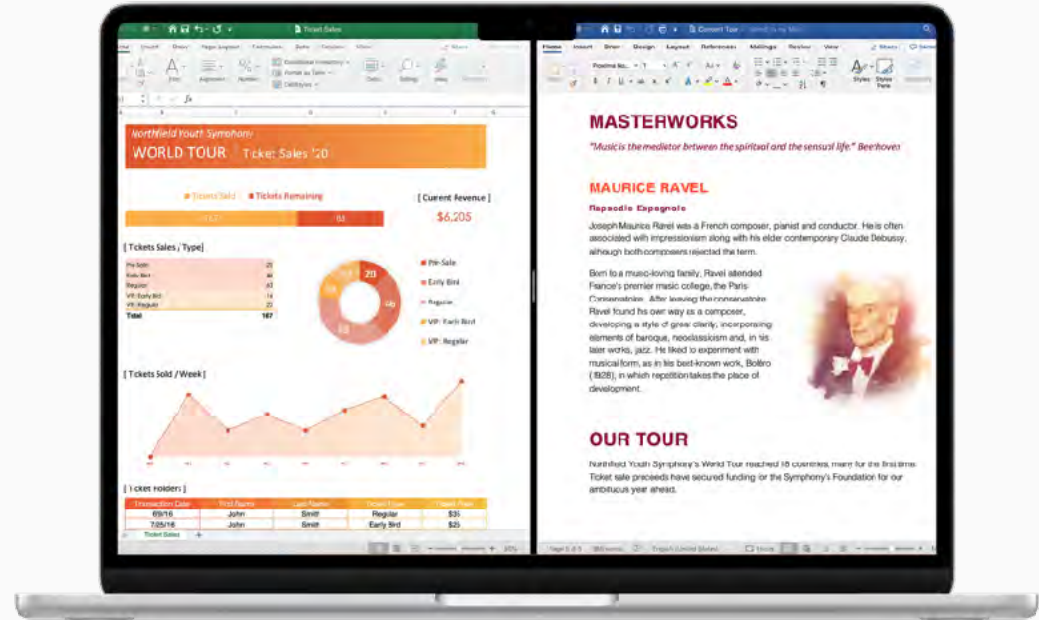


Work with Apps Simultaneously

Split View lets you fill your Mac screen with two apps, for things like writing emails and annotating documents at the same time. You can use both apps side by side, without the distraction of other apps.

[Work in two apps side by side ↗](#)

[Use your iPad as a second display ↗](#)



QUICK TIP

Work in Split View on other displays

Make sure the “Displays have separate Spaces” option is turned on in Desktop & Dock settings. [Learn more ↗](#)



Create Multiple Desktops

When you've got multiple app windows scattered across your desktop, Mission Control helps you navigate through them quickly and efficiently. Create additional desktops to support your business workflows, like sharing a presentation with coworkers in one desktop space while keeping confidential projects private in another.

[See all open windows and spaces in Mission Control](#)

[Create additional desktop spaces](#)

[Assign apps to different spaces](#)




QUICK TIP

Make each desktop space unique

After you assign System Settings to all desktops, you can change the desktop picture in each space. [Learn more](#)



Keep Track of Your Day

Notification Center helps you keep track of what's happening during the day. View upcoming appointments, emails, reminders, and more. And when you need to stay on task and minimize notifications, you can set up a Focus  from Control Center.

[Manage and customize notifications](#) ↗

[Change notifications preferences](#) ↗

[Set up a Focus](#) ↗

[Turn a Focus on or off](#) ↗

[Change Focus settings](#) ↗





Use Keyboard Shortcuts

Mac keyboard shortcuts can help you save time and quickly accomplish tasks that normally need a mouse, trackpad, or other input device. Many of the keyboard combinations you may already be familiar with use the Command (⌘) key on the Mac.

