IT Services Guide

Getting to know your
Managed MacBook

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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.
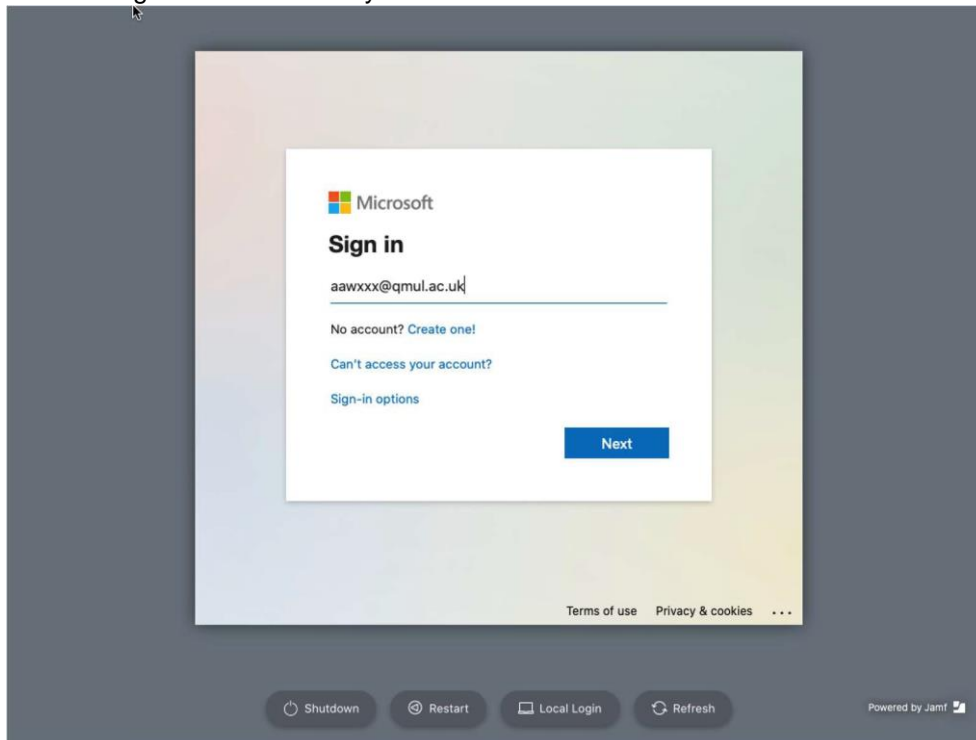
Setting up your new device

1. Unbox and power on your new Apple Mac device.
2. On the Welcome screen select United Kingdom.
3. Login to your home Wi-Fi.
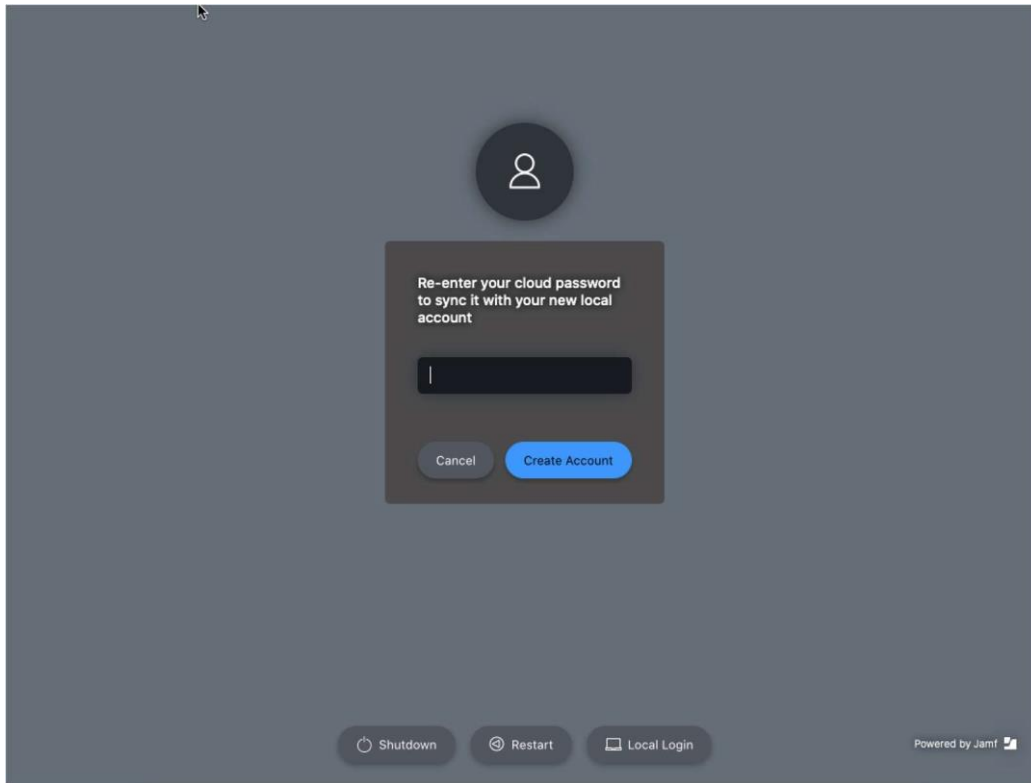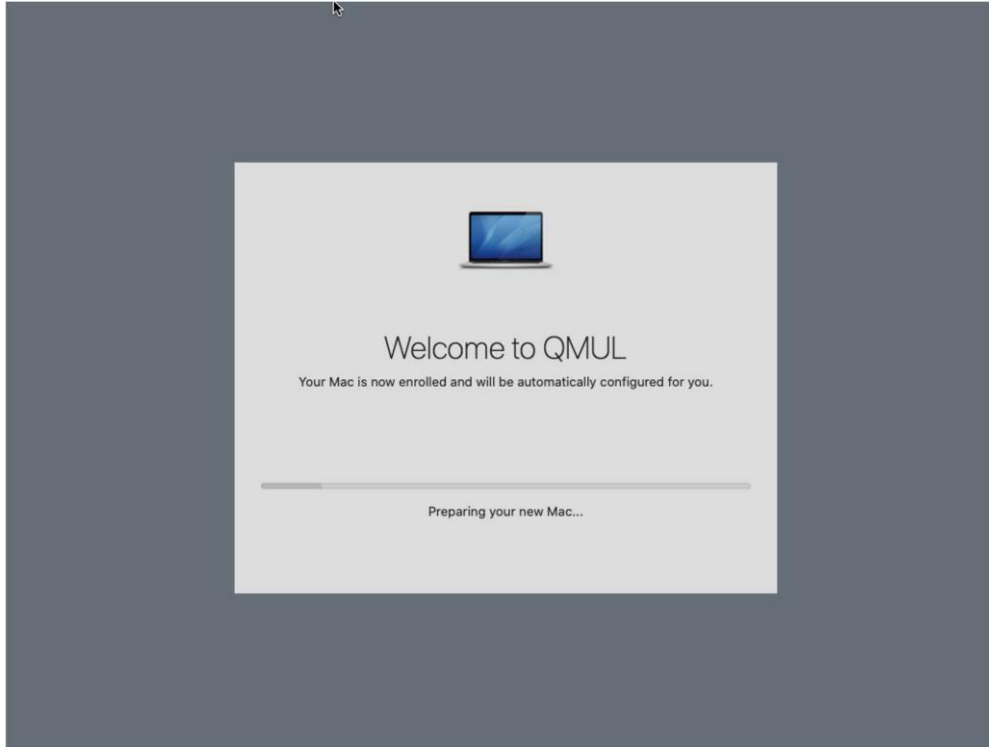4. **Select Location – United Kingdom.**
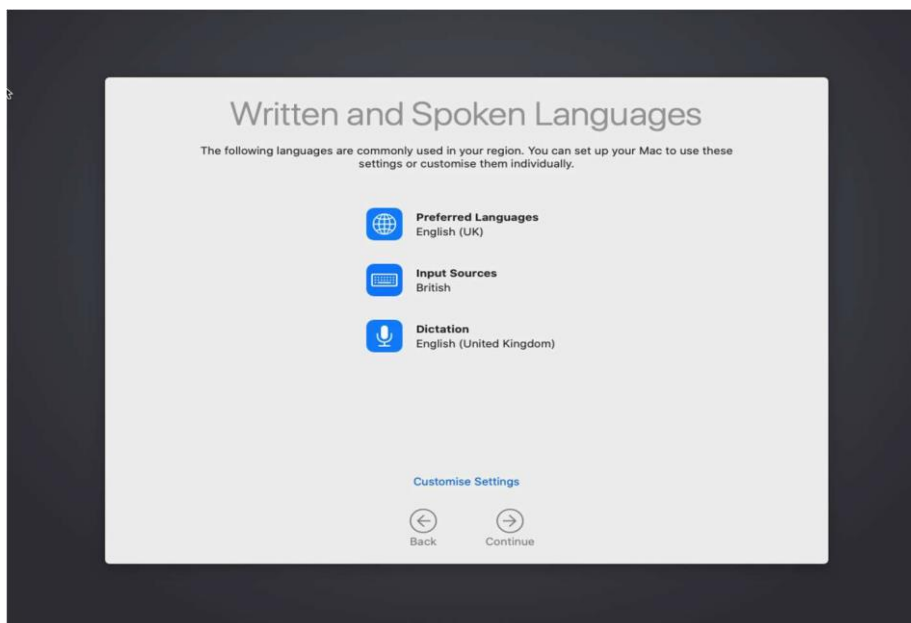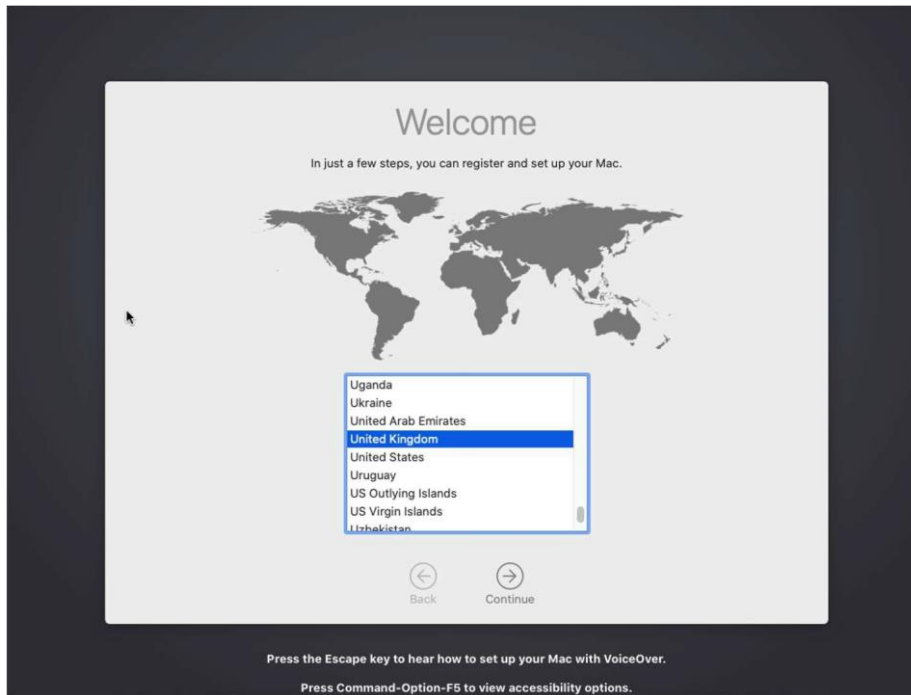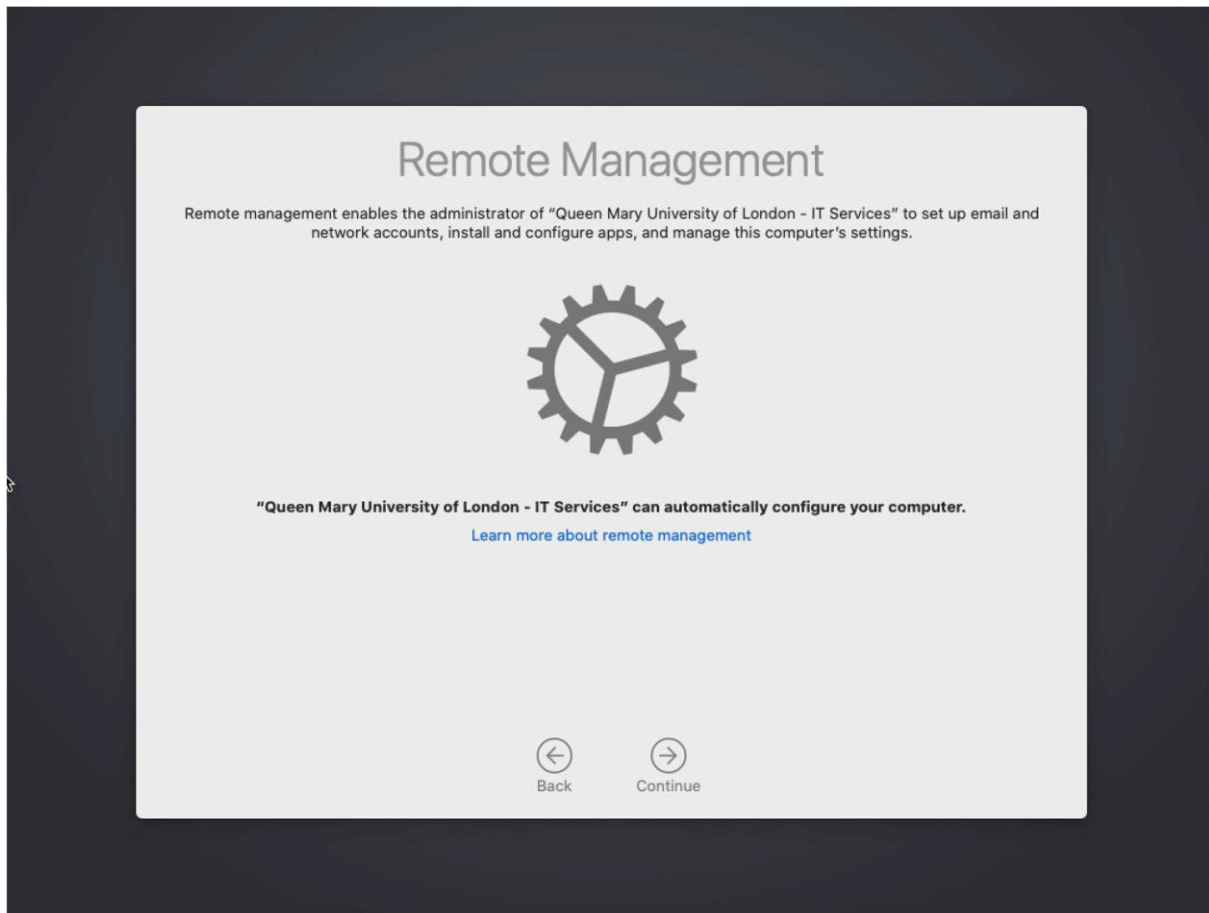
5. Login with Queen Mary account:

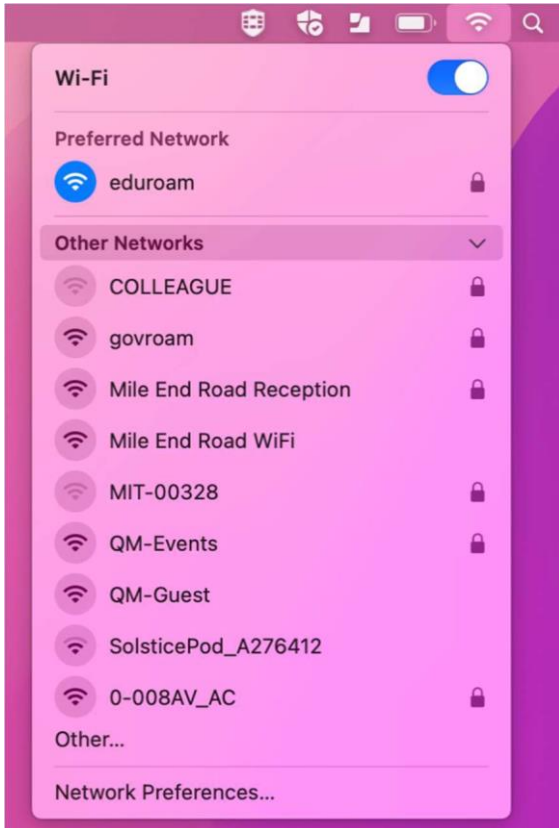6. Re-enter your QM account password to sync it.

7. Welcome to QMUL screen. A number of applications will be installed during this process.

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.
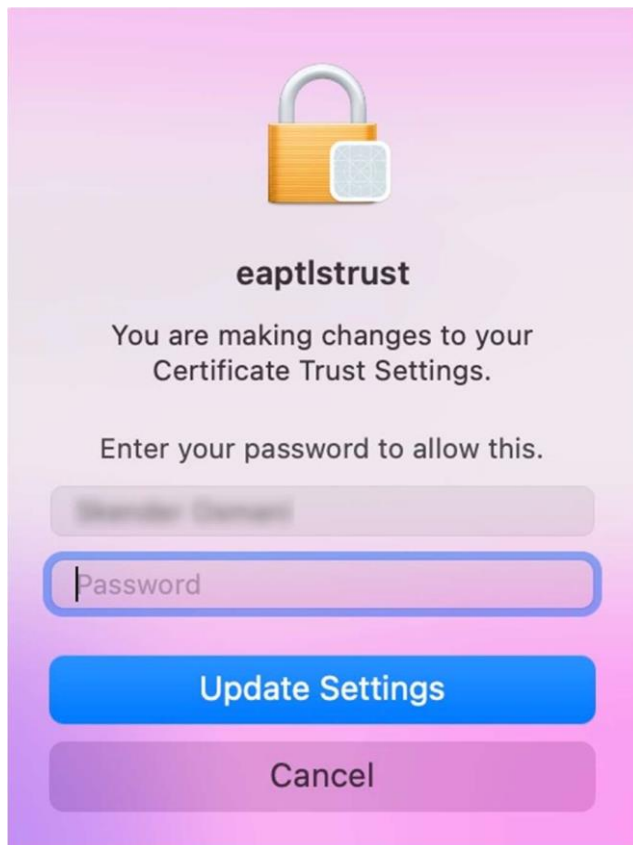

You will be asked to enter a username and password. Enter your username followed by @qmul.ac.uk and your college password. Check the box marked 'remember this information'.

You may be asked to verify the Eduroam certificate. Click Continue.
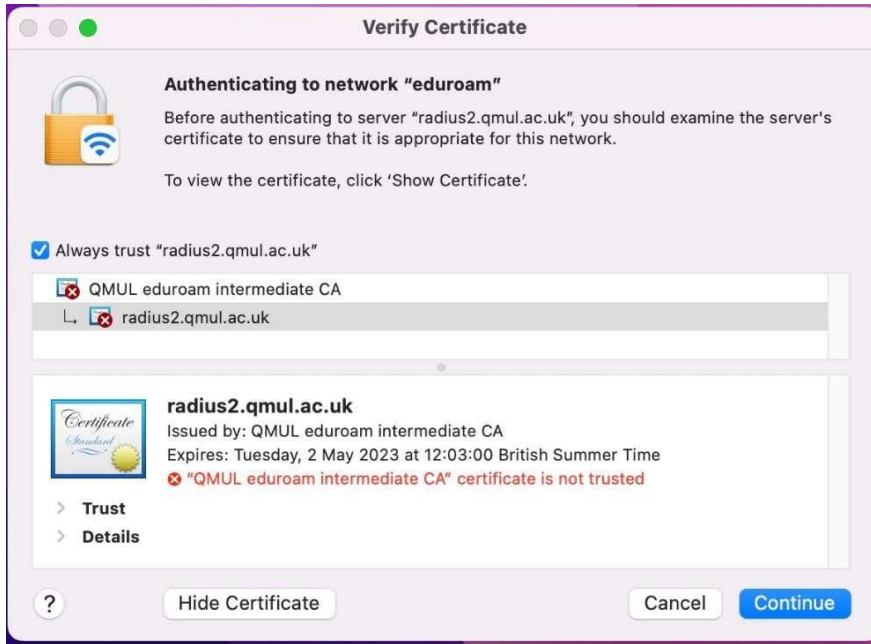
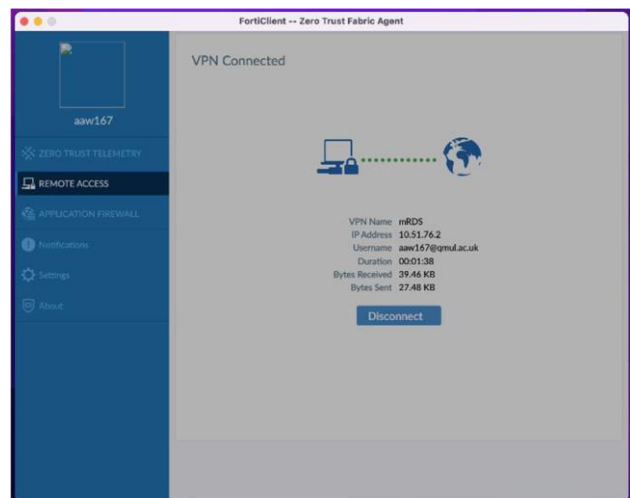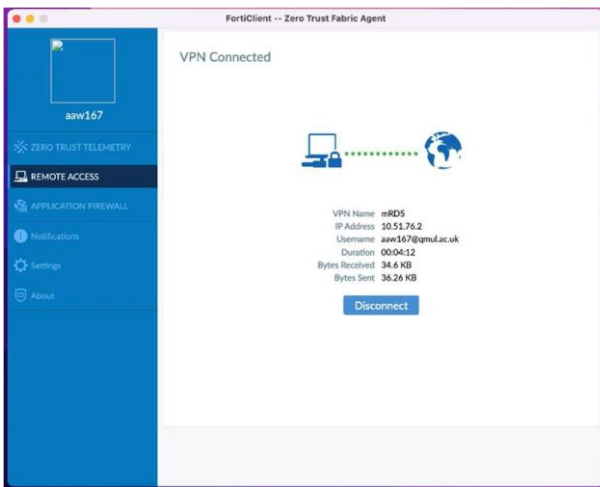Enter your password and click 'Update Settings' to complete certificate verification.
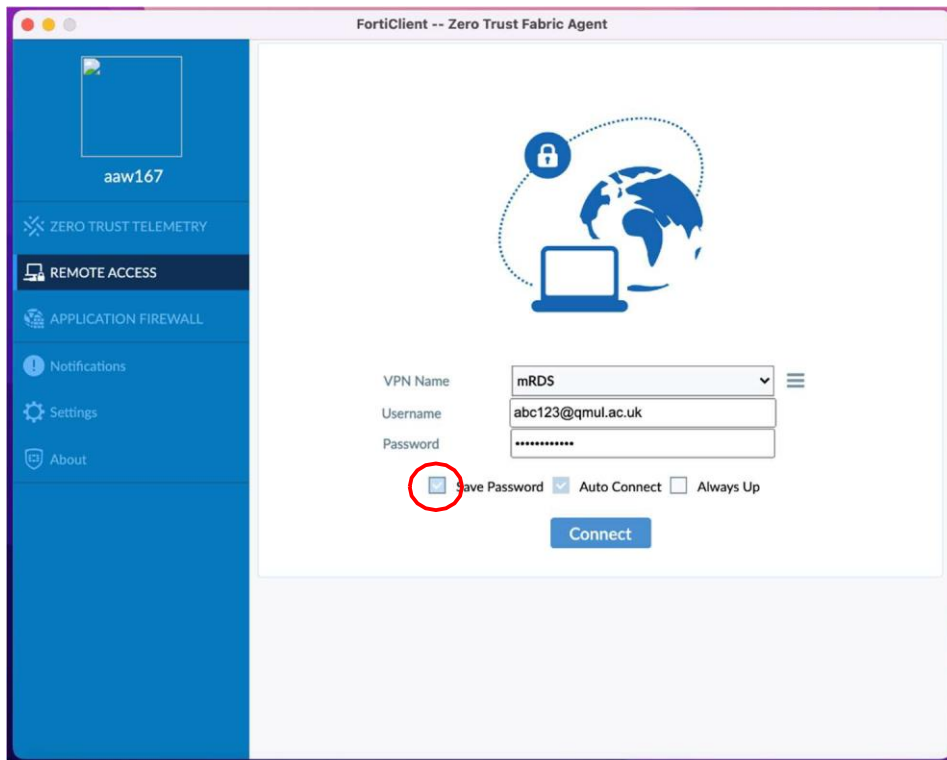
Fortinet VPN

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


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

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.
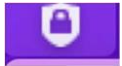

If you are not prompted to connect to the VPN, click on the Fortinet icon in the top right corner of the screen and then click 'Open Fortinet Console.'
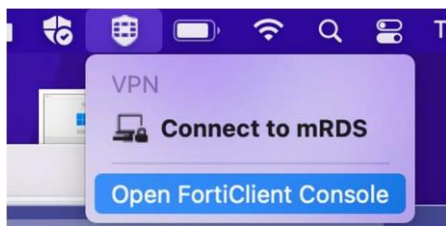
Please consult our intranet for more information on the Enterprise VPN.

