APPLE MAC SETUP GUIDE

CONTENTS

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- *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
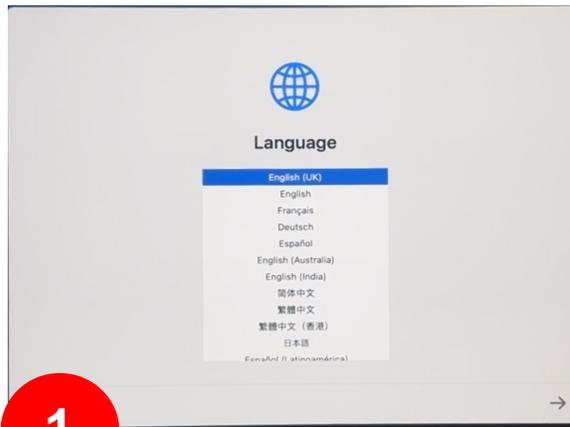
1 Choose your language

2 Select you country / region
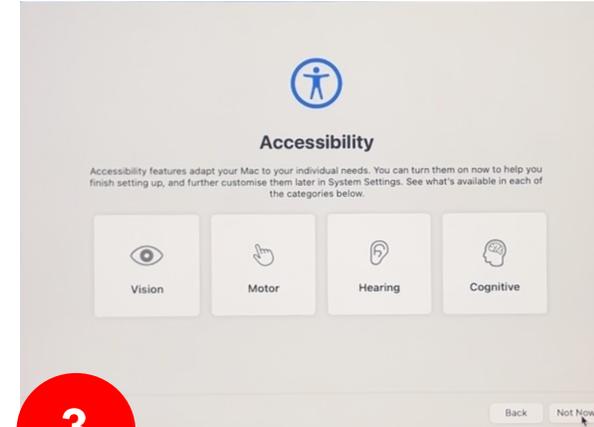
3 Choose your accessibility options

4 Connect to your Network

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4
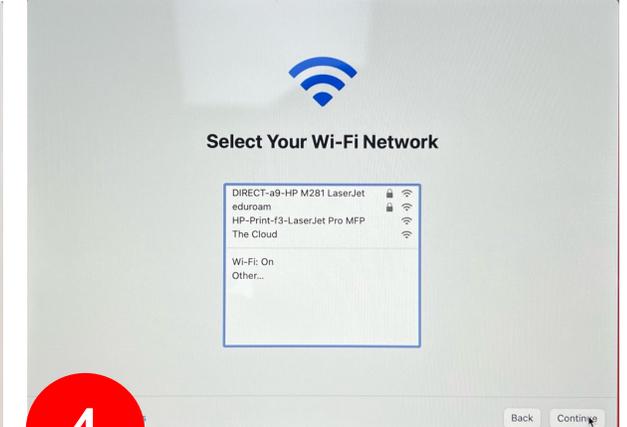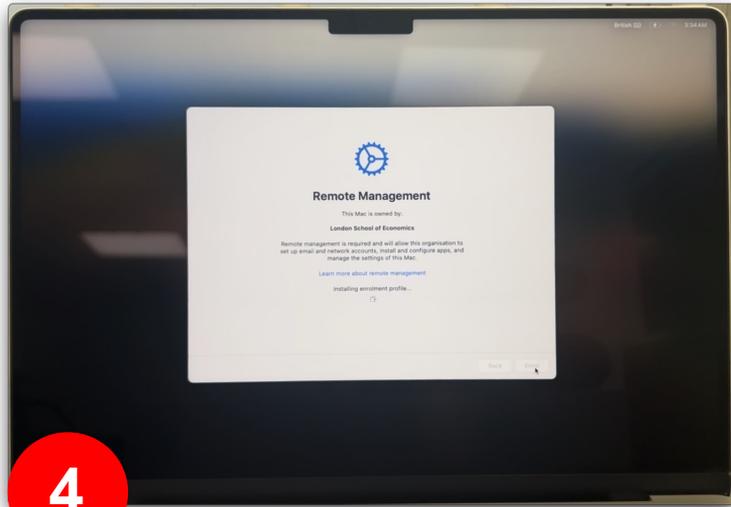
Please click **enrol** - this connects you to the LSE management system

5
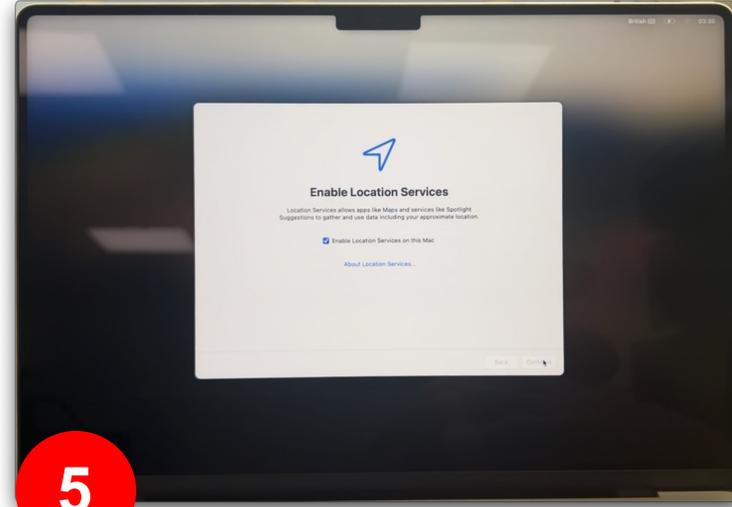
It is necessary to enable the location services.

6

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)*
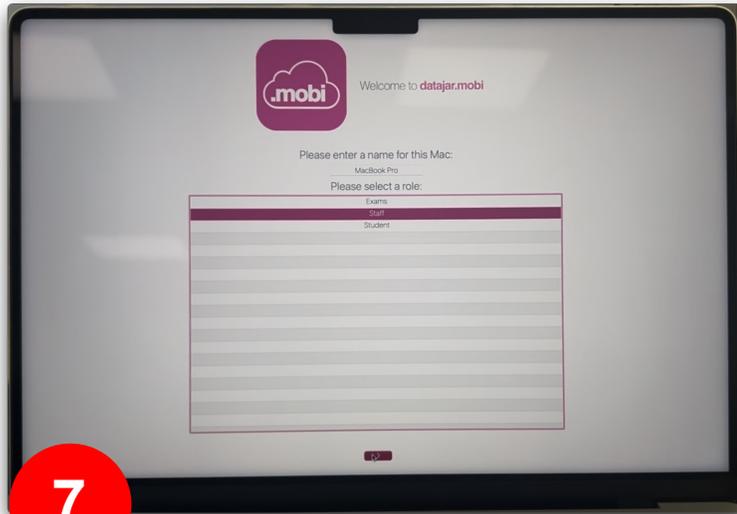
7

At this stage, it is important to select 'staff' as this will define the LSE profile that is loaded onto your device.
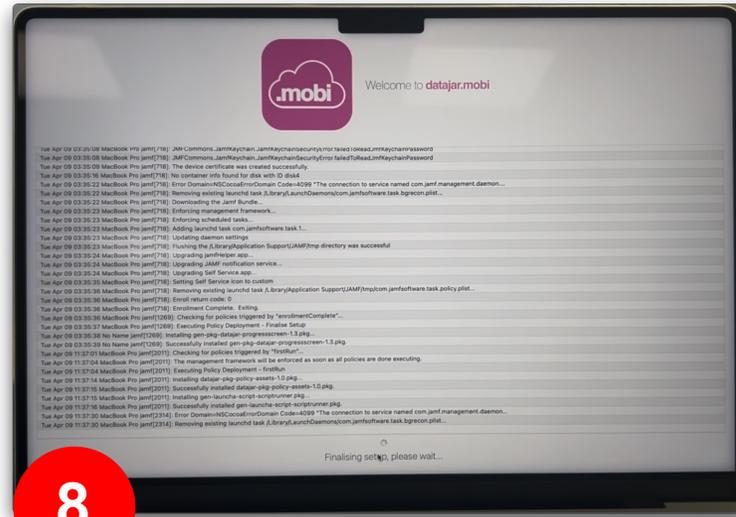
8

This screen may disappear and reappear randomly while your device is set up.

