

You Can't Know Everything:

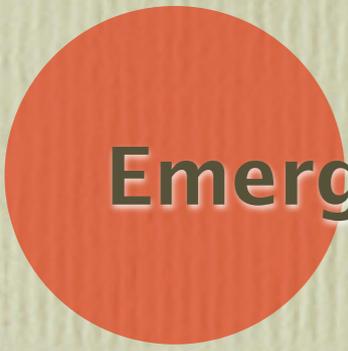


Getting the Support You Need

Kim Whittington • June 27 2012

“A Problem Well-Defined is Essentially A Problem Solved”

- Emergency Response Team
- The Best Defense is a Good Offense
- Continuing Education



Emergency Response Team

FIRST RESPONDERS

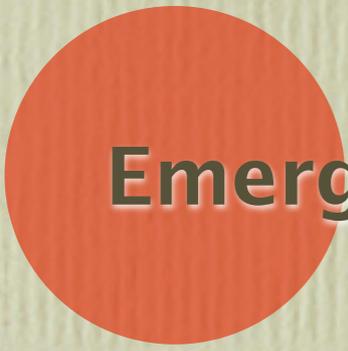
<http://support.apple.com/kb/index?page=search>

<http://hintsforums.macworld.com/index.php>

<https://discussions.apple.com/index.jspa>

<http://www.mactech.com>

<http://google.com>



Emergency Response Team

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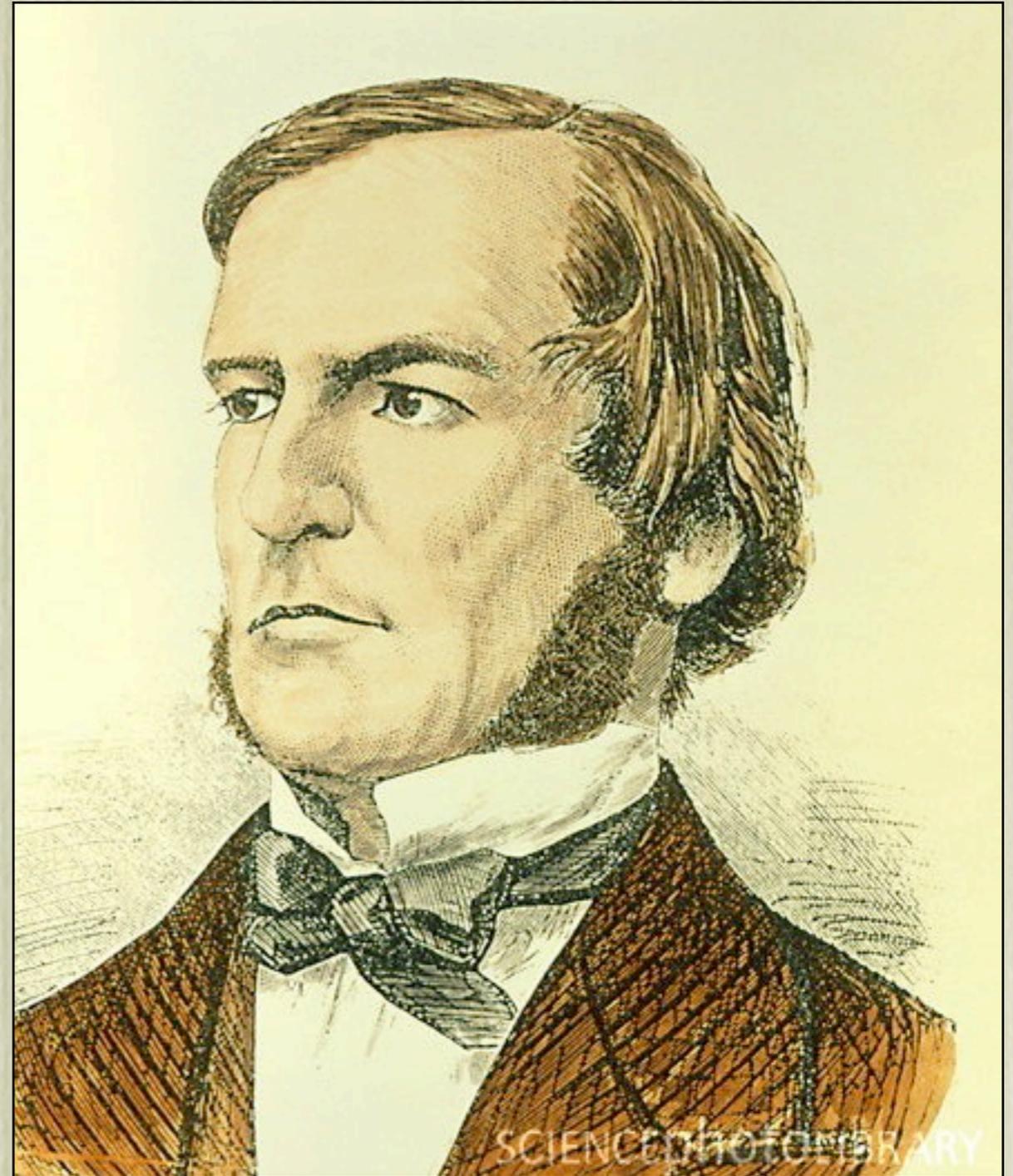
<http://google.com>

