UPPSALA UNIVERSITET

1 October 2026
Rev. 5.0

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.

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

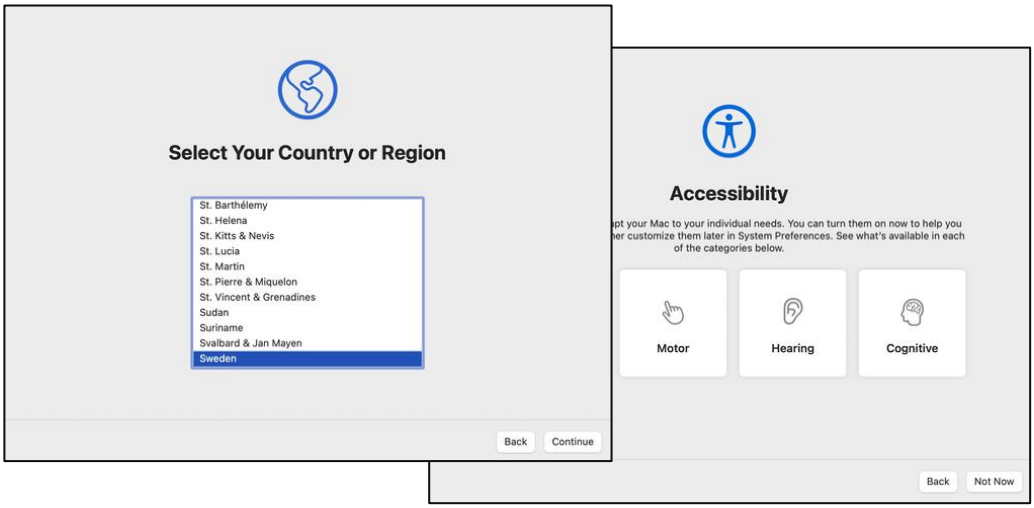
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Startup & Network

The first time start your Mac you will be greeted by a “Hello” on the screen, click the button at the bottom center of the screen.

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.



Wired and wireless network

The university IT-services recommends that that you use the wired network to the best extent it is possible.

In cases where the wired network is unavailable, there is always the option of using wireless networks.

- **Tip:** Set your Eduroam WiFi password by logging in to **https://www.uu.se/account** and setting your **password B**.

You connect to a wireless network by clicking on the WiFi icon in the top right. If you are at the university, it is Eduroam.

To log in to Eduroam you need to type in the following:

Username: university-ID@user.uu.se
Password: Password B

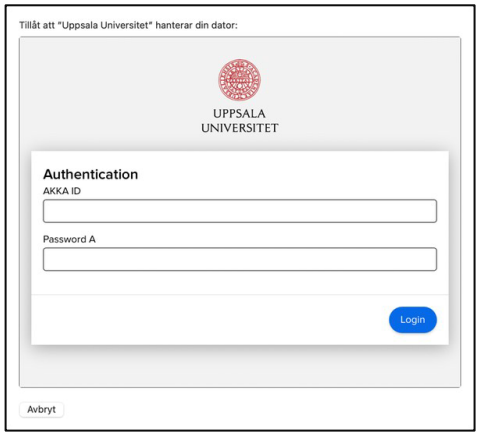
> **Note:** If you set password B just before trying to log in, be aware that it may take a few minutes for the new password to synchronize.

Account creation

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

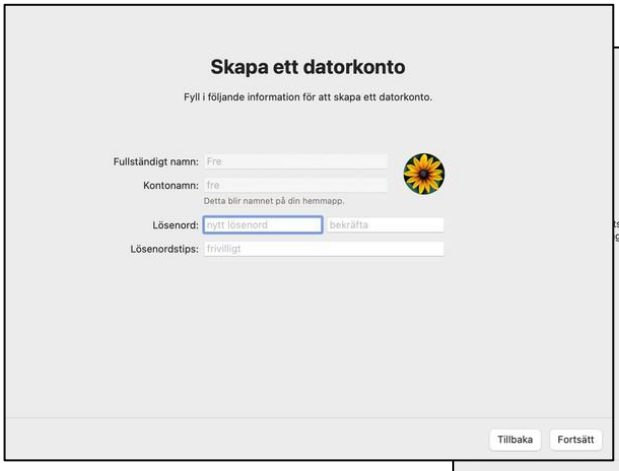
1. Click '**Continue**' and log in using your **university ID** and **password A**.

