

IT Services Guide

Getting to know your Managed MacBook

v{Version}

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In this Guide

This QuickStart guide will walk you through the first-time setup of your new MacBook Pro/Air laptop. Queen Mary IT Services will ship this laptop to your home, or other specified address, and you'll only need an internet connection, ideally with Wi-Fi, and your Queen Mary login details to begin.

Before You Begin

Before starting, please make sure your laptop is connected to the mains power using the supplied charger. You don't need to connect any extra keyboards, mice, screens or other devices you plan to use with the laptop at this stage, you can do this afterwards.

Before starting, please make sure you've completed the Self-Service Password Reset registration. This will allow you to use your phone or a backup email account as an additional layer of security for your account. Registration takes just a few minutes: you can find instructions in this video.

The first-time setup can take up to an hour and your laptop may restart a few times throughout this. During the setup process, number of standard applications like Microsoft Word, Excel, PowerPoint, Outlook, Teams, OneDrive, Chrome, etc. will be downloaded and installed on the device.

If your machine has come to you via QM ITS and not directly from our Apple reseller, then you will need to start at page 5, as your machine should be setup so that when you power on the machine you will be presented with the login prompt.



Introduction

The Managed Staff Service

The Managed Research Desktop Service (mRDS)

Predominantly aimed at research staff and students, mRDS provides an additional <u>secure Virtual</u> <u>Machine</u> for users to download and experiment with software as they please. The device still runs on a centrally managed service, but users can open a Virtual Machine, also known as, Play Area/Dev Environment/ Sandbox, to carry out their research requirements, whilst not compromising the security of the wider QM network.

mRDS inherits all the security and management features of the standard managed service including access to the wide and rich list of packaged application/software. A Virtual Machine is integrated as part of the mRDS build and this is the secure safe space/environment where users will have full administrative rights to carry out their testing, development, research, and teaching work.

Depending on your work requirements, you may be given an mRDS device with an integrated Virtual Machine. Further details on how to access your Virtual Machine are here.

File storage options for mRDS are slightly different, in that typical network share storage is blocked and provided instead via the <u>Research Data Store</u>.



Setting up your new device

Unbox and power on your new Apple Mac device.

On the Welcome screen select United Kingdom.

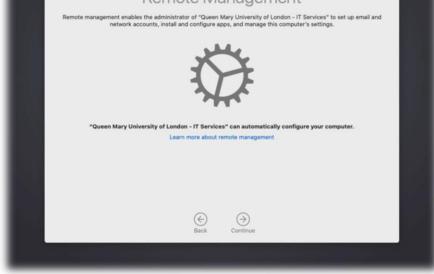
Login to your home Wi-Fi.

Select Location – United Kingdom.

Welcome	
In just a few steps, you can register and set up your Mac.	
United Arab Emirates United States Uruguay US Outlying Islands US Virgin Islands US Virgin Islands US Virgin Stands US Dutlying Islands US Outlying Islands	
Press the Escape key to hear how to set up your Mac with VoiceOver.	

Written and Spoken Languages The following languages are commonly used in your region. You can set up your Mac to use these settings or customise them individually.			
Preferred Languages English (UK)			
Input Sources British			
Dictation English (United Kingdom)			
Customise Settings			
Back Continue			





Login with Queen Mary account:

Microsoft
Sign in aawxxx@qmul.ac.uk
No account? Create one! Can't access your account? Sign-in options
Next
Terms of use Privacy & cookies



Re-enter your QM account password to sync it.

8
Re-enter your cloud password to sync it with your new local account Cancel Create Account
🔿 Shuldown 🐵 Restart 🗖 Local Login Powered by Jami

Welcome to QMUL screen. Some applications will be installed during this process.

Welcome to QMUL Your Mac is now enrolled and will be automatically configured for you.	
Preparing your new Mac	



WiFi

Connecting to Eduroam

Click on the WiFi icon in the top right corner of the screen and select Eduroam from the list. It has already been configured in the screenshot below.



