University Staff Mac

User Guide

This guide will familiarise you with the features of the University Mac Assured Service and how to work effectively on and off-campus.

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Main features

Your University staff Mac offers the following features:

- **Sophos Anti-Virus**
- **Firewall**
- **Security updates** will be installed for:
  - Operating system
  - Microsoft Office and web browser security
- **Hard drive encryption** software will be installed
- Access to **Microsoft OneDrive** for primary storage and backup of documents and other data
- Access to the Personal Z: Drive, Shared Departmental X: Drive, and Research R: Drive when on campus to access other data
- Access to the **University wifi network**
- Access to **Mac Self Service** to access a library of commonly used University Mac applications that are easy to install. You can request additional applications by contacting the [IT Service Desk](#)
- Access to **Mac App Store**
- A remote support tool to enable IT professionals to provide assistance
- Printing to networked Smart Printers using print queues

Keep your MacBook up to date

You need to connect your MacBook to the University network at least every 30 days to renew your application licences and keep your MacBook working.

Data and security

Encryption

All personal and confidential emails and files on your MacBook are protected with an additional layer of security known as encryption, to prevent information being accessed if your MacBook is lost or stolen. **FileVault 2** is the encryption technology used by Apple. For more information, visit:

- [FileVault full-disk encryption](#)

Travel abroad with your University MacBook

In some countries, the use of encryption (or possession of encryption hardware, even if unused) is either controlled or illegal. Before you take your MacBook abroad you need to check that it is legal, whether you need an import licence, and whether your information could be compromised through disclosure or tampering. Find out more on the website:

- [Travel abroad with your University Laptop](#)
Change your password

To change your password, you should always connect your Mac to the University network (on campus). If you try to change your password off-campus, your MacBook password will be different to your University IT account. If you need to change your password off-campus, you should contact IT Service Desk to request a password reset.

1. From the Apple menu, choose System Preferences

2. Click the Users & Groups icon in the System Preferences window

3. Select your user name from the list of users

4. Click Change Password, then follow the onscreen prompts

5. When you change your user account password, be sure to update the Hint field (password reminder), so it applies to your new password

6. After changing the password, if the keychain utility prompts to update the keychain, click Update or Update All
Update the Keychain

If you have changed your IT password, the keychain on the Mac will detect that the password is different when you login.

- If you can remember your old password, choose **Update Keychain password**. You will then need to enter your old password one last time in the pop-up window that appears. Any stored passwords or data for websites or applications will then be kept in your keychain.
- If you can't remember your old password, click on **Create New Keychain**. Enter your new IT password when prompted.
- There is a third option called **Continue Log in**. However, you will keep getting the warning message until you choose one of the other options.
NoMAD

NoMAD is a menu bar utility that keeps your university-owned Mac in sync with your University IT account. It also adds shortcuts and other convenient features.

Features

- Your University IT account password will be synchronised with your Mac
- When you change your University IT account password, NoMAD will help you update your Mac's keychain and FileVault2 passwords
- Your Mac will remain connected to University Smart Printers, so you don't have to login each time you print
- You will receive a reminder when your password is about to expire
- Adds shortcuts to your Mac's menu bar to change your password, access Mac Self Service, and view your IT Service Desk tickets

Why use NoMAD

You must change your University IT account password every 90 days. When you change your password using the Password Change application, your Mac is not automatically aware of your new password.

NoMAD bridges this gap by keeping your Mac connected to your University IT account, and will detect when your password is changed. This helps you avoid annoying Keychain prompts and other login frustrations.

Sign In

NoMAD automatically launches when you log in to your Mac. The first time NoMAD opens you'll be asked to sign in with your University IT account username and password.

NoMAD will securely store your University IT account username and password in your keychain.

Use NoMAD

NoMAD runs in your menu bar in the upper right corner of your Mac screen. When you're on campus and connected to a University network, you'll see a triangle icon with a green check.

The NoMAD menu bar item also displays the number of days until you are required to change your password.
When you click the NoMAD menu bar icon you’ll see a list of options.