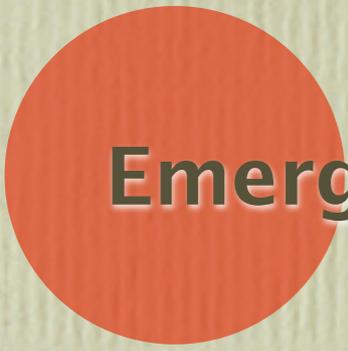
Oh, and ...

Emergency Response Team

George Boole

An English mathematician in the 19th century, Boole developed "Boolean Logic" in order to combine certain concepts and exclude certain concepts when searching databases.

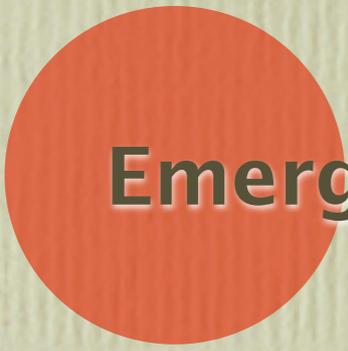




Emergency Response Team

Boolean Operators Are Your Friend:

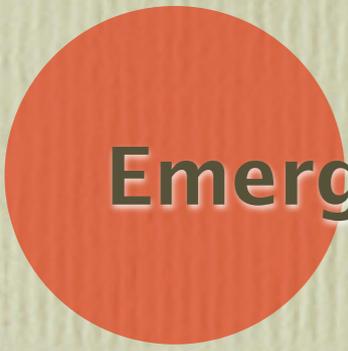
- AND is equal to the "+" symbol.
- NOT is equal to the "-" symbol.
- OR is the default setting of any search engine.
- QUOTES "around a phrase" limit the search to that exact phrase