You will be asked to enter a username and password. Enter your username followed by @qmul.ac.uk and your college password. Check the box marked 'remember this information'.

	Select a certificate or enter a name and password			
	for network "eduroam"			
l	Account Name: aawxxxx			
I	Password:			
	Remember this information Cancel OK			



You may be asked to verify the Eduroam certificate. Click Continue.

•	Verify Certificate
\bigcirc	Authenticating to network "eduroam"
?	Before authenticating to server "radius2.qmul.ac.uk", you should examine the server's certificate to ensure that it is appropriate for this network.
	To view the certificate, click 'Show Certificate'.
Always tru	st "radius2.qmul.ac.uk"
🔯 QMUL	. eduroam intermediate CA
L, 👿 ra	idius2.qmul.ac.uk
	0
8	radius2.qmul.ac.uk
Certificate	issued by: QMOL eduroam intermediate CA
	Expires: Tuesday, 2 May 2023 at 12:03:00 British Summer Time OMUL eduroam intermediate CA" certificate is not trusted
> Trust	
> Details	3
?	Hide Certificate Cancel Continue

Enter your password and click 'Update Settings' to complete certificate verification.

eaptIstrust				
You are making changes to your Certificate Trust Settings.				
Enter your password to allow this.				
Password				
Update Settings				
Cancel				



Fortinet VPN

When you first log in, you will be prompted with a VPN Authentication Window. Enter your QMUL username and password and click Connect.

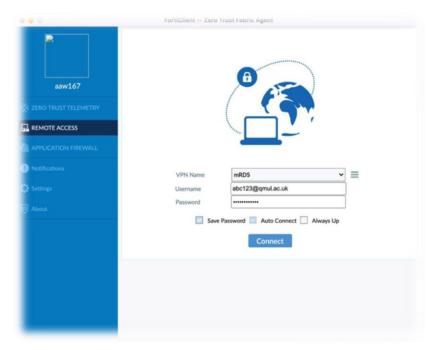
mRDS
VPN Authentication mRDS
Username abc123@qmul.ac.uk
Password •••••
Cancel Connect

Once you have connected, you should see one of the following two windows. 10

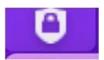
aw187 keteo TRATTELINETY AFRONT ACCES AFRONT	VPN Connected	Rawlor CECO TRUST FILCHER PERMIT ACCESS AVVICATION FILCHER AVVICATION FILCHER AVVICATION FILCHER	VPN Connected
Res	Disconnect		Discovert



Restart your device. You may be prompted to enter your username and password again, the next time you attempt to connect to the VPN, tick the 'Save Password' box under the password field to ensure you don't have to do this again.



Once the VPN is successfully connected, you should see a small lock within the FortiNet icon in the top right corner of the screen.



If you are not prompted to connect to the VPN, click on the Fortinet icon in the top right corner of the screen and then click 'Open Fortinet Console.'

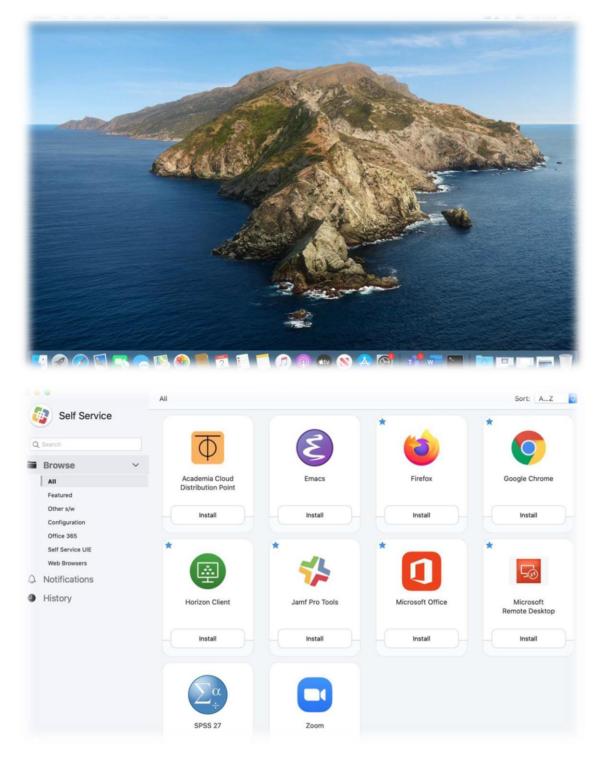


Please consult our intranet for more information on the Enterprise VPN.



