



macOS 27 is now available for UNSW staff

macOS 27 is now available as an optional upgrade for staff using a UNSW-managed Mac.

UNSW IT has completed testing of macOS 27 and identified no known compatibility issues with standard University applications. Staff can choose to upgrade now or continue using macOS 26 and receive ongoing security and maintenance updates.

Before you upgrade

Before installing macOS 27, we recommend that you:

- Save and close any open work
- Ensure important files are synchronised to OneDrive
- Connect your Mac to a power source
- Allow enough time for the installation to complete uninterrupted

If you use specialised software for teaching, research, or administrative work, confirm compatibility with the software vendor or contact the IT Service Centre before upgrading.

Important: Once upgraded to macOS 27, you may not be able to revert to an earlier macOS version without rebuilding your device.

What's changing in macOS 27?

macOS 27 introduces updates designed to improve the everyday experience of using your Mac, including:

- **Improved performance and reliability**

Enhancements to system performance, stability and responsiveness help provide a smoother experience across everyday tasks.

- **Updated built-in applications**

Several Apple applications, including Safari and productivity tools, have received usability improvements and new features.

- **Enhanced automation**

Updates to the Shortcuts application make it easier to automate repetitive tasks and workflows.

- **Security improvements**

macOS 27 includes the latest security enhancements from Apple to help protect devices and data.

- **AI-powered features**

Some compatible Mac devices may support Apple Intelligence features introduced by Apple.

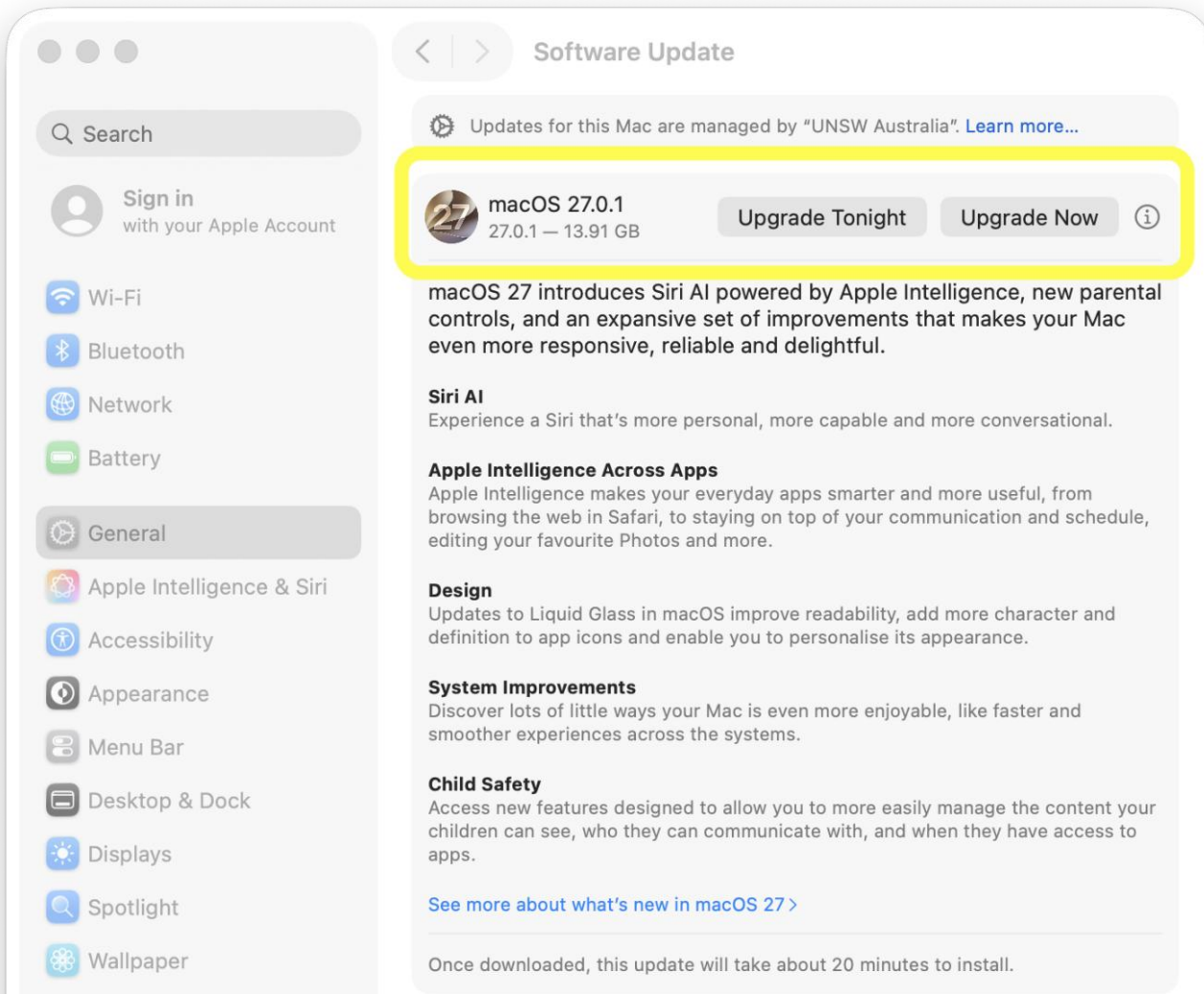
While these features are available within macOS, UNSW's recommended AI tools for work and study remain University-supported services such as Microsoft Copilot and other approved AI platforms. Staff and students should follow UNSW guidance when using AI tools with university information.

