



Startup Guide for Mac

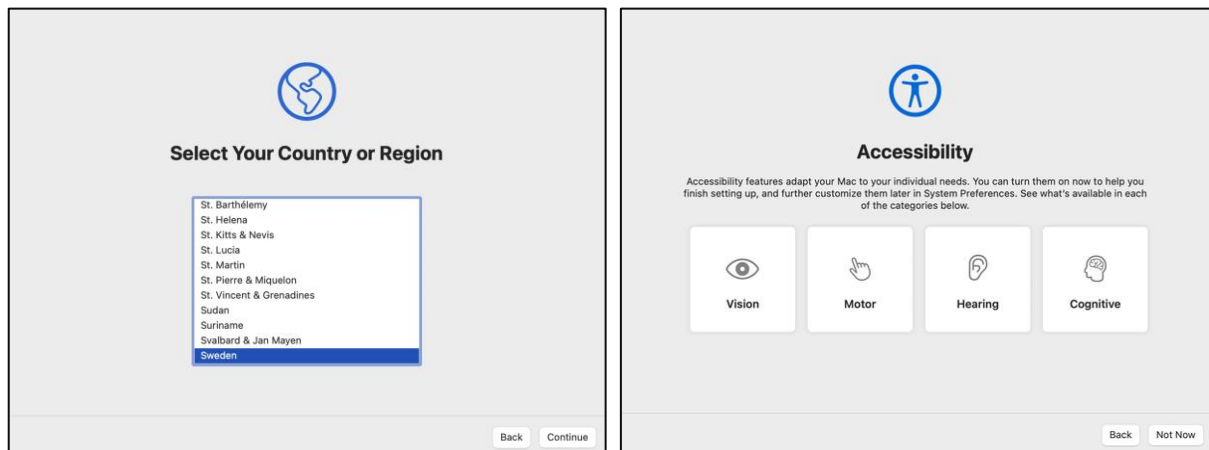
Before you start:

- New employees that haven't activated their accounts yet need to do so, either online, by visiting Service Center at the Segerstedt building, or by visiting a campus reception.
- The computer will need a network connection during the first startup, without it you will not be able to continue.
 - **Tip:** Set your Eduroam WiFi password by logging in to <https://www.uu.se/account> and setting your **password B**.

Note: If you still need help after following this guide you can contact us by emailing us at itsupport@uu.se.

Startup & Network

1. After startup set the region and preferred language, as well as any of the optional accessibility options you may wish to use, alternatively click the '**Not Now**' button.



2. Now make sure the network connection is functioning. If you are located at the university we recommend that you log in to Eduroam by clicking the WiFi icon on the top right and select '**Eduroam**'.

Username: university-ID@user.uu.se

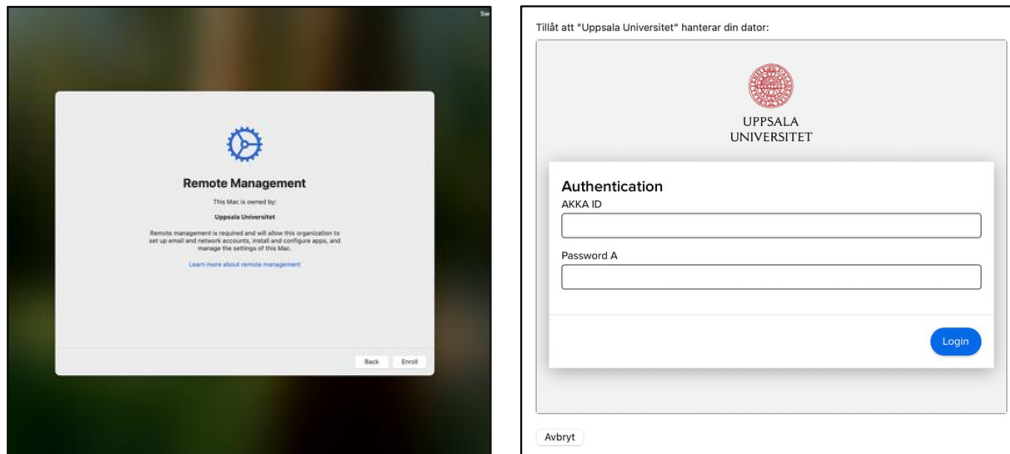
Password: Password B

Note: If you set password B just before trying to log in to Eduroam, be aware that it may take a few attempts to work, as it may take a few minutes for the new password to synchronize.