Desktop & Apps

Once the setup is completed your new MacBook will be ready to go. Additional software can be installed by launching the Self-Service app.





Pre-Installed Software

- MS Office, including Outlook, PowerPoint, OneNote, Excel, & Word
- Teams
- Horizon client
- Parallels
- Firefox
- Chrome
- RDS client

Requesting additional software

To request additional software please submit a request to the Service Desk at <u>servicedesk@qmul.ac.uk</u> with the following details:

- Software title.
- Software installation media or web link where the software can be found.
- Software licensing information.
- Date software is required.



Software Updates

Security & Operating System updates

OS and security updates should be applied regularly, at least once per week. To do this, go to System Preferences and click on 'Software Update'.

Finder File Edit View	
About This Mac	😑 ڬ 🗉
System Preferences 1 update App Store	General Desktop & Doc Screen Saver Menu
Recent Items >	Internet Passwords Wall Accounts Apple
Force Quit Finder てなまり	S ()
Sleep	Software Network Bluet Update
Restart	
Shut Down	Displays Printers & Batt Scanners
Look Sereen AS2 O	

This will prompt the user in a window like the one below if there are updates available. Click 'Update Now' or 'Upgrade Now,' depending on which is available, and follow the subsequent prompts. An upgrade usually signifies a major update to the Mac operating system (known as macOS).



Updates Requiring a restart

When a system restart is required, you will be prompted to perform a restart of your device. Click on 'Restart Now' or 'Restart Later' (at your convenience).



Setting up Outlook to access University email

Launch Outlook from Finder \rightarrow Go \rightarrow Applications. Type college login in the format: xyz1234@qmul.ac.uk, enter your college password and MFA to authenticate.

	Enter password
	Forgotten my password
Please enter your email address.	Sign in with another account
cgaa292@qmul.ac.uk	Login name must be in the form: xyz123@qmul.ac.uk or ab12345@qmul.ac.uk
Continue	

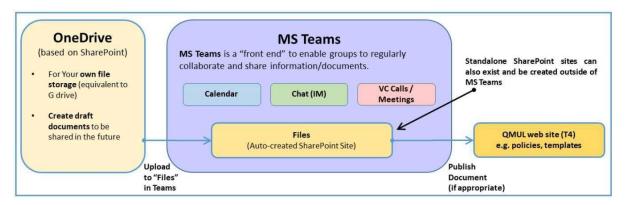
	Queen Mary
cga	a292@qmul.ac.uk
Ap	pprove sign-in request
ô	We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.
Hav	ing trouble? Sign in another way
	.ogin name must be in the form: (yz123@gmul.ac.uk or ab12345@gmul.ac.uk



Microsoft Teams

Microsoft Teams is the University's recommended and supported online collaboration tool.

Teams is integrated with other Microsoft 365 (formerly known as Office 365) products. It brings together everything you need to collaborate with groups of colleagues in one online workspace. As a conduit between OneDrive for Business and SharePoint Online, you can leverage its features, including Calendar, Chat (IM) and Voice and Video Calls/Meetings, to share information and documents.



In **Microsoft Teams**, teams are groups of people brought together for work, projects, or common interests. Teams are made up of channels. Each channel is built around a topic, like "Team Events," a department name, or just for fun. Channels are where you hold meetings, have conversations, and work on files together.

For more information, please follow this guide.