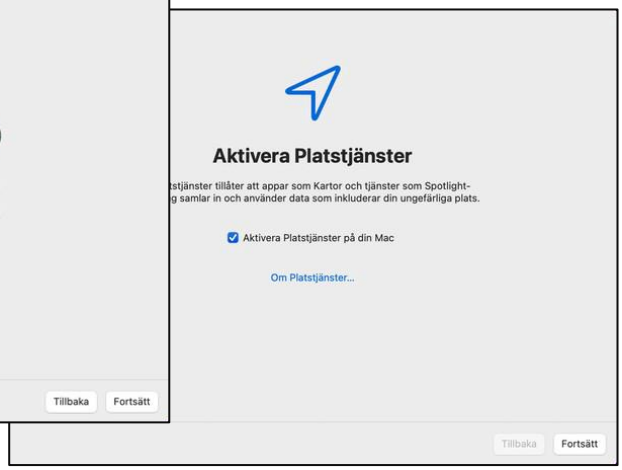




Note: All personal university computers are client managed. If the above windows don't show then please contact IT-support.

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.





Notera: Platstjänsterna är valfria.

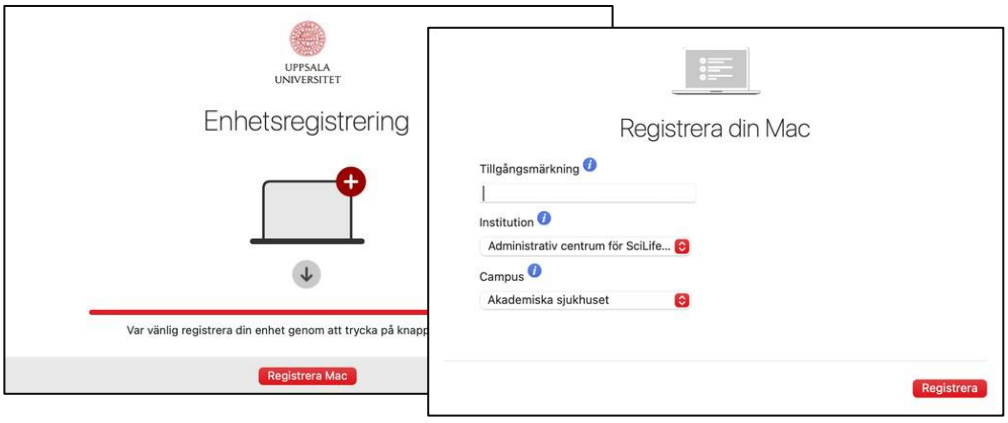
Registration

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 "**STÖLDMÄRKT**".
  - **b.** Select the department to which the computer belongs and the campus where you primarily work.