Account creation

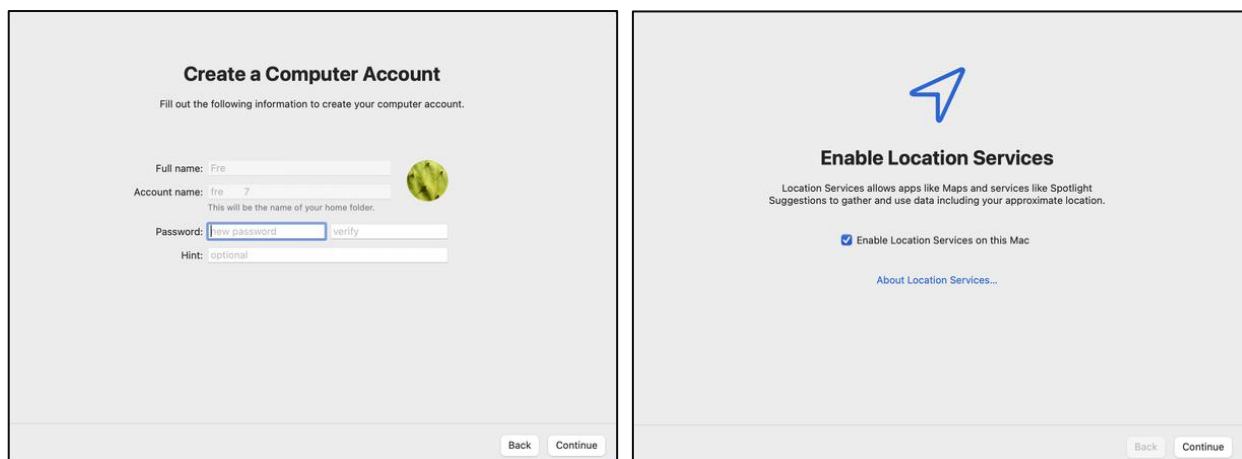
You will now be greeted by a window informing you that the computer is centrally managed by our client management team.

1. Click 'Continue' and log in using your **university ID** and **password A**.



Note: All personal university computers are client managed. If the above windows don't show then please contact IT-support.

2. The computer will now install client management settings in the background.
 - When it is finished it will ask you to input a password for the local user profile. It is **important** that you again use **password A** for this step.



Note: Location services are optional.

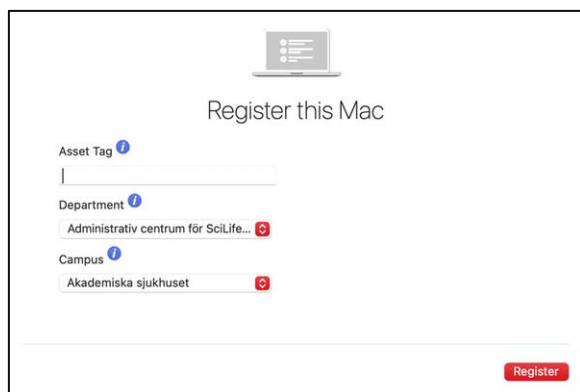
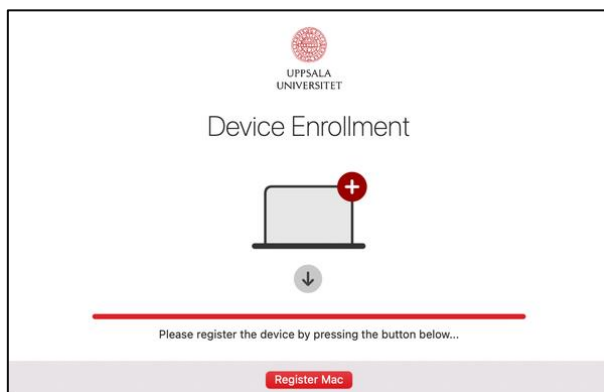
Registration

When the initial startup is finished you will reach the welcome screen.



The next step will be registering the device. Note that it can take up to 2 minutes for the window for device registration to load.