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.
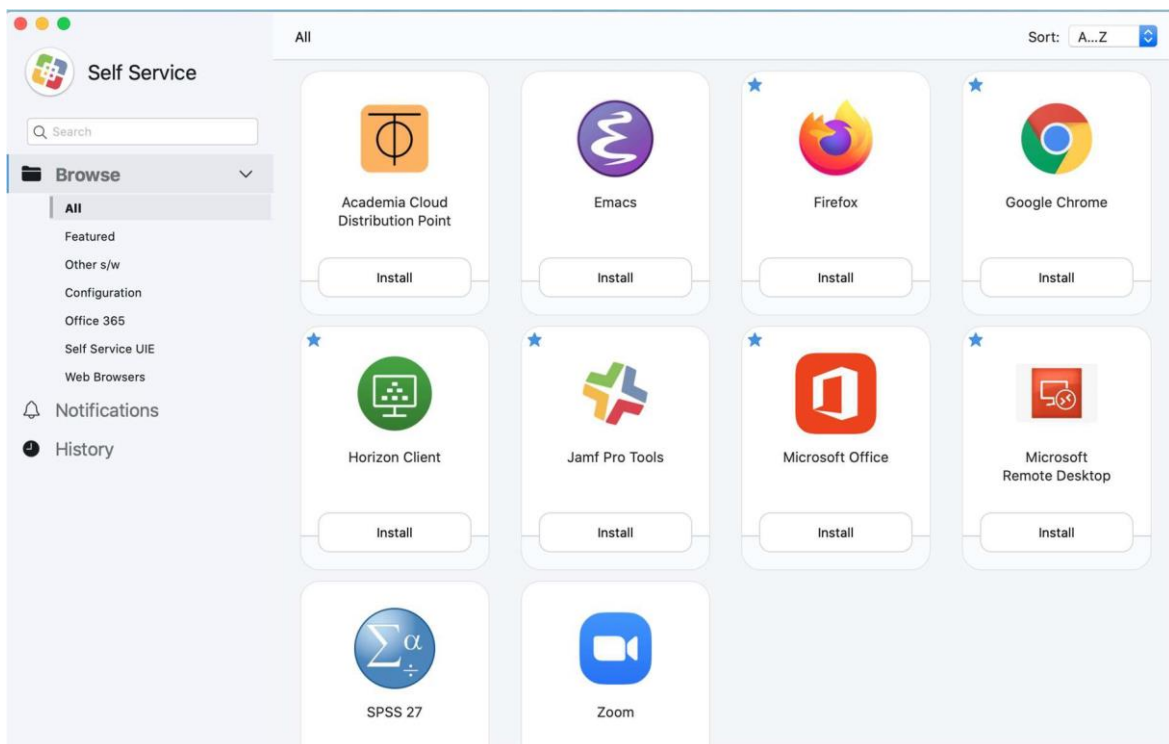
Pre-Installed Software

- 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 servicedesk@qmul.ac.uk with the following details:
1. Software title.
2. Software installation media or web link where the software can be found.
3. Software licensing information.
4. 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'.
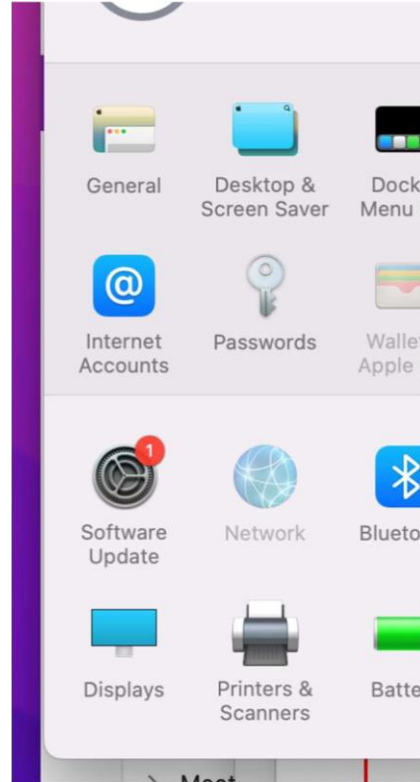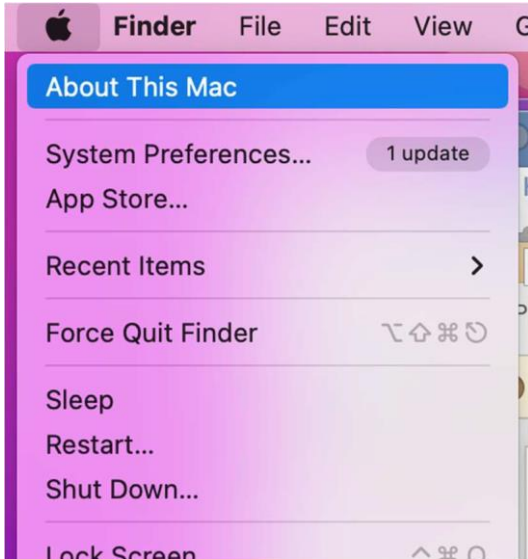
This will prompt the user in a window like the one below if there are updates available. Click 'Update Now' or 'Upgrade Now,' depending on which is available, and follow the subsequent prompts. An upgrade usually signifies a major update to the Mac operating system (known as macOS).
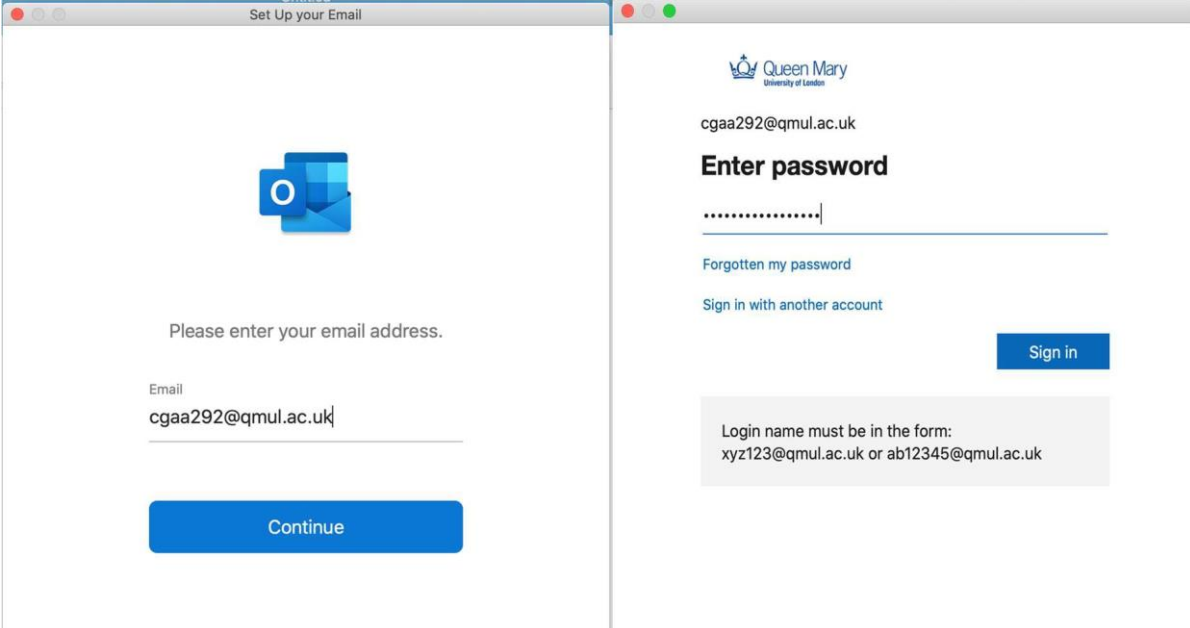

Updates Requiring a restart

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

1. Launch Outlook from Finder → Go → Applications
2. Type college login in the format: xyz1234@qmul.ac.uk
3. Enter your college password and MFA to authenticate

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.
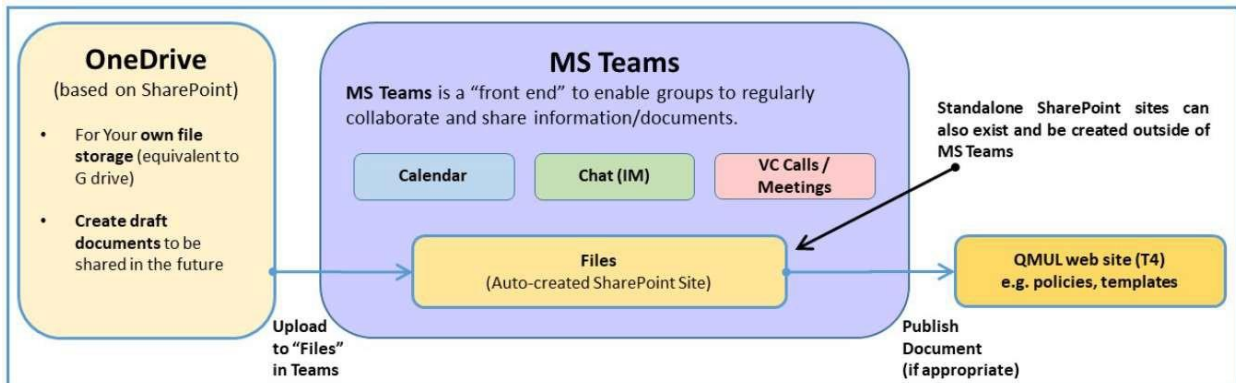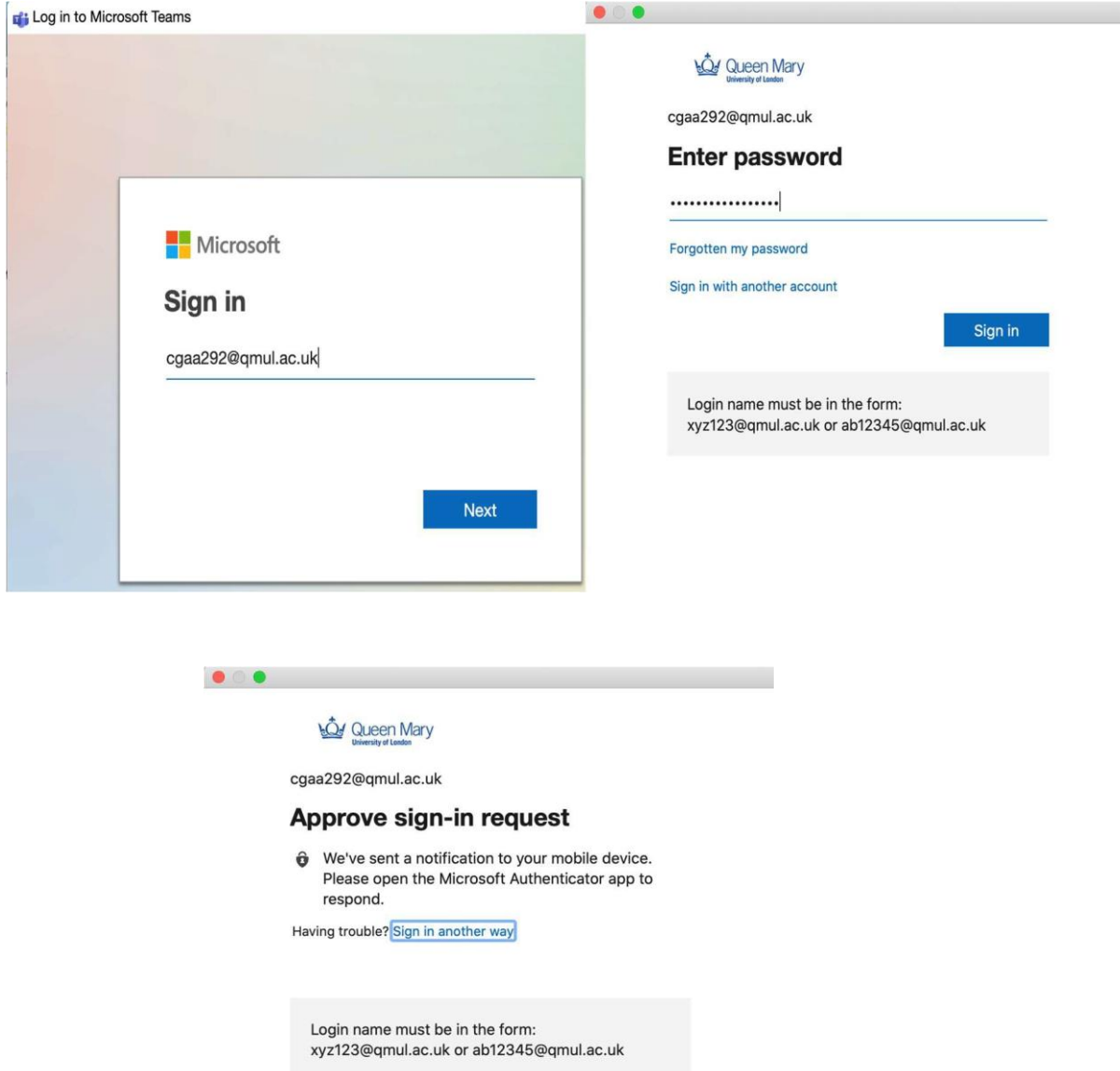

In **Microsoft Teams**, teams are groups of people brought together for work, projects, or common interests. Teams are made up of channels. Each channel is built around a topic, like "Team Events," a department name, or just for fun. Channels are where you hold meetings, have conversations, and work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

For more information, please follow this guide.

