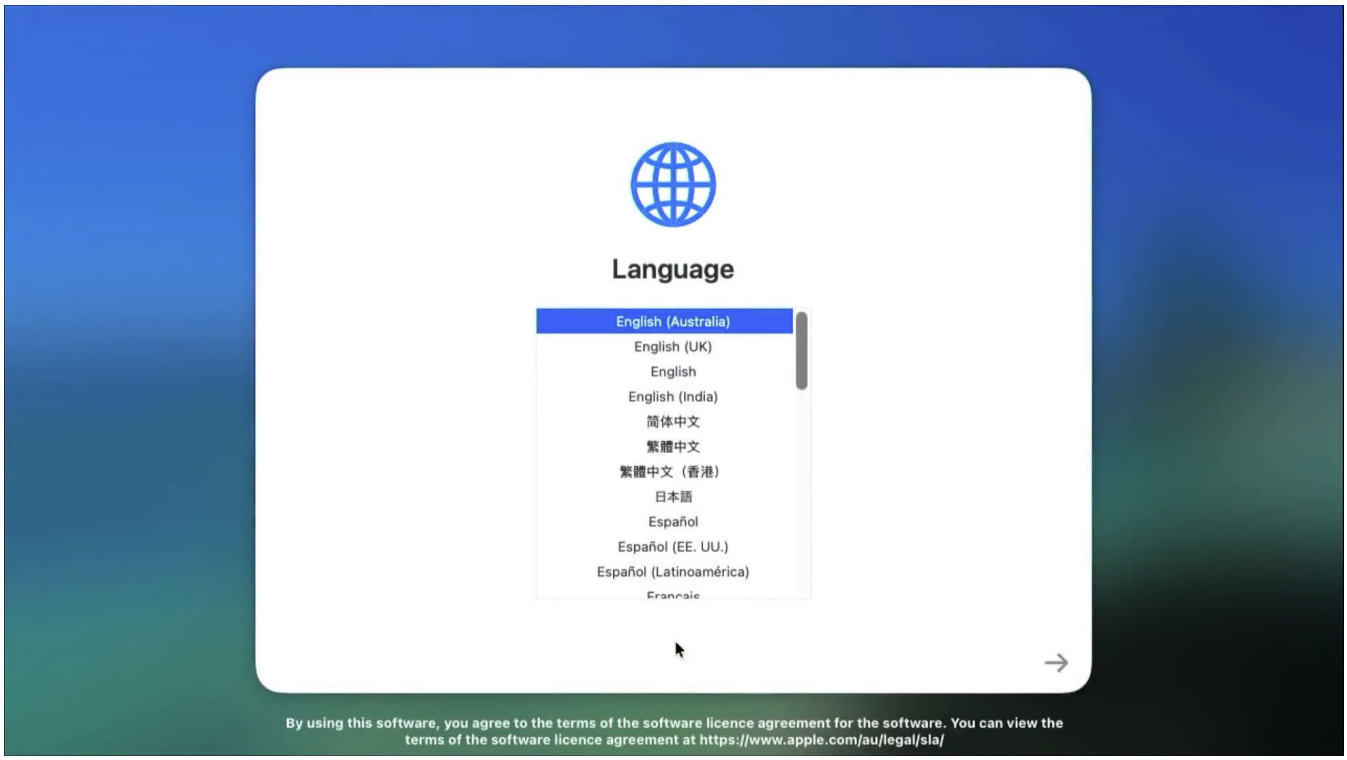
Mac Device Set up

Step 1 – Power on and select language

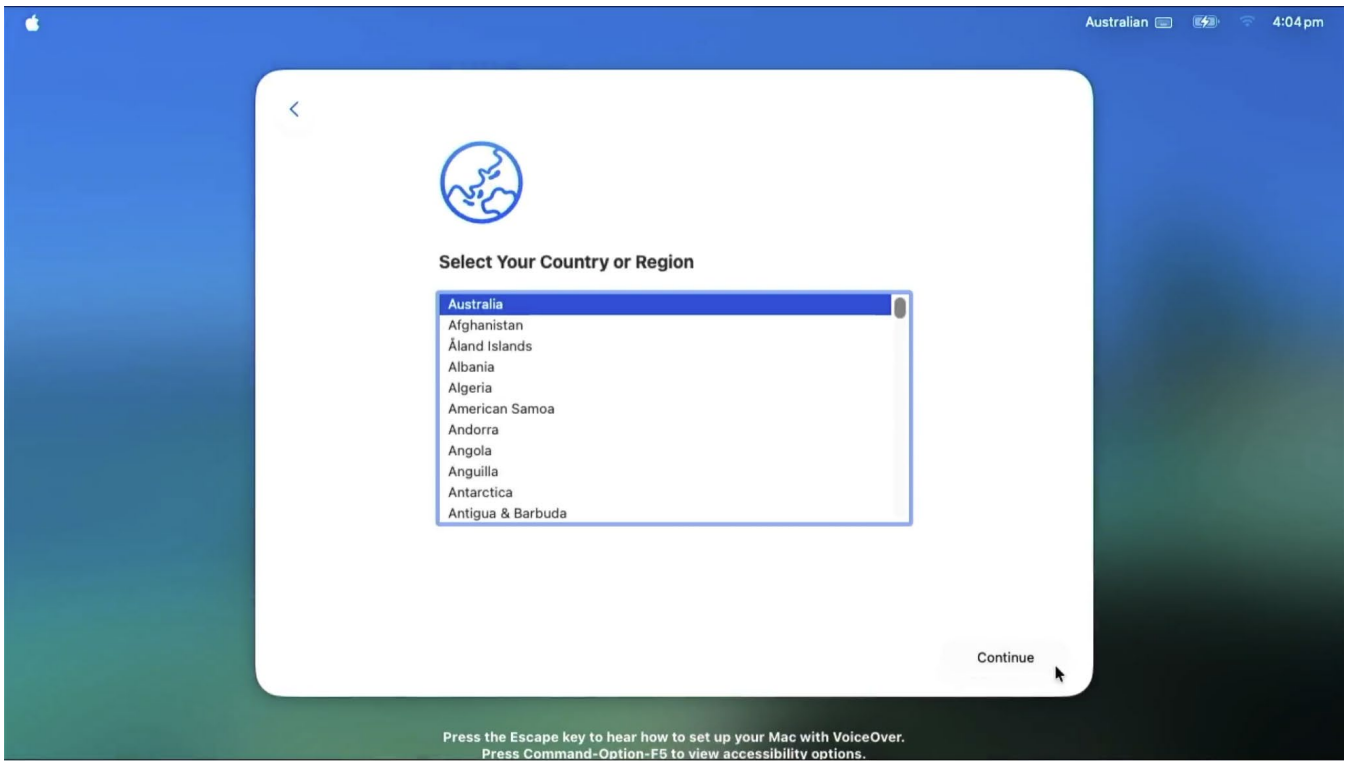
Start your Mac. When prompted, select **English (Australia)** from the list of languages to begin setup.



CRICOS Provider Code 00098G

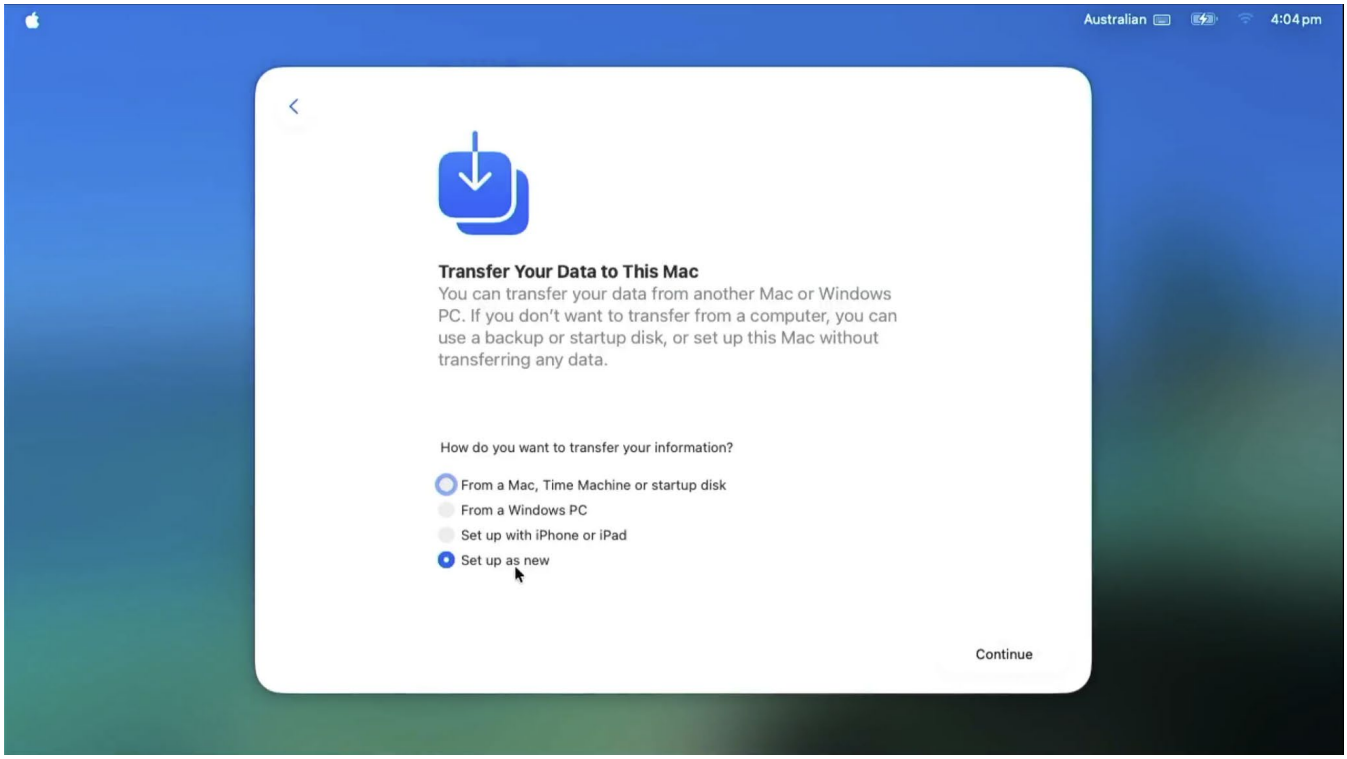
Step 2 – Select your region

When asked to choose a region, select Australia and click Continue.