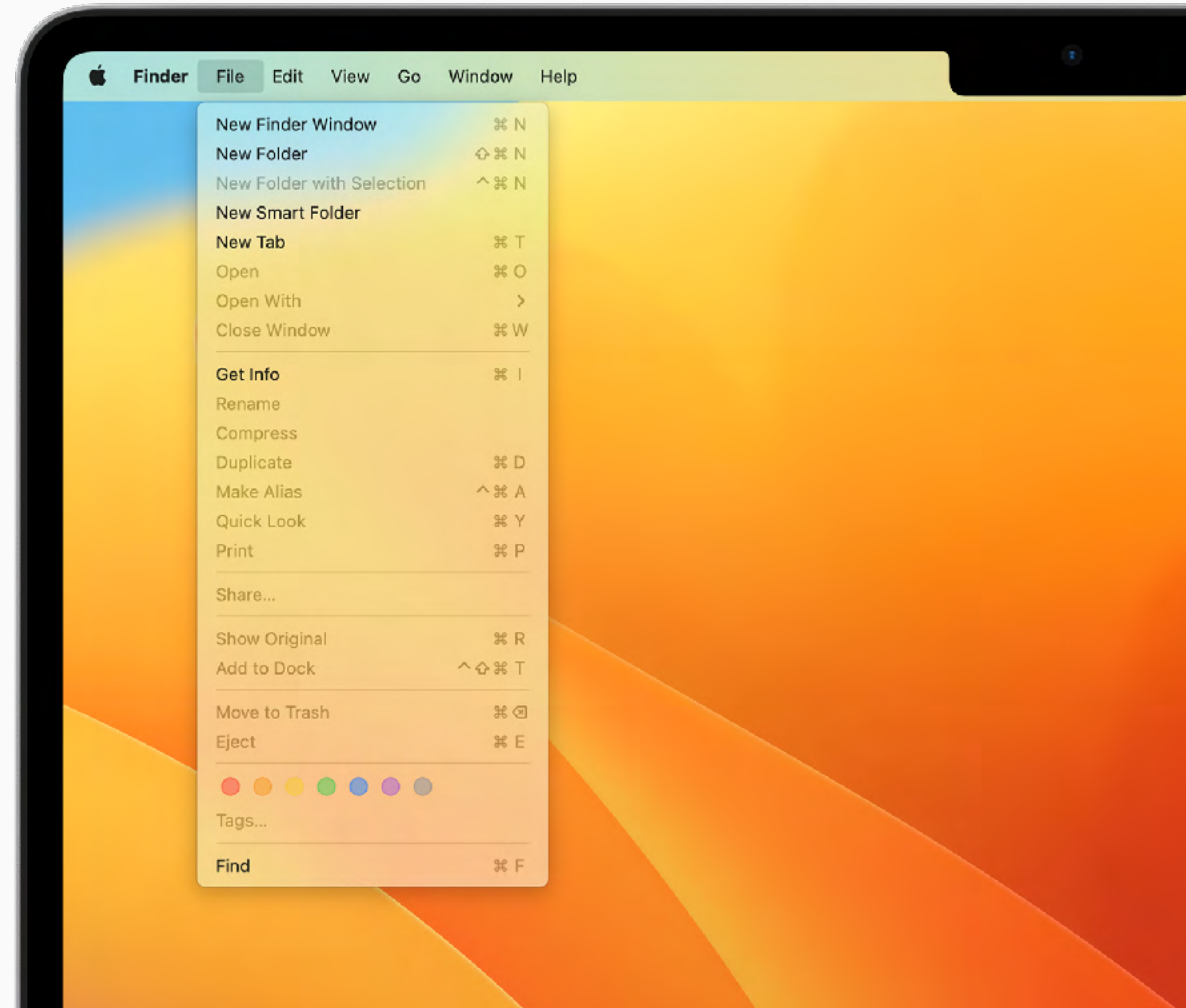
[Use macOS keyboard shortcuts ↗](#)

[Explore symbols used for shortcuts ↗](#)

[Common keyboard shortcuts ↗](#)

[Create your own keyboard shortcuts](#)

[Windows keys on a Mac keyboard ↗ ↗](#)



QUICK TIP

What's it called on my Mac?

The Command key on a Mac is similar to the Control key on Windows PCs. Simply substitute Command for Control to use PC shortcuts. [Learn more](#) ↗

Use Trackpad and Mouse Gestures

With a Multi-Touch trackpad or Magic Mouse, you can use gestures to do things like zoom in on documents, browse through web pages, rotate photos, and so much more.

[Use Multi-Touch gestures ↗](#)

[See all trackpad or mouse gestures ↗](#)

[Change Trackpad preferences ↗](#)

[Change Mouse preferences ↗](#)

[Change Mouse tracking and scrolling speed ↗](#)





Customize Your Desktop

Setting the lighting and appearance of your Mac can help improve your productivity. Turn on Dark Mode to see darkened controls and windows recede into the background, so you can focus on your work. Or use Night Shift to adjust the colors on your display for easier viewing at night or in low-light conditions.

[Customize the desktop picture ↗](#)

[Change the desktop appearance ↗](#)

[Organize your desktop ↗](#)

[Make your desktop easier to see at night ↗](#)





Configure Your Settings

Manage your accounts, set up Wi-Fi, update your password, and more in System Settings. Some settings may already be configured by your company. Be sure to review the Getting Started page or check with your IT administrator to learn more.

[Customize the settings on your Mac](#) ↗

[Connect to a Wi-Fi network](#) ↗

[Change your password or user picture](#) ↗

[Use Touch ID to unlock your Mac](#) ↗



[Use a screen saver for extra privacy](#) ↗

[Set a password to wake your Mac](#) ↗



QUICK TIP

Access Wi-Fi from the menu bar

Choose  > System Settings, click Control Center , find Wi-Fi from the list to the left, and make sure “Show in Menu Bar” is selected.

Getting Support

Apple offers a full array of tutorials, in-person assistance, and programs to help support your everyday needs.

macOS Support

[macOS User Guide](#) | [macOS Support](#)

New to macOS

[Are you new to Mac?](#) | [Mac Tips for Windows switchers](#) | [What's it called on my Mac?](#)

Mac Essentials guides

[MacBook Air](#) | [MacBook Pro](#) | [iMac](#)

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 QUICK TIP

Get Onscreen Help in macOS

Use the built-in help on your Mac to get information about macOS, your Mac, and the apps you use. [Learn more](#) ↗