Setting up Teams

1. Launch Teams from Finder → Go → Applications
2. Type college login in the format: xyz1234@qmul.ac.uk
3. Enter your college password and MFA to authenticate

Setting up OneDrive

1. Launch OneDrive from Finder → Go → Applications
2. Type college login in the format: xyz1234@qmul.ac.uk
3. Enter your college password and MFA to authenticate
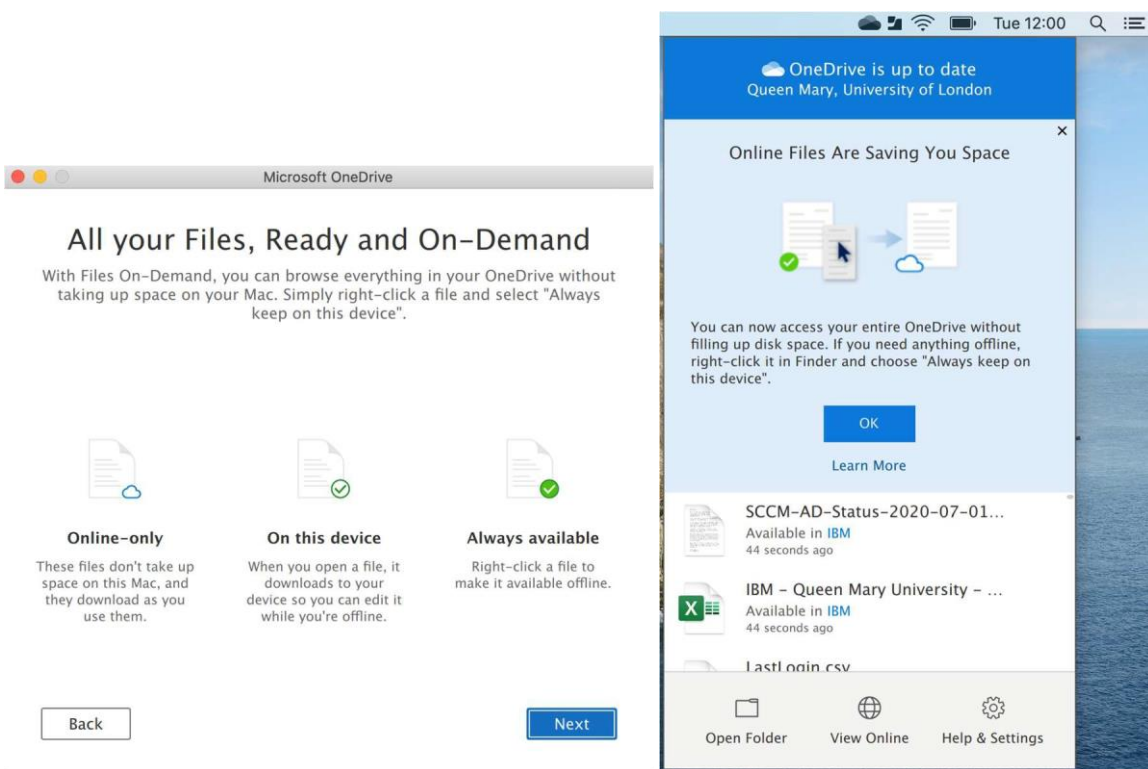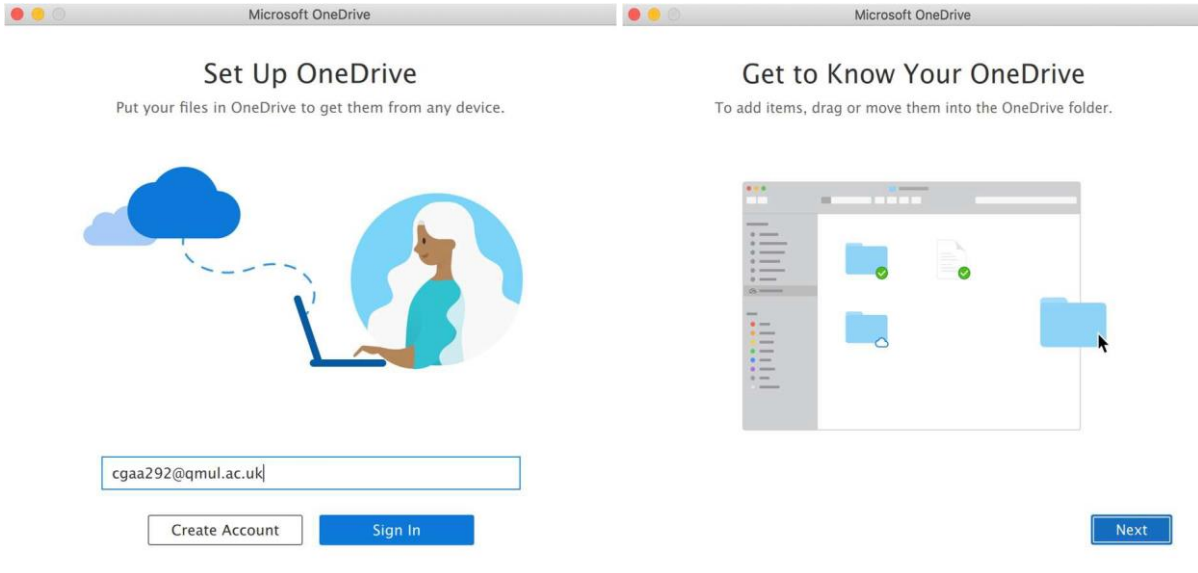
Setting up Word to save data to OneDrive

1. Launch Word from Finder → Go → Applications
2. Click on **Sign In** and type college login in the format: xyz1234@qmul.ac.uk
3. Enter your college password and MFA to authenticate
4. You will now be able to open and save files to your OneDrive account
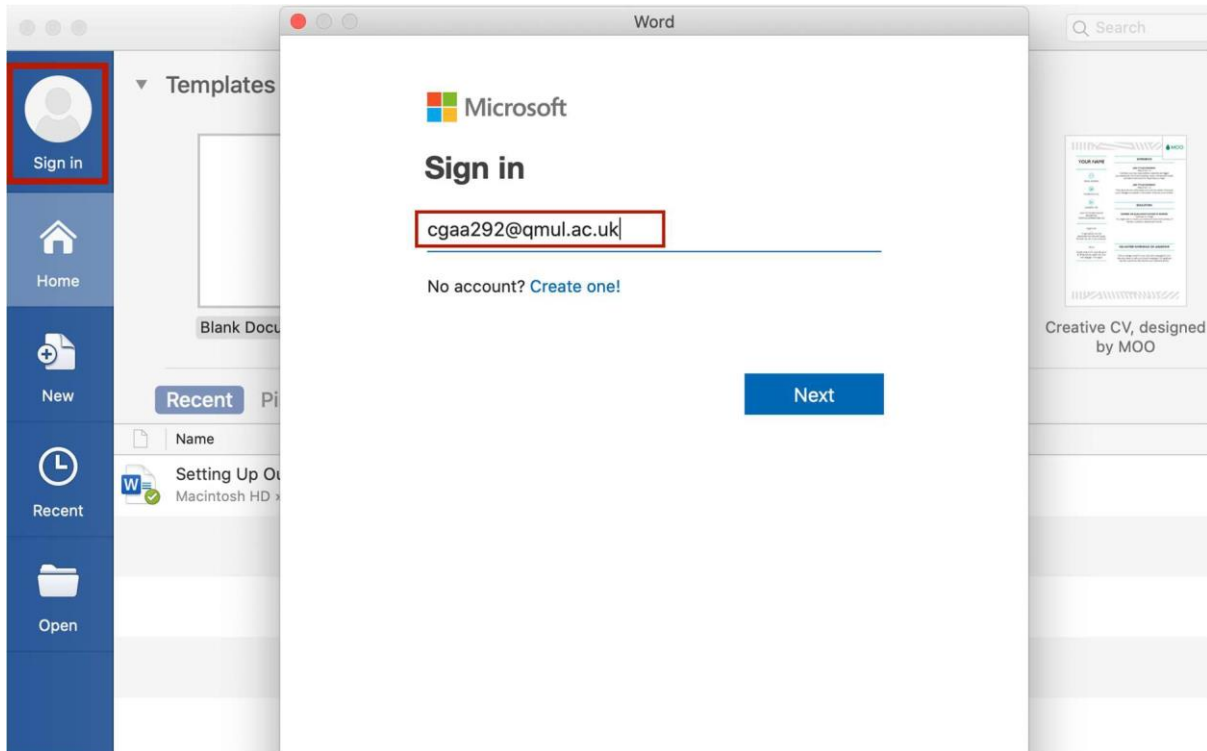
Managed research desktop file storage

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 managed Research Desktop File Storage document.
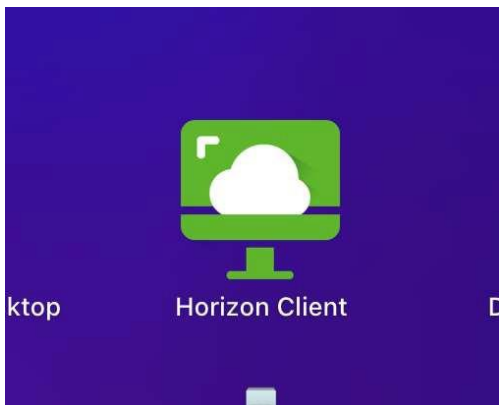
AppsAnywhere

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.
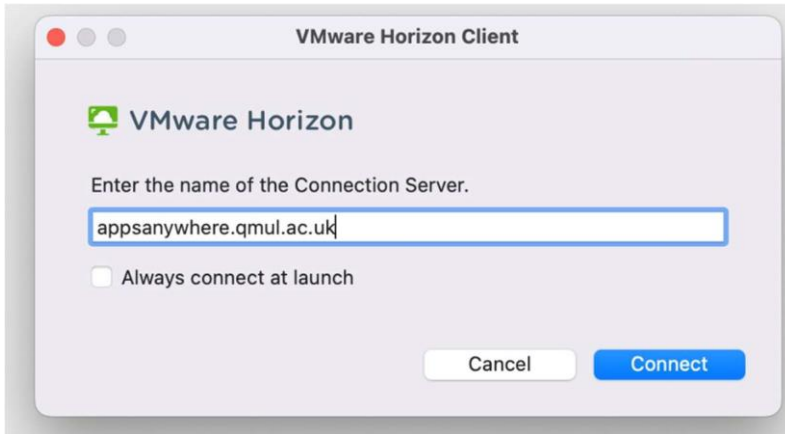
Accessing AppsAnywhere

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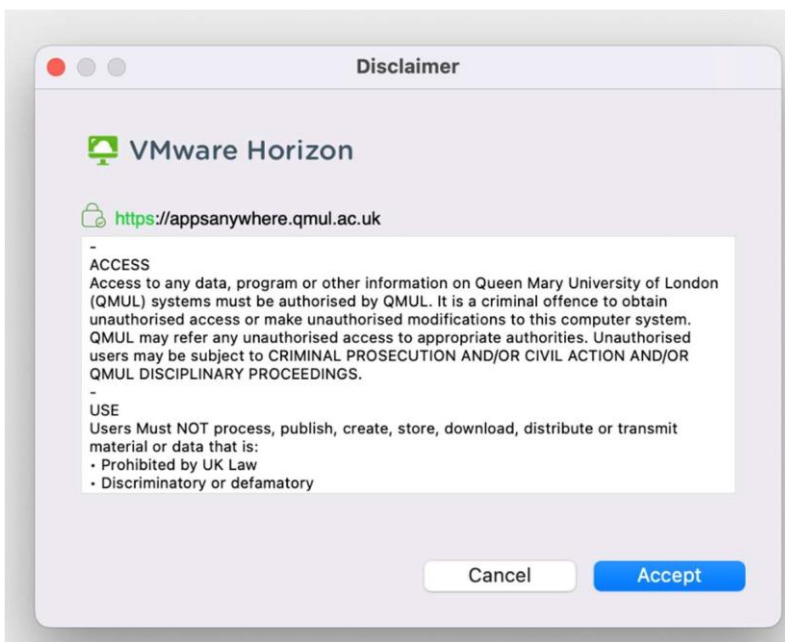

In the window that opens, click 'Add New server'. Once you have logged in for the first time this will display an AppsAnywhere icon instead.
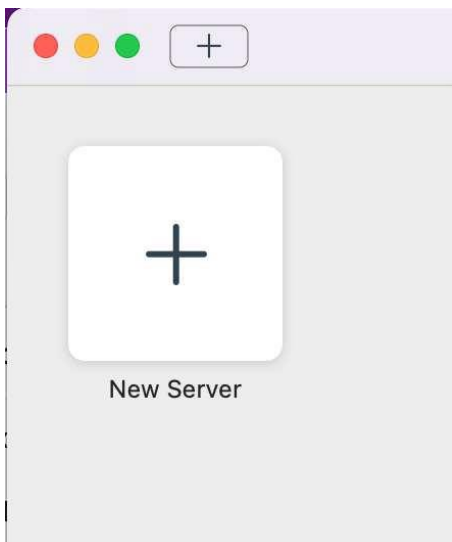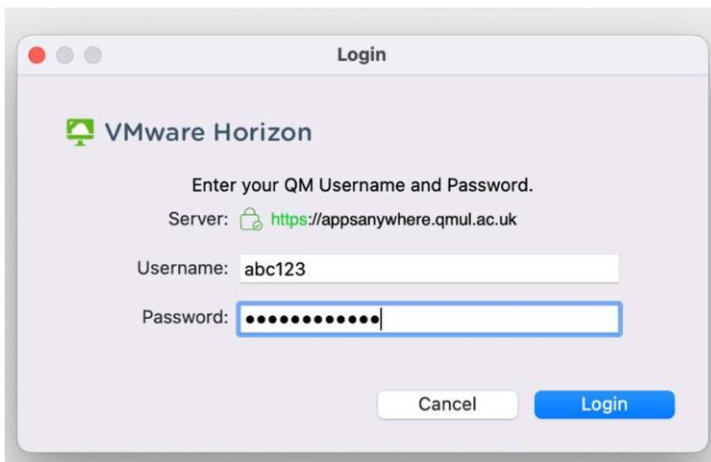
When asked to enter the 'Connection Server', type 'appsanywhere.qmul.ac.uk' and click 'Connect'

Click 'Accept' once you have read the disclaimer.

