



# **IT Services Guide**

Getting to know your Managed MacBook



# Contents

In this Guide	3
Before You Begin	3
Setting up your new device	4
WiFi	7
Fortinet VPN	9
Desktop & Apps	11
Software Updates	13
Setting up Outlook to access University email	14
Microsoft Teams	15
Setting up OneDrive	17
AppsAnywhere	19
Printing	22
Virtualization using VMWare Parallels	23
Troubleshooting	34





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 <u>video</u>.

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.

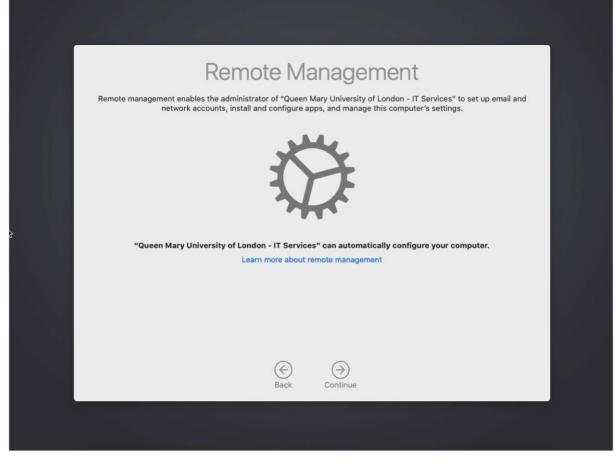
Welcome In just a few steps, you can register and set up your Mac.	
Uganda Ukraine United Arab Emirates United Kingdom United States Uruguay US Outlying Islands US Virgin Islands US Virgin Islands	
Back Continue	
Press the Escape key to hear how to set up your Mac with VoiceOver. Press Command-Option-F5 to view accessibility options.	
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

 $\bigotimes$ 

Continue





5. 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	



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

*	Re-enter your cloud password sync it with your new local account     Image: Cancel     Cancel     Ceste Account	
	🖒 Shutdown 🕘 Restart 🗖 Local Login	Powered by Jamf 🌌

7. Welcome to QMUL screen. A number of 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'.

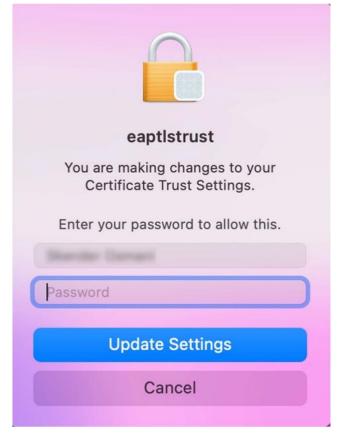
	ficate or enter a name and password for network "eduroam"		
No certificate selected			
Account Name: aawxxxx			
Password:			
Remember th	is information		
C	Cancel OK		



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

	Verify Certificate		
	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 trust	"radius2.qmul.ac.uk"		
	duroam intermediate CA us2.qmul.ac.uk		
Certificate Inadual > Trust > Details	radius2.qmul.ac.uk Issued by: QMUL eduroam intermediate CA Expires: Tuesday, 2 May 2023 at 12:03:00 British Summer Time <b>2</b> "QMUL eduroam intermediate CA" certificate is not trusted		
?	Hide Certificate Cancel 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.

mRDS
<b>VPN Authentication</b> mRDS
Username abc123@qmul.ac.uk
Password ••••••
Cancel Connect

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

	FortiClient Zero Trust Fabric Agent		FortiClient Zero Trust Fabric Agent
aaw167	VPN Connected	aaw167	VPN Connected
ZERIO TRUST TELEMETRY     APPLICATION FIREWALL     Molecations     Sentrops     Advaut	VPN Name wBDS Padema 2053/R2 Umama awa167@gma.auk Duratim 00:00-12 Wpts Recented 314.648 Bytes Sterr 35.2648	CERRO TRUST TULINIETRY	<image/> <image/> <text><text><text></text></text></text>



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.

•••	FortiClient Zero Trust Fabric Agent
aaw167	
Notifications	VPN Name mRDS V
C Settings	Username abc123@qmul.ac.uk
About	Password
	ave Password 🗹 Auto Connect 🗌 Always Up

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.'

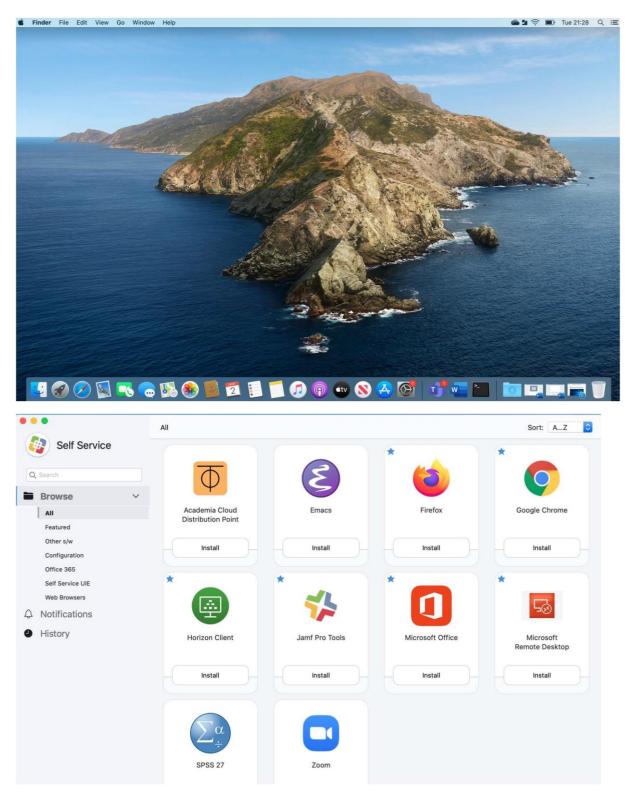


Please consult our intranet for more information on the Enterprise VPN.