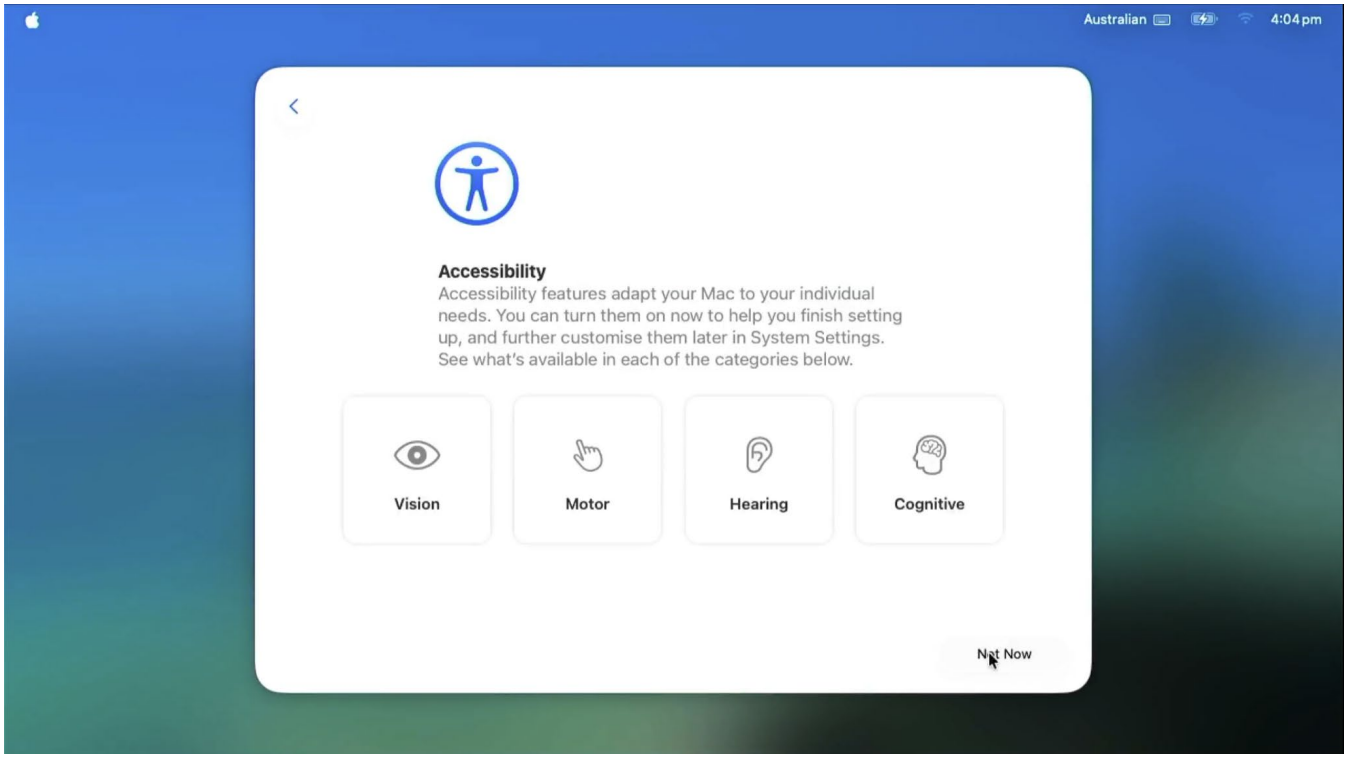


Step 3 – Set up as a new Mac

At the "Transfer Your Data to This Mac" screen, select **Set Up as New Mac**, then continue.



Step 4 – [Optional] Accessibility
If required, configure any accessibility options. Otherwise, continue to the next step.

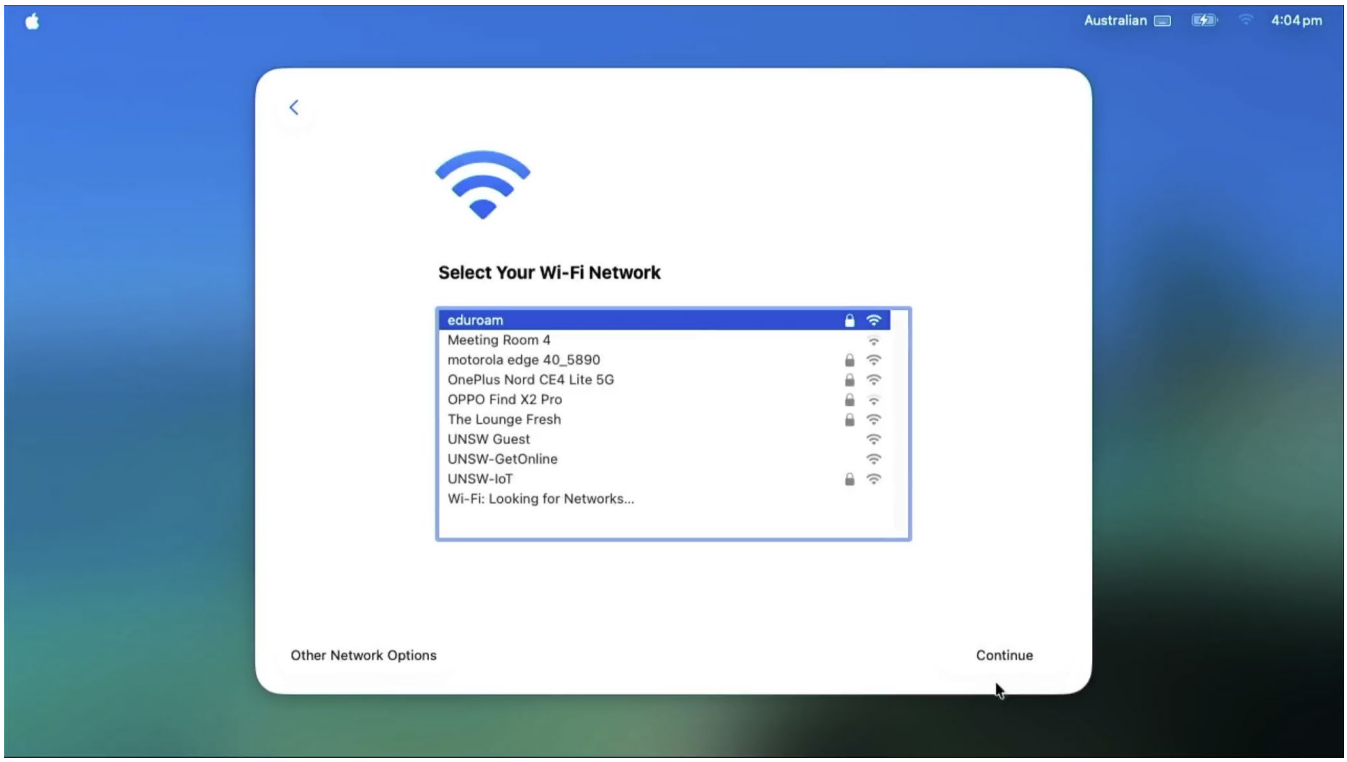


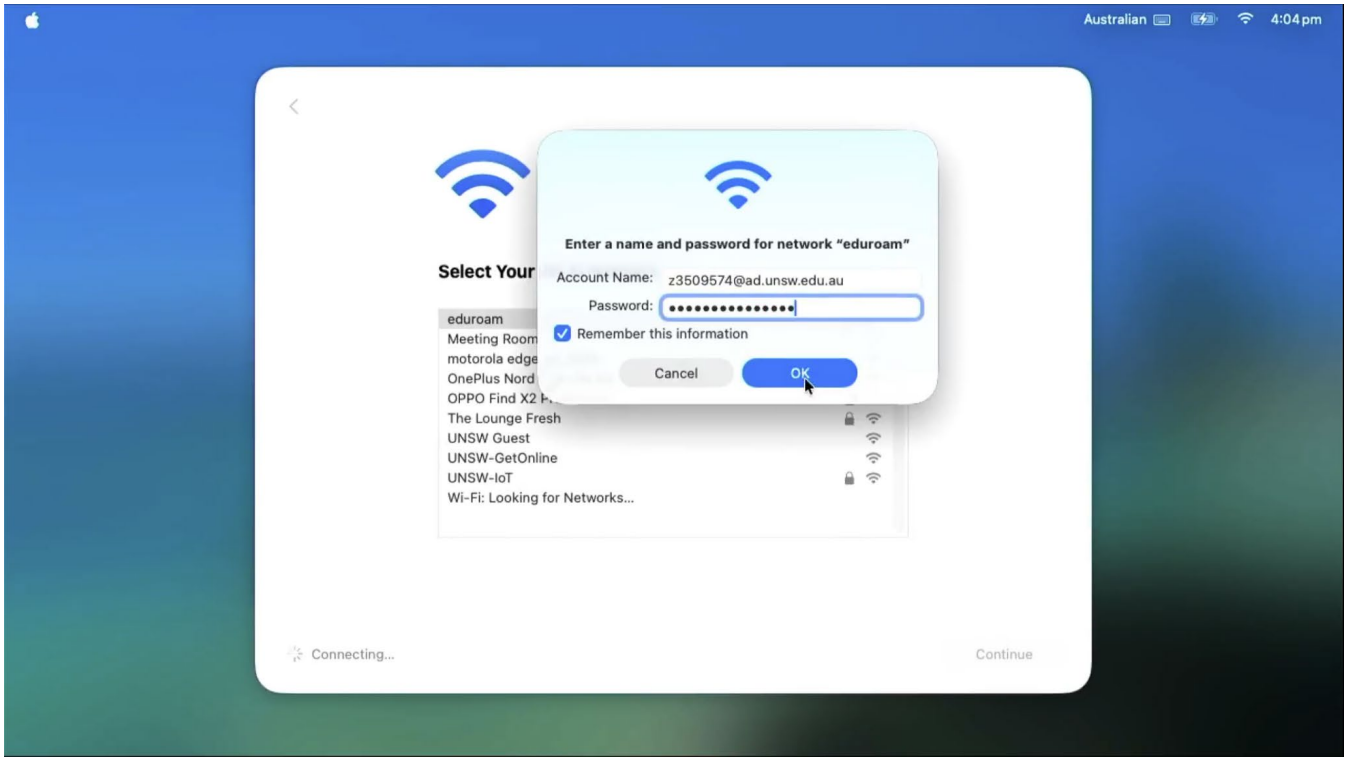
Step 5 – Connect to the internet
Next, connect your device to the internet. A wired connection is preferred, though Wi-Fi is supported.