Setting up Teams

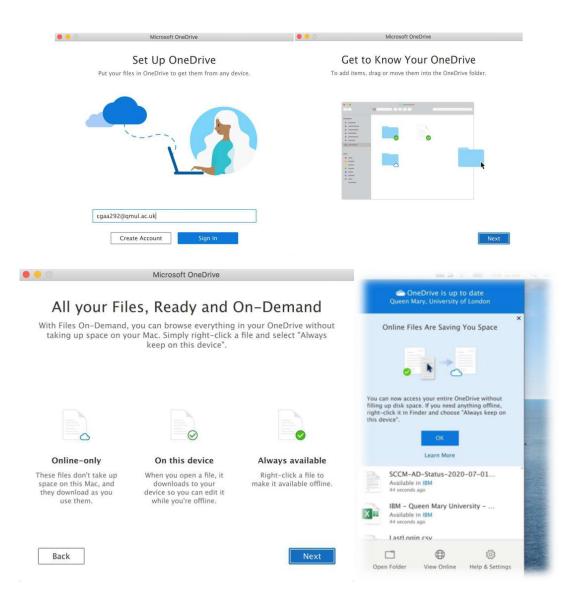
Launch Teams from Finder \rightarrow Go \rightarrow Applications. Type college login in the format: xyz1234@qmul.ac.uk, enter your college password and MFA to authenticate.

Log in to Micro	soft Teams	
		cgaa292@qmul.ac.uk Enter password
	Sign in cgaa292@qmul.ac.uk	Forgotten my password Sign in with another account
		Login name must be in the form: xyz123@qmul.ac.uk or ab12345@qmul.ac.uk
	Next	



Setting up OneDrive

Launch OneDrive from Finder \rightarrow Go \rightarrow Applications. Type college login in the format: xyz1234@qmul.ac.uk, enter your college password and MFA to authenticate.





Setting up Word to save data to OneDrive

Launch Word from Finder \rightarrow Go \rightarrow Applications. Type college login in the format: xyz1234@qmul.ac.uk, enter your college password and MFA to authenticate.

You will now be able to open and save files to your OneDrive account

Sign in	▼ Templates	Microsoft Sign in	
â		cgaa292@qmul.ac.uk	
Home		No account? Create one!	Section and American Section and American Section and American Section 2014
⊕ ¹	Blank Docu		Creative CV, design by MOO
New	Recent Pi	Next	
(Name Name		
Recent	Setting Up Or Macintosh HD >		
-			
Open			

Managed research desktop file storage

In some circumstances, SharePoint, OneDrive and HPC storage are not suitable storage locations and a shared network drive would be more useful instead. This is most likely to be encountered when performing testing or development on code that will later be run on the HPC, or for other computational analysis. In these instances, see the <u>Managed Research Desktop File Storage</u> <u>document</u>.



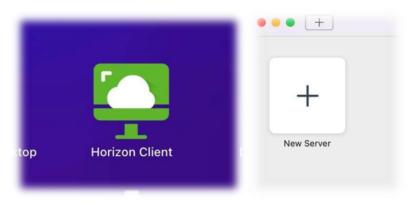
AppsAnywhere

Our AppsAnywhere service allows you to access some of Queen Mary's specialised apps when away from campus. This service is available to both staff and students. All you need for access to these apps are:

- Computer A laptop, Smartphone or any compatible device with a Wi Fi connection.
- Multi Factor Authentication A one time set up on the QMUL multi factor authentication.
- VMWare Horizon This will already be installed on your mRDS device.

Accessing AppsAnywhere

Search for VMware Horizon Client using the Launchpad or in Applications in Finder. Double click on the icon.



In the window that opens, click 'Add New server'. Once you have logged in for the first time this will display an AppsAnywhere icon instead.