# **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 <u>Service Desk</u> 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.

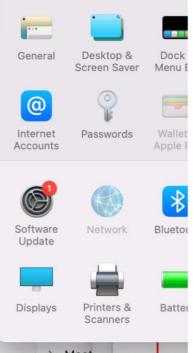


# **Software Updates**

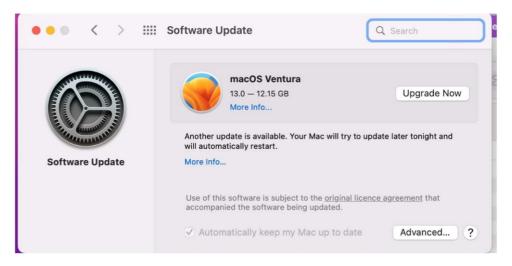
#### Security & Operating System updates

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'.

ć	Finder	File	Edit	View	G
Abo	ut This Ma	iC			
	tem Prefer Store	ences		l update	ŀ
Rece	ent Items			>	Ī
Ford	e Quit Fin	der	7	C & # D	D;
	ep tart t Down				
Lock	Screen			^ # 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

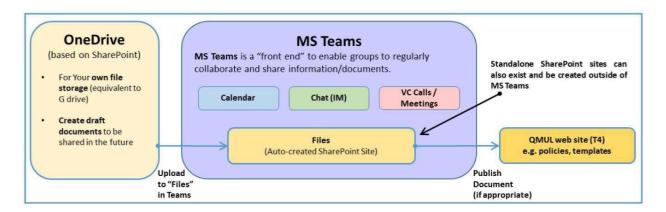
- 1. Launch Outlook from Finder  $\rightarrow$  Go  $\rightarrow$  Applications
- 2. Type college login in the format: xyz1234@qmul.ac.uk
- 3. Enter your college password and MFA to authenticate

Set Up your Email	
لتعا Please enter your email address. Email cgaa292@qmul.ac.uk Continue	<image/> <form><image/><form><form><form><form><form></form></form></form></form></form></form>



# **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  $\rightarrow$  Go  $\rightarrow$  Applications
- 2. Type college login in the format: xyz1234@qmul.ac.uk
- 3. Enter your college password and MFA to authenticate

📸 Log in to Micro	osoft Teams			
	oon reams		cgaa292@qmul.ac.uk	
	Microsoft Sign in cgaa292@qmul.ac.uk	Next	Forgotten my password Sign in with another account Login name must be in the form: xyz123@qmul.ac.uk or ab12345@qmul.ac.	Sign in uk
		We've sent a notification to your mobile Please open the Microsoft Authenticato respond.		

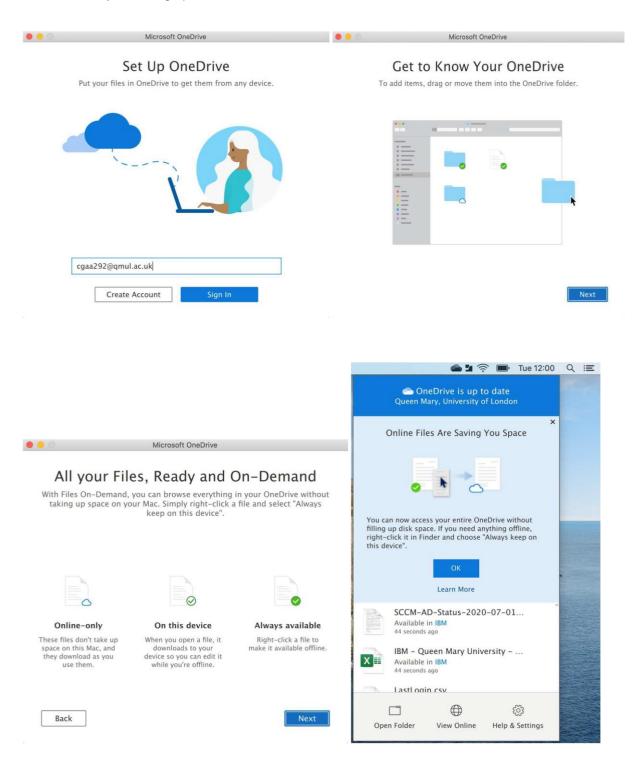
Having trouble? Sign in another way

Login name must be in the form: xyz123@qmul.ac.uk or ab12345@qmul.ac.uk



# **Setting up OneDrive**

- 1. Launch OneDrive from Finder  $\rightarrow$  Go  $\rightarrow$  Applications
- 2. Type college login in the format: <u>xyz1234@qmul.ac.uk</u>
- 3. Enter your college password and MFA to authenticate





## Setting up Word to save data to OneDrive

- 1. Launch Word