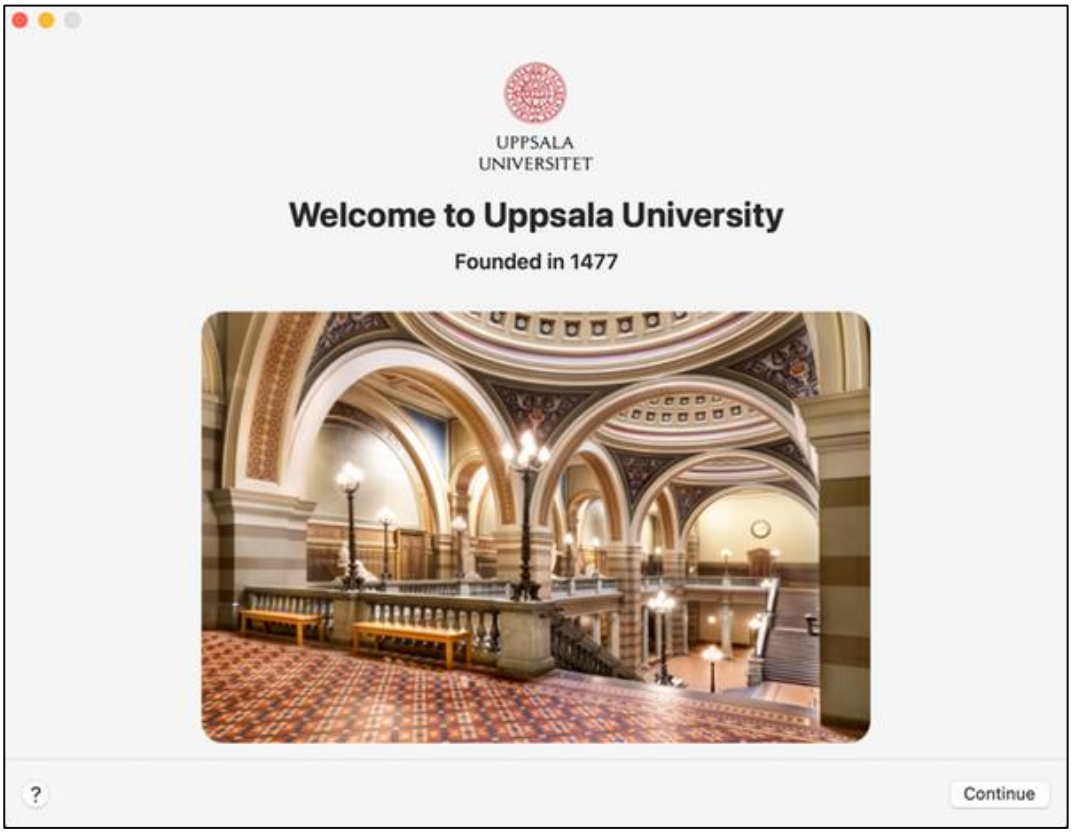


Notera: Du kan klicka på de blå utropstecknen för mer information.

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

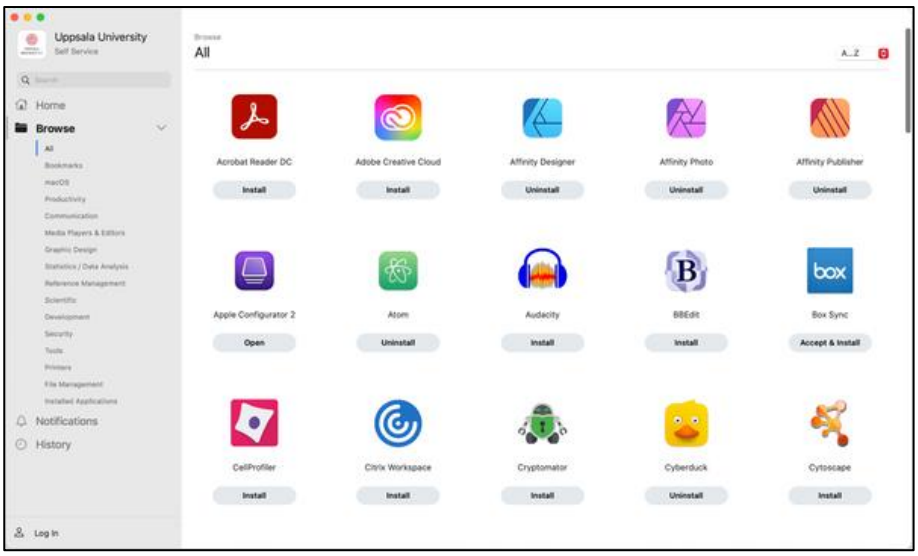
When you log in again in you will encounter an introduction guide which contains the basic fundamentals about your Mac and about the IT-services at Uppsala University. We recommend that you read through it thoroughly.



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 case with IT 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.

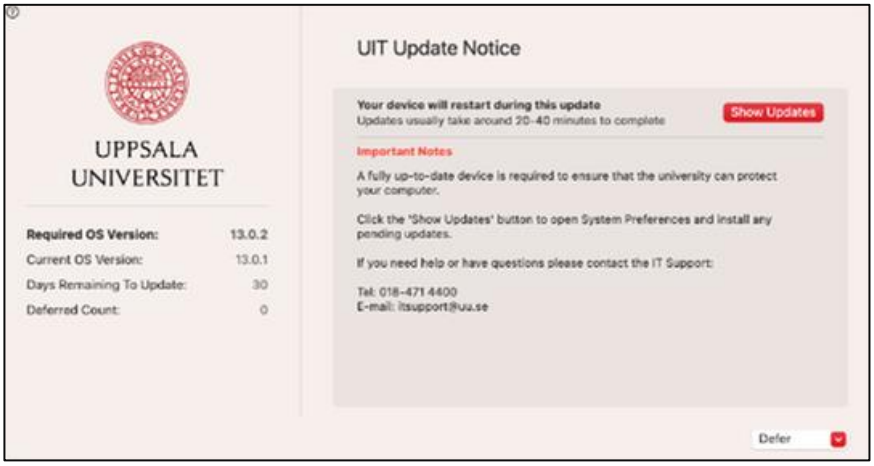
Licenses

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 Portal at '**https://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**.