When asked to enter the 'Connection Server', type 'appsanywhere.qmul.ac.uk' and click 'Connect'

VMware Horizon Client	Disclaimer
📮 VMware Horizon	VMware Horizon
Enter the name of the Connection Server.	ACCESS Access to any data, program or other information on Queen Mary University of Lond (GMU) systems must be authorised by QMU It is a criminal offence to obtain
appsanywhere.qmul.ac.uk	unauthorised access or make unauthorised modifications to this computer system. QMUL may refer any unauthorised access to appropriate authorities. Lumathorised users may be subject to CRIMINAL PROSECUTION AND/OR CIVIL ACTION AND/OR QMUL DISCPLINARY PROCEEDINGS.
Always connect at launch	USE USE Users Must NOT process, publish, create, store, download, distribute or transmit material or data that is: • Prohibited by UK Law • Discriminatory or defamatory
Cancel Connect	Cancel

Click 'Accept' once you have read the disclaimer.

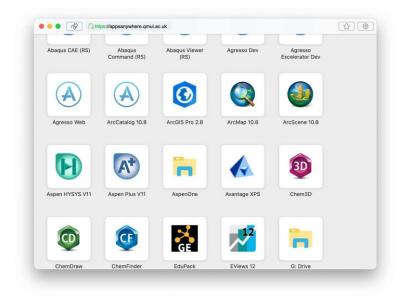


nter	your	QMUL	username	and	password,	then	then	click	'Login'.
------	------	------	----------	-----	-----------	------	------	-------	----------

	Login
📮 VMware	e Horizon
1	Enter your QM Username and Password.
Ser	ver: 🕞 https://appsanywhere.qmul.ac.uk
Userna	ime: abc123
Passw	ord:
	Cancel

If you are off campus you may need to authenticate using MFA. Either approve the login request, or enter your MFA 6 digit code from the "Authenticator" app on your phone (or via the text message you receive if you chose to receive it by text), then click 'Login' again.

Once this has connected, you should be able to see a list of available applications or use the search function to search for the application you require.





Printing

Wireless Web Printing

You will need to be logged into Eduroam or the QMUL wired network to print using the Wireless Web Print. Go to <u>https://myprint.gmul.ac.uk/user</u> and log in with your user name and password.

Queen Mary			
	Summary		
└── Summary			
C Transaction History			
Recent Print Jobs	BALANCE	() PRINT JOBS	PAGES
Jobs Pending Release	-£1.05	4	35
🛱 Web Print	Activity		Environmental Impact
BYOD/Non-Managed	Activity	Balance history for aax142	Environmental impact
🔗 Student Help Guide	£0.00	Datance history for aax142	Ø 0.2% of a tree
🔗 Staff Help Guide	-£0.10 -£0.20 -		\$ \$ 241 g of CO2
🔗 Library Fines	-£0.30		15.1 hours running a 60W light bulb
	-£0.40 - ೮ -£0.50 -		
	2 -£0.60		
	-£0.70		
	-£0.80		
	-£0.90		DomorCut
	-£1.00		PaperCut
	-£1.10	4 Sep 11 Sep 18 Sep	
		Day	Since Mar 23, 2021
			Environmental Dashboard

Printing at home

Currently, both mRDS and standard centrally Macbooks only support printers that do not require extra drivers. Such printers can automatically be used shortly after connecting them to your device following the manufacturer's instructions.



Virtualization using VMWare Parallels

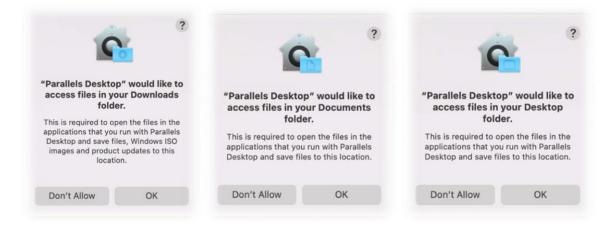
Launching your Virtual Machine

Your new laptop will come with VMWare Parallels. This can be used to create a virtual machine (VM) without any administrative restrictions. The following steps will guide you in creating a VM with the same operating system as your device (macOS).