- **Renew Tickets** will refresh authentication with the UoL Active Directory servers
- **Change Password** will open a utility to help you change your University IT account password
- **Get Software** will open Mac Self Service to help you install apps
- **Get IT Help** will open the IT Help web pages in your default browser

**Password Sync**

NoMAD helps you keep your Mac's password in sync with your University IT account. This avoids issues with your keychain, printers, and FileVault disk encryption when you change your password.

When you change your University IT account password, NoMAD will detect the change within a few minutes and send you a notification.

Click **Sign In** to synchronize your Mac password with your new University IT account password. You'll need to enter your previous password when prompted.

**Use NoMAD Off Campus**

If you're not on campus, NoMAD won't be able to connect with your University IT account. You won't see the green check or the number of days until your password expires.

If you change your password while off campus, NoMAD won't detect the change until the next time you connect to a University of Leicester network.
Use of USB memory sticks and removable storage

Whilst files stored on your Mac are safely encrypted, if you copy them onto an external device, they will no longer be protected unless you also encrypt the external device.

It’s easy to lose removable storage so you are advised not to copy confidential or sensitive data.

See the encryption web pages for more information.

Prevent MacBook theft

The University recommends that you use a lock for your MacBook if possible. When leaving your MacBook in an office or meeting room that isn’t secure, you should:

- Lock your MacBook using a MacBook lock, or
- Lock your MacBook away in a drawer

See the Laptop security locks web page for more information.

Antivirus updates

Antivirus will be updated whenever you connect to the internet on or off-campus.
Security changes in macOS Mojave and TCC

As part of macOS Mojave (10.14), Apple has introduced new controls that allow and restrict cross-application data requests e.g. Contacts, Calendar, and Photos. Apple refer to this as Transparency, Consent, and Control (TCC), Access Control, and Privacy Preferences Policy Control (PPPC).

There is currently no documentation supplied by Apple. Because of these changes, you may see alerts similar to the following, when launching an Application:

![Alert Message]

You will need to click OK to allow access, where appropriate.

32-bit applications

macOS Mojave is the last version of the Operating System that will support 32-bit applications and so you should start to identify and move away from them as soon as possible. You can identify these in two ways:

- When you run a 32-bit application for the first time on Mojave, you'll receive an “app” is not optimized for your Mac and needs to be updated error message

![Alert Message]

- Alternatively to check which application:
  1. From the Apple menu Select About This Mac
  2. Click the System Report button
  3. From the system report, scroll down to Software in the sidebar
     - If you're already using macOS Mojave, select Legacy Software in the sidebar to see all applications that have not been updated to use 64-bit processes
  4. Select Applications
  5. When you choose an individual application, you will see a field titled 64-bit (Intel)
     - Yes - indicates a 64-bit application
     - No - indicates 32-bit application

More information about the move away from 32-bit applications can be found on Apple’s website: https://support.apple.com/en-us/HT208436.
Applications

Outlook 2016

On campus using University network or wifi
Whenever you start Outlook it will take a few moments for your email, calendar and folders to synchronise. Wait a few moments for the content should start to appear.

Off-campus using an internet connection
Outlook functionality will be the same as on campus.

No internet connection
When you are not connected to the internet (offline), you will only be able to view recent emails.
You will be able to compose and send new emails, but they will be stored in the Outbox and won’t actually be sent until you reconnect to the internet. You won’t be able to receive new emails.
If you require access to older emails during any periods that you are offline, contact the IT Service Desk in advance.

Mac Self Service
Your University Mac has Microsoft Office installed, including Word, Excel and Outlook, in the same way as they are on other University computers.
The Mac App Store is available for you to install macOS software packages.
IT Services uses Mac Self Service to make University licenced software and other applications available, which are not in the App Store. You can install additional applications using Mac Self Service when you are on campus and connected to the University network. Some Applications will need to be requested by contacting the IT Service Desk.
Find and install applications

1. Make sure you are connected to a University network (not eduroam wifi)
2. Navigate to the Applications folder on the Mac using the Finder menu (Go > Applications)

3. Double-click Self Service to launch this program (or you may have a Dock icon for this)
4. On the left-hand side of the Self Service Window, click on a category:
   - **All** shows every current application and operation that is available in Self Service
   - **Featured** shows our most commonly requested installers
   - **System Administration** shows a number of useful tasks and utilities that can assist you in the day to day operation and troubleshooting of your Mac
   - **Uninstallers** shows various options for removing certain software applications
   - The other categories show available applications divided by the appropriate subject areas
5. You should now see the installer package for the software you requested. Click the **Install** button for the application.

