

APPLE MAC SETUP GUIDE

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DTS



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SETTING UP A MAC

- If you are setting up your new Mac on campus or have collected it from DTS go to step 9
- If you are setting a new Mac off-campus please follow all the steps below.
- Once you unbox your new MAC and connect it to a power source, initiate the start-up process by pressing the power button.
- You will need a fast and reliable internet connection and know you LSE account details (LSE email and Password) and your MFA device





SETTING UP A MAC



Please click **<u>enrol</u>** - this connects you to the LSE management system



It is necessary to enable the location services.



Do not click anything or attempt to sign in if you see this screen.

The device is still loading the management system in the background. This can take up to 30-60 minutes depending on your network connection. Only attempt sign in once you reach stage 9 (see next page)



SETTING UP A MAC



At this stage, it is important to select 'staff' as this will define the LSE profile that is loaded onto your device.

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Tue Apr 09 03:35:22 MacBook Pro jamt[718]: Removing existing launchd task /Library[LaunchDaemons/com.jamfsoftware.task.bgrecon.plist	
Tue Apr 09 03:35:22 MacBook Pro jamf[718]: Downloading the Jamf Bundle	
Tue Apr 09 03:35:23 MacBook Pro jamf[718]: Enforcing management framework	
Tue Apr 09 03:35:23 MacBook Pro jamf[718]: Enforcing scheduled tasks	
Tue Apr 09 03:35:23 MacBook Pro jam/[718]: Adding launchd task com jamfsoftware task 1	
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Tue Apr 09 11:37:04 MacBook Pro jamf[2011]: Executing Policy Deployment - firstRun	
Tue Apr 09 11:37:14 MacBook Pro jamf[2011]: Installing datajar-pkg-policy-assets-1.0.pkg	
Tue Apr 09 11:37:15 MacBook Pro jamf[2011]: Successfully installed datajar-pkg-policy-assets-1.0 pkg.	
Tue Apr 09 11:37:15 MacBook Pro jamf[2011]: Installing gen-launcha-script-scriptrunner.pkg	
Tue Apr 09 11:37:16 MacBook Pro jamf[2011]: Successfully installed gen-launcha-script-	
Tue Apr 09 11:37:30 MacBook Pro jamf[2314]: Error Domain=NSCocoaErrorDomain Code=4099 *The connection to service named com jamf.management.daemon	
Tue Apr 09 11:37:30 MacBook Pro jamf[2314]: Removing existing launchd task (Library/LaunchDaemons/com.jamfsoftware.task.bgrecon.pist	
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Finalising setup, please wait	
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This screen may disappear and reappear randomly while your device is set up.

This will take 20-30 minutes depending on your internet speed.



Once you reach this screen you are ready to logon for the first time and begin using your device. Please use your LSE email and the password for your LSE account – see next page.



INITIAL LOG IN

Use your LSE logon to create your device account.

(LSE Email address and 15+ character password)

Please do not attempt to change your local device password, this will prohibit you from signing in when you reconnect to the LSE network.

If you need to change your password - please contact the IT service desk, who will facilitate your request

Microsoft Sign in someone@example.com	
Can't access your account? Back Next Sign-in options Sign-in options	
Terms of use Privacy & cookies	ß



TREND APEX ONE

Apex One (Mac) Security Agent is the latest anti-virus software used by LSE . . .

The first time you sign onto your device you will be met with a popup model asking you to change some settings.

This is not necessary <u>there</u> is no need to change the <u>default settings.</u>

these settings are updated by the LSE Mobile Device Management system.

Apex One (Mac) Security Agent		
Set Up Required Permissions		
Apex One (Mac) Security Agent needs System Extension, Full Disk Access, and your permission to load the agent program to provide complete protection for your computer. Click "Continue" and follow the onscreen instructions to allow Apex One (Mac) Security Agent to open on this computer. It only takes a few minutes.	Required Permission Centricate System Extension Full Disk Access	Apex One (Mac) Sec malware and security 1. Open Priva 2. Scroll to the "Secu 3. Provide your macC "Unlock" to make of 4. Click the toggle sw entries and click "of
		5, Click "Allow".





TREND APEX ONE





Giving apex one full disk access protects your application data e.g. Mail, Messages, Safari, etc.



MULTIPLE USER ACCOUNTS

Alternative users / profiles can cause issues with the LSE management system

They will not be protected by hard drive encryption and therefore be weak to cyberattacks.

Do not create any additional profiles or add users – if you need to use the device as a shared Macbook with multiple profiles / users please contact the IT service desk.