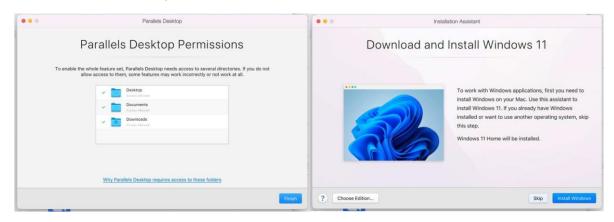
First search for and launch Parallels from Applications or Launchpad.



If prompted, allow Parallels to access required folders on your device by clicking 'OK' in the following boxes.



Click 'Finish' then click 'Skip'





Click the scroll arrow until you get to 'Download macOS'. Select this, then click 'Continue.'

	Installation Assistant	Installation Assistant
	Create New	Create New
	Get Windows 11 from Microsoft	Get Windows 11 Install Windows from Microsoft or another OS from aDUD or image file
	Free Systems	Free Systems
O Download Ubuntu Li	nux 🕑 Download 💿 Download Sedian GNU/Linux 💿 Download Kali Linux	j Download Inux Download Debian GNU/Linux S Download Kali Linux Download MacOS
? Open	Co	28 Popen

Click 'Download' and wait for the download to complete.

•••	Installation Assistant	•••	Installation Assistant		
	macOS 12		Downloading		
	Free Good Package size: 13.74 GB (unpacked: 34.39 GB) This is a macOS 12 Monterey virtual machine specially designed for Mac computers with the Apple Arbin. It can be used for software development, testing, using macOS Server, or personal, non-commercial use. Note: Productivity and integration features are not available to this system yet.		Free Downloading 63.4 MB of 14.08 GB (18 MB/sec) - 11 minutes remaining		
?	Go Back Count	nd		Cancel	Pause

Once it's completed, you'll be taken through the standard setup for macOS.





Mac VM Recommendations

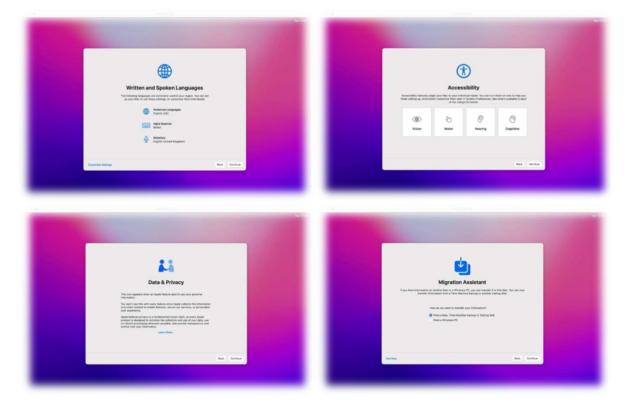
If prompted to allow Parallels access to components of your device, e.g. the microphone, click 'Allow.'



Click 'English', select 'United Kingdom' and click 'Continue.'

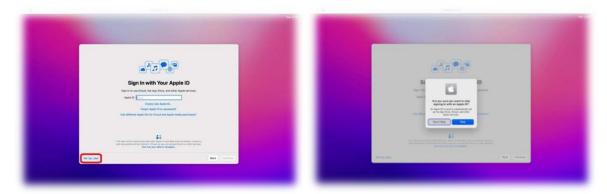
	8
Language	Select Your Country or Region
Annual Ingela Sutang Super Saturag Super Saturag Wares Wares Wares Saturag Saturag Saturag Saturag Saturag Saturag	terra ana forman terra ana forman terra ana terra an
→	tat term
By using this software, you space to the largest all the software livened apprecision for the address in the salt view the inverse of the software livene apprecision of https://www.applic.unit/high/livene.applic.unit/high	Prest free assignt key to have here to and a year this with their days. Prest free assignt key to have here to and a year this with their days.

Click 'Not Now' or 'Continue' through the screens until you get to the Apple ID page.





Click 'Set Up Later' on Apple ID screen, followed by 'Skip'.



Click 'Agree' once you have read the Terms and Conditions. Click 'Agree' again.