This will take 20-30 minutes depending on your internet speed.
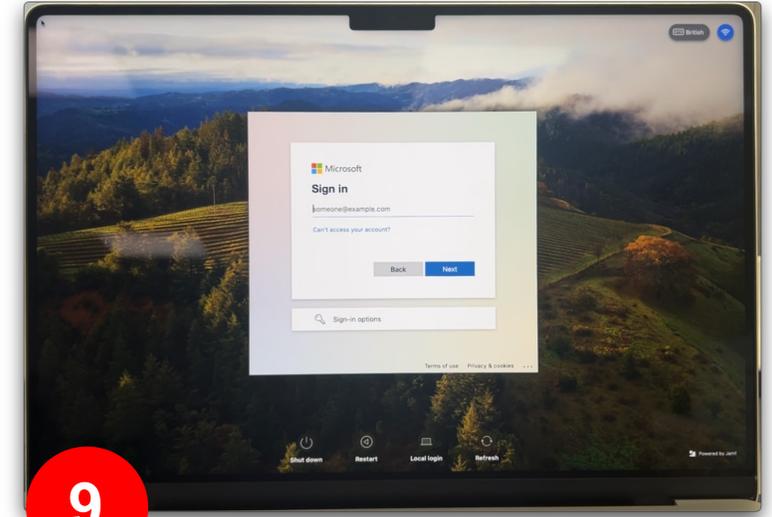
9

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.

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

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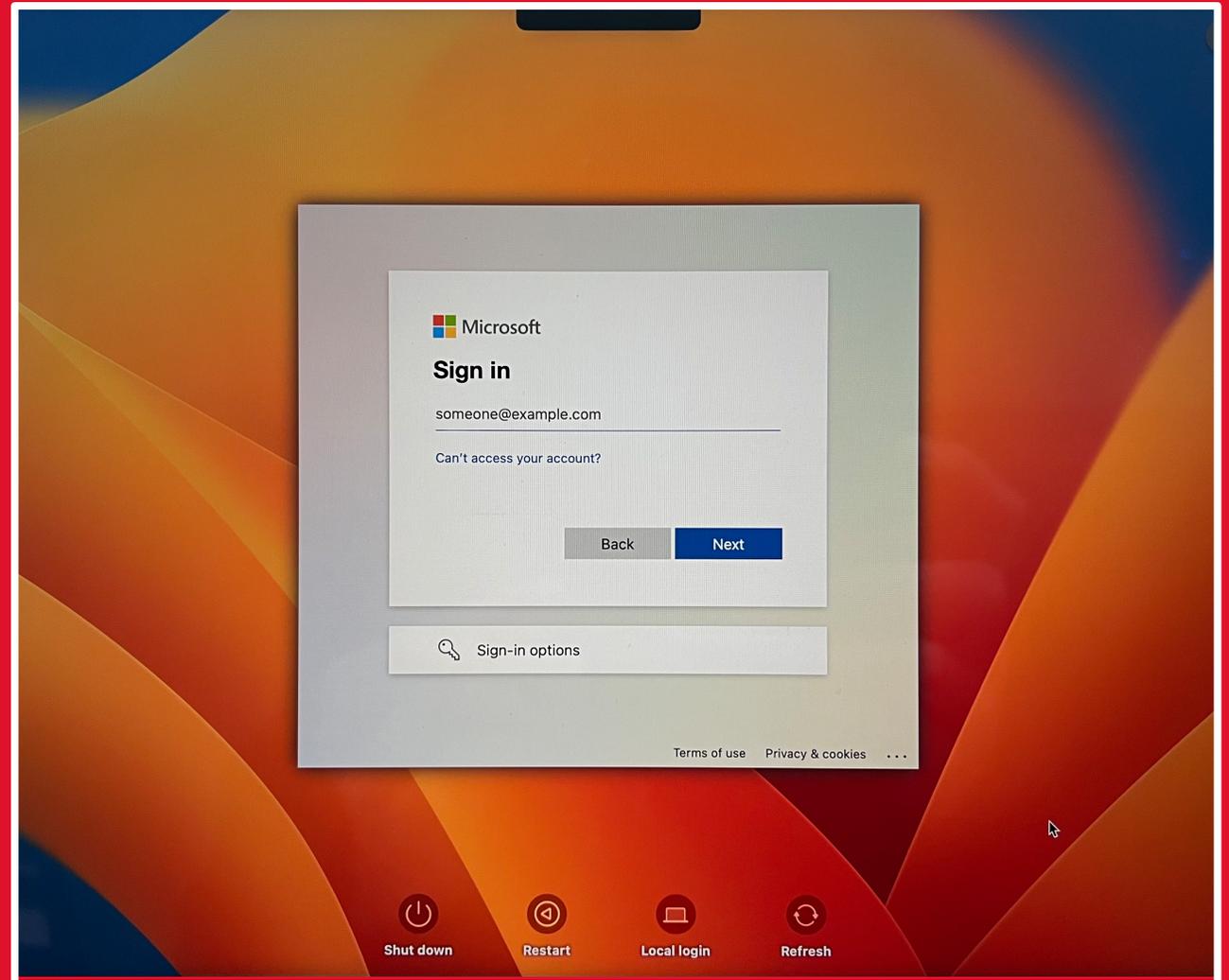
Apex One (Mac) Security Agent is the latest anti-virus software used by LSE

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 there is no need to change the default settings.

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.

1 Continue

Apex One (Mac) Security Agent

Required Permission
- Certificate
- System Extension
- Full Disk Access

Allow System Extension

Apex One (Mac) Security Agent needs System Extension to protect your files and network activity from malware and security threats.

1. Open Privacy & Security

2. Scroll to the "Security" section and click "Details".

3. Provide your macOS administrator password and click "Unlock" to make changes.

4. Click the toggle switch to turn on all "iCore Service" entries and click "OK".

5. Click "Allow".

2 Continue

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

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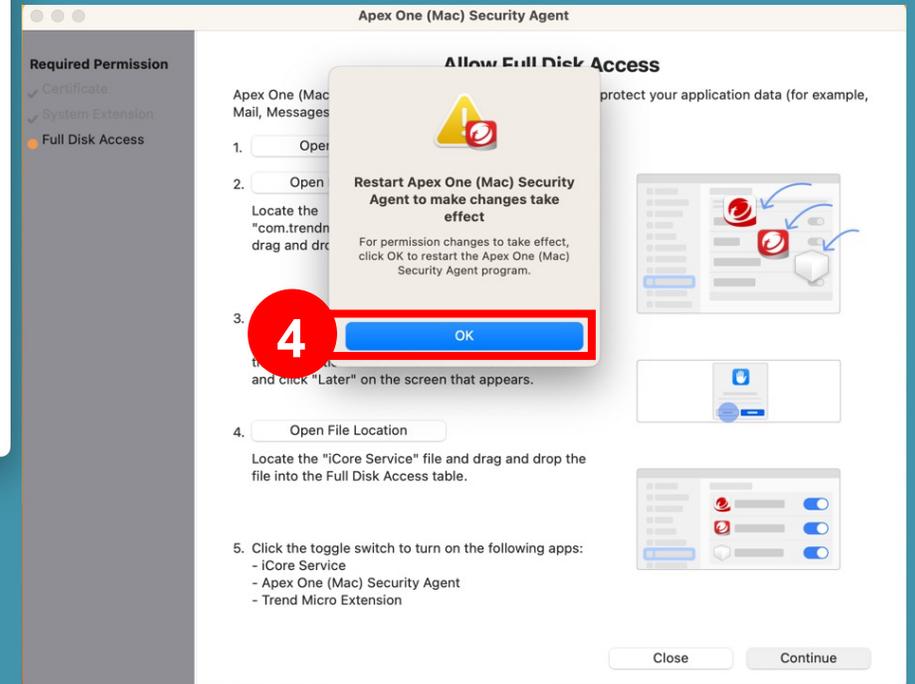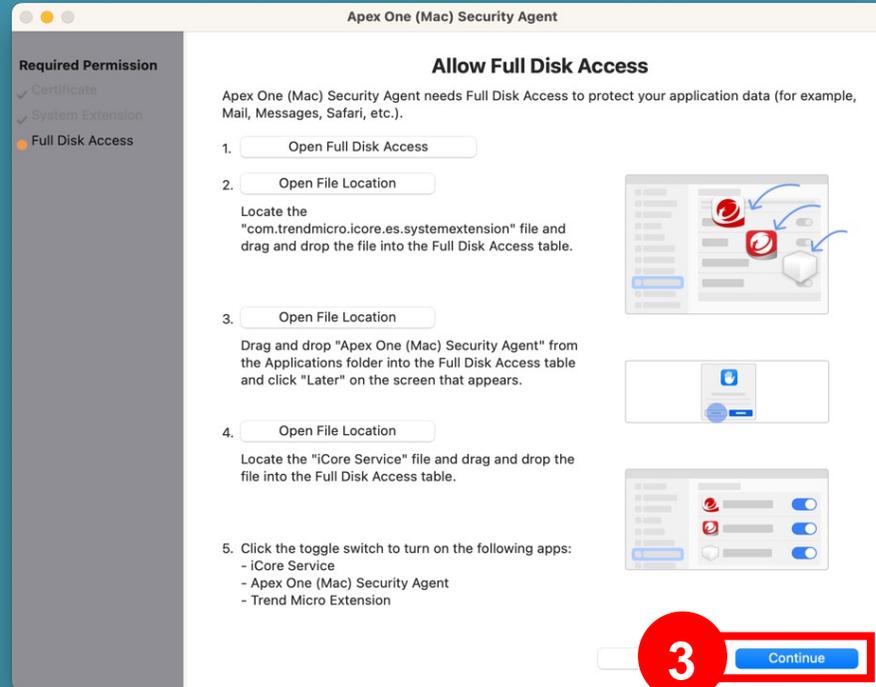
Alternative users / profiles can cause issues with the LSE management system

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.