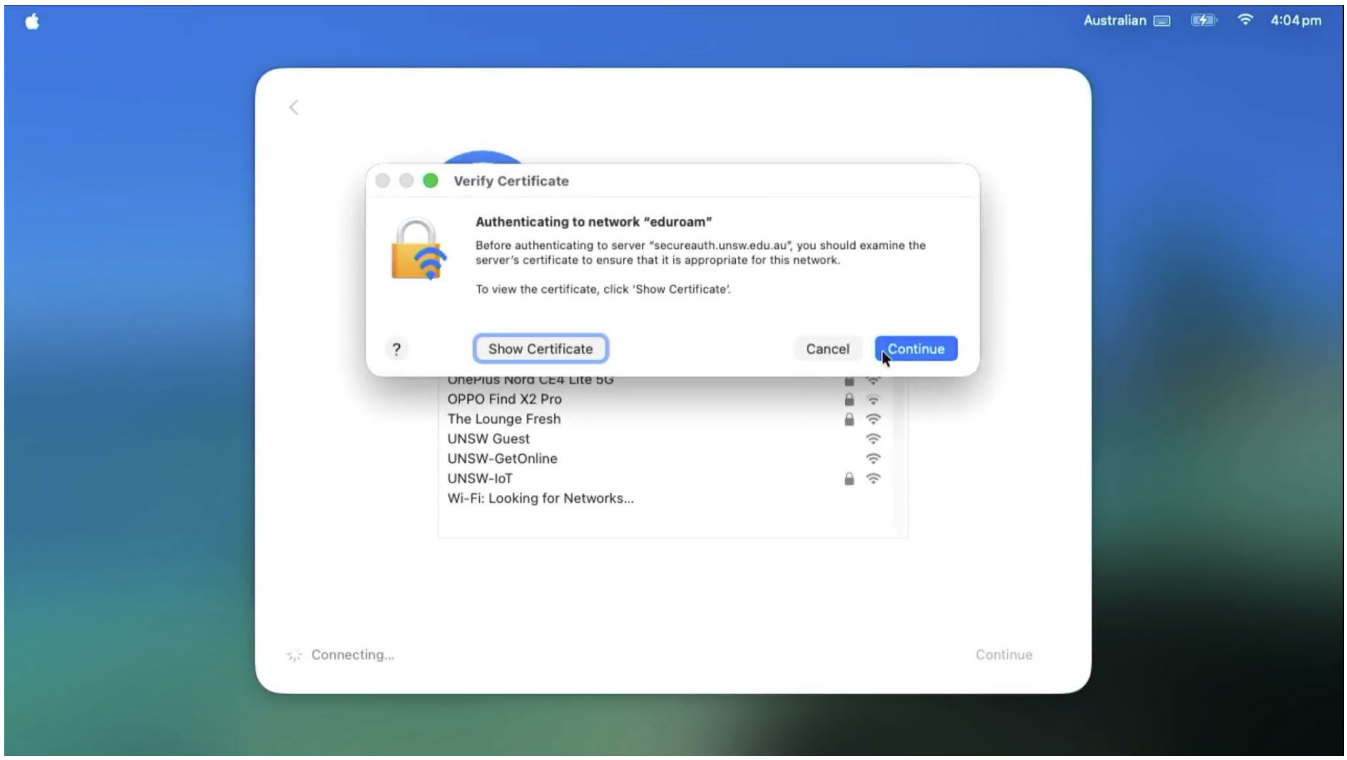
- On campus:
  Select eduroam, then click Connect.
  Enter your zID email address (zid@ad.unsw.edu.au) and zPass, then select Connect.
- At home:
  Select your home Wi-Fi network and enter your Wi-Fi password.

Once connected, proceed to the next step.

Note: After establishing an internet connection, if the preloaded macOS version is not current, you will be prompted to update. Follow the on-screen instructions to complete the update.
This process may take up to **30 minutes**. Once complete, you may need to restart the setup from **Step 2**.

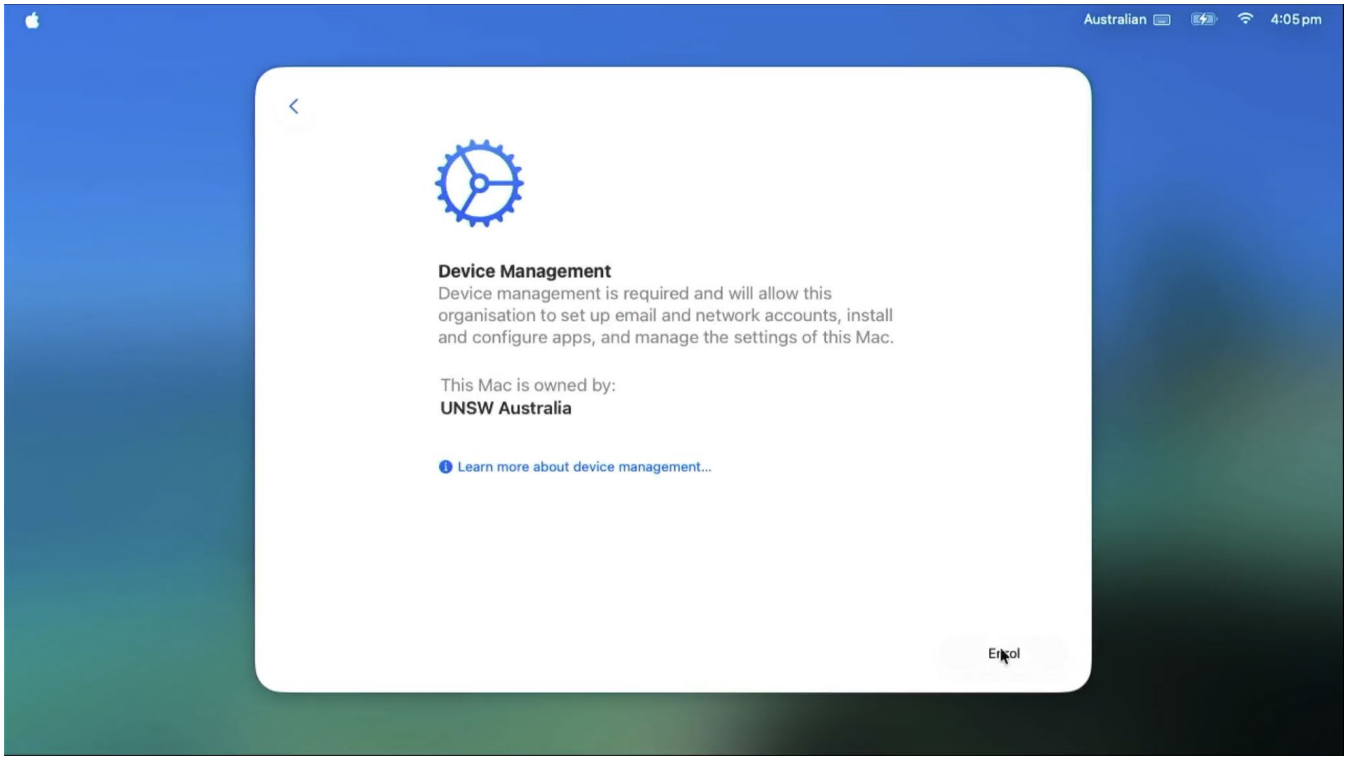

Australian
4:04 pm
Select Your Wi-Fi Network
eduroam
Meeting Room 4
motorola edge 40_5890
OnePlus Nord CE4 Lite 5G
OPPO Find X2 Pro
The Lounge Fresh
UNSW Guest
UNSW-GetOnline
UNSW-IoT
Wi-Fi: Looking for Networks...
Other Network Options
Continue


Australian
4:04 pm
Enter a name and password for network "eduroam"
Account Name: z3509574@ad.unsw.edu.au
Password:
Remember this information
Cancel
OK
Select Your
eduroam
Meeting Room
motorola edge
OnePlus Nord
OPPO Find X2
The Lounge Fresh
UNSW Guest
UNSW-GetOnline
UNSW-IoT
Wi-Fi: Looking for Networks...
Connecting...
Continue