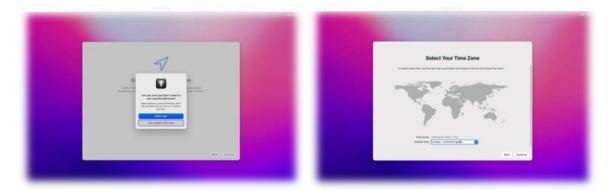
Terms and Conditions	Terms and Conditions
Important: Use of your Max controller, the marchill activant and instead aerokase is addpect to these Serve and Conditions. Reserve and their conducts	Important line of part Mic Lampach, the match advance and initial earthing a subject in Name Series and Camillan. Alwans and family apply is
A. modif fulfram Linna Agreement	A. much fullware Linna Agreement
alled all STY AND COMB AND	There is a second se
Nor and an Alight Standard Systems	Annual Contraction of
And all and the distribution of the second distr	 And the state of t
varies, Nervely, or effe traverer product information are said an our splane, one can be have a Abud The Nex. The cancer is also partial of ever again combigation	server, terring, or the report point terring or a part point terring of a fair from the fair of the fair terring of
tes and	10 Apr

Add a name, Account name and password to your VM. Uncheck 'Enable Location Services on this Mac' and click 'Continue.'





Click 'Don't Use' Select 'London – United Kingdom' and click 'Continue'



Uncheck both tick boxes and click 'Continue'. Click 'Set Up Later'.

<section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header>	Burger Transmission Burger Strain St	nghu dhata aya 4 ya dhiyo mar wana juga baba wa
Bat Drive	braue .	test Cartour

Select your desired theme and click 'Continue'



You will now be presented with your new Virtual Machine's desktop.



Troubleshooting

Should you have any issues with the section titled Setting up your new device then please do read and follow the steps below.

Erasing Mac OS

- To start your Mac in Recovery Mode, first, if your Mac is turned off, switch it on. If you're currently using it, hit Restart. You can only use Recovery Mode from the startup drive.
 - As soon as you hear the start-up chime, hold Command (\mathbb{H}) + R. You will need to hold the keys until a new screen appears.
 - NB. If you have a **MacBook Pro**, then you will need to hold down the **power button**.
- If you have a working recovery partition, you will enter the normal Recovery Mode. The macOS Utilities window appears, which will list the four options to recover your Mac (Restore, Reinstall, Get Help, and Disk Utility).

Select Disk Utility.

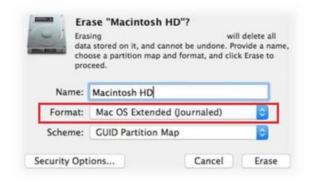


Once the Disk Utility has been loaded you will be presented with the following screen. Click on the 'Erase' button.

	Disk Utility				
	AS First Aid	Erase Restore Moun	t Info OSXO	laily.com	
Internal APPLE SSD SM025. Macintosh HD External Seagate Expansio Time Machin \triangleq FileBackup \triangleq PHD 3.0 Silicon-P FileStorage \triangleq TimeMachine \triangleq HP v100w Media Install macO \triangleq	And the second s	Dis Logical Volume Mac Purgeable 4.23 G8	OS Extended (Journaled, Encr Free 30.36 G8	vpted)	
	Mount Point: Capacity:	/ 249.79 GB	Type: Available (Purgeable + Free):	Logical Volume 34.59 GB	
				· · · · ·	
Install macO ≜	Used:	215.2 GB	Owners:	Enabled	



Change the format to 'APFS' and click on 'Erase'.



Once the disk has been erased close the Disk Utility and select 'Reinstall macOS.'



Now follow the prompts through to complete the reinstall of macOS.

Re-installing MacOS

Click on 'Continue' then 'Agree'.





The next window will ask you where (e.g., Macintosh HD) you want to install this version of macOS. Click on the disk and then click on 'Install'. At this point the installation will start.



Once complete, the machine will reboot and bring you back to the Welcome screen where you select the location as the UK, allowing you to re-provision the machine via JAMF.