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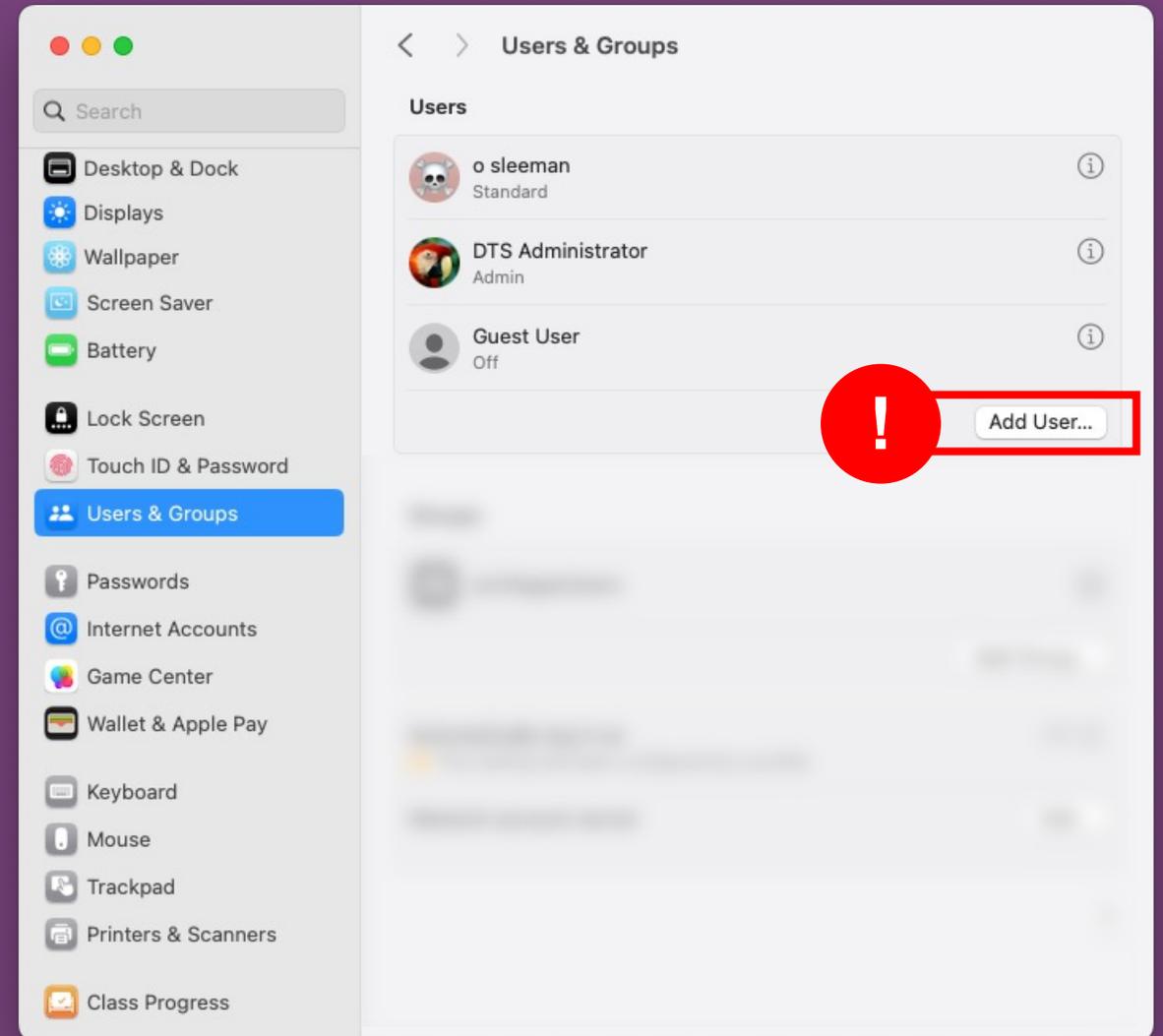
You are able to change your LSE account password using Jamf connect on your Mac. This will open a Microsoft 365 account dialog box. In here you will be able to change/update your account information including changing your password. This will take up to 15 minuets to sync across all LSE systems.

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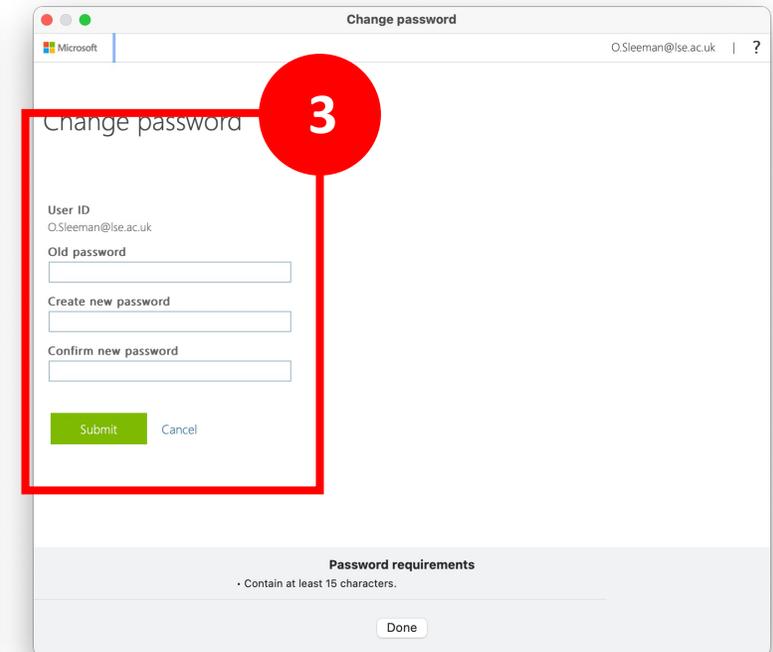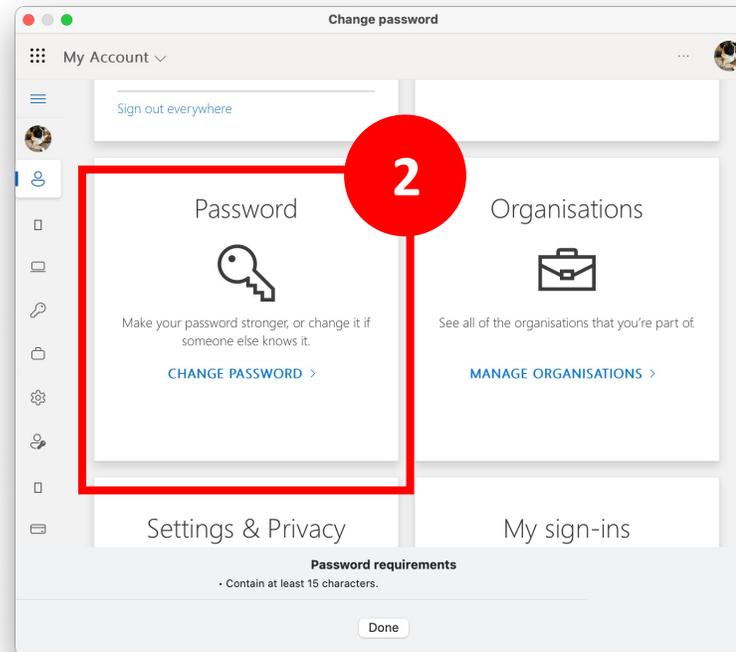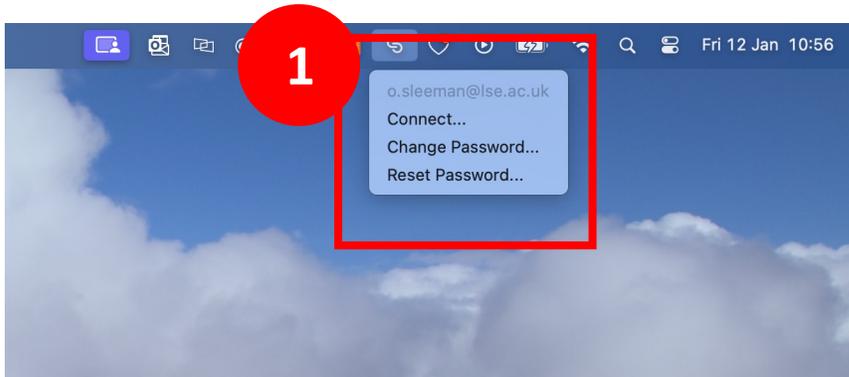
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In your dock you will find a pink icon with .mobi written on it. This is the LSE self- service store.