- Click the '**Register Mac**' button.
 - a. Fill in the six-digit asset tag number, you can find it on the barcode sticker on the computer named "**STÖLDMÄRK**T".
 - b. Select the department to which the computer belongs and the campus where you primarily work.

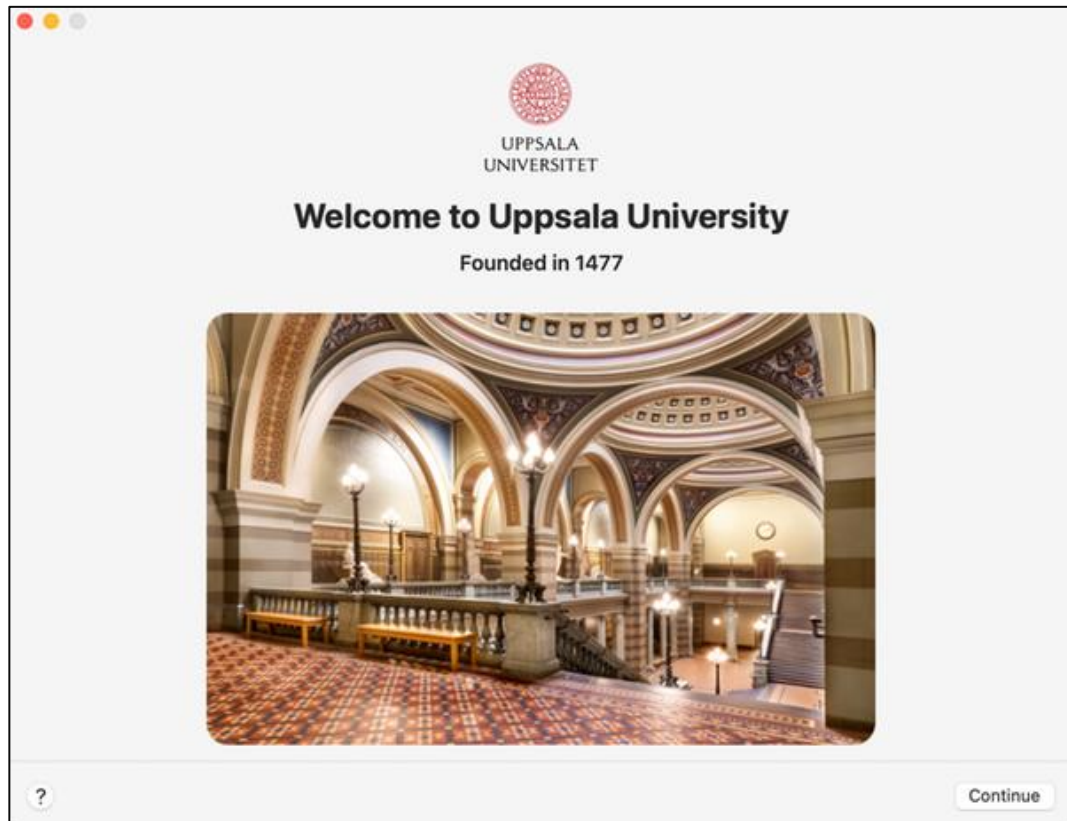
The screen shows a laptop icon at the top. Below it is the title "Register this Mac". There are three input fields: "Asset Tag" with a blue information icon, "Department" with a blue information icon, and "Campus" with a blue information icon. Each field has a dropdown arrow on the right. The "Department" field shows "Administrativ centrum för SciLife..." and the "Campus" field shows "Akademiska sjukhuset". A red "Register" button is at the bottom right.

Note: You can click on the blue exclamation marks for more information.

The Mac will now finalize the enrolment process, it usually takes 5-10 minutes depending on your type of network connection. Once this process is done it will log you out. You will then need to log in to do the final steps.