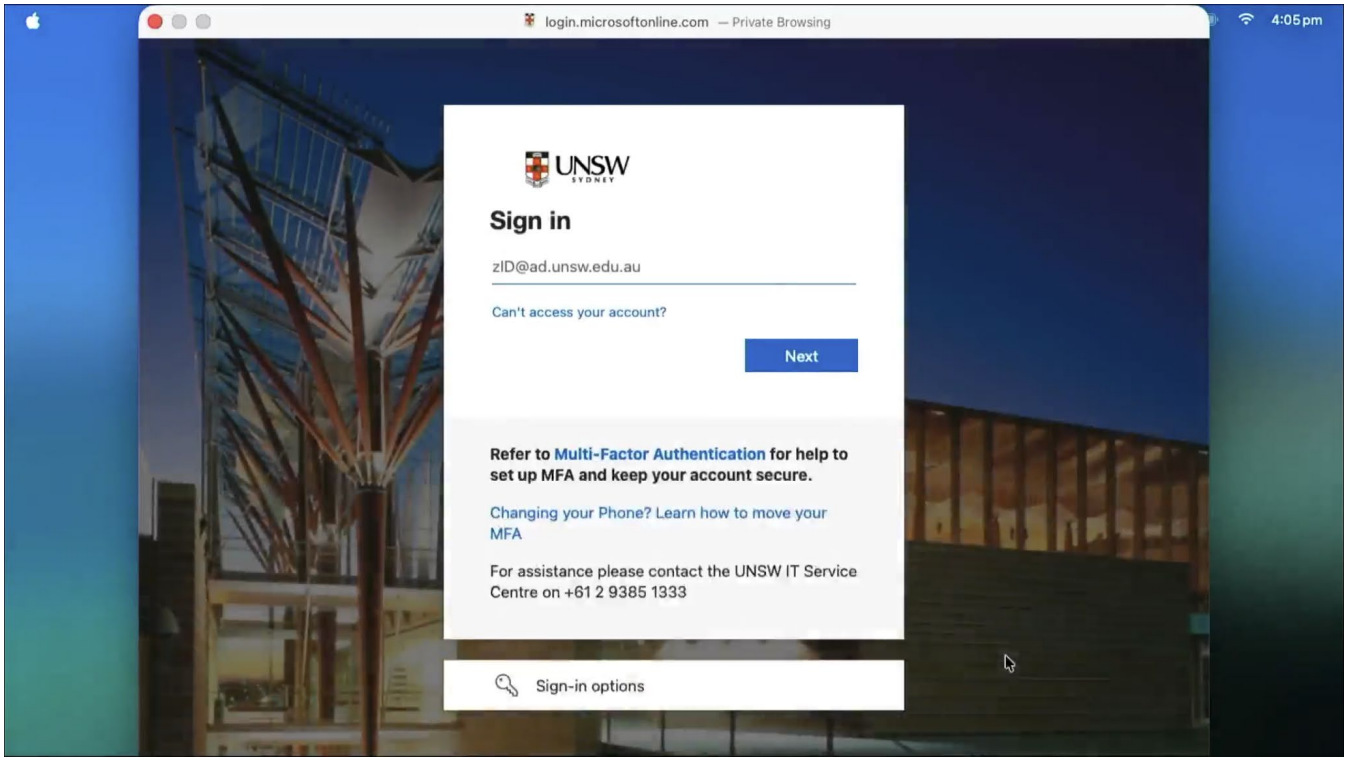


Step 6 – Enrol via Remote Management

When prompted with the Remote Management screen, proceed with enrolment.

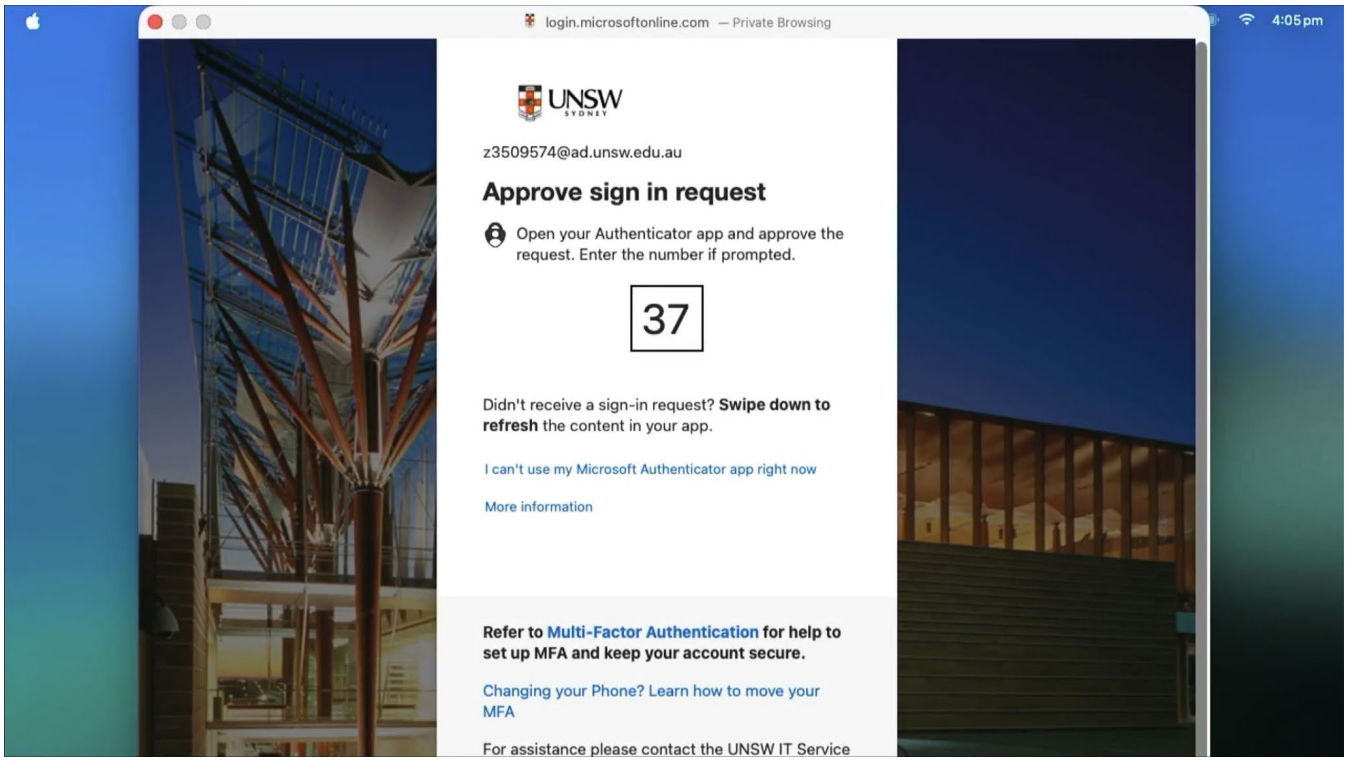


Step 7 – Sign in with your UNSW account
Enter your **zID email address (zid@ad.unsw.edu.au)** and **zPass** when prompted.



Complete Multi-Factor Authentication (MFA)
Approve the MFA request when prompted.
If MFA is not yet set up, refer to: [Multi Factor Authentication (MFA) | MyIT - UNSW Sydney]

After successful authentication, the device will begin its initial configuration.
This process may take up to **5 minutes**

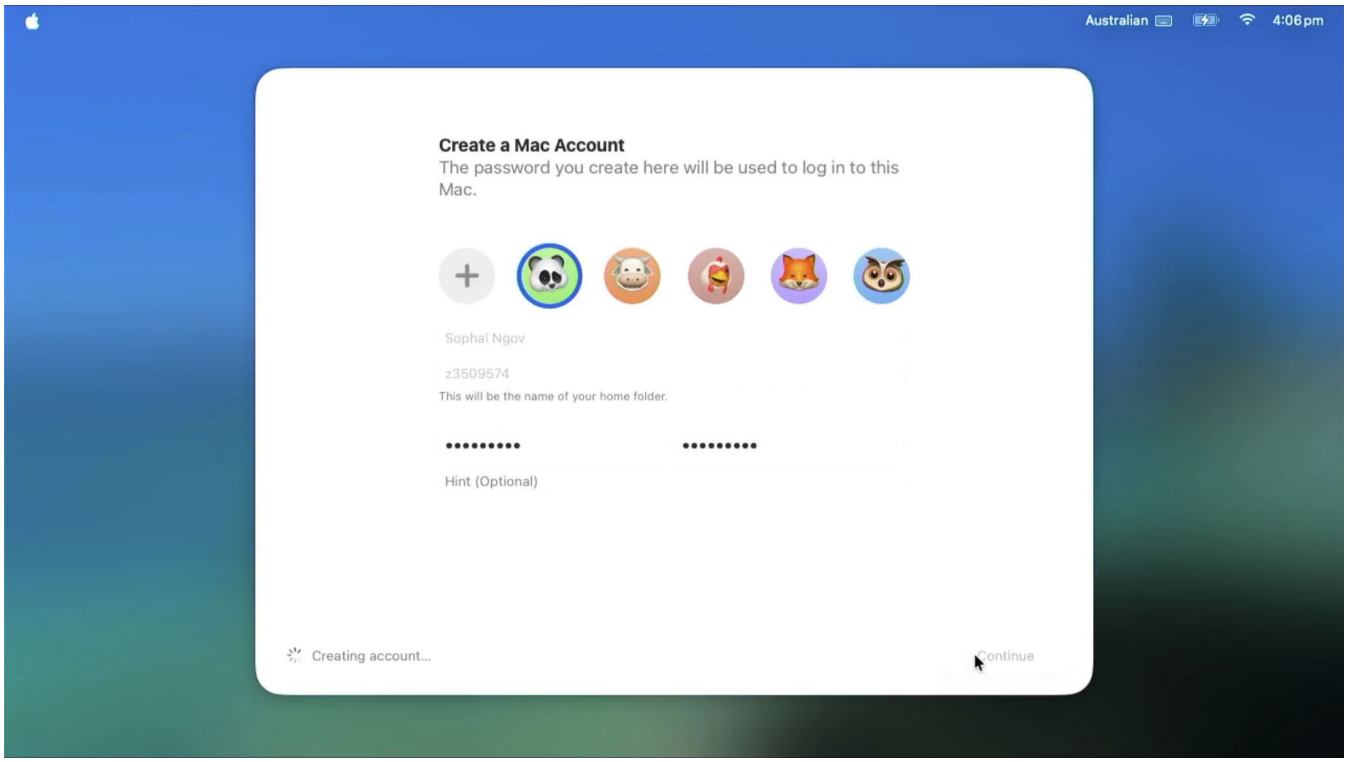


Step 9 – Create a local Mac account
Your name and home folder will be pre-filled. Create a **local password** for your Mac account.