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.

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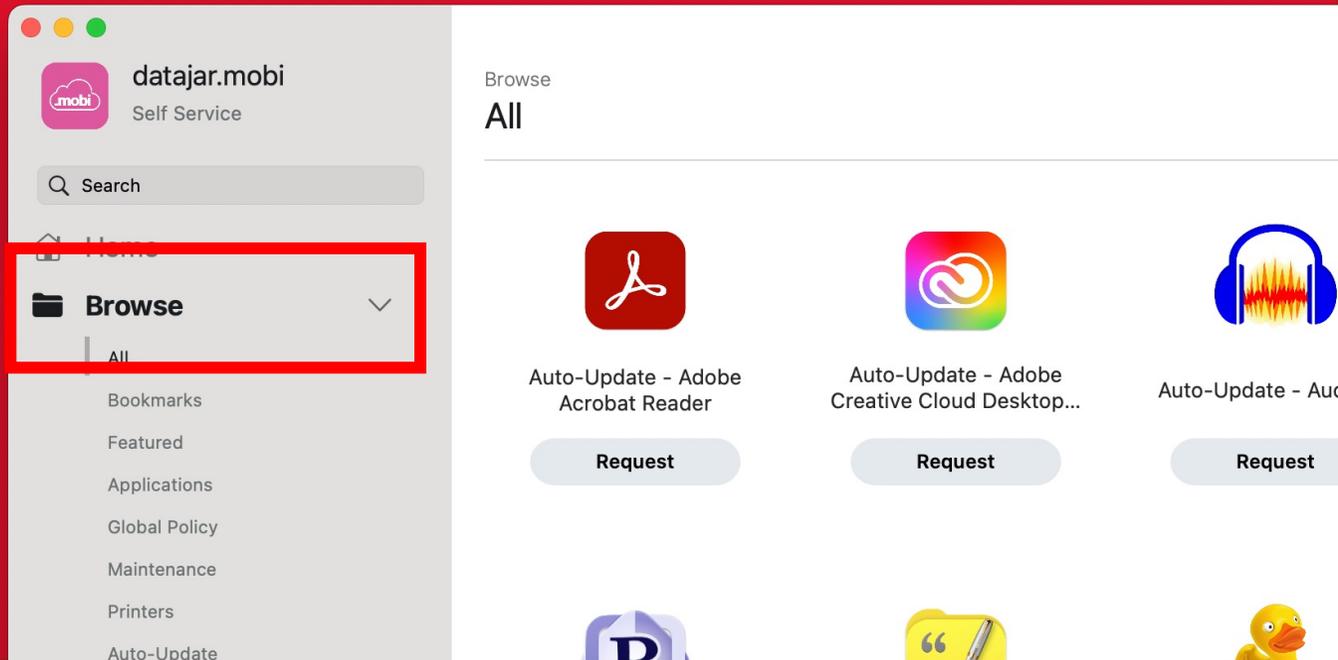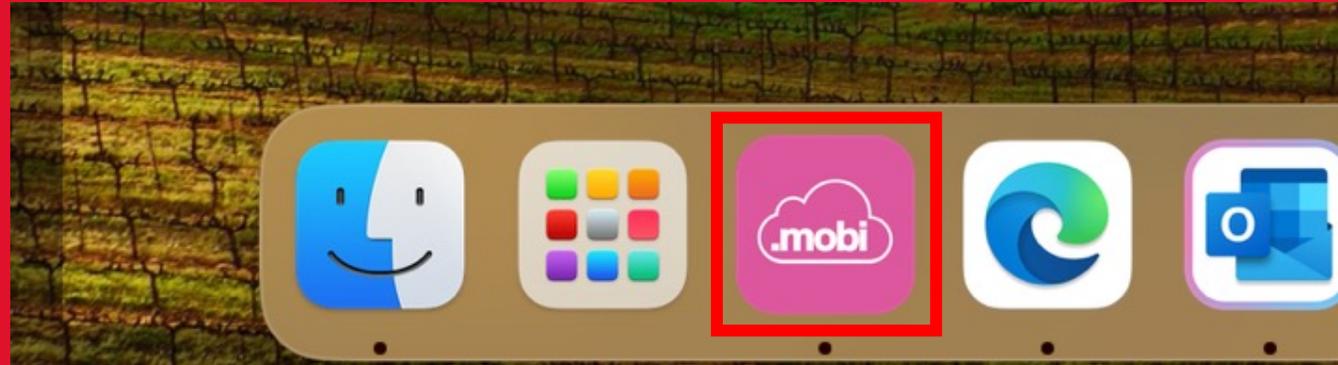
What is the difference between "request" and "install" / "re-install" on the button below an application title?

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.