CHANGING YOUR LSE PASSWORD

You are able to change your LSE account password using Jamf connect on your Mac. This will open a Microsoft 365 account dialog box. In here you will be able to change/update your account information including changing your password. This will take up to 15 minuets to sync across all LSE systems.





USING THE .MOBI SELF SERVICE STORE

In your dock you will find a pink icon with .mobi written on it. This is the LSE self- service store.

Use the pink .mobi icon found in your dock or applications folder to download LSE approved and maintained applications

Once the self-service app store is open, select 'Browse' or 'search' on the left to see the full list of available applications.





What is the difference between "request" and "install" / "re-install" on the button below an application title?

For practical purposes - none - behind the scenes it is partly how the applications are packaged and deployed in our management system. The ones labelled "request" are our Auto Update applications.

The ones labelled "install" are our LSE / VPP applications.

What do the labels after an application name mean?

For applications deployed via our self service portal, DTS will ensure security updates are rolled out within 14 days, feature updates may take a little longer.

Auto Update: Applications DTS & dataJAR jointly ensure are updated.

LSE: Applications DTS ensure are updated, often because they require special School licence, or they may require DTS to manually install the update.

VPP: Applications DTS deploys and updates from Apple via a special type of licence (Volume Purchase Programme) for educational establishments.

USING THE .MOBI SELF SERVICE STORE



DTS -

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THE LONDON SCHOOL OF ECONOMICS AND

POLITICAL SCIENCE

Auto-Update - BBEdit
Auto-Update - BibDesk
Auto-Update - Cyberduck
Auto-Update - EndNote 21

Request
Request
Request
Request

'Log In' to see applications that are unique to you and may have been granted after using the software/applications form. This will include subscription/paid-for software.

Easily connect to the shared MFD printers through the .mobi app



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USING THE .MOBI SELF SERVICE STORE

Should the requisite work applications not be presently accessible within the .mobi self-service store, a convenient shortcut located in the 'Home' tab is provided for your convenience. This shortcut directs you to an online form where you can formally request the inclusion of the desired application into the store.

Upon first sign in the 'Company Portal' log-in screen should appear automatically (2).

In the case, the Company Portal doesn't open or fails please restart the process in the .mobi self-service store. Following the steps shown.

POLICY – REGISTER WITH INTUNE

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	Microsoft OneNote	14 March 2024, 15:34	1.15 GB Application	
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Microsoft 365 comes pre-installed and can be found in your application folder.

Pressing Command + spacebar will open the search feature on your device

HOW TO ADD SHARED MAILBOX

2 • • Outlook Settings Show All Q Search Personal Settings 2= A ABC [8] ٢ ABC Profiles General Accounts Notifications Fonts Spelling & Categories Auto-correct & Sounds Grammar Email 2000 5 Aicrosoft Outlook File Edi Reading Composing Signatures Rules Junk About Outlook Other Legacy Outlook • Q 🖻 Archive 4 Delete Calendar My Day Privacy Search Work Offline Focused Turn Off Reminders Today Services > Hide Outlook 3£ H 8 Hide Others Show All Q Search Accounts Quit Outlook жQ o.sleeman@lse.ac.uk o.sleeman@lse.a.. ⇒ Sent an@lse.ac.uk Account description: o.sleeman@lse.ac.uk > es Groups Deleted Items Personal information 679 Full name: Sleeman,O Co Junk Email 🗀 ASM Email address: o.sleeman@lse.ac.uk 186 Cherwell tickets 99 Conversation History HAM bookings 502 C RSS Feeds Delegation and Sharing Security Directory Service > 🖂 Inbox 3 🔊 Drafts - Archive ⇒ Sent Add an Account.. Deleted Items Open Shared Mailbox... 🕝 Junk Email C A_datajar.Mobi Queries Conversation History

To add shared mailboxes to your device

please open outlook then follow the steps shown.

USING ONE DRIVE

Along with the other Microsoft applications, OneDrive is installed upon first sign-in

This is LSE's preferred cloud storage for sharing and data backup, and we strongly advise that you choose to sync your document and desktop folders to your OneDrive account. this means that if your device is lost or stolen (or needs to be wiped to fix) then your data is not lost.

CONNECTING TO LSE NETWORK DRIVE (PDRIVE)

Open finder then follow the steps shown.

Your department should know the link needed to complete step 3/4

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When receiving support from DTS it will streamline the support you get if you send over the following information with the initial contact for support.

(information about your Mac can be found by clicking the heart icon in the top right of your screen)

- Serial number
- Asset tag

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- Device model and year
- If it's at home or onsite