Updating macOS

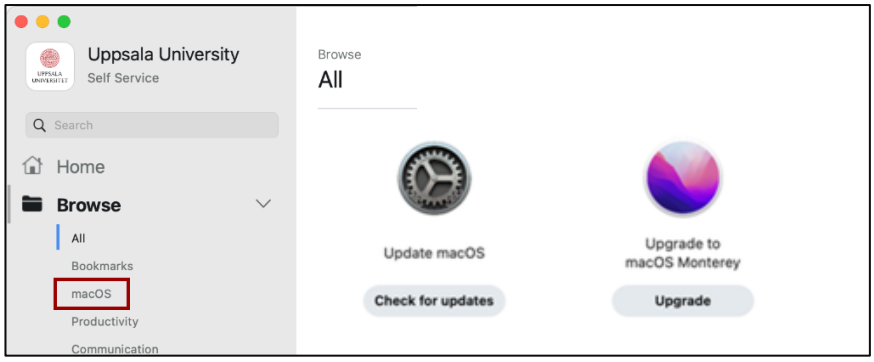
Updates for macOS gets automatically installed on your Apple computer, with the option to be manually launched in advance. Some updates require the computer to restart to finish, and the following infoboxe may pop up:



Updating macOS manually

You can also manually update macOS via the Self Service app.

- Under the category "**macOS**" on the left side in Self Service you will find available macOS updates that will automatically be installed. You can select to install the updates in advance by clicking on the "Install All" button to the right.
- Under the category "**macOS**" on the left side in Self Service you will find available macOS operating system upgrades. Here you can select to manually install the upgrade. If there are none available it means that you already have a sufficient version.



Note: It is important that you save everything you are working on before restarting your computer as there is a risk that work will be lost during a restart.

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:

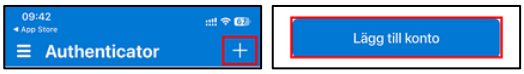
- Uppsala university's MFA for account management etc.
- Microsoft Entra, MFA for VPN, M365 (Word, Excel, Outlook etc.)

Start by downloading '**Microsoft Authenticator**' on your mobile phone, on Android devices it is available in Google Play and on Apple devices it is available in the Self Service app and the App Store.

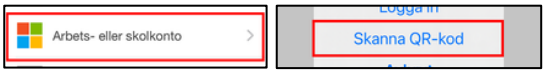
Google Play | App Store | Self Service | Authenticator

Uppsala university's MFA

1. Open the web browser on your computer, go to **uu.se/account** and log with your university ID.
2. Click on '**Multi factor authentication**' in the side menu, navigate to the heading "**Manage your MFA**" and click on '**Create a new key**'.
3. 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 on '**Activate key**'.

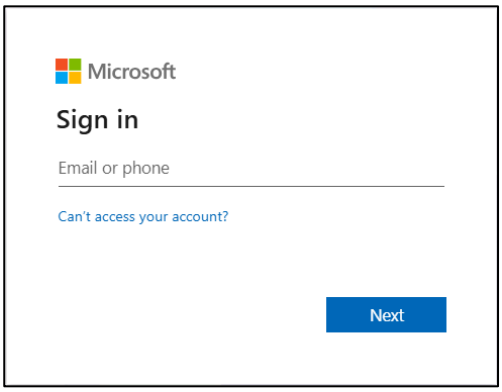
Once the key has been activated you will see a time and date for when the key was activated.

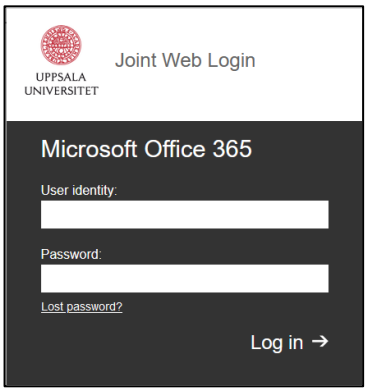


Activate Microsoft Office

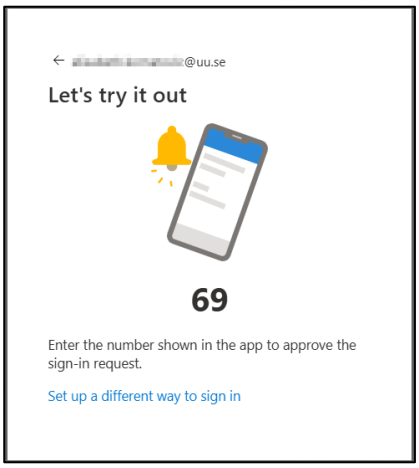
The standard version of Microsoft Office used at Uppsala University requires the Microsoft Entra MFA key for M365 for login and use.