DTS

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History

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

Request   Request   Request   Request
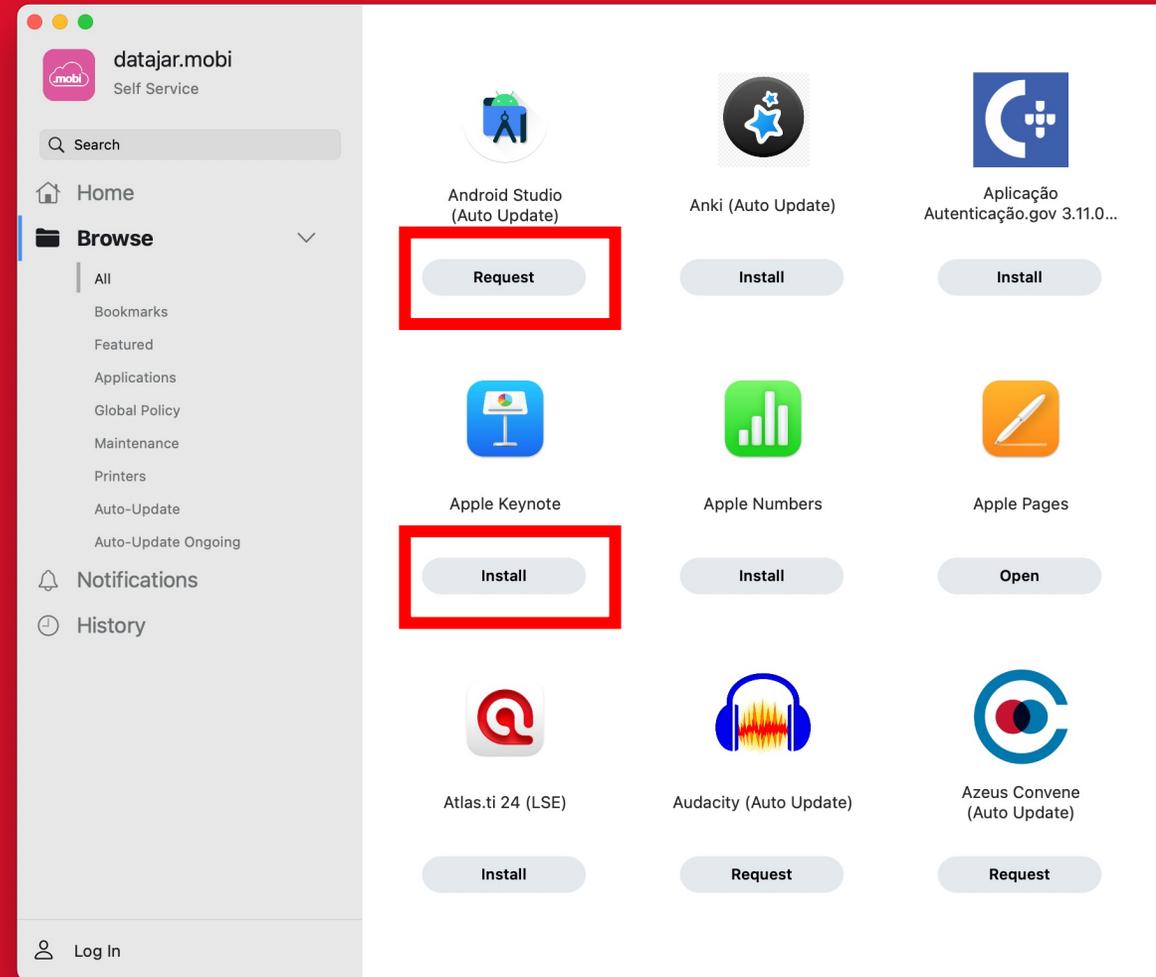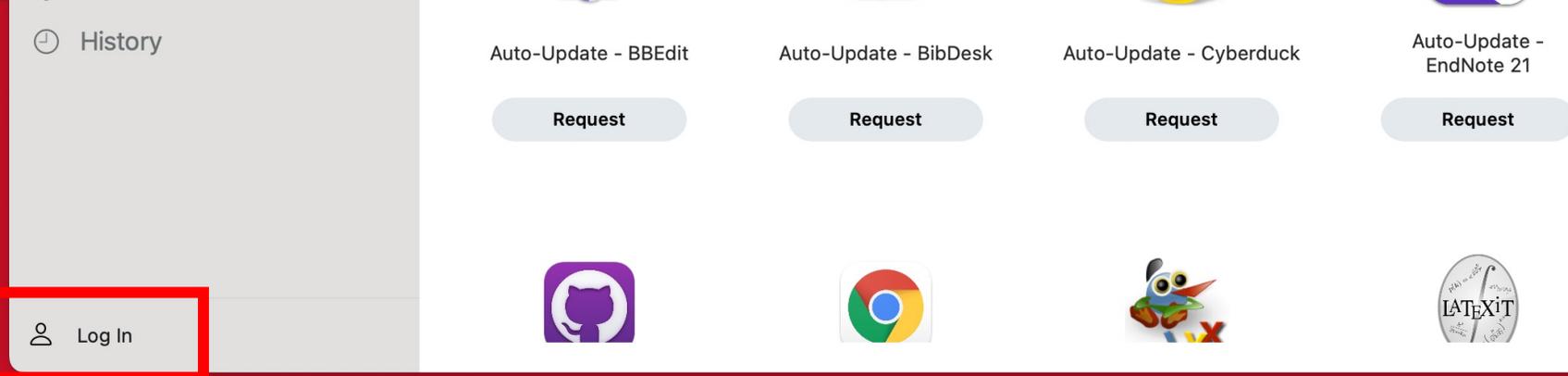
Log In

'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

datajar.mobi
Self Service

Search

Home

Browse

All
Bookmarks
Featured
Applications
Global Policy
Maintenance
Printers
Auto-Update

Browse
Printers

Policy - Remove All Printers   Printer - lse-mfd-colour   Printer - lse-mfd-mono

Remove   Reinstall   Reinstall

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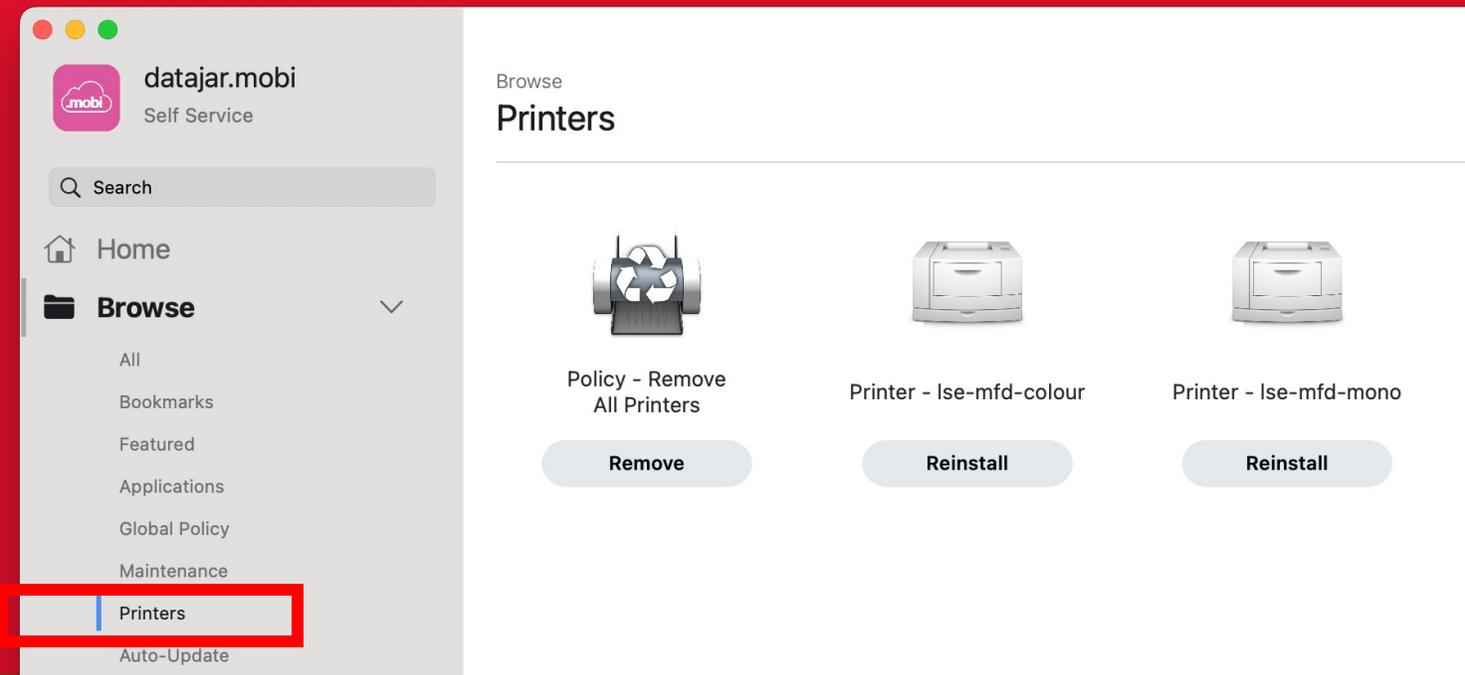
Should the requisite work applications not be presently accessible within the .mobi self-service store, a convenient shortcut located in the 'Home' tab is provided for your convenience. This shortcut directs you to an online form where you can formally request the inclusion of the desired application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

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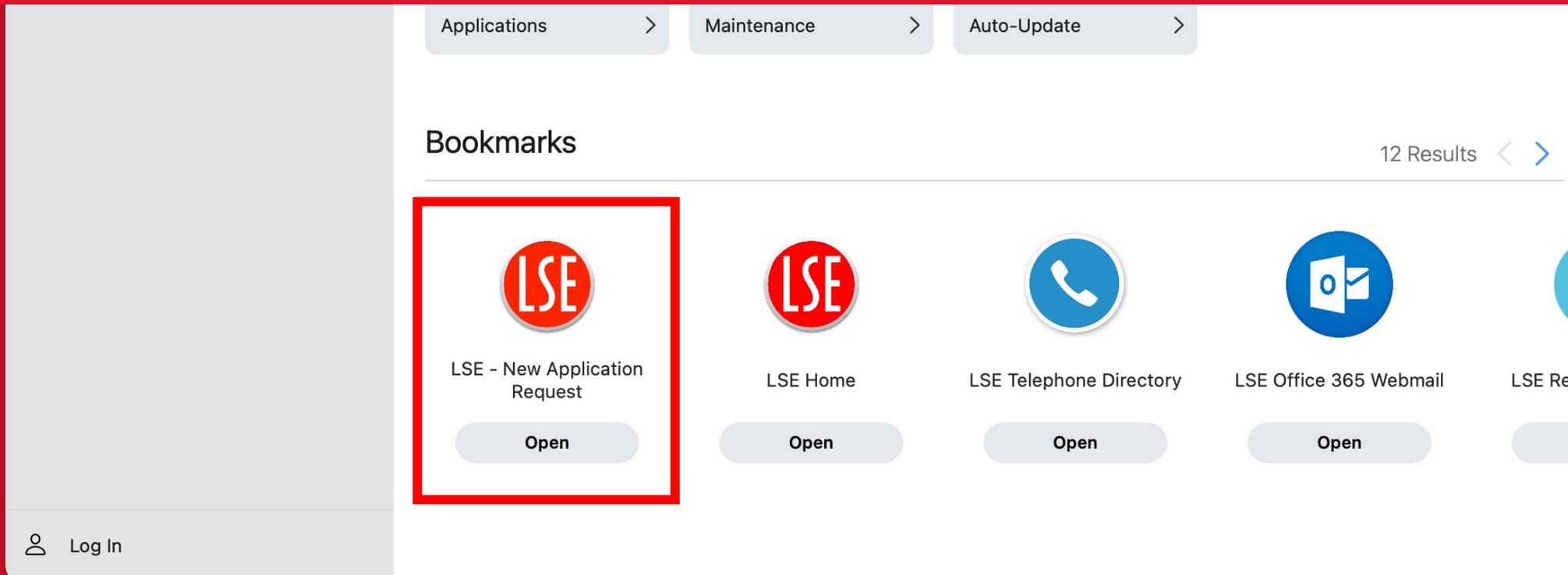
Upon first sign in the 'Company Portal' log-in screen should appear automatically (2).