Introduction guide

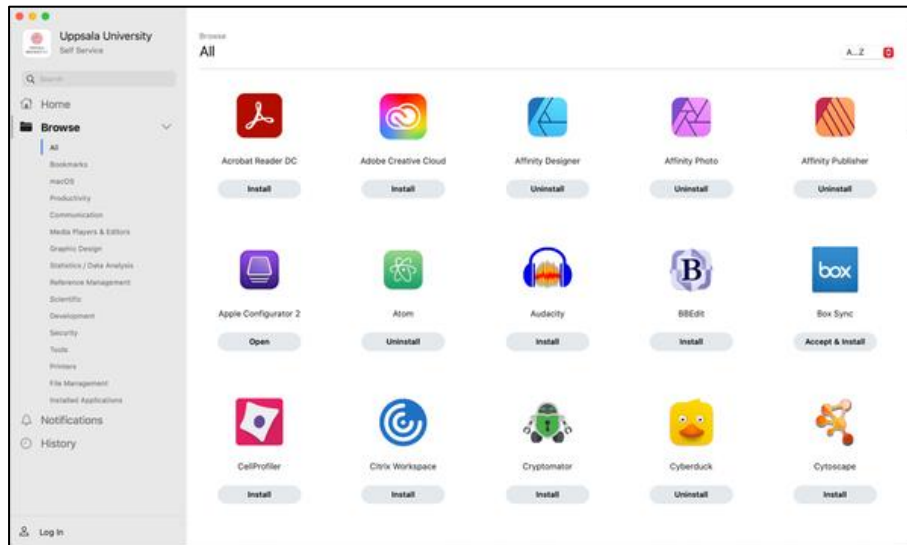
When you log again in you will encounter an introduction guide which contains the basic fundamentals about your Mac and about the IT-services at Uppsala University. We recommend that you read through it thoroughly.



When the introductory guide is finished or closed, you will be asked whether you want to start Self Service to install the software you need (e.g. Microsoft Office). Select "Yes" or "No", depending on your requirements at the time. Self Service is available via the briefcase icon at the top right corner of the screen if you want to install software at a later date.

Self Service

A managed Mac has, among other things, access to a self-service portal (Self Service). Self Service allows you to quickly and easily install the software you need. Self Service also provides links to other IT-related services and tools that can help you as a user, for example, when you have a support issue with UIT and when you need to reinstall or update macOS.



Software Updates

Updates to common software are distributed on a regular basis. In general, these are made available via the "Self Service" portal with an associated deadline by when the software update needs to be installed.

Licenses

If the software you are looking for isn't installed nor available via Self Service, you can order what you need by navigating to 'support.uu.se' > 'IT and Telephony' > 'Software and licenses' in your browser.

There you will also be able to find your currently active licenses as well as well as cancel those that you no longer need. If you need a piece of software that is not available in the web shop, you can contact us by emailing us at itsupport@uu.se.

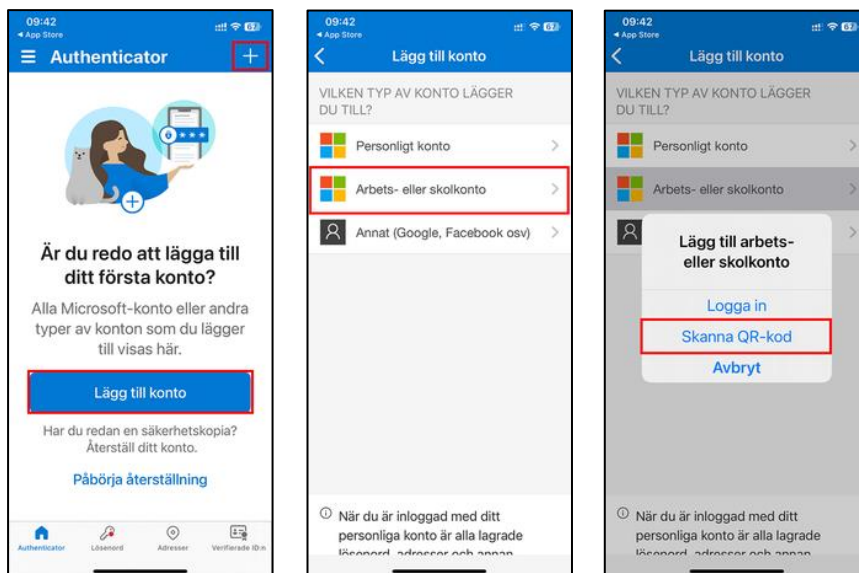
Multi-factor authentication (MFA)

Uppsala university have for security reasons introduced MFA requirements for several functions at the university.