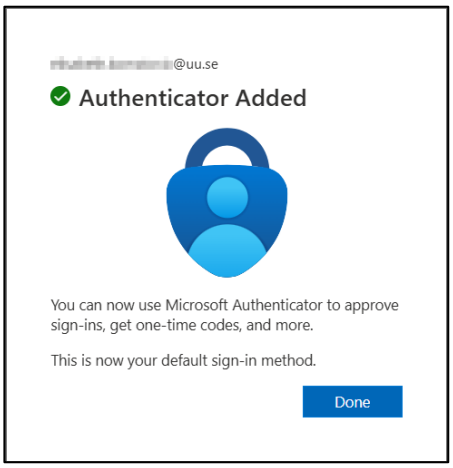
1. To start the MFA setup, go to https://aka.ms/mfasetup using your computer browser. To avoid problems during the process, we recommend that you open the link in a private/incognito window.
   a. In the Microsoft login window, enter your university e-mail address and click '**Next**'.
   b. In the joint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



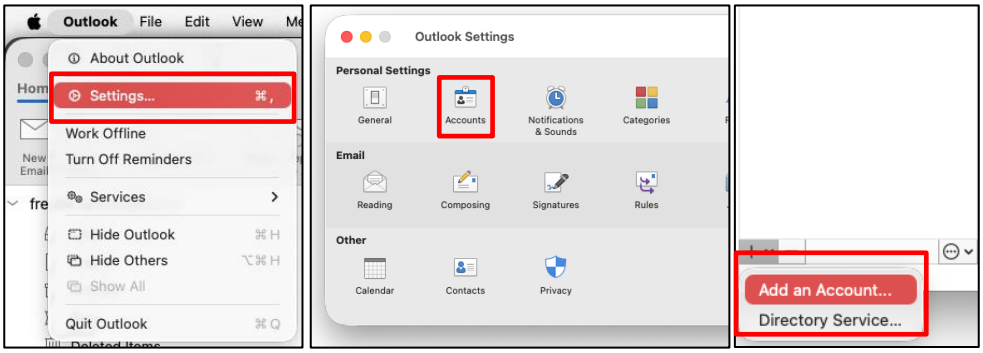


3. When you see the message "**Authenticator Added**" it's a confirmation that the test login worked. Press '**Done**' to complete.

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.
   a. Fill in the following information:
      - **DOMAIN\username or email:** user\university-ID
      - **Password:** Password A
      - **Server (optional):** mail.uu.se
   b. 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**'.

Useful tools

Below are some tips on software and features frequently used at the university; these are either pre-installed on your computer or available for download via Software Center should the need arise.

You can find information on how to use them by using the search function at **uu.se/medarbetare**.

Remote work



FortiClient

FortiClient is the VPN service that is used at Uppsala university. Can be installed via Software Center.



Windows App

Is used to remote control Windows computers or to connect to Windows servers. Can be installed via Self Service.



Zoom

Is used for video distance meetings and video conference calls. Comes pre-installed on all managed computers.

Stödverktyg



Computer Info

Shows information about your computer that can be of use by IT. Can be installed via Self Service.



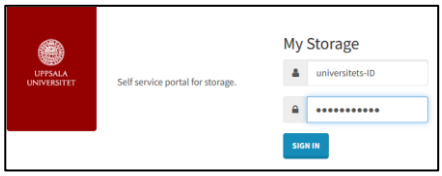
TeamViewer QS

Is used by the IT-support to remotely access computers. Can be installed via Self Service.

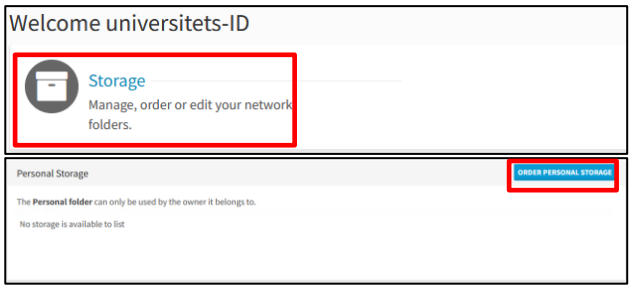
Personal storage (Argos)

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.