Emergency Response Team

And One More Thing

DOT . DOT . DOT

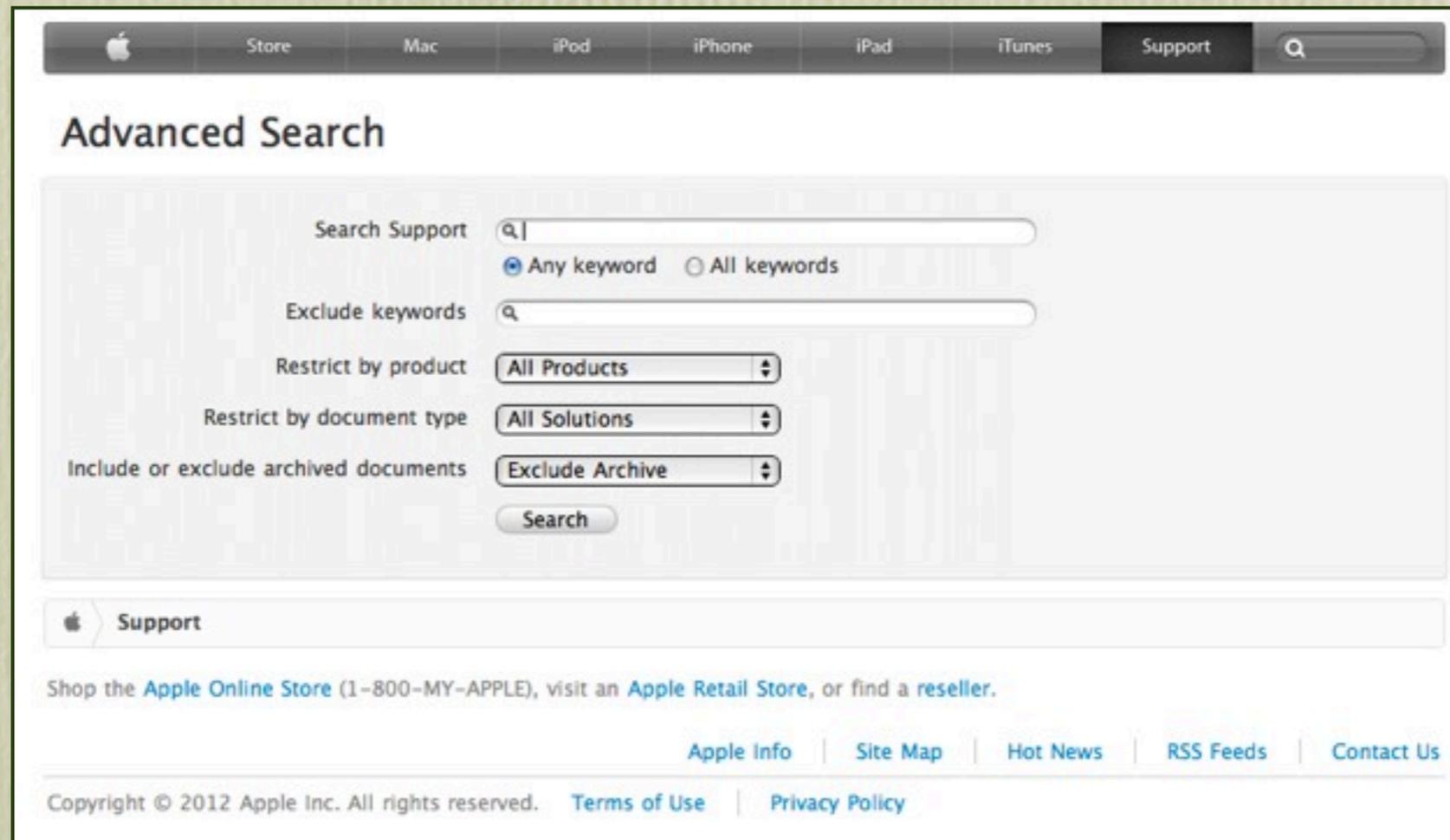


Emergency Response Team

The Elusive Apple KnowledgeBase Portal

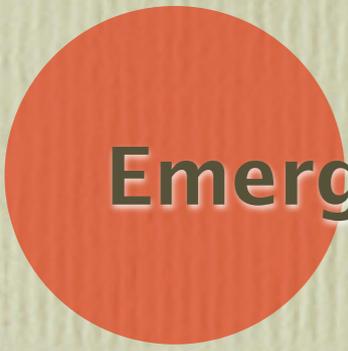
Emergency Response Team

The Elusive Apple KnowledgeBase Portal



The screenshot shows the Apple KnowledgeBase Advanced Search interface. At the top, there is a navigation bar with links for Store, Mac, iPod, iPhone, iPad, iTunes, and Support. Below this is the 'Advanced Search' section, which includes a search input field, radio buttons for 'Any keyword' (selected) and 'All keywords', an 'Exclude keywords' field, and dropdown menus for 'Restrict by product' (All Products), 'Restrict by document type' (All Solutions), and 'Include or exclude archived documents' (Exclude Archive). A 'Search' button is located at the bottom of the search form. Below the search form is a 'Support' breadcrumb link, a promotional message about the Apple Online Store, and a footer with links for Apple Info, Site Map, Hot News, RSS Feeds, and Contact Us, along with copyright information for 2012 Apple Inc.