To authenticate your university ID, you will need a phone application as well as two different MFA keys. These are:

- Uppsala universitets MFA
- Microsofts MFA för M365

1. Start by downloading '**Microsoft Authenticator**' on your phone, it is available in Google Play and App Store.
2. Open the web browser on your computer, go to uu.se/account and log into your account.
3. Click on '**Multi factor authentication**' in the side menu, navigate to the heading "**Manage your MFA**" and click on '**Create a new key**'.
4. Open '**Microsoft Authenticator**' on your phone.
 - a. Press '+' and then '**Add account**'.
 - b. Select '**Work or school account**', '**Scan QR code**' and enter the first code on the web page.
 - c. Click '**Activate key**'.



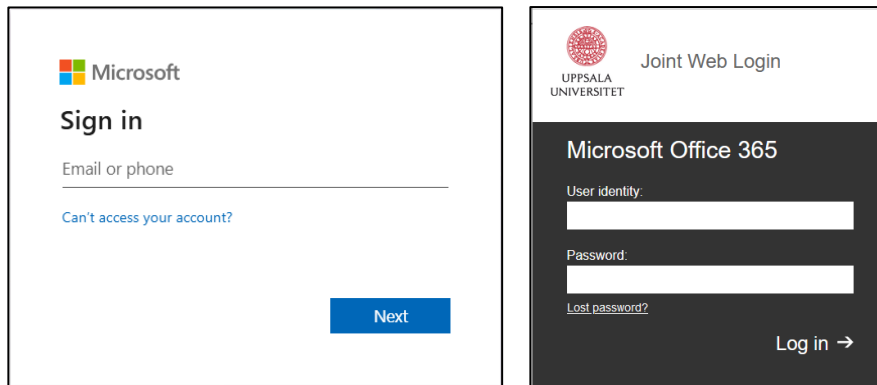
5. Once the key has been activated you will see a time and date for when the key was activated.

Hantera din MFA	
Konto: xxxxx123	Återkalla nyckel
Aktiverad: 2024-09-26 11:37:11	
Serienummer:	

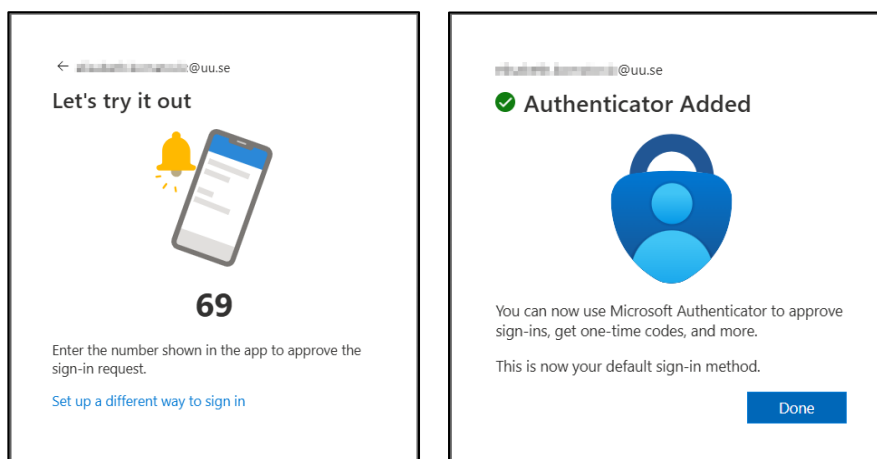
Activate Microsoft Office

The standard version of Microsoft Office used at Uppsala University requires Microsoft's MFA key for M365 for login and use.

1. To start the MFA setup, go to <https://aka.ms/mfasetup> using your computer browser. To avoid problems during the process, we recommend that you open the link in a private/incognito window.
 - a. In the Microsoft login window, enter your university e-mail address and click 'Next'.
 - b. In the joint web login window, enter your **university ID** and **password A** and then click 'Log in'.



2. Open 'Microsoft Authenticator' on your phone.
 - a. Press '+' and then 'Add account'.
 - b. Select 'Work or school account', 'Scan QR code'.
 - c. Type in the number that is shown on your computer screen into the phone app, then press 'Yes' to confirm.