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.

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DTS
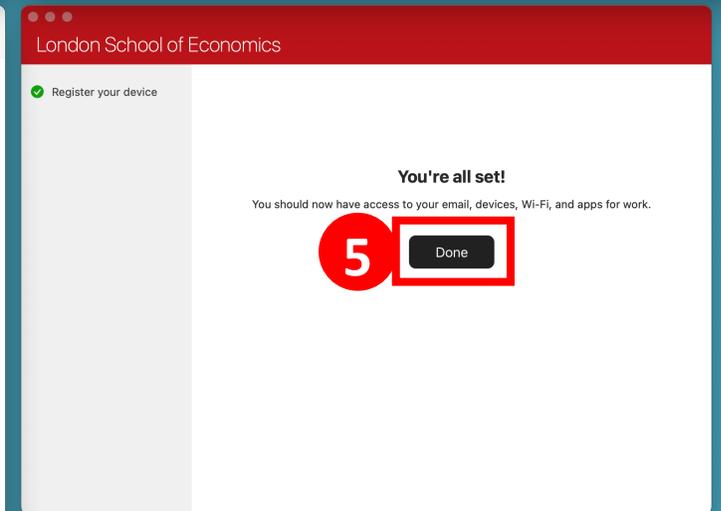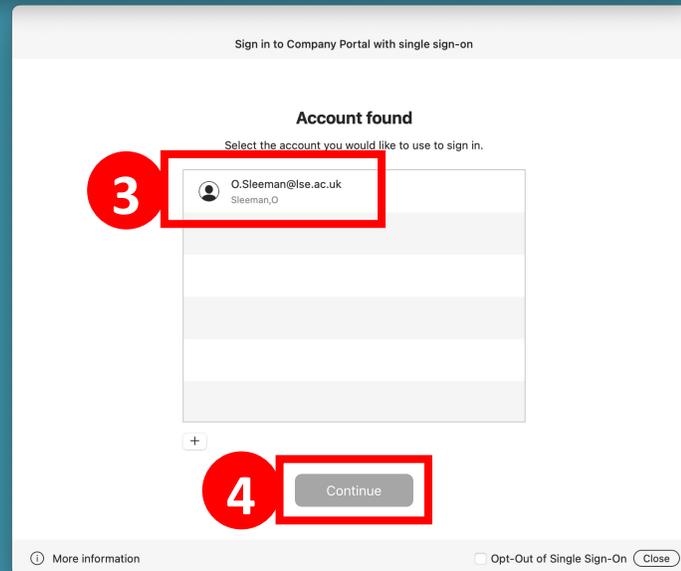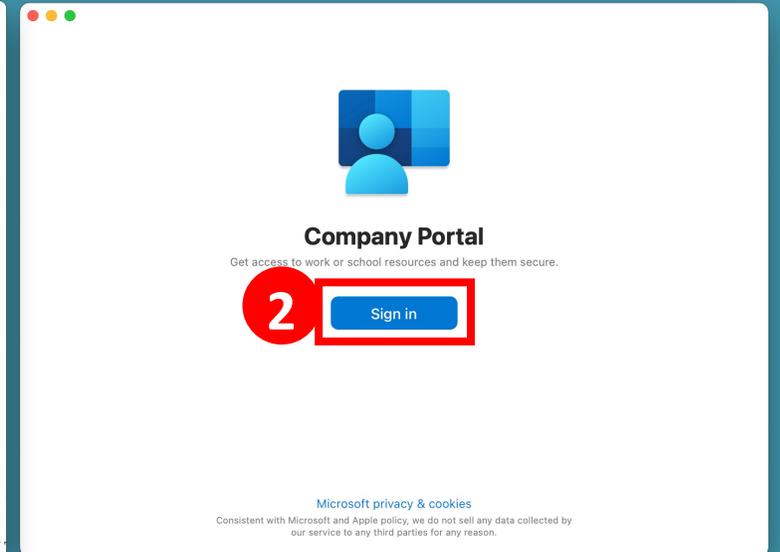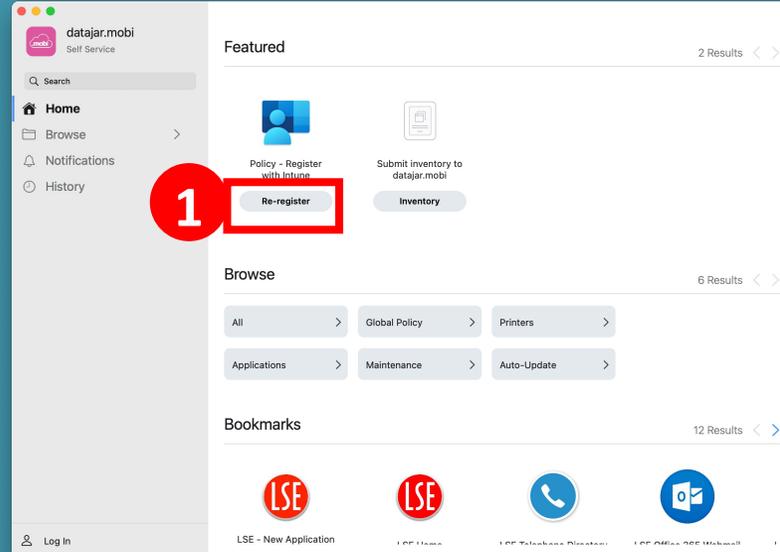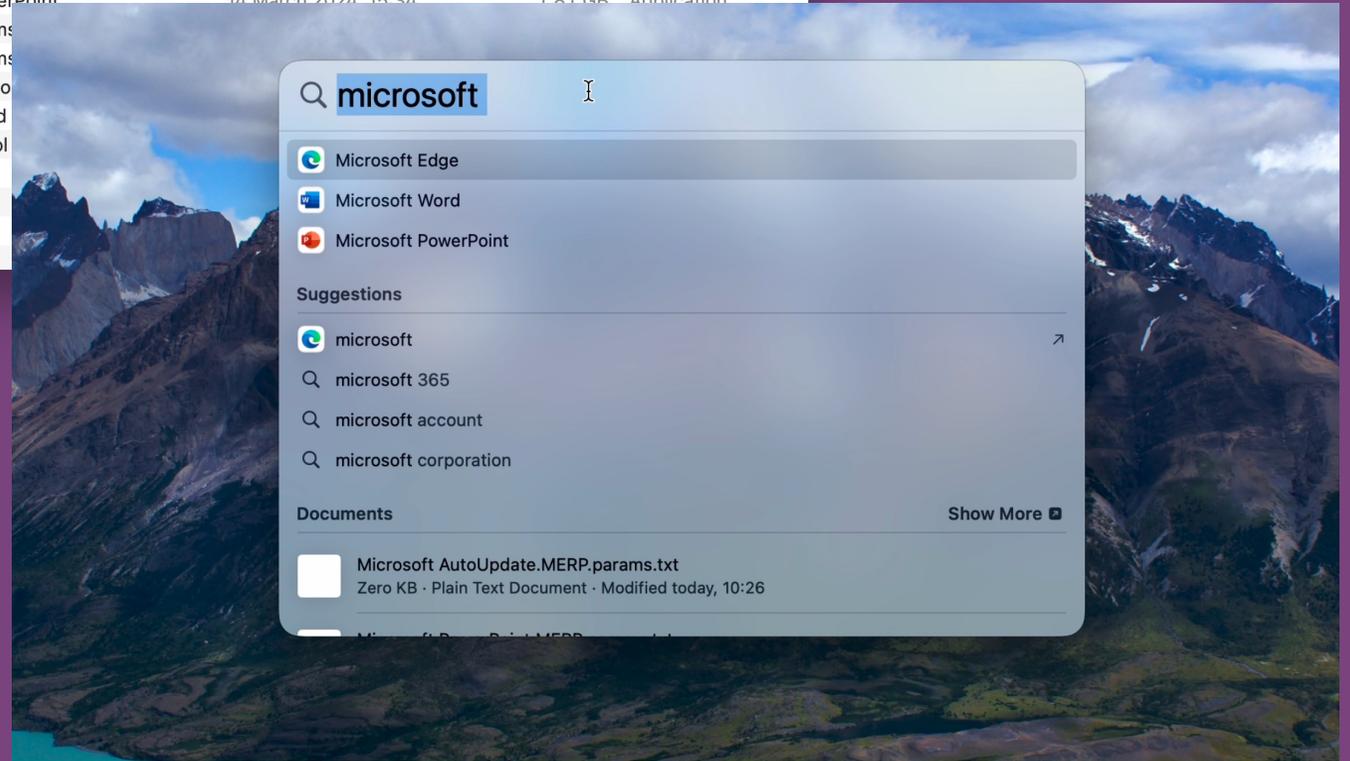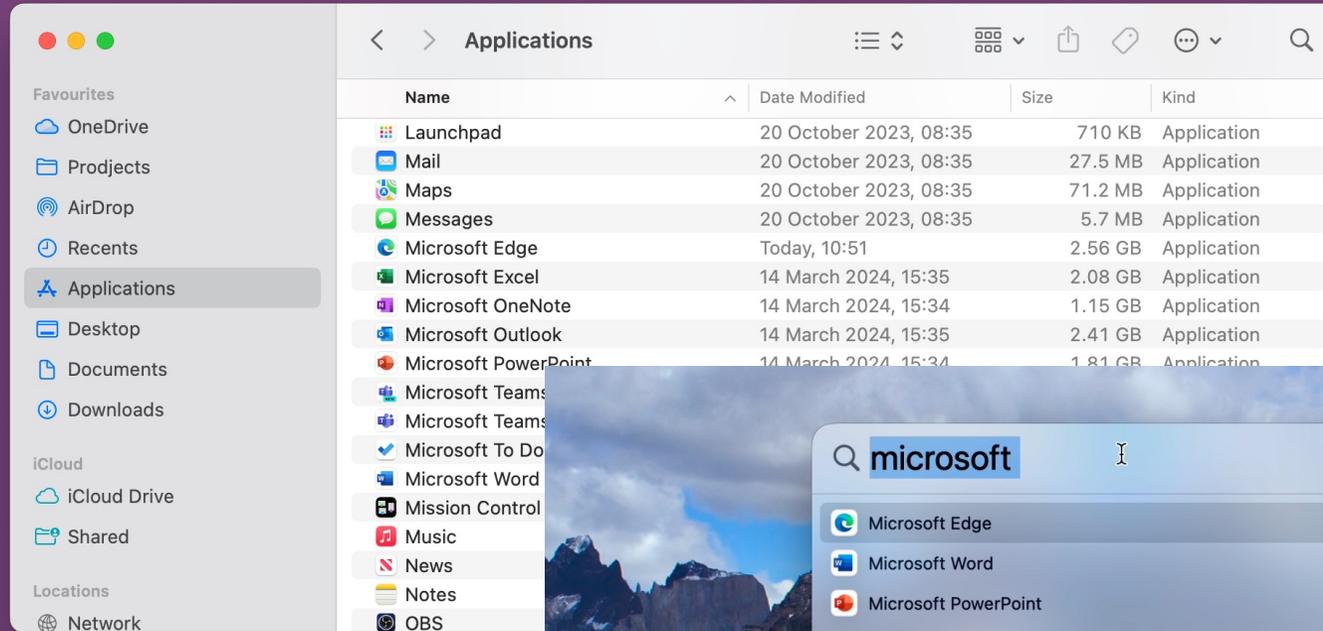
MICROSOFT 365