<http://support.apple.com/kb/index?page=search>



Emergency Response Team

Organize Your Personal Tech Reference Collection

Emergency Response Team

Organize Your Personal Tech Reference Collection

EVERNOTE PRODUCTS | NOTEWORTHY BLOG | THE TRUNK

- WEB SIGN IN
- CREATE ACCOUNT
- GO PREMIUM

Remember everything.

Capture anything.
Save your ideas, things you like, things you hear, and things you see.

Access anywhere.
Evernote works with nearly every computer, phone and mobile device out there.

Find things fast.
Search by keyword, tag or even printed and handwritten text inside images.

[GET EVERNOTE, IT'S FREE ▶](#)

Skitch ▶ Web Clipper ▶ Evernote Hello ▶ Evernote Food ▶ Evernote Clearly ▶ Evernote Peek ▶



The Best Defense

is a Good Offense



The Best Defense is a Good Offense

{ Morning Coffee }

RSS Feeds



The Best Defense is a Good Offense

{ Morning Coffee }

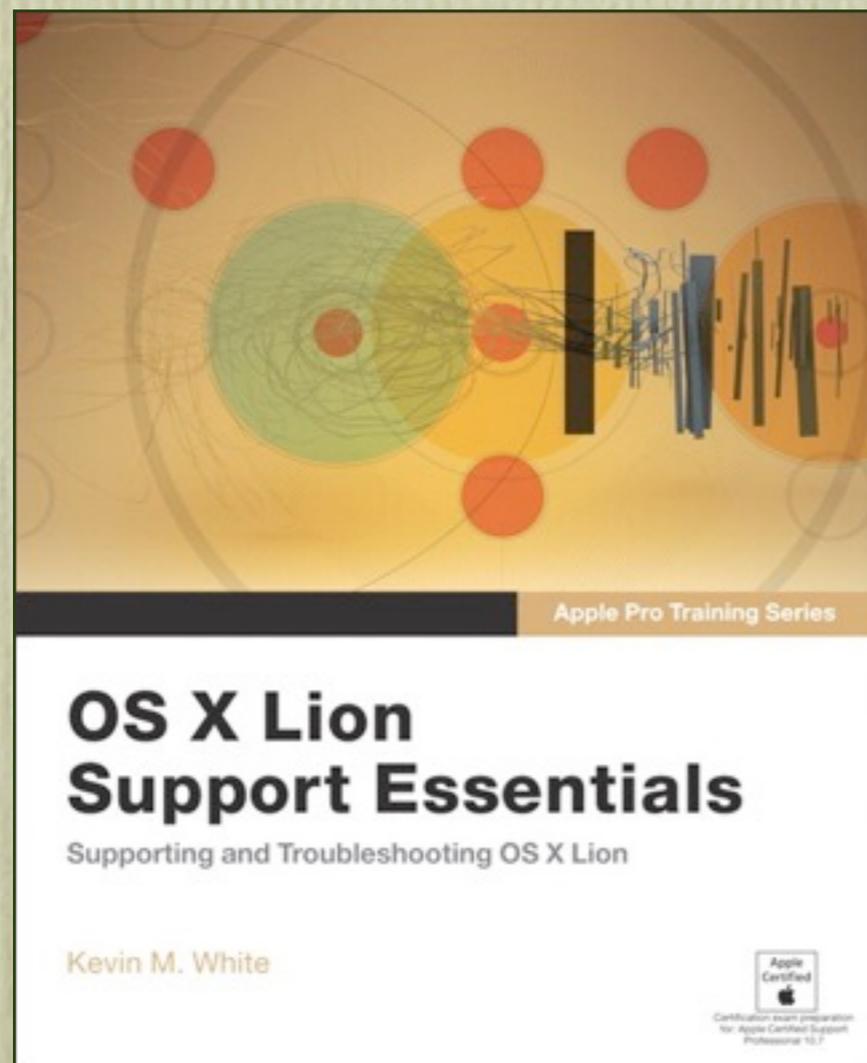
RSS Feeds

- Mac OS X KnowledgeBase Documents
- Apple Hot News
- Wired.com
- Sophos - Naked Security