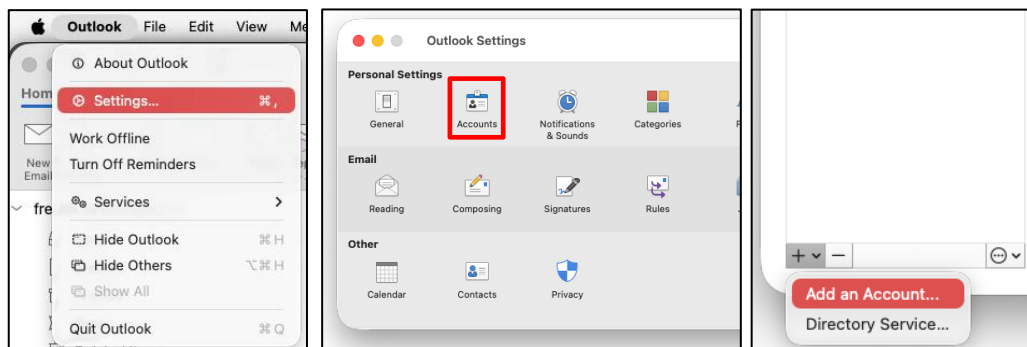


3. When you see the message "Authenticator Added" it's a confirmation that the test login worked. Press 'Done' to complete.

Configuring Outlook

Outlook is the email client that is recommended by the IT department. You are allowed to use other clients, but UIT only guarantees full support for Outlook.

1. Start Microsoft Outlook.
 - When you first start Outlook you should be greeted by a window that says **"Set up your Email"**, if it does you can just to step 3. If it does not, begin with step 2.
2. Select the Outlook-menu in the upper margin and select '**Settings...**'.
 - a. Select '**Accounts**'.
 - b. Click on '+' and then '**New account**'.



3. Enter your email address and click '**Continue**'.
4. Fill in the following information:
 - **DOMAIN\username or email:** user\university-ID
 - **Password:** Password A
 - **Server (optional):** mail.uu.se

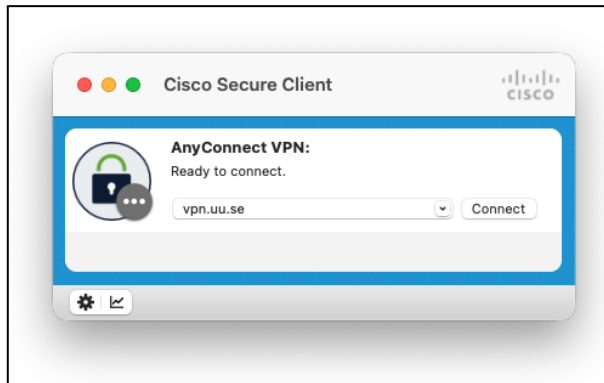
Finish by clicking on '**Add account**'.

5. Tick the box next to the text **"Always use my response for this server"** and click on '**Allow**'.
6. Click '**Done**'.

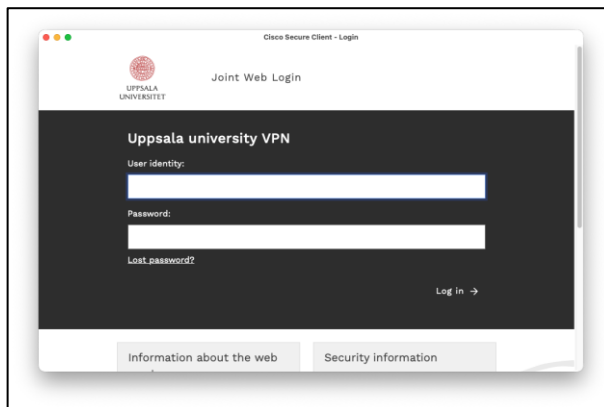
VPN

We use 'Cisco Secure Client' for our VPN needs, which also comes pre-installed on your computer.