Microsoft 365 comes pre-installed and can be found in your application folder.

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

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DTS

HOW TO ADD SHARED MAILBOX

To add shared mailboxes to your device

please open outlook then follow the steps shown.

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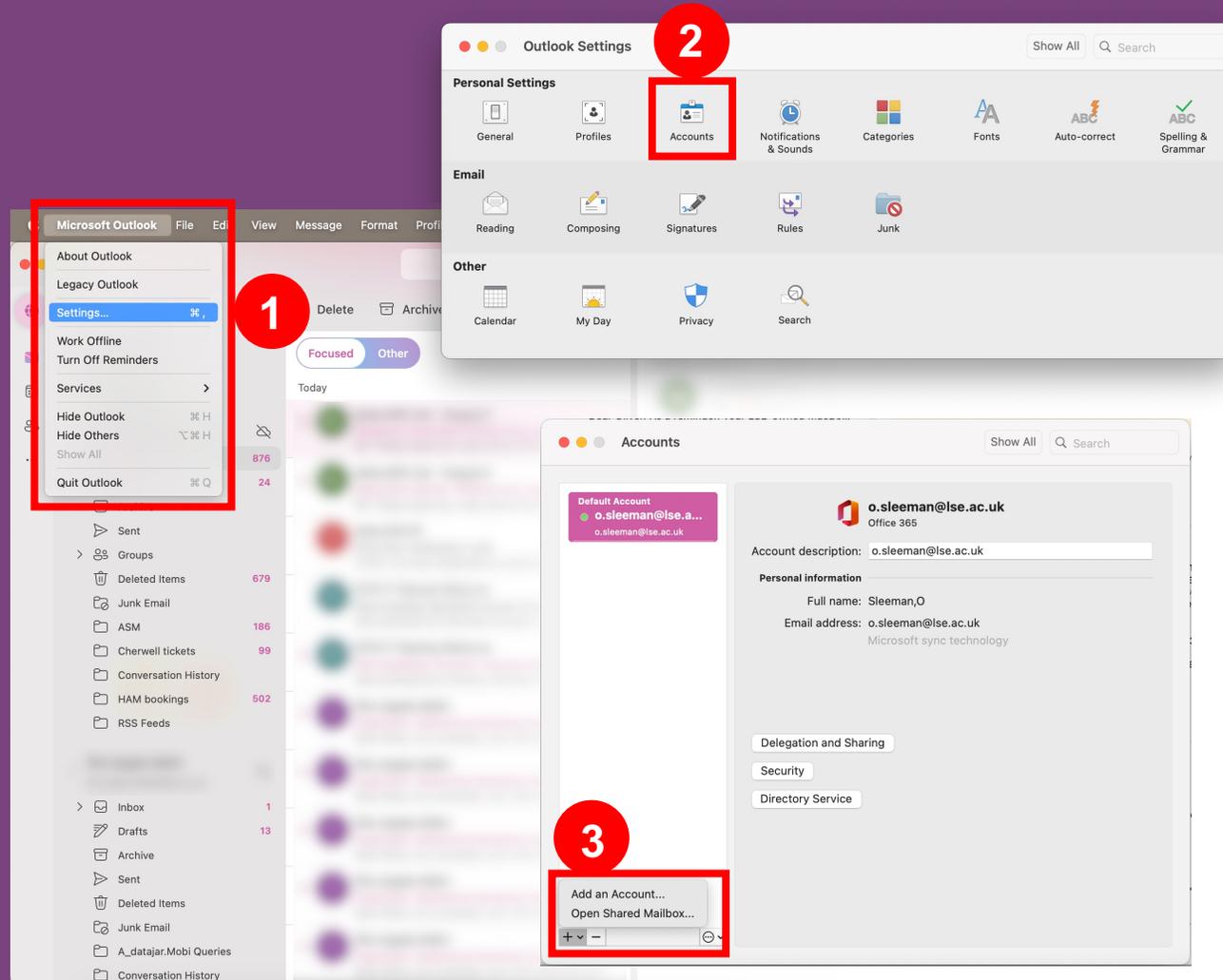
Along with the other Microsoft applications, OneDrive is installed upon first sign-in

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.
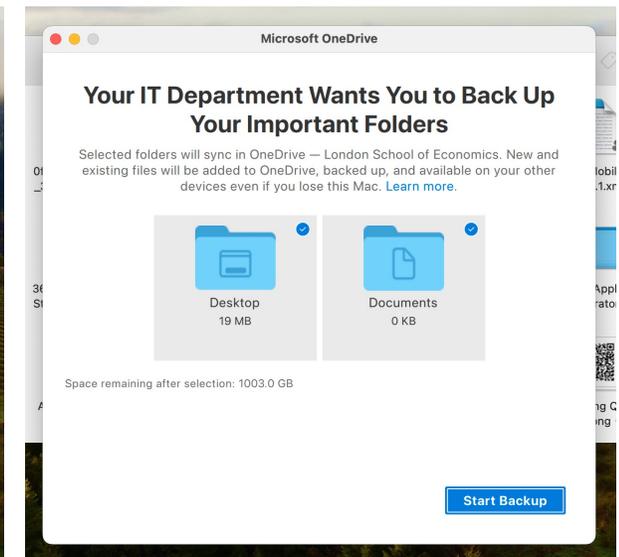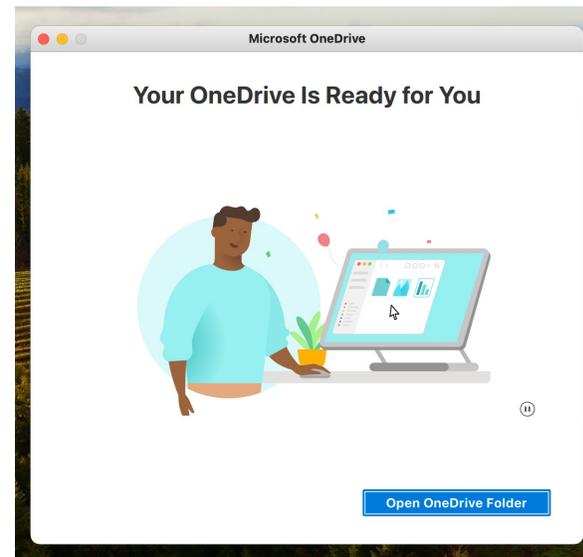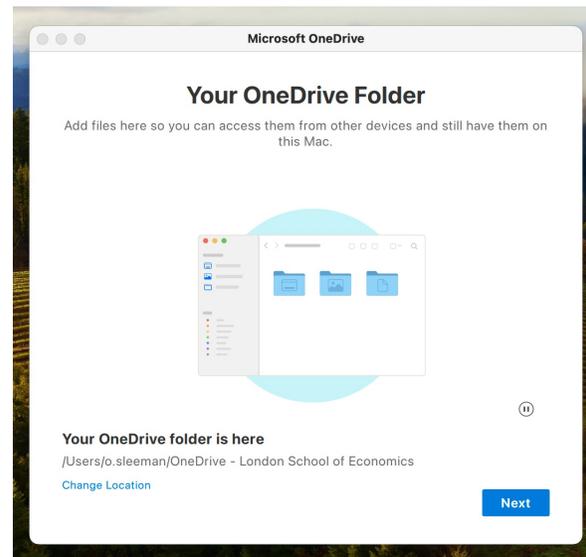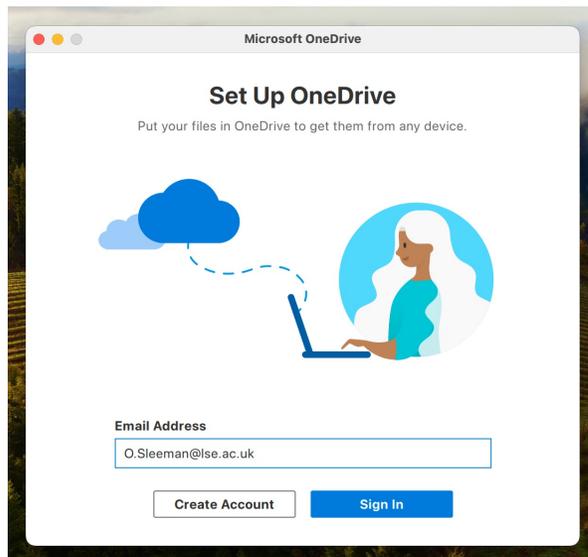
CONNECTING TO LSE NETWORK DRIVE (PDRIVE)

Open finder then follow the steps shown.

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

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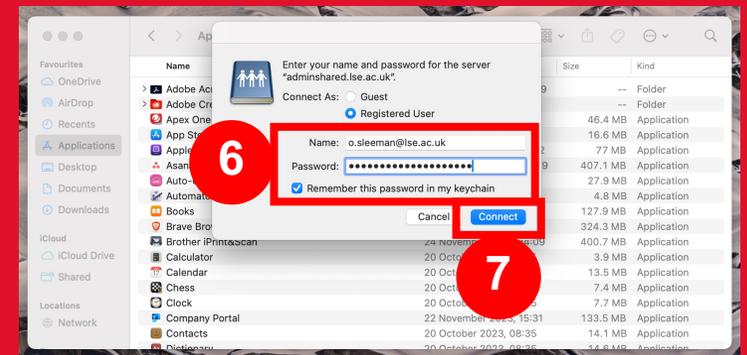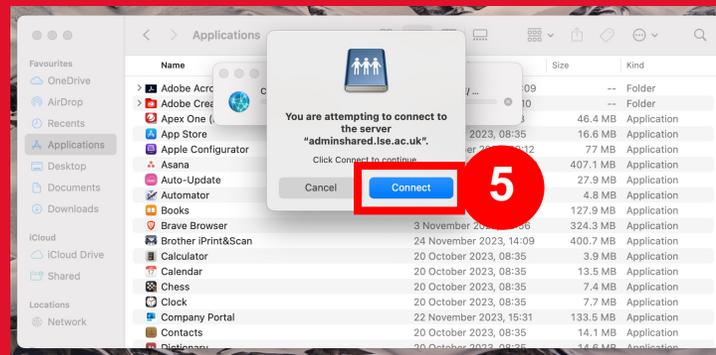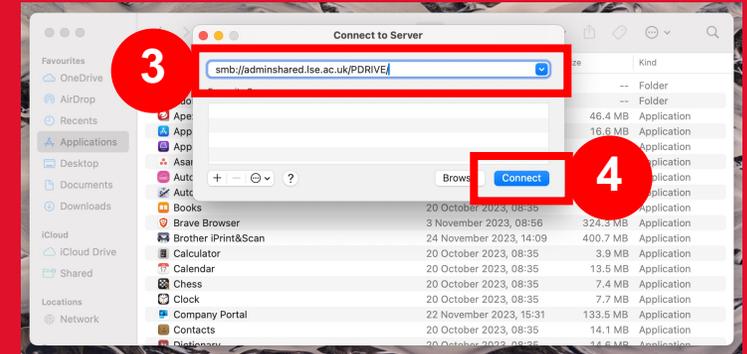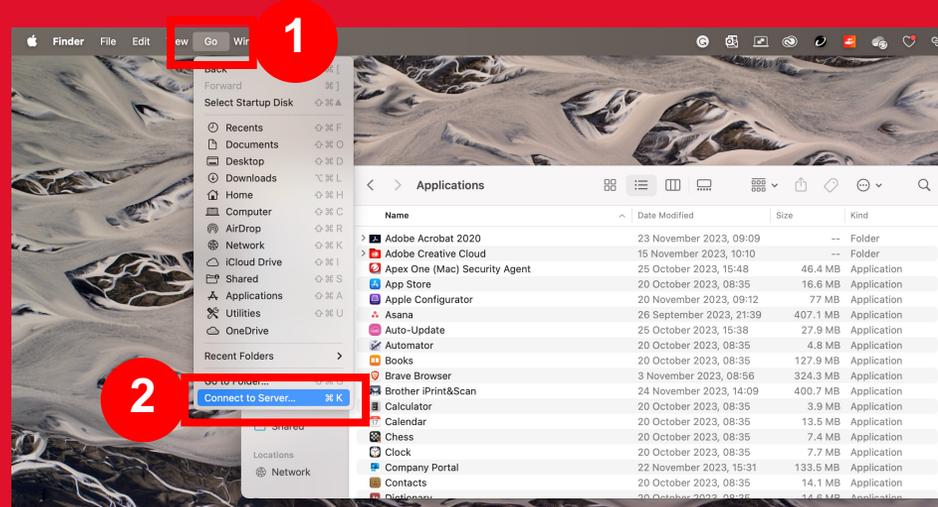
When receiving support from DTS it will streamline the support you get if you send over the following information with the initial contact for support.

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

- Serial number
- Asset tag
- Device model and year
- If it's at home or onsite