Enter your **QMUL username** and **password,** then then click 'Login'.

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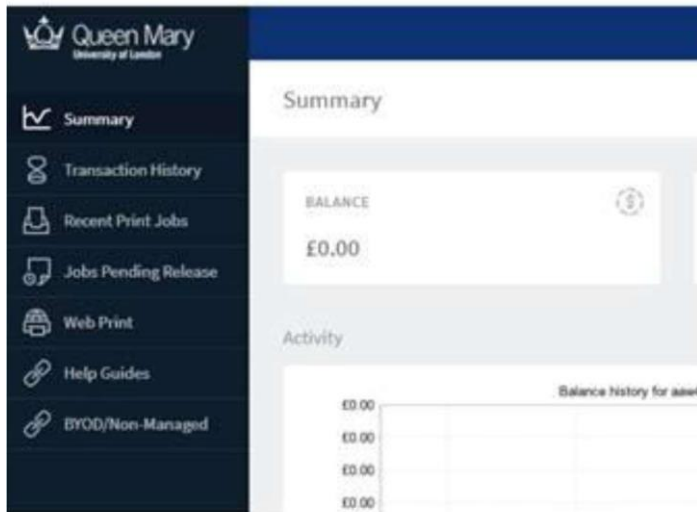
Once this has connected, you should be able to see a list of available applications, or use the search function to search for the application you require.
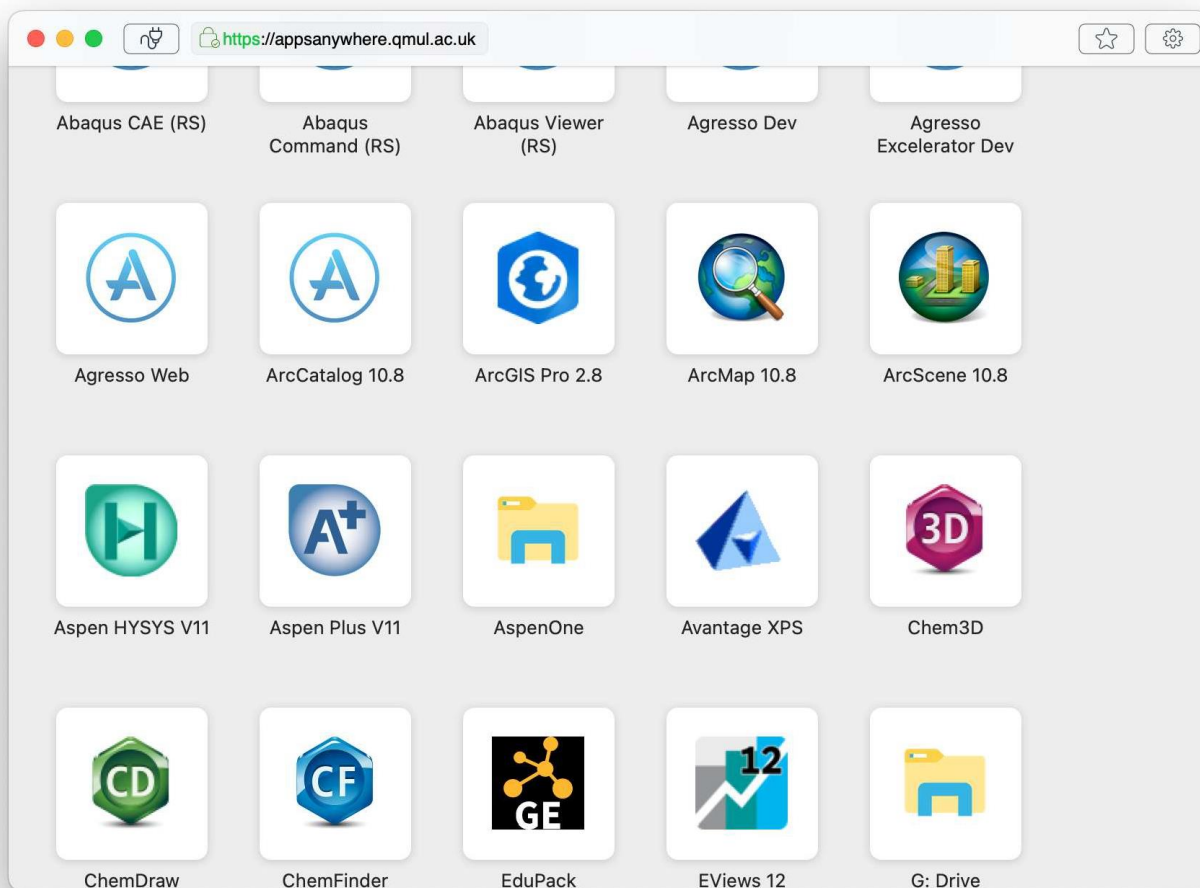
Printing

Wireless Web Printing

- You will need to be logged into Eduroam or the QMUL wired network in order to print using the Wireless Web Print.
- Go to https://myprint.qmul.ac.uk/user.
- Log in with user name and password.

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).
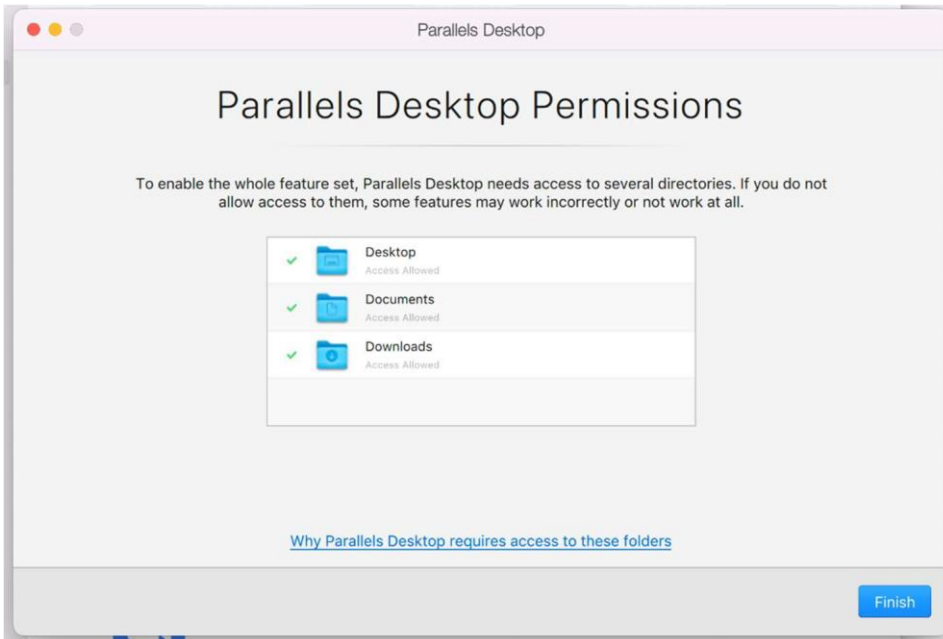
First search for and launch Parallels from Applications or Launchpad.