   The installation will **run in the background** and may take a **considerable amount of time**. You can continue other work, but you may find the computer is responding slowly.

6. After the application has installed successfully you will find it in the `/Applications` folder. Go to **Finder > Go > Applications**

### Install other applications

If the application you need is unavailable from the Mac Self Service, you will need to complete a **Software Request Form** for other applications to be installed.

You will need to have a valid software licence.

### Use applications off-campus

If you need to use a application off-campus there may be restrictions, due to how the program is installed or the licence terms set out by the supplier.

When you are connected to the University network, open each application so that the settings are stored on your Mac, ready for when you are not connected to the University network.

**Some applications installed using Mac Self Service may only work for 30 days whilst off-campus.**

Each time you connect to the University network the licence is renewed for a further 30 days. If you need to work off-campus for longer than this, contact the IT Service Desk for advice.

See the programs page for more information about using programs off-campus.
Files

File synchronisation on Macs is not possible, so you will need to remember to copy any locally stored files to either your OSX, Research or Departments network shares when you are on-campus. You can use OneDrive if you know in advance that you need to access files off-campus.

You will see three icons on the desktop whenever you are connected to the University network (either wired or by wifi):

**OSX**
Z: drive (This folder is also available on University Windows PCs)

**Research**
R: drive

**Departments**
Shared departmental X: drive

If you do not see these icons when connected to the University network, click the option to Map Network Drives in Mac Self Service.
Work on campus

Your Mac is registered to the network in the building you predominantly work in. You won't be able to connect to the wired network using an Apple Ethernet Adapter or network cable in another building.

Roam around campus

When you are on campus your MacBook will automatically connect to the University wifi.

Use of other University computers

**Important**: Avoid actively using your Mac and a University PC with the same University IT account as attempting to access files and emails will cause synchronisation issues.

If you have left your MacBook logged in (at your desk) where it is not in use and are in another part of the building you can login to another University computer.

Alternatively, in a lecture theatre you can use a lecture theatre PC and login to the **AVS guest account**. You will find login details near the PC.

In some lecture theatres, you may be able to connect your MacBook to the data projector; you will need to have the relevant adaptor.
Work off-campus

If you intend to work from home, try out your MacBook beforehand. Your MacBook should be able to connect to your home wifi.

Choose a wifi connection

You will need to setup a wireless connection based on the local network. You will need to obtain the wireless network name (or SSID) and the password (network key) to setup your Mac:

- Manage the Wi-Fi connection on your Mac
- Connecting your Mac to the Internet

You will need to contact your home internet service provider if you experience problems connecting to your home wifi router or broadband connection.

Connection speed when working on wifi

For most day-to-day work you will not notice any difference when connected via your wired network connection. Your MacBook will behave much the same as a fixed desktop computer. However, the connection speed may be slower if you are requesting a large amount of information, such as opening a large file or attachment (e.g. greater than 10 MB).

Use eduroam wifi at another university

Your MacBook has been setup to work at other universities that provide eduroam wifi.

If you need to change your University IT account password while at another university, you will need to reset your password when you return to the University of Leicester campus, in order for the account to be correctly updated.

Follow these steps to connect to eduroam wifi:

1. Click on the wireless network icon at the top
2. Click eduroam in the list
3. Enter your University IT account username followed by @leicester.ac.uk
   e.g. ea179@leicester.ac.uk
4. Enter your University IT account password
Help and support

University Mac web pages

You can find more information on the [Laptops](#) section of the IT Services website.

Access this guide

The user guide is available to download on the IT Help website.

IT Service Desk

If you have a question call the IT Service Desk on 0116 252 2253. Please have your machine ID ready, follow the steps here [find your computer's name and address](#).

You can also raise a request or report an issue using [IT Self Service](#).

Useful links

- [Get to know your new Mac](#)
- [Mac Basics: Spotlight helps you find what you are looking for](#)
- [Mac tips for Windows switchers](#)

For more information

IT Services  
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