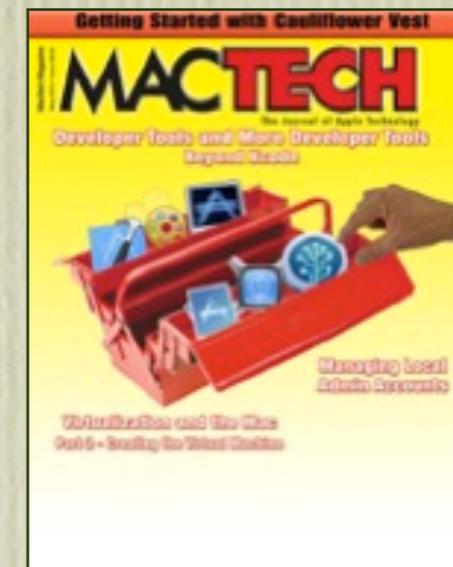
The Best Defense is a Good Offense

{ Lunch Break }

Reference Books



Online Technical Magazines

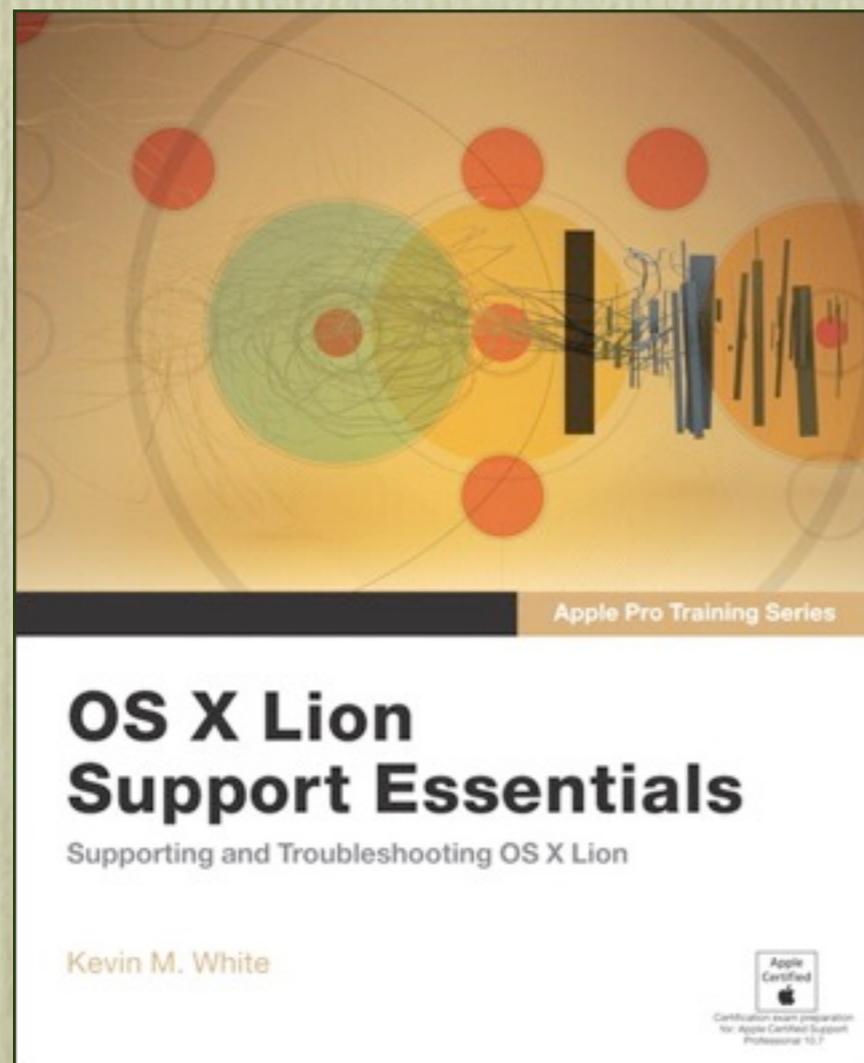


<http://itunes.apple.com/us/podcast/lynda.com-video-training>

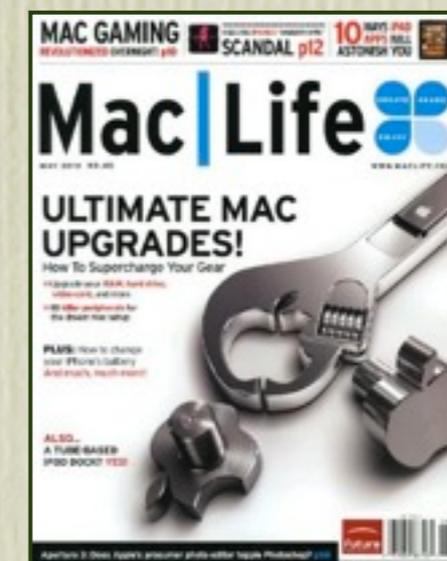
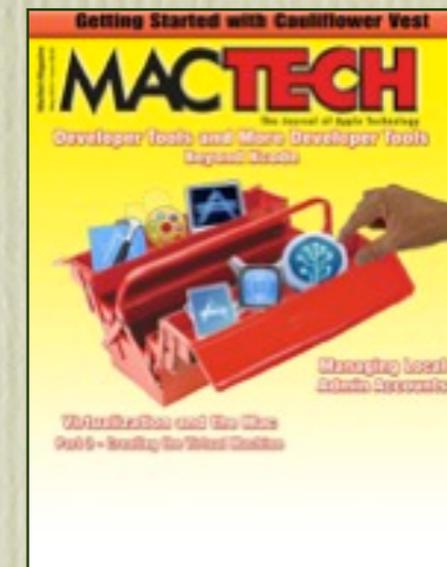
The Best Defense is a Good Offense