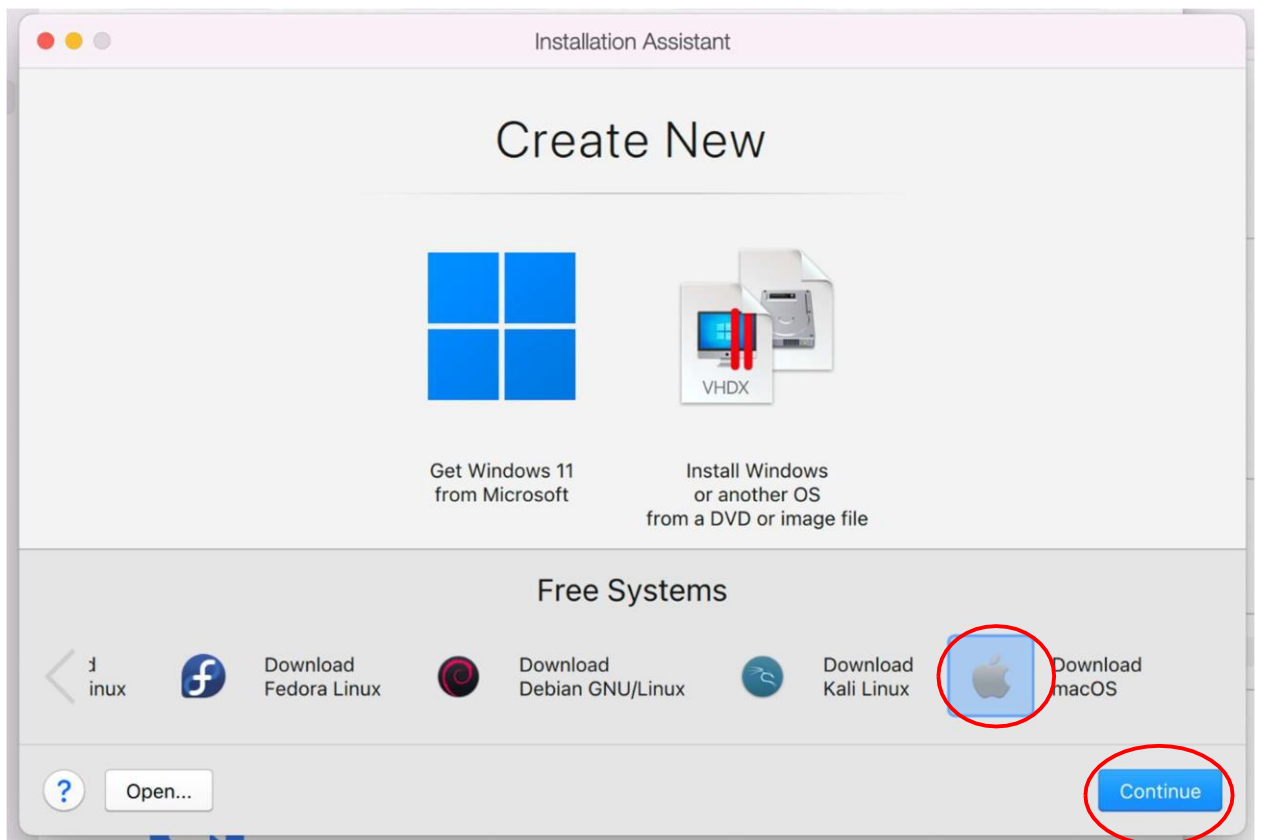If prompted, allow Parallels to access required folders on your device by clicking 'OK' in the following boxes.
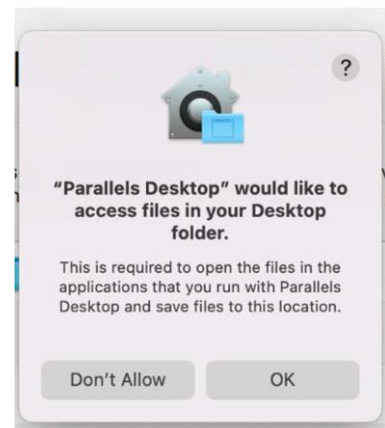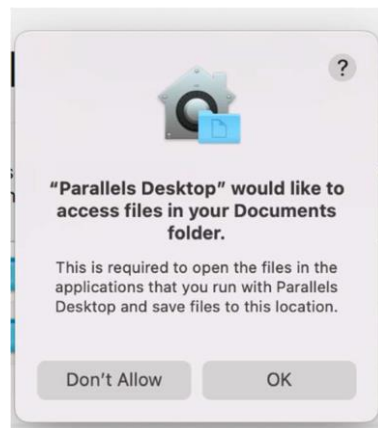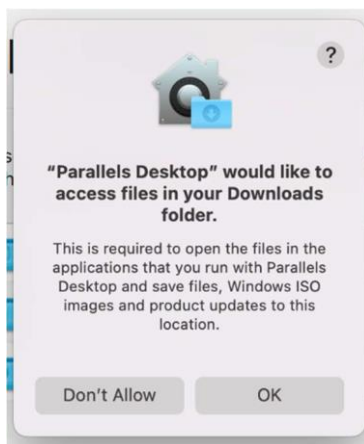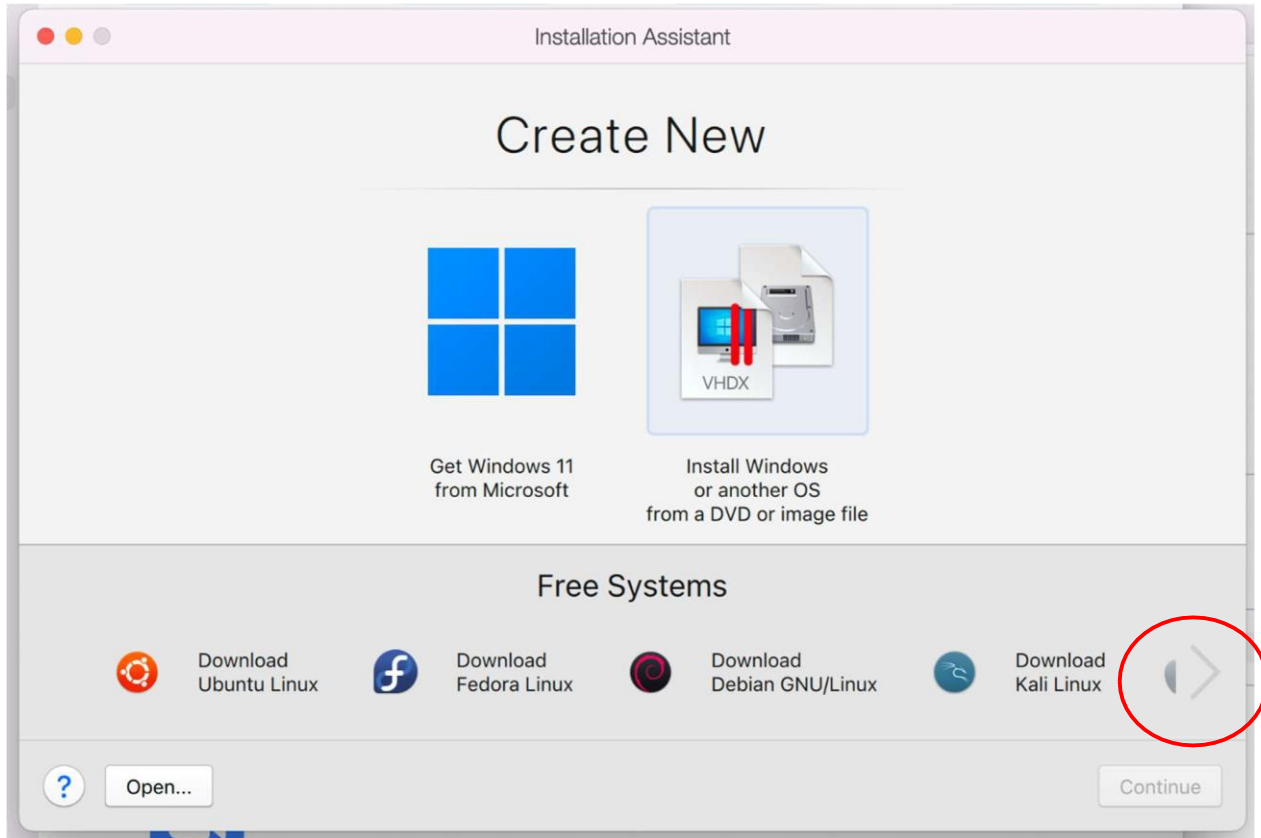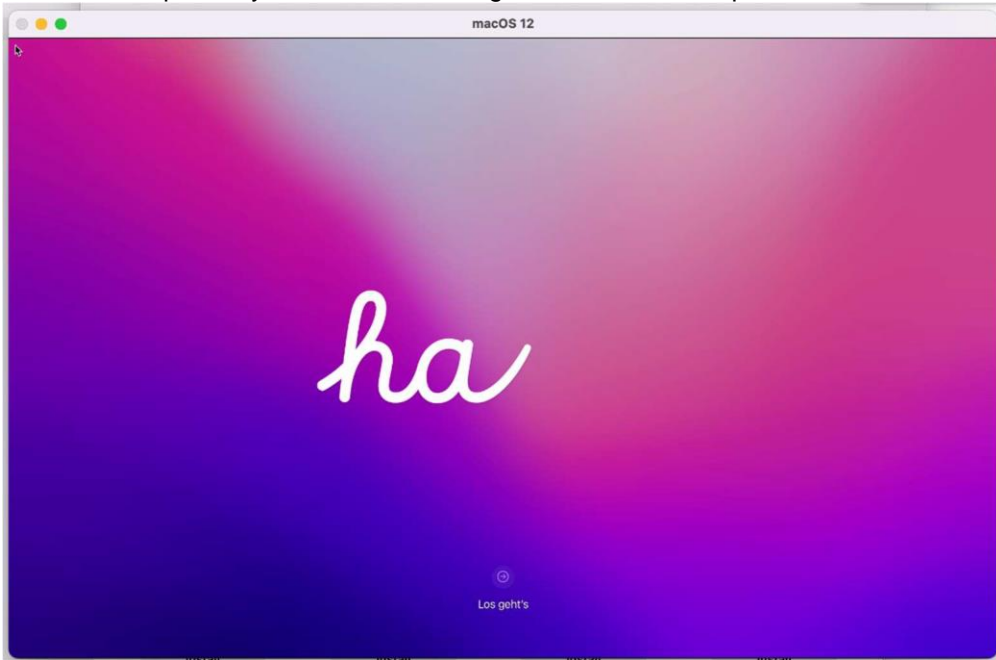
Click 'Finish.'

Click 'Skip.'

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

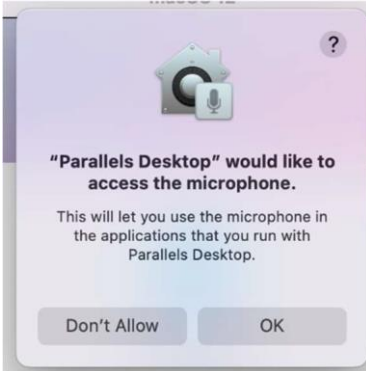Click 'Download' and wait for the download to complete.

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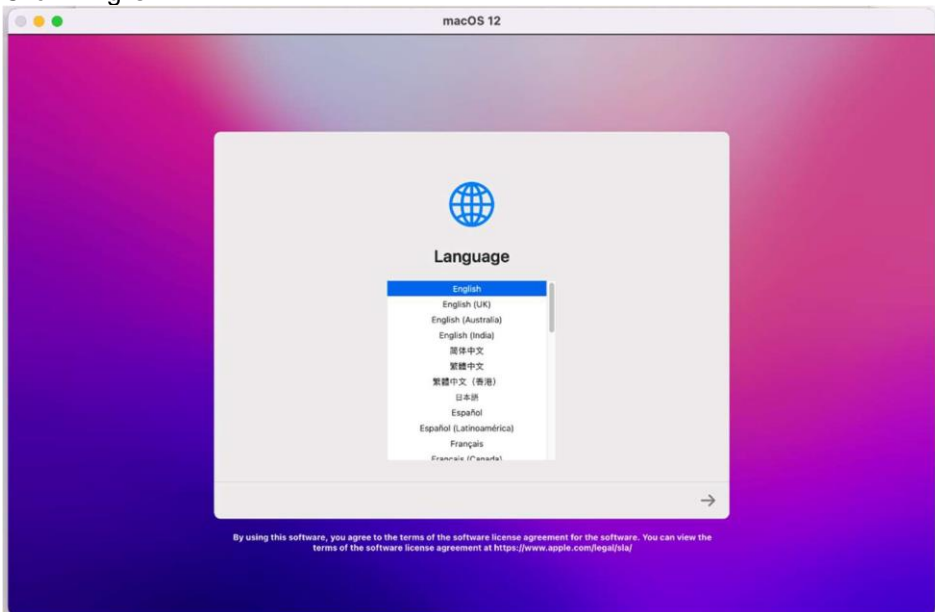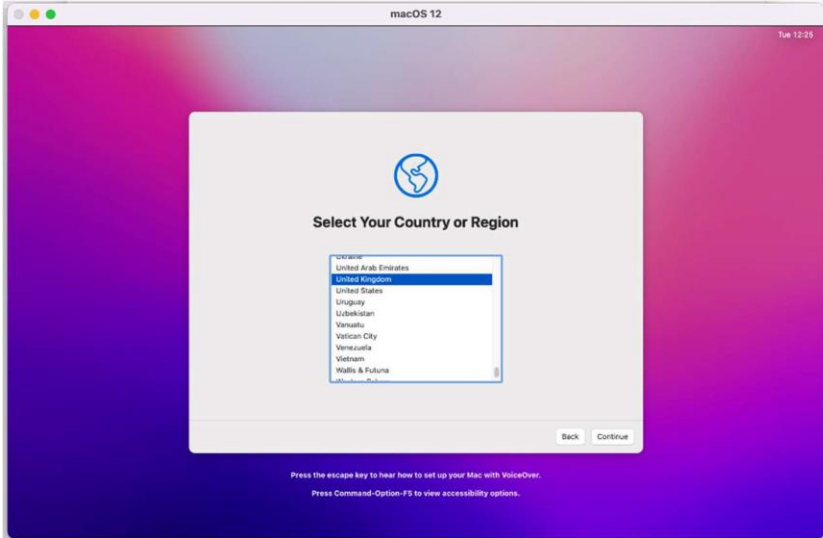

The following steps are recommended for this:

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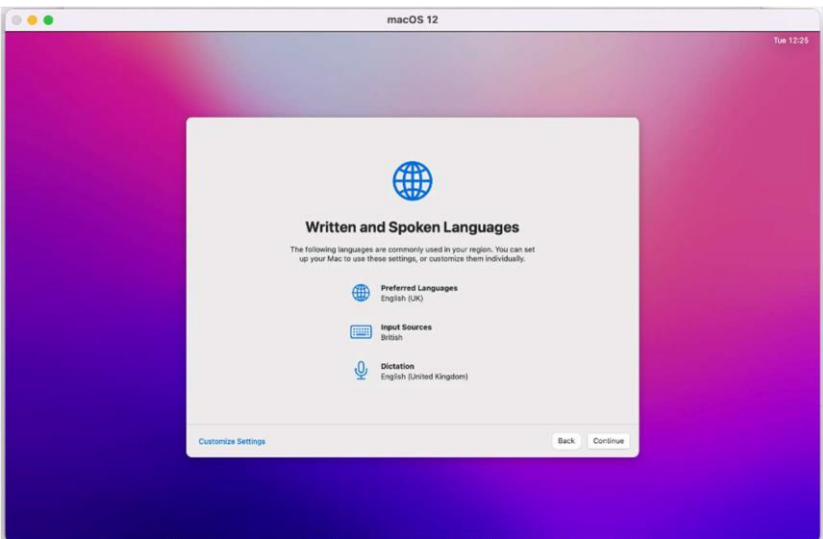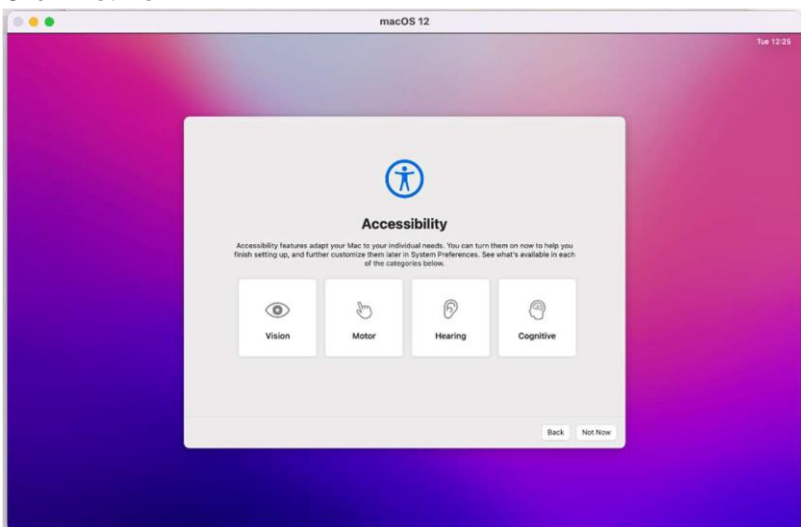

Click 'English.'