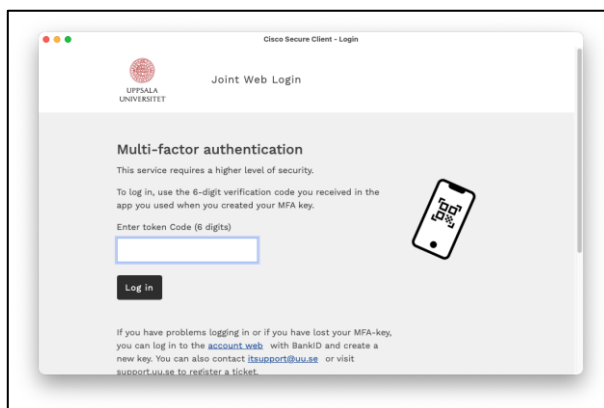
1. When you start the VPN client for the first time it will ask for a web address. Type in "vpn.uu.se" in the address field, then click 'Connect'.



2. Log in with your university ID and password A.



3. Type in the code from your MFA.



Personal storage (Argos)

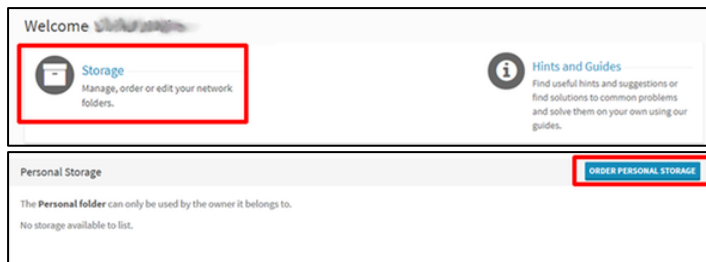
Argos is Uppsala university's own cloud storage. There you will find your personal storage space (MyFolder) as well as a shared storage (MyGroups) for files shared between several users or teams. We recommend that you store everything on Argos that needs to be saved.

1. Open your web browser and go to <https://my.storage.uu.se>
2. Log in with your **university ID** and **password A**.



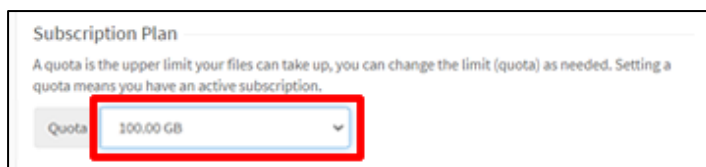
The screenshot shows the 'My Storage' login interface. On the left is the Uppsala University logo. In the center, it says 'Self service portal for storage.' On the right, there is a login form with fields for 'Username' (containing 'jolu804') and 'Password' (containing '*****'), and a blue 'SIGN IN' button.

3. Select '**Storage**' and then '**ORDER PERSONAL STORAGE**'.



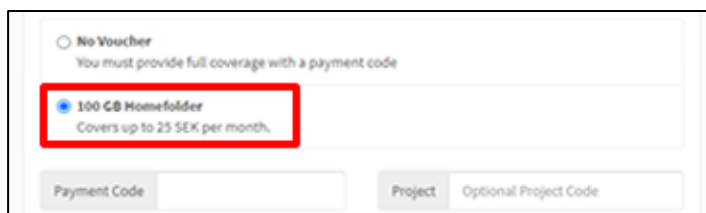
The screenshot shows a 'Welcome' dashboard. A red box highlights the 'Storage' icon and text: 'Storage Manage, order or edit your network folders.' Another red box highlights the 'ORDER PERSONAL STORAGE' button in the 'Personal Storage' section.

4. Adjust "**Quota**" to 100.0 GB.



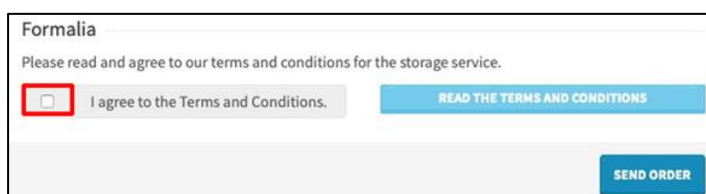
The screenshot shows the 'Subscription Plan' page. It explains that a quota is the upper limit for files. A dropdown menu for 'Quota' is highlighted with a red box and set to '100.00 GB'.

5. Select 100 GB Homefolder under "**Payment**".



The screenshot shows the 'Payment' section. The '100 GB Homefolder' option is selected and highlighted with a red box. Below it, it says 'Covers up to 25 SEK per month.' There are also input fields for 'Payment Code', 'Project', and 'Optional Project Code'.