{ Lunch Break }

Reference Books



Online Technical Magazines





The Best Defense is a Good Offense

{ After Dark }

Apple Consultants Network

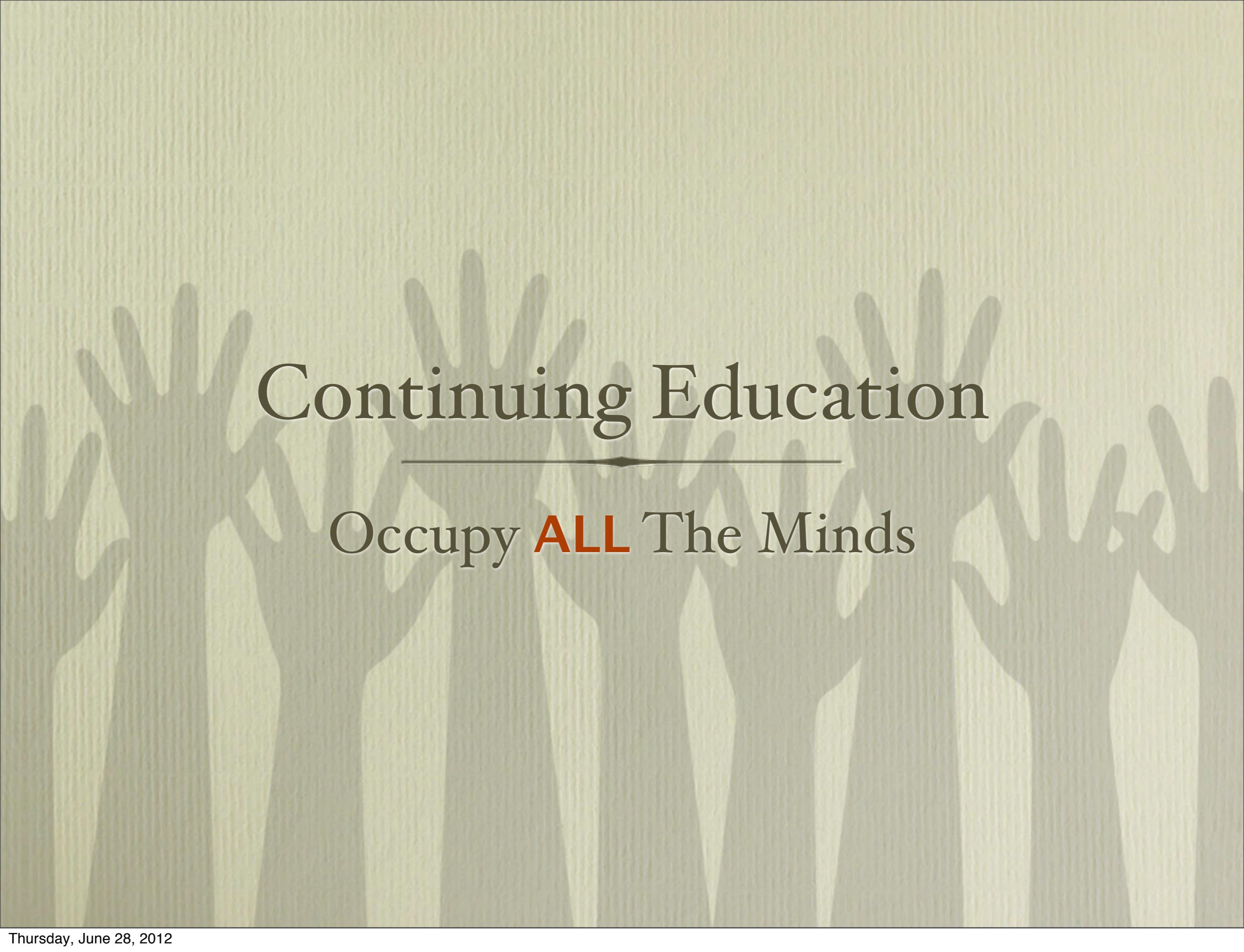
Mac User Groups

Colleagues

Vendor Partner Programs

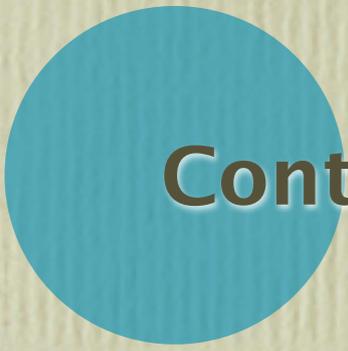
Mailing lists

- macenterprise.org
- mac-mgrs.org
- ACN Lists (can often be real time even when you are on-site)

The background of the slide features a light beige, textured surface with numerous silhouettes of hands raised in the air, creating a sense of collective participation or a crowd. The hands are rendered in a darker shade of beige, blending with the background texture.

Continuing Education

Occupy **ALL** The Minds



Continuing Education

Education is a progressive
discovery ... of our own ignorance.

— *Will Durant*



Continuing Education

MacTech Boot Camp Conference

MacTech Conference 2012

