

# 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 and VPN for Laptops
3. Password Reset Procedures and Synchronization with NOMAD
4. Automatic Weekly Maintenance
5. Music, Video, Podcast and Safari Updates

### Jamf Computer Management & Self-Service Software Installations

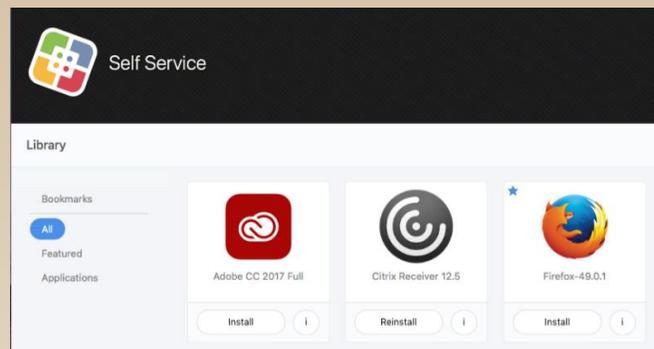
Jamf is a tool that allows the IT department to manage policies, updates and software on Mac computers. It allows us to keep the software on your computer updated to protect against security threats. Jamf also allows us to set policies to keep your account and computer safe, such as auto locking your 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, Chrome, Jabber, Webex, SPSS, Firefox, and more.



### MacOS Laptops

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



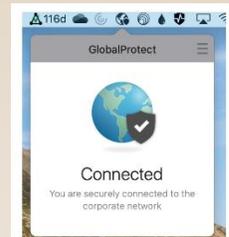
#### Drive Encryption

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

With drive encryption, your data can only be accessed with your credentials, even if your computer is lost, stolen, or compromised.

#### VPN (Virtual Private Network)

The VPN connects your MacBook to the campus network even when off campus. The connection to the campus network allows direct access to resources such as Secure Apps ([secureapps.ccsu.edu](http://secureapps.ccsu.edu)) for access to Banner, WebNow, Hyperion, and the secure Transfer (T:/) drive. It will also help to resolve some keychain/password issues. The VPN runs in the background; click the Globe icon in the menu bar to confirm the VPN is running.





## Password Resets

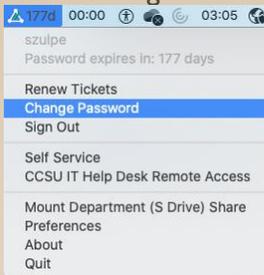
You will receive an email from CCSU Accounts Management approximately 7 days prior to your BlueNet password expiration.

With the VPN (Global Protect) on your CCSU-owned MacBook, you can reset your password from anywhere with an internet connection. CCSU-owned iMacs connect to the campus wired network to facilitate password resets.

## NOMAD for MacBooks

To reset your BlueNet account password on your MacBook:

1. Click the Nomad icon from the top menu bar.
2. Select Change Password.



3. Enter your current password, a new password and verify the new password and then click on Change Password.

If you have a MacBook and change your password outside of Nomad using Accounts Management or by calling the Help Desk, the next you log in to your MacBook you will get a prompt to sign back into Nomad.

## Music, Video and Podcasts

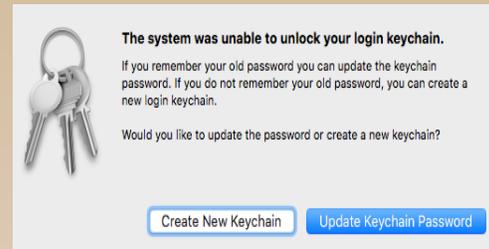
iTunes has been discontinued. With the Catalina MacOS, all music functions are covered by the Music app and all video apps by the Apple TV app. Podcasts have their own app, just as it has on iOS

## Safari Updates

Safari is Apple's default web browser. It now has a new start page with suggested content based on your browsing history and even links from Messages. The browser now warns you about weak passwords, and lets you switch to picture-in-picture view from the tab audio button.

## 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.

## 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 to install updates. Please leave your computer powered on and plugged in to power and network every Thursday evening 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](mailto:techsupport@ccsu.edu)

Visit <https://litservices.ccsu.edu> for more information and resources.