6. Check the box "**Agree to Terms and Conditions**" and click the '**Send Order**' button.



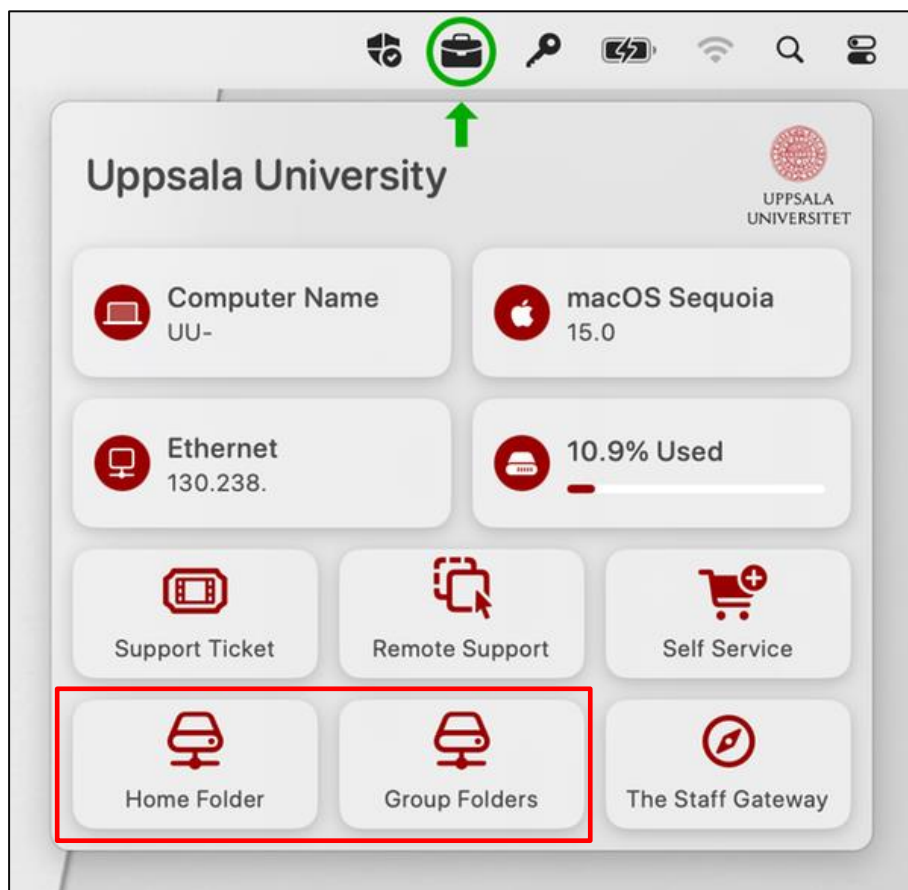
The screenshot shows the 'Formalia' section. A checkbox for 'I agree to the Terms and Conditions.' is checked and highlighted with a red box. There is a blue 'READ THE TERMS AND CONDITIONS' button and a blue 'SEND ORDER' button at the bottom right.

Note: It can take up to 5 minutes for the system to fully register and activate your storage space. You will then be able to find your storage folder in the file explorer.

Accessing your personal storage

When you are at your workplace and connected to Uppsala University's wired network or to the wireless network eduRoam, you can access your files via network-connected personal and group folders.

You can open the storage folders by clicking the portfolio icon in the top margin and selecting the folder you wish to open.



Remotely accessing your personal storage

If you are working from home or another location, you can use your network folder by connecting your computer via a VPN connection. Note that this requires a stable and fast internet connection. You should have at least a 50 MBit connection to use network-connected folders securely and stably over VPN.

IT Support

Drop-in

At our service points we can help you with advice and simple tasks that can be completed in under ca 15 minutes. For those with needs that require more time we can help to register a support case. You can find information about our service points via the QR-code at the bottom of the page.

Phone and email support

If you need urgent help, we recommend that you call us. That is often the fastest way to get support.

For matters that are not urgent you can email us or register a support ticket via the support portal support.uu.se.

Contact information can be found at the bottom of the page.



itsupport@uu.se



018 471 44 00



Phone hours: 08:00-16:30



IT for employees



Service Points