Lynda.com

Apple Professional/Technical Training



Continuing Education

[*Empowering*
those you meet,
is
Good Business]



Continuing Education

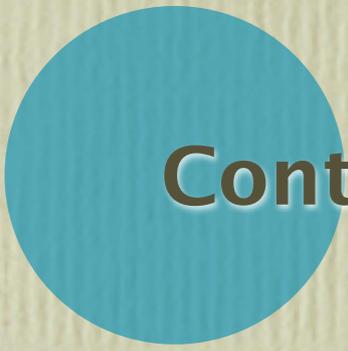
Mac User Groups

Community Centers

Authoring articles for publications

Chambers of Commerce - 15 minute topic

Online Discussion Groups



Continuing Education

- **Online Resources**

MacTech Magazine and mactech.com

Krypted.com

MacWindows.com

Experts Exchange (but it's for pay)

Slashdot discussion (noise level high)

AFP548.com

MacFixIt

ars technica

Apple Discussions

OSXFAQ.com has a 40 hour tutorial on command line (in Learning Center)

Mac OS X Hints

Petri IT Knowledgebase

- **Useful Online Tools**

www.dslreports.com/tools

www.mxtoolbox.com

www.mydnstools.info

www.ipchicken.com

www.ifixit.com

www.yougetsignal.com



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