How to upgrade to macOS 27

To install macOS 27:

1. Open **System Settings**
2. Select **General**
3. Select **Software Update**
4. Locate the **macOS 27** upgrade
5. Select **Upgrade Now** or **Upgrade Tonight**
6. Follow the on-screen instructions

The installation may take some time to complete, and your Mac will restart during the process.



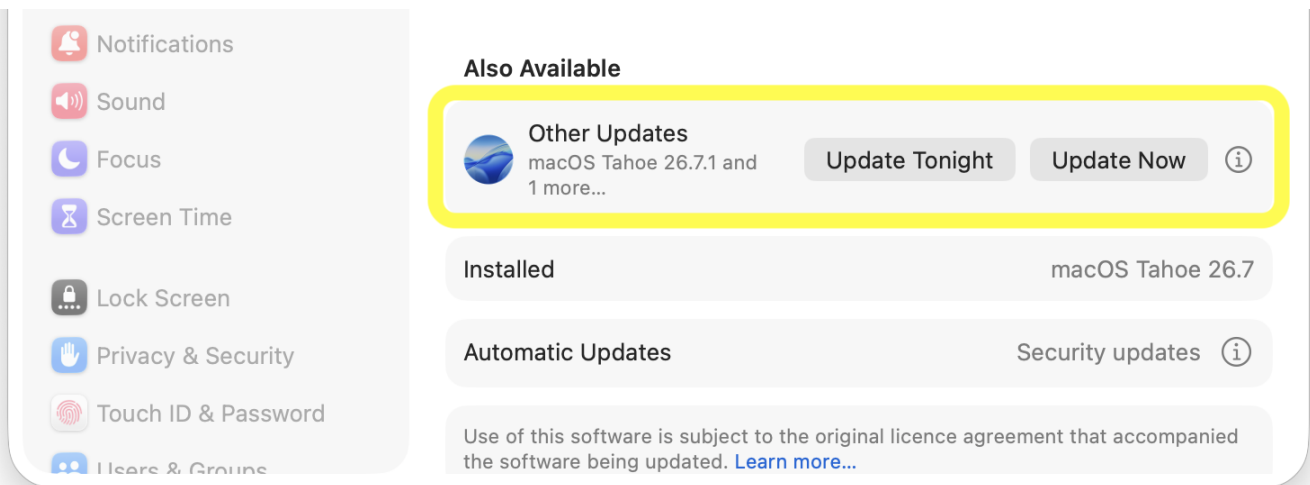
Prefer to stay on macOS 26?

If you're not ready to move to macOS 27, you can continue using macOS 26.

Security and maintenance updates for macOS 26 remain available through:

System Settings → General → Software Update

Updates for your current version of macOS will appear under **Other Updates**.



Frequently asked questions

Do I need to upgrade now?

No. macOS 27 is currently available as an optional upgrade for UNSW staff.

Has UNSW tested macOS 27?

Yes. UNSW IT has completed testing and has identified no known compatibility issues with standard University applications.

What should I do before upgrading?

Ensure your files are synchronised to OneDrive, save your work, and keep your Mac connected to power throughout the installation.

Can I downgrade after installing macOS 27?

Downgrading is generally not supported and may require your device to be rebuilt. Consider this before proceeding with the upgrade.

Will Apple Intelligence replace Microsoft Copilot?

No. Apple Intelligence is a feature provided by Apple within macOS. For University work and study activities, UNSW continues to support and promote approved AI services such as Microsoft Copilot and other University-endorsed platforms.

Will all Macs receive the same features?

Some macOS 27 features require specific hardware and may only be available on supported Mac models.

Need help?

We're here to support your technology needs and help you get the most from your UNSW-managed devices.

If you need assistance, please contact the [IT Service Centre](#), or check the [service status page on the myIT website](#) which provides real-time information on planned technology maintenance.

Report a problem

Submit a request through the MyIT Support Portal.

Need urgent assistance?

Sydney: +61 2 9385 1333

Canberra: +61 2 5114 5678

Visit a Campus IT Hub

Visit your local UNSW IT Hub for in-person support and assistance with device upgrades, software issues and account-related enquiries.