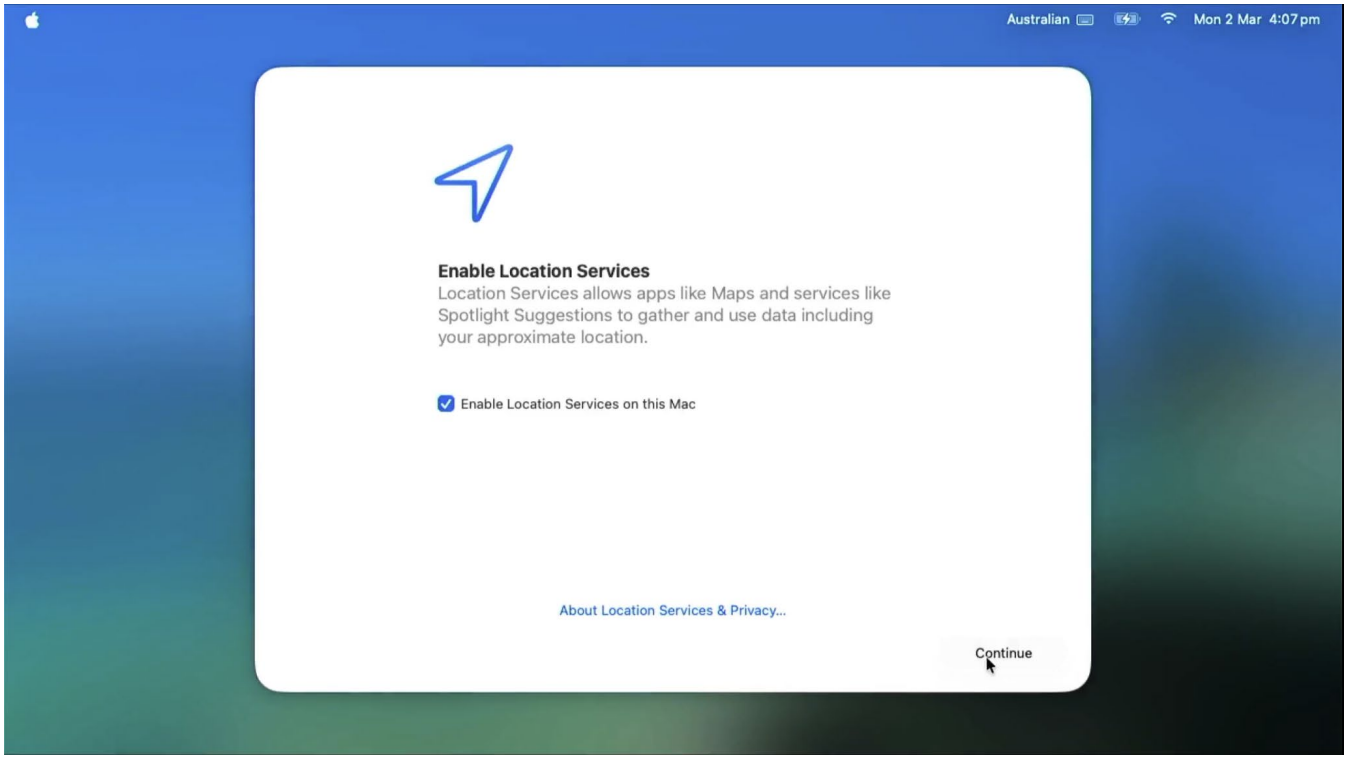
Password requirements:

- Minimum **6 characters**
- Can be **numeric or alphanumeric**
- Must not contain repeating, ascending, or descending sequences

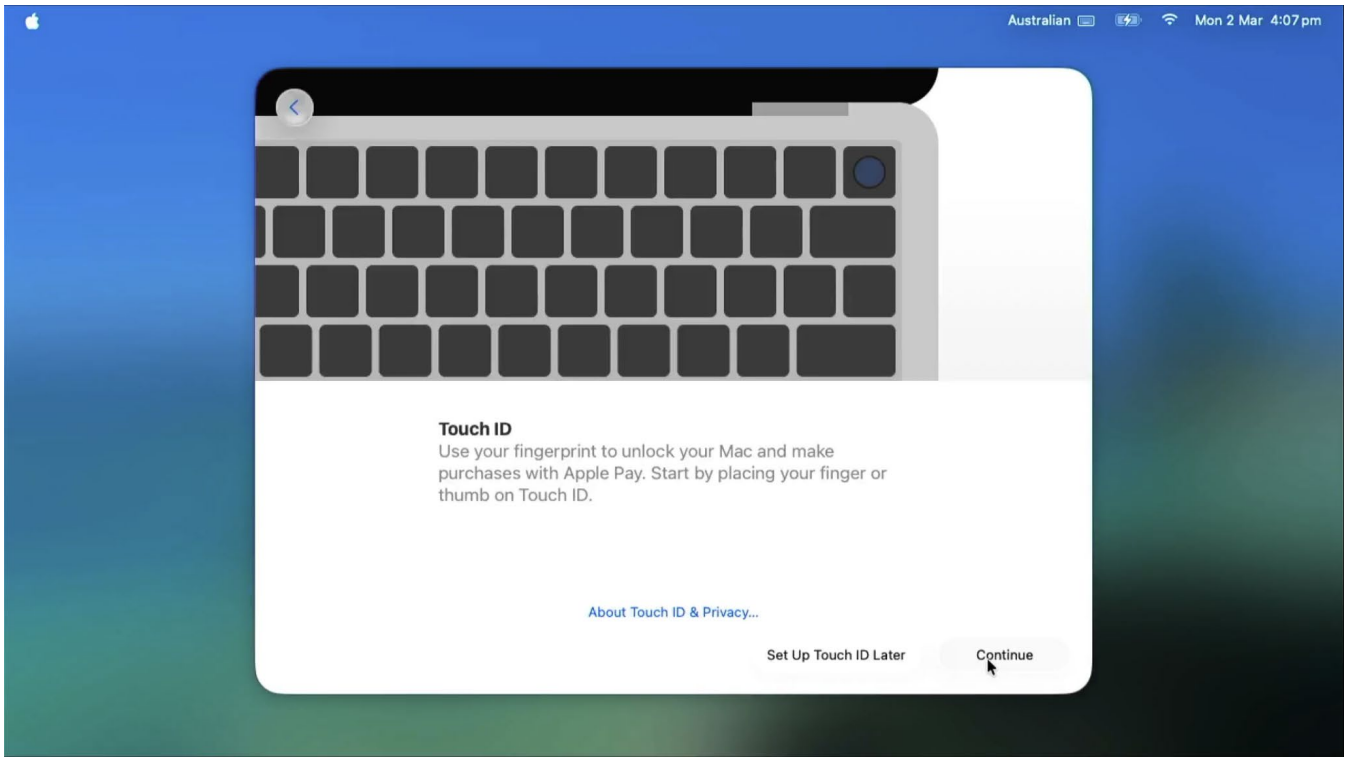
Select **Continue** to proceed.
Note: This password is separate from your **zPass**.



Step 10 – Enable Location Services
Enable **Location Services** by selecting the checkbox, then click **Continue**.



Step 11 – [Optional] Set up Touch ID
You will be prompted to configure **Touch ID**. You may complete this now or choose to set it up later.

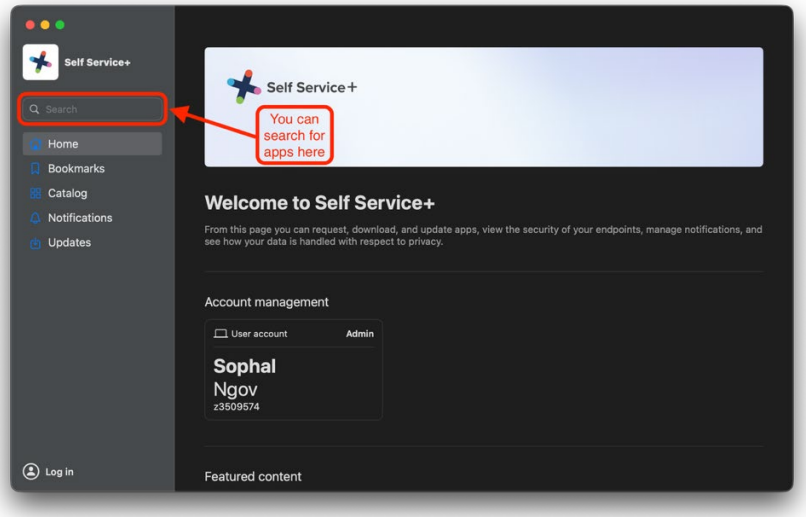


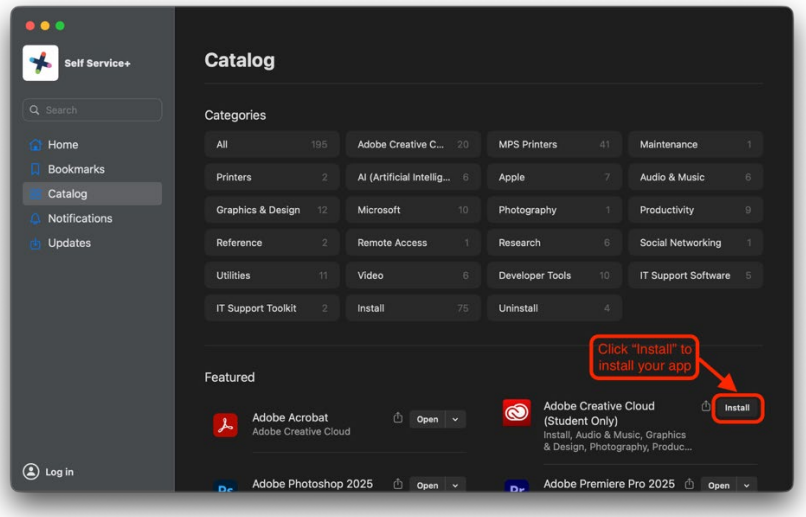
You will now be on the macOS desktop.