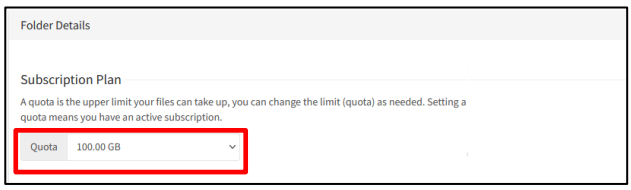
1. Open your web browser and go to https://my.storage.uu.se
2. Sign in with your **university ID** and **password A**.



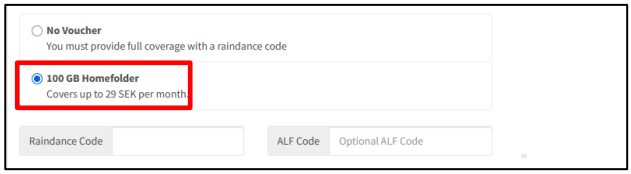
3. Select '**Storage**' and then '**ORDER PERSONAL STORAGE**'.



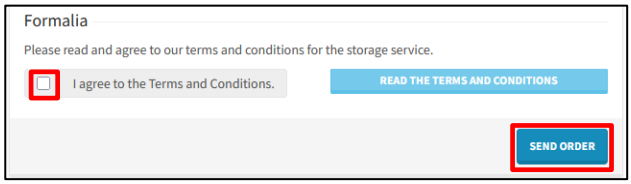
4. Adjust "**Quota**" to 100.0 GB.



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



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

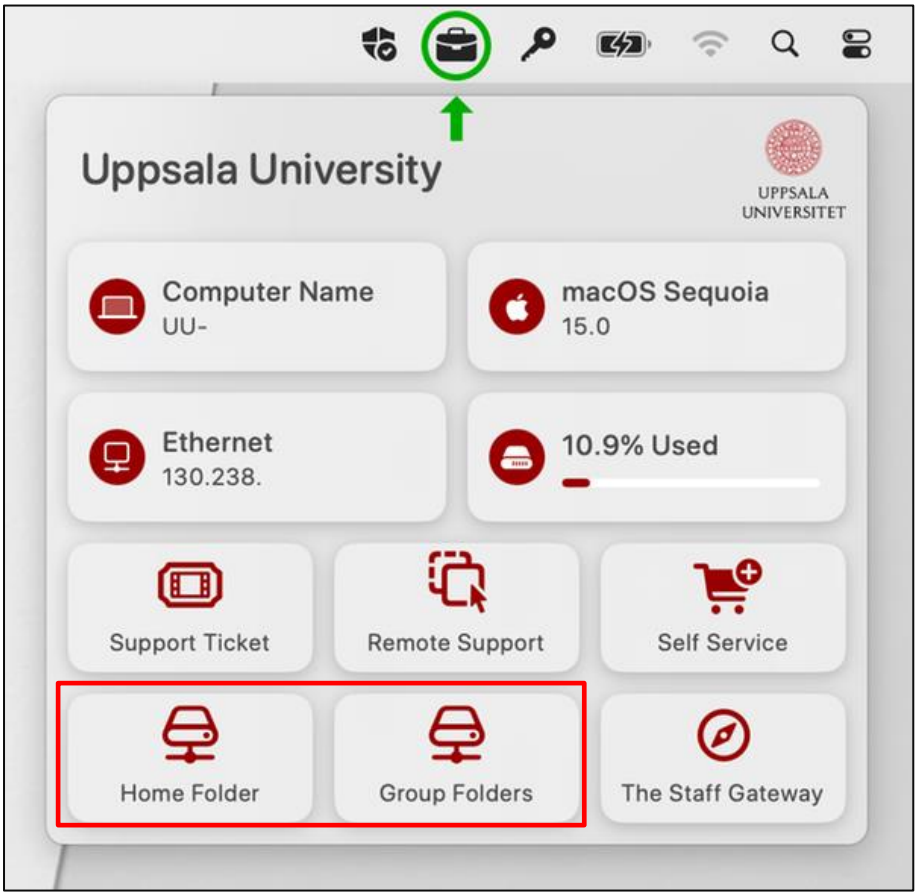


Note: It can take up to 5 minutes for the system to activate your storage space. You will then be able to find your storage folder in the file explorer.

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 by registering a support case via the Support Portal at https://support.uu.se.

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

itsupport@uu.se

018-471 44 00

08:00-16:30

IT for employees

Service Points