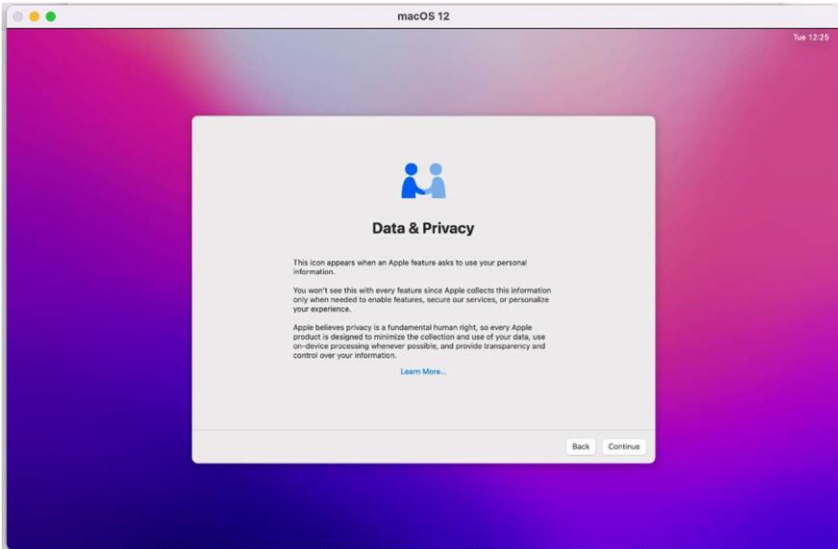Select 'United Kingdom' and click 'Continue.'
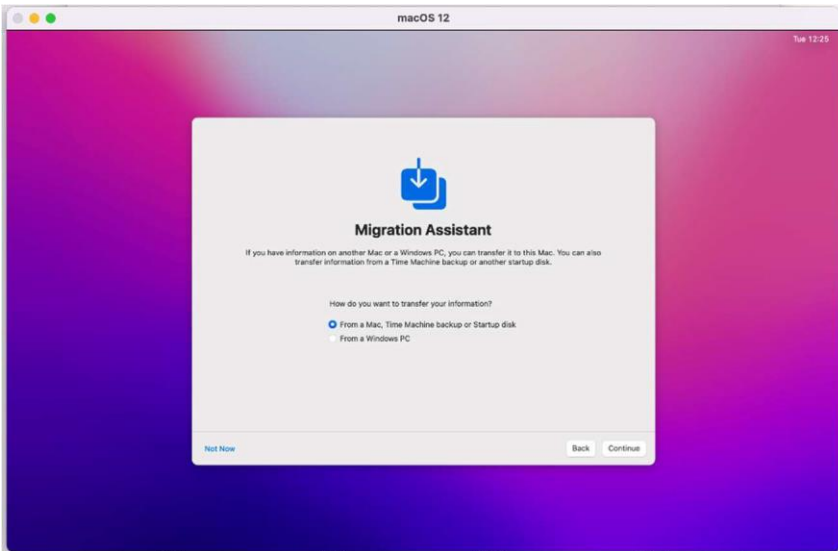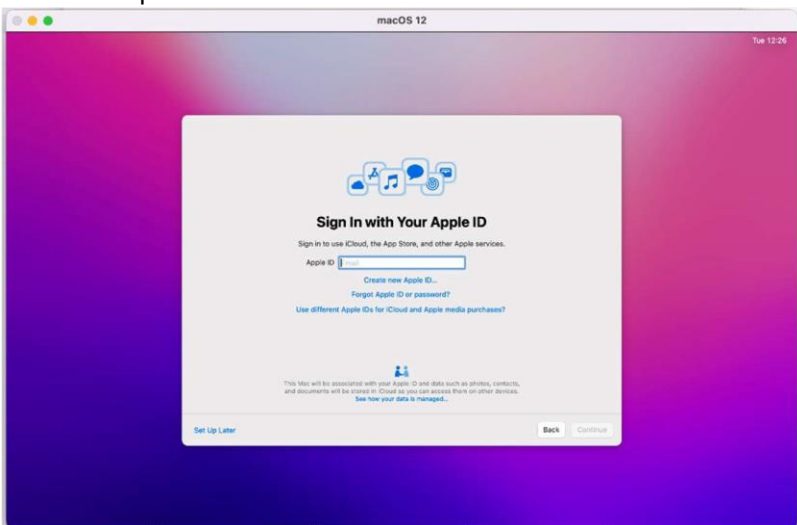

Click 'Continue.'

Click 'Not Now.'
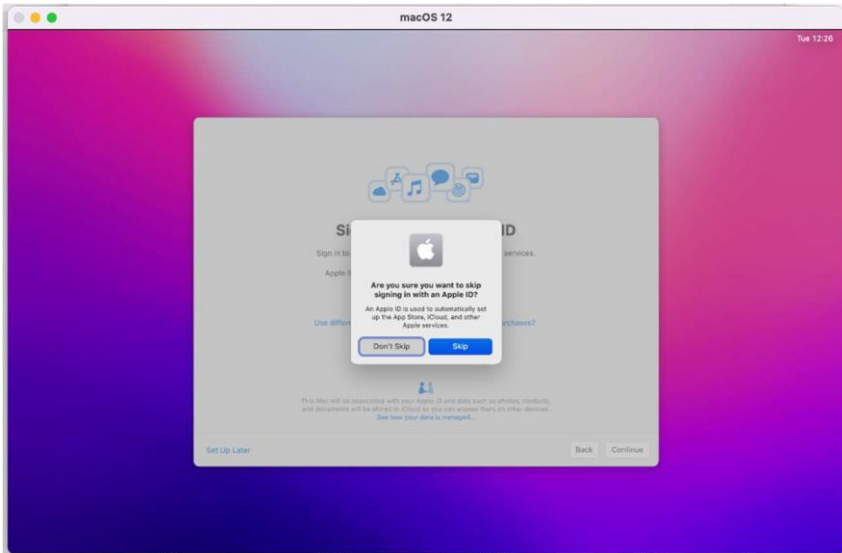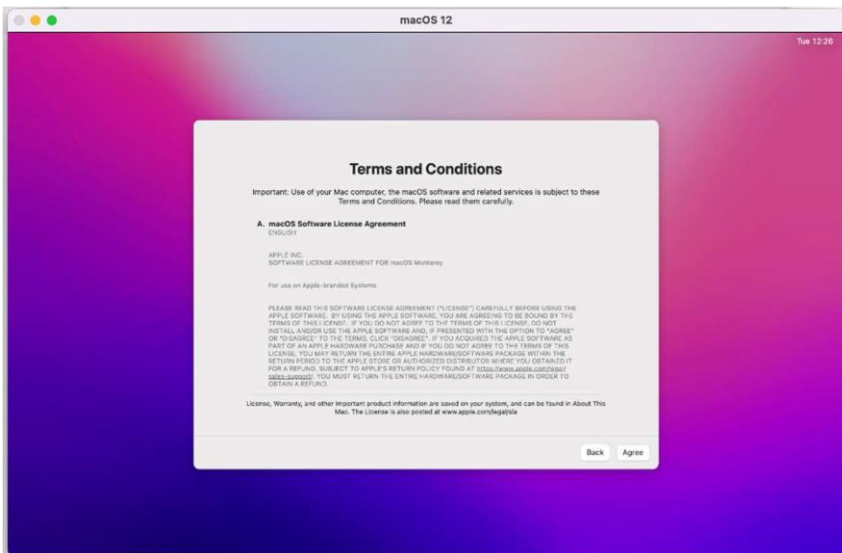
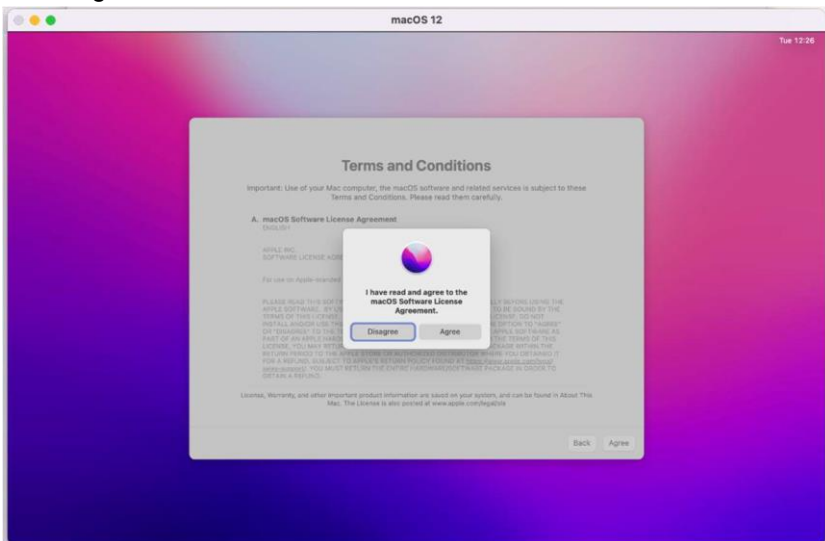Click 'Continue.'

Click 'Not Now.'

Click 'Set Up Later.'
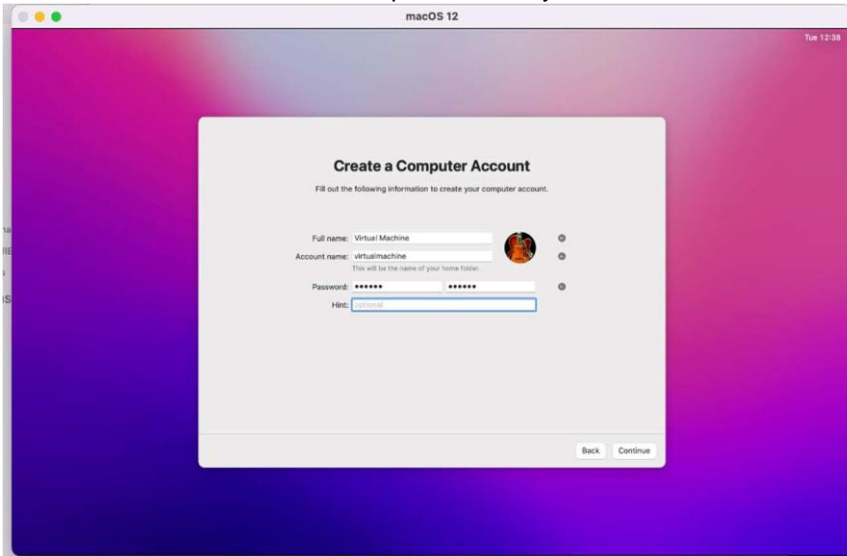
Click 'Skip.'

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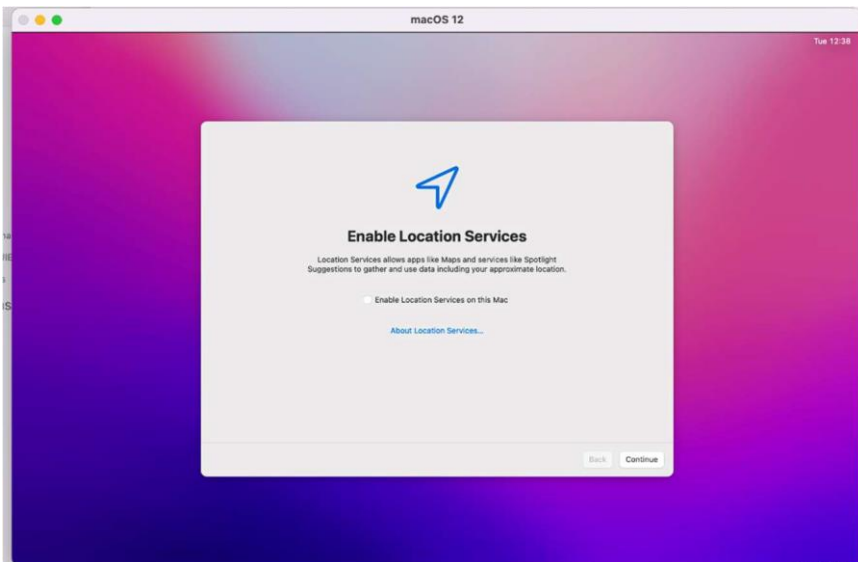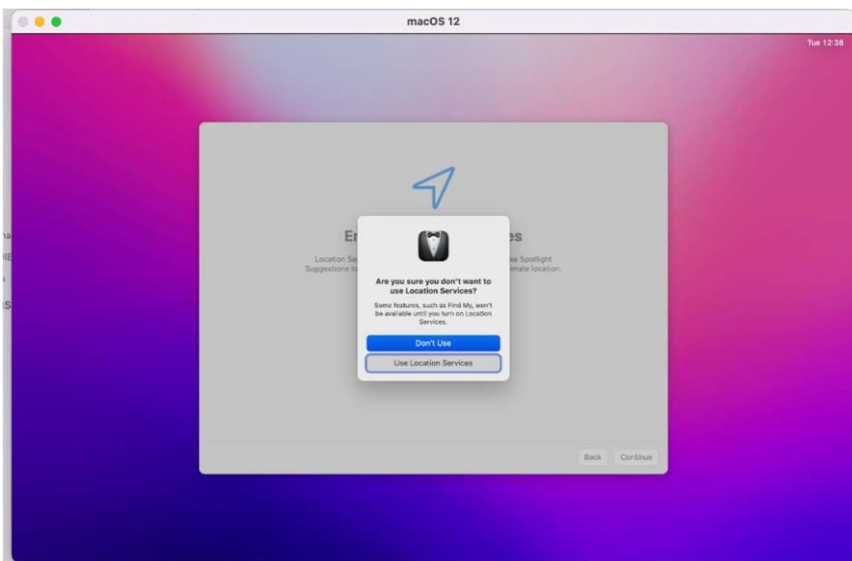

Click 'Agree.'