ADDITIONAL GUIDES

Familiarise yourself with the Self Service+ app

The Self-Service+ app is a tool found in your Applications folder for you to install applications such as Microsoft 365 apps, Adobe Creative Cloud apps, VPN software, etc, that are licensed for you by UNSW. These apps can be installed with a single click. Additionally, Self-Service+ can link you to various UNSW websites for support. **** Browse through the "Catalog" tab ****



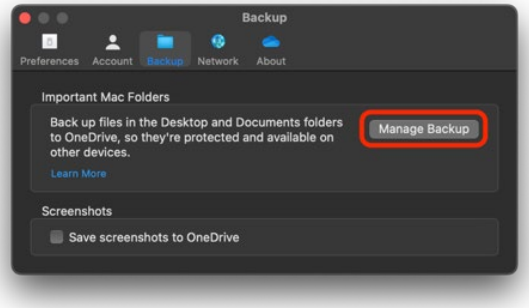


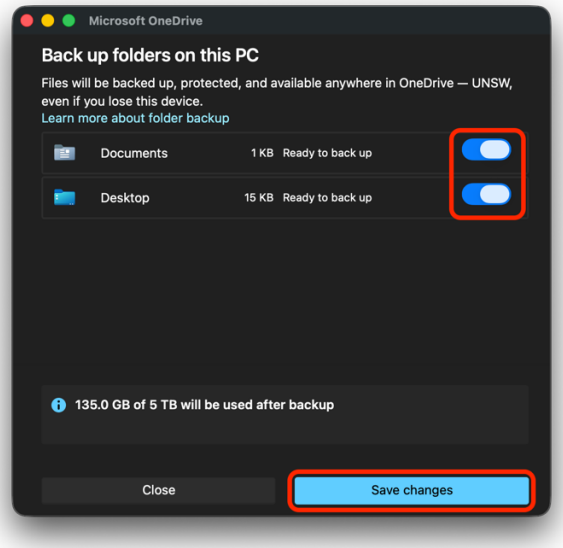
Note: When installing apps, although the "Install" button may update to "Open" when finished, you should wait for the app to appear in your Applications folder before running the app. Importantly, do not close Self-Service+ whilst an app is being installed.

Notes for the following apps

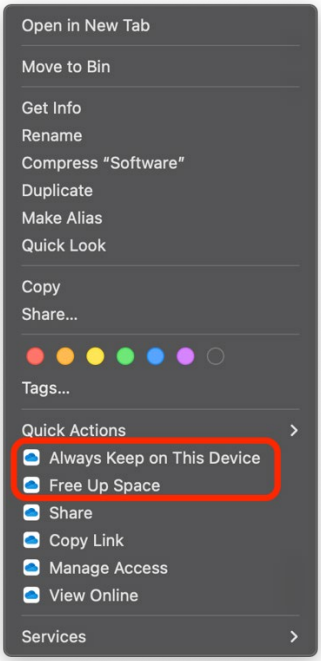
OneDrive

After opening and signing into OneDrive with your zID@ad.unsw.edu.au account, please click to the OneDrive icon on the menu bar on top and click on the cog wheel to bring up preferences. As highlighted below, select *Backup* > *Manage Backup* and toggle on the switches for *"Desktop"* and *"Documents"* and save changes. This will ensure all your data **is accessible** in the event of an issue with your Mac.



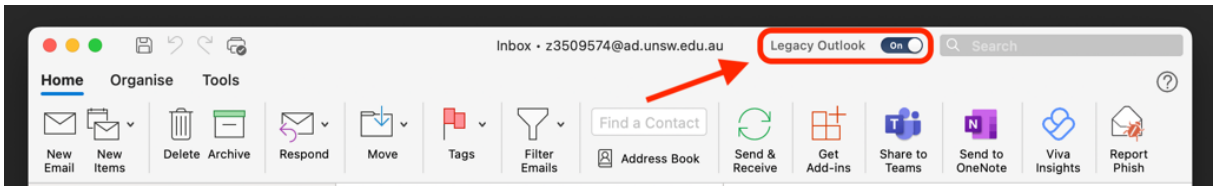


Be mindful of the following options when managing your OneDrive data. OneDrive by default will configure "Files On-Demand" which will require an internet connection to access your data unless the file has been used in the last 14 days. If in the event you anticipate working offline, you can proactively cache your files locally with the following secondary click options. Conversely, you can remove the local cache to free up space on your Mac.

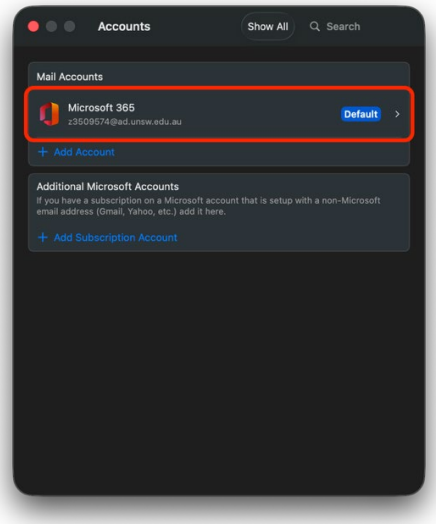

Open in New Tab
Move to Bin
Get Info
Rename
Compress "Software"
Duplicate
Make Alias
Quick Look
Copy
Share...
Tags...
Quick Actions
Always Keep on This Device
Free Up Space
Share
Copy Link
Manage Access
View Online
Services

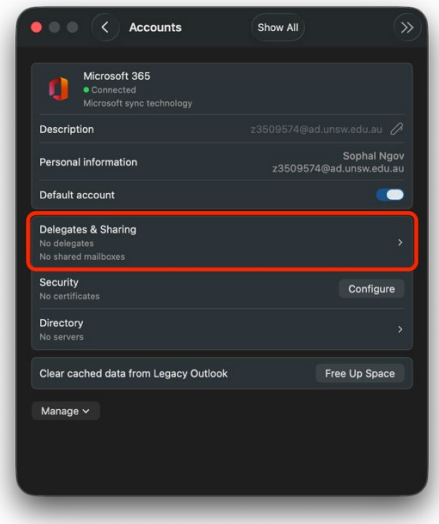
Outlook (Microsoft 365/M365)

Running Outlook for the first time, Outlook will default to the Legacy view, **this needs to be switched to the new view to get full functionality of Outlook**. Please follow the prompts to activate M365 licensing with your zID@ad.unsw.edu.au account and add your mailbox. You'll now need to quit Outlook and restart the app. After restarting, you'll be presented with an option to toggle "Legacy Outlook" off. Outlook will then restart in the new view.

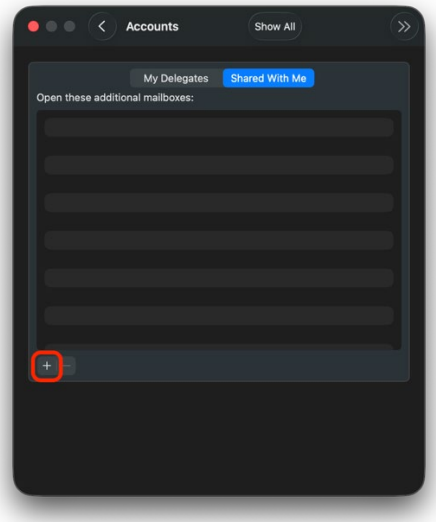


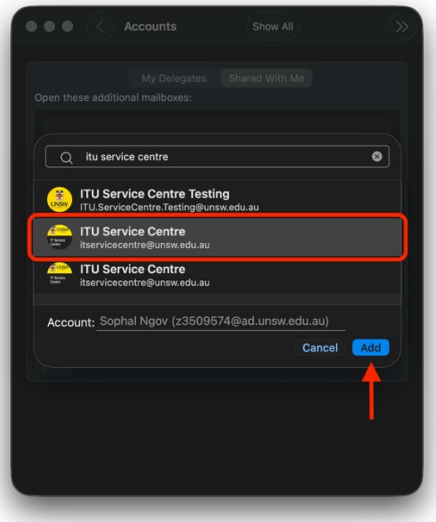
To add shared mailboxes, click on Outlook in the menu bar, then select Settings…>Account>Select your Microsoft 365 account. Next, click on "Delegates & Sharing"





Next, a window will appear where you can search for the shared mailbox you need. Click on "+" in the bottom left to include the mailbox. Please see example below.


