MacOS at CCSU – What’s New?

MacOS is faster, more secure, and has several new features:
1. Jamf Computer Management and Self Service Software Installations
2. Encryption, Updates, and Map Drives App for Laptops
3. Password Reset Procedures
4. Automatic Weekly Maintenance
5. Office 2019

Jamf Computer Management & Self-Service Software Installations

Jamf is a tool that allows the IT department to manage policies, updates and software on Mac computers. It allows us to keep the software on your computer updated to protect against security threats. Jamf also allows us to set policies to keep your account and computer safe, such as auto-locking your computer after 15 minutes of inactivity. In addition, Jamf provides a Self Service Software Installation tool that allows you to install CCSU-licensed software on your computer when needed.

To access Self-Service, click on the icon in the Dock. If you do not see the icon, then open it from the Applications folder.

To install an application from Self-Service, simply click on the Install button.

Applications available to install include Adobe Creative Cloud, SPSS, Java, and Firefox.

MacOS Laptops

If you use a Macbook Pro as your primary CCSU-issued computer, there are some added features:

Drive Encryption
The hard drive of your laptop is encrypted for added security. Encryption uses your BlueNet account as the credentials, so it is important to change your password using the procedures on Page 2 to ensure the encryption password stays synchronized.

Automatic Weekly Maintenance
Every Thursday evening, updates will be applied to your computer automatically overnight. Ensure your laptop is plugged in to power and connected to the Internet to receive these important updates. Please note, if your laptop is off campus, updates will be applied when you log in on Friday.

Map Drives App
To map your CCSU network drives:
1. Double-click the Map Drives App located on the Dock.
2. Log in with your BlueNet username and password. A Network Drives icon (that looks like the one in the Dock) will be placed on your Desktop.
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Change Your BlueNet Password on Your Mac

In order to ensure your BlueNet account synchronizes properly with your Mac, it is best to reset your BlueNet password using your Mac. You receive an email from CCSU Accounts Management approximately 7 days prior to BlueNet password expiration. It is highly recommended that when you receive this email, you connect your Mac to the campus network and then reset your BlueNet password on your Mac.

To reset your password, go to System Preferences (under the Apple menu), open Users & Groups and click on Change Password.

Keychain Synch after Password Reset

After resetting your password, you may be prompted to update your Keychain password. If prompted, click Update Keychain Password and enter your PREVIOUS password.

This gives the computer permission to use your new password with Keychain.

Off Campus Password Resets

If you find that you must change your BlueNet password using the online Accounts Management System when off campus, please make note of your previous password. You may need to use your previous password when you initially return to campus to allow your Mac to synchronize properly.

Microsoft Office

Your Mac will have the latest version of Microsoft Office installed. Microsoft Office is configured for automatic updates. To learn about the latest version of Microsoft Office, visit https://support.office.com.

Automatic Weekly Maintenance

Every Thursday evening, your computer will reboot in order to install updates. Please leave your computer powered on and plugged in to power and network every Thursday evening in order to receive these important weekly updates. Please ensure all work is saved and applications are closed to avoid losing work.

Need Help?
Contact the IT Help Desk

860-832-1720 or techsupport@ccsu.edu

Visit https://itservices.ccsu.edu for more information and resources.