Add a name, Account name and password to your VM.
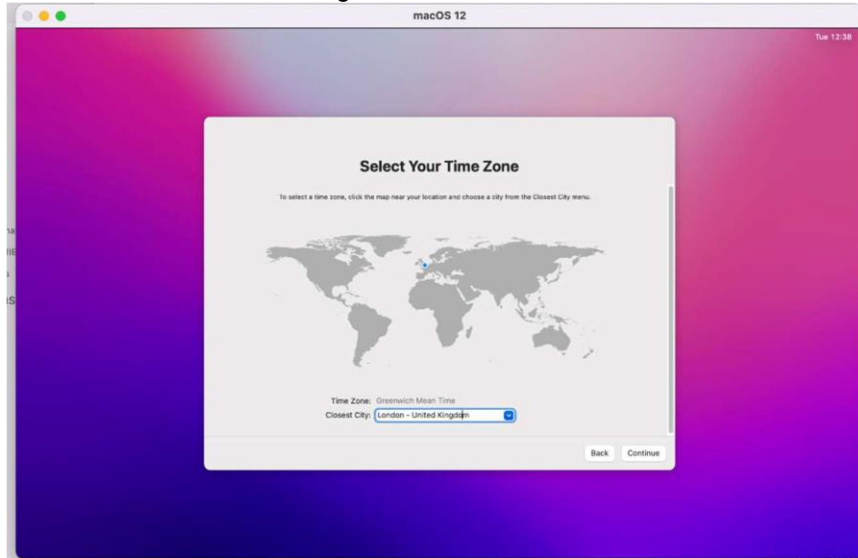

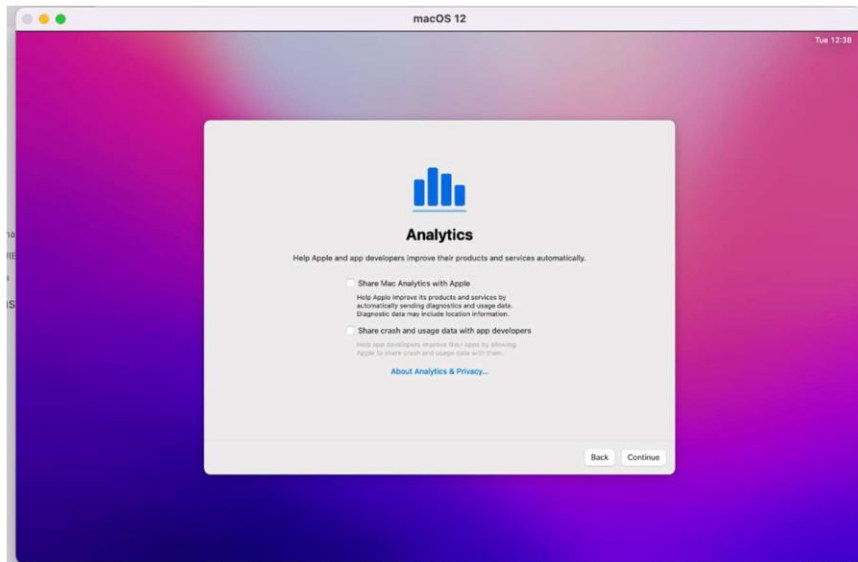Uncheck 'Enable Location Services on this Mac' and click 'Continue.'
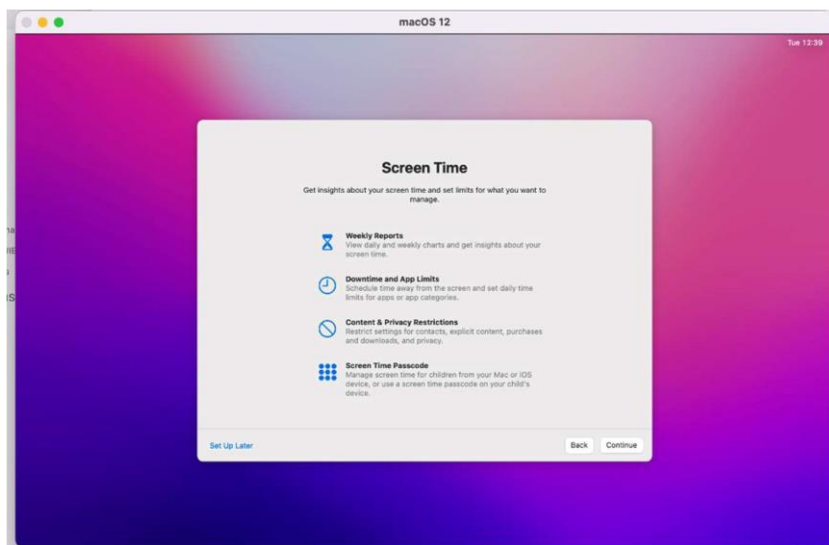

Click 'Don't Use.'

Select 'London – United Kingdom' and click 'Continue.'
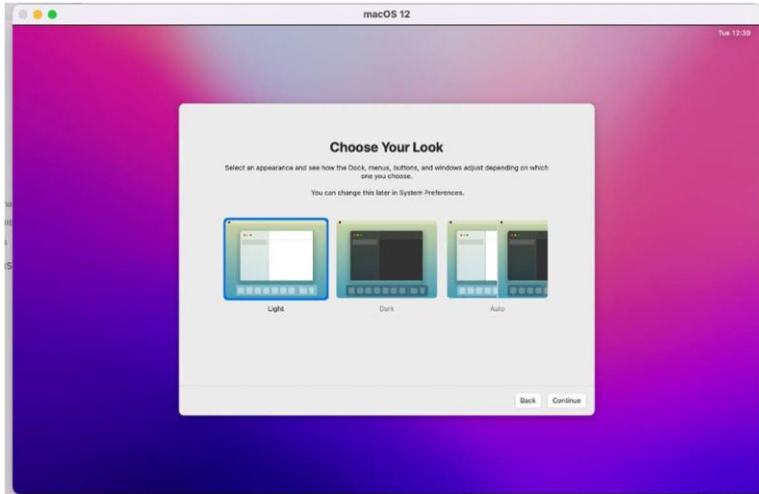

Uncheck both tick boxes and click 'Continue.'

Click 'Set Up Later'.

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.

1. 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 (⌘) + R.

NB. If you have a MacBook Pro, then you will need to hold down the power button.

You will need to hold the keys until a new screen appears.

2. 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:
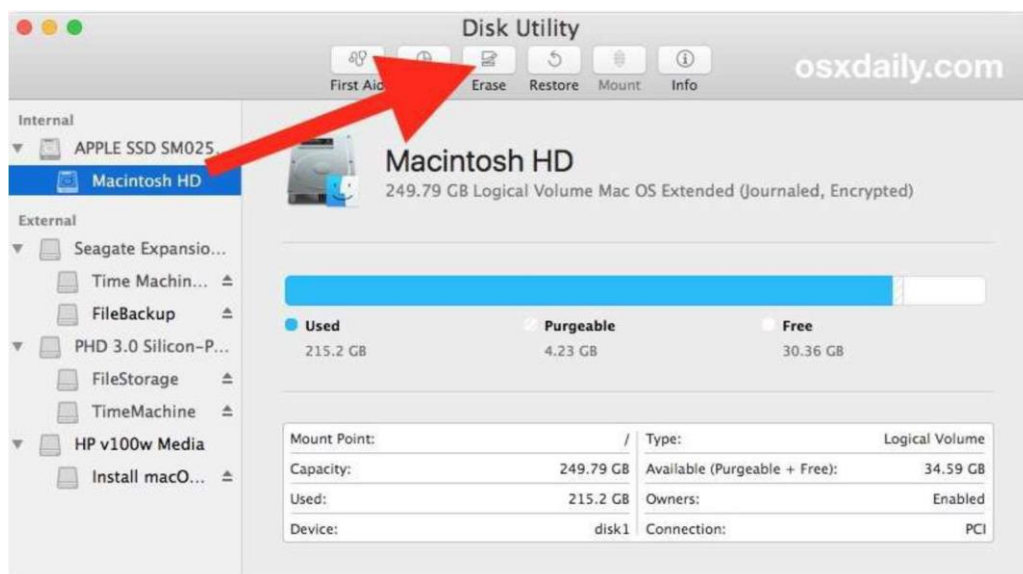
3. Click on the 'Erase' button
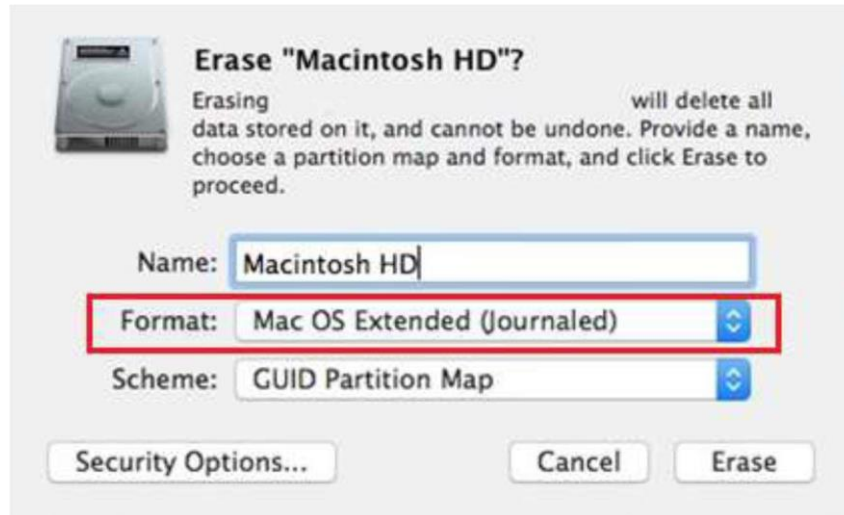
4. Change the format to 'APFS' and click on 'Erase'.

5. 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.
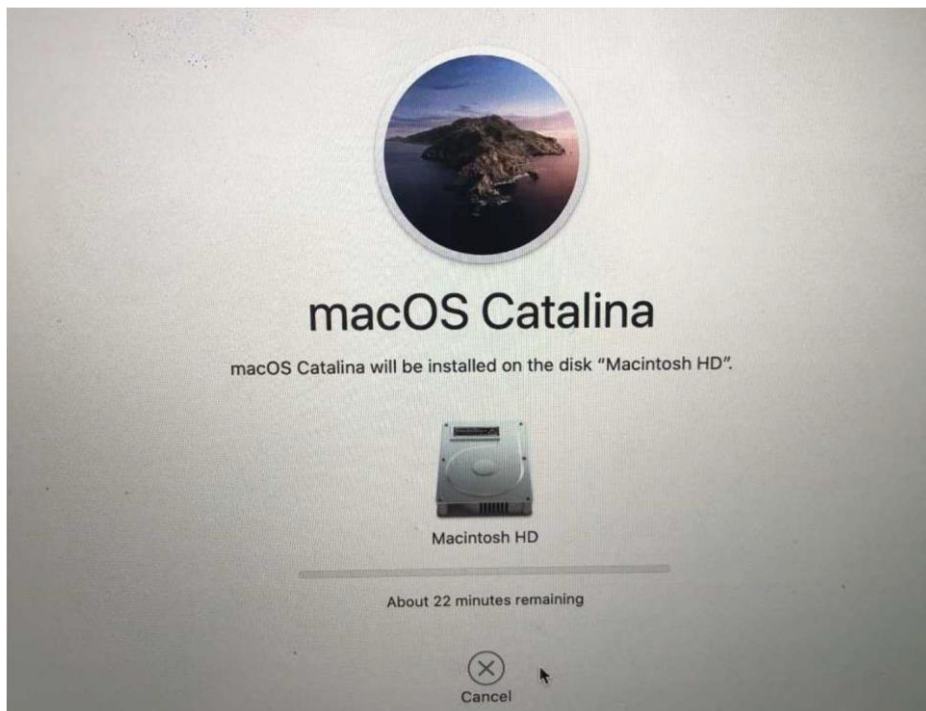
6. Click on 'Continue'.

7. Click on 'Agree.'

8. 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.