Accounts
Show All
My Delegates
Shared With Me
Open these additional mailboxes:

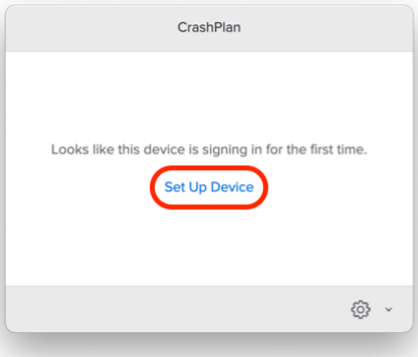

Accounts
Show All
My Delegates
Shared With Me
Open these additional mailboxes:
itu service centre
ITU Service Centre Testing
ITU.ServiceCentre.Testing@unsw.edu.au
ITU Service Centre
itservicecentre@unsw.edu.au
ITU Service Centre
itservicecentre@unsw.edu.au
Account: Sophal Ngov (z3509574@ad.unsw.edu.au)
Cancel
Add

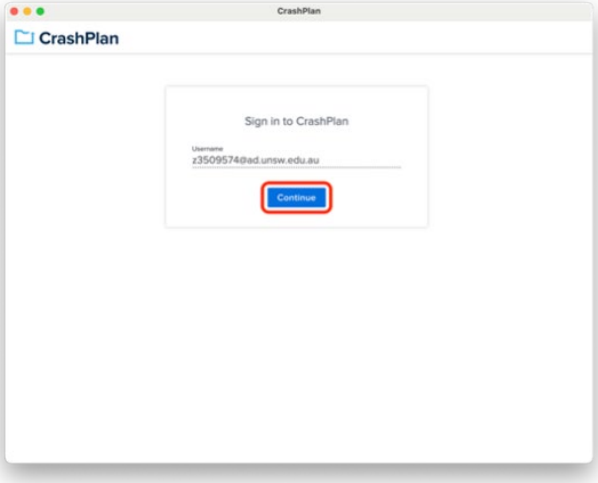
CrashPlan

CrashPlan is intended for backing up your data (your Home folder) only. For access to your data in the event of an issue, your data should be accessible on OneDrive.

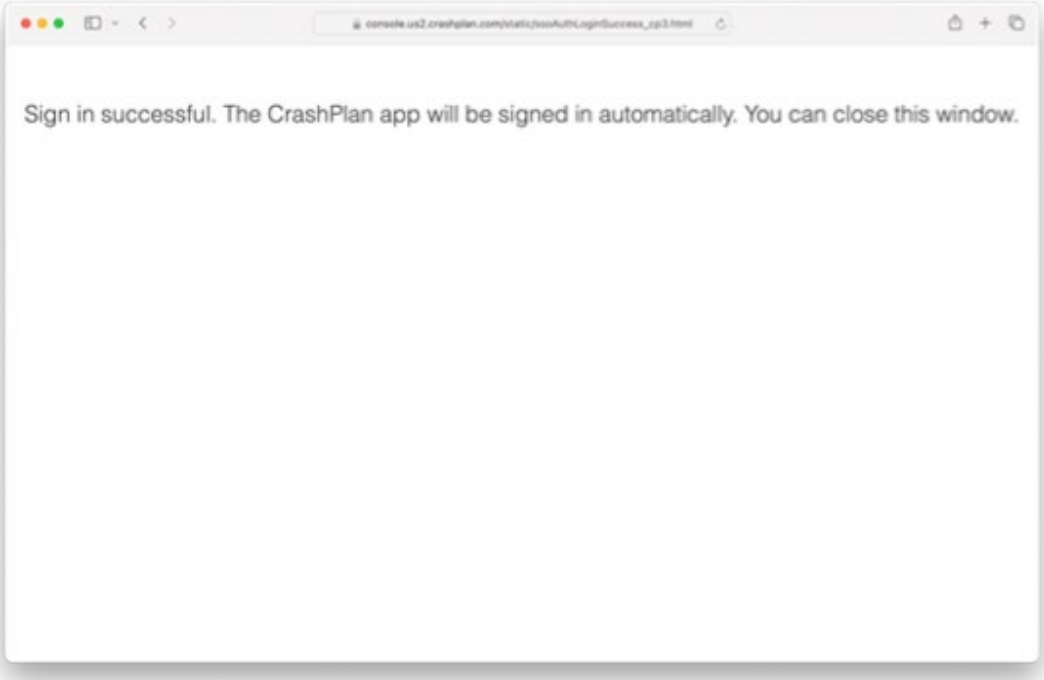
If you're a first-time user of a UNSW managed Mac, CrashPlan will configure automatically. If you're replacing a Mac or setting up another Mac for use, this needs to be manually configured.

Please click on the CrashPlan icon in the menu bar. You'll then be presented with the following. Select Set Up Device>Continue.

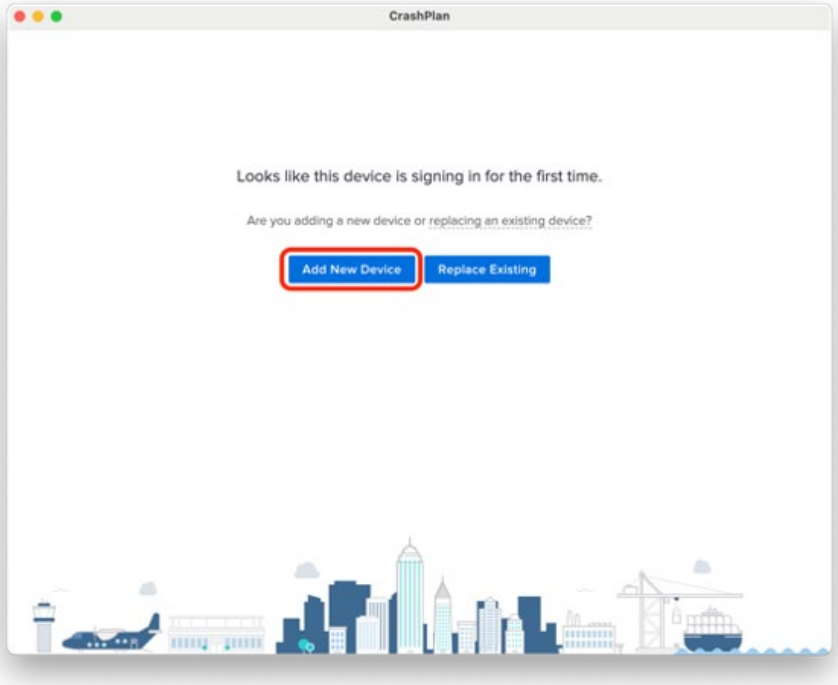




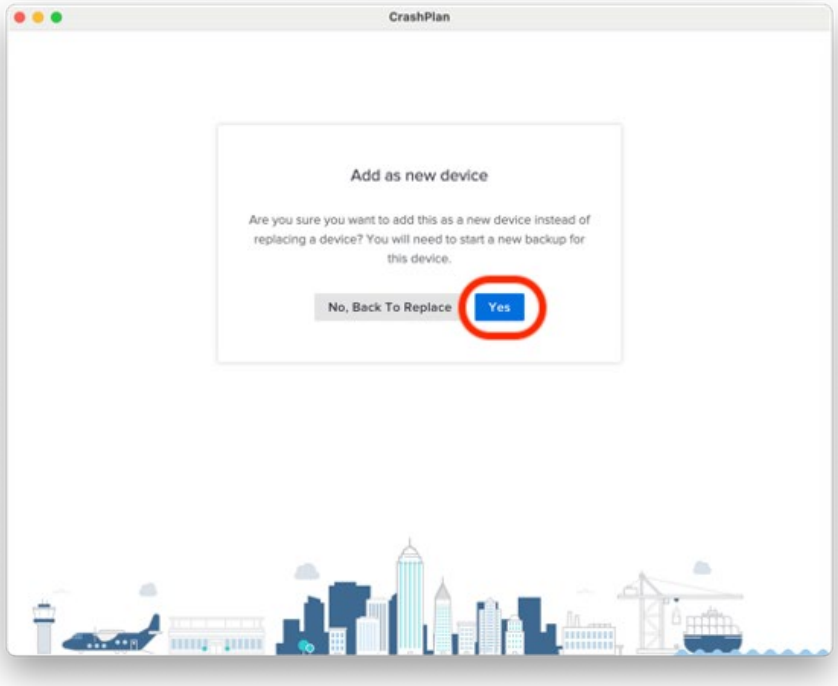
In a new browser window, you'll be prompted to sign in with your zID@ad.unsw.edu credentials. You'll then be advised to close the browser window where you can then return to the CrashPlan app.


Sign in successful. The CrashPlan app will be signed in automatically. You can close this window.

Select “Add New Device”



Select “Yes” as this will create a backup for the new device.

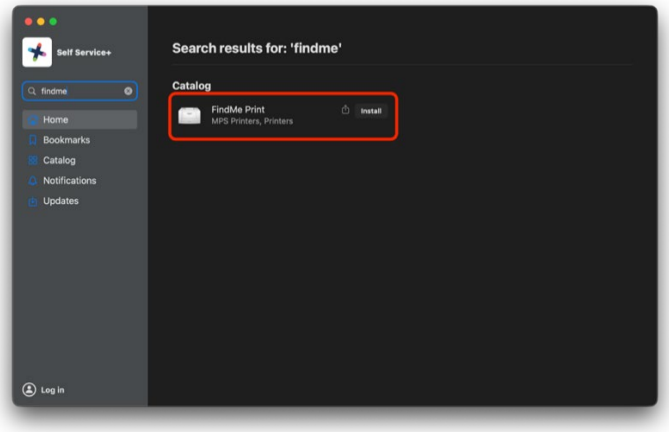


CrashPlan is now configured.

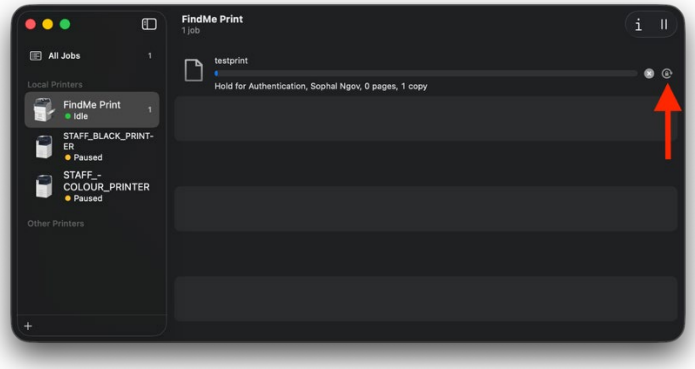
Printers

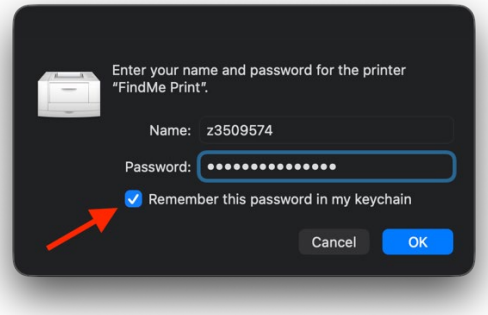
Find Me Print allows you to release & collect your print jobs - only when you're ready - simply by swiping your UNSW ID card at any Find Me Print enabled printer. Find Me Print will minimise waste and protect your sensitive information. Your printing jobs can stay in a virtual print queue "FindMe" for up to 24 hours until you release them. To print, you'll be able to tap your UNSW ID card on the authenticating device as shown below to release your print file.

To install FindMe Print, open Self-Service+ and search "findme" in the search field and click on "Install" under "FindMe Print"



**** When first printing to FindMe printers, you will be required to manually enter your credentials to authenticate your connection to the printer. After confirming your print selection to the FindMe printer, a window will appear presenting your print job. You'll need to locate the padlock icon and click on it. It will then prompt you to enter your credentials. Please enter your zID and zPass. Ensure to tick the check box to save your password to Keychain.

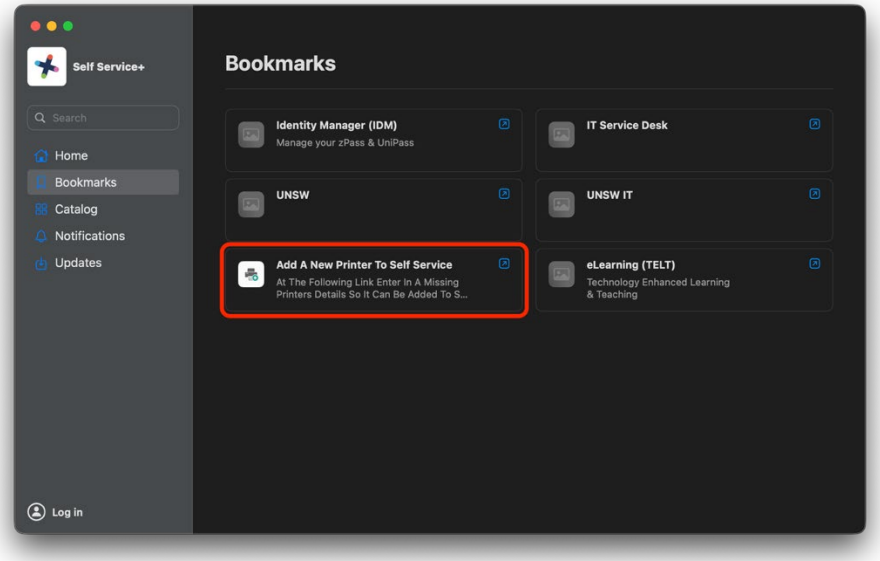

FindMe Print
1 job
All Jobs
1
Local Printers
FindMe Print
Idle
1
STAFF_BLACK_PRINT-ER
Paused
STAFF_-COLOUR_PRINTER
Paused
Other Printers
testprint
Hold for Authentication, Sophal Ngov, 0 pages, 1 copy


Enter your name and password for the printer "FindMe Print".
Name: z3509574
Password:
Remember this password in my keychain
Cancel
OK

For instructions on getting started with FindMe printing, please see link below.

https://www.unsw.edu.au/myit/services/printing/find-me-print-user-manual

If connecting to a local printer where it's not found in the "MPS Printers" category, please navigate to Bookmarks select "Add a New Printer To Self Service" to raise a request for further assistance.

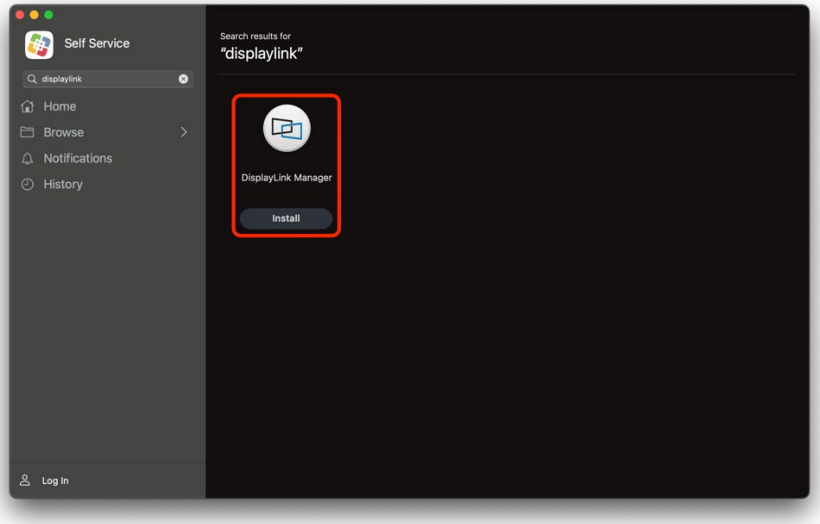


Connecting to dual displays

There are two ways that a Mac can extend to dual displays, this is subject to the processor in your Mac. You will be able to use either the Thunderbolt method or the DisplayLink method.

Thunderbolt – You will need a compatible **Thunderbolt** dock and an additional USB-C to DisplayPort cable. This items is available from UNSW's **Certified Technology Product Service** site.

DisplayLink – (For older Mac's M1-M2 Apple Silicon) You will need a compatible **DisplayLink** dock and install DisplayLink Manager from Self-Service+ show below or from here. These items will be available from UNSW's **Certified Technology Product Service** site.



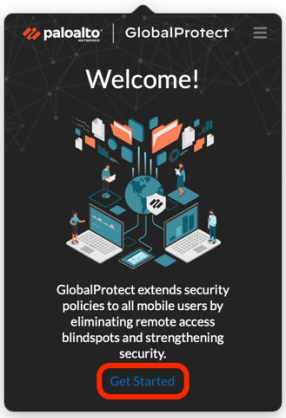
To identify what processor is in your Mac, please click on the Apple icon on the top left in your menu bar and select "About This Mac".

Thunderbolt compatibility	DisplayLink compatibility
• Apple Silicon MacBooks with M3 and above processors • Apple Silicon MacBooks with Pro or Max processors from M1 onwards (e.g. Apple M1 Pro, Apple M2 Max)	• Intel MacBooks • Apple Silicon MacBooks with M1, M2 processors

MacBook Air
M2, 2022
Chip Apple M2
Memory 24 GB
Serial number
macOS Sonoma 14.7.1
More Info...
Regulatory Certification
™ and © 1983-2024 Apple Inc.
All Rights Reserved.

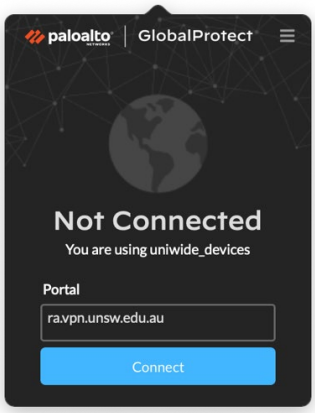
Connecting to the VPN (Global Protect)

Once Global Protect (GP) has been installed from Self-Service+. The first-time you launch GP from your Applications folder, you'll need to select the GP icon from the top menu bar. You'll then need to select "Getting started" and enter an address as shown below.

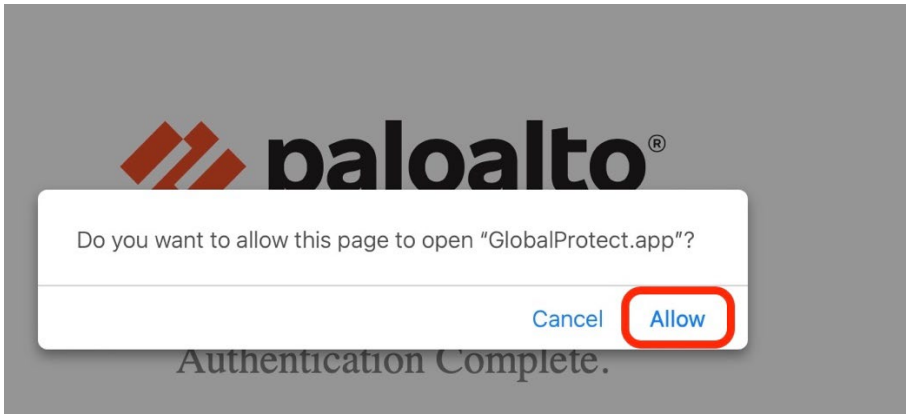


You'll now need to enter the following URL in the blank "Portal" field as highlighted to the right.

ra.vpn.unsw.edu.au



On selecting "Connect" to proceed, you'll be prompted to sign in with your SSO credentials via your default browser. Your browser may then prompt to allow the web page to open GP. You will need to allow this get connected.



Adding Apple ID to your Mac

Please note that your Apple ID is a service managed by Apple. It syncs your personal content and allows you to download apps from the App Store. UNSW IT does not officially support this service, so syncing your Apple ID is at your own discretion.

Alternatively, you may create a separate Apple ID solely for work purposes to separate your personal content.

Remember that when returning your device, you should then ensure your data is save and then dissociate your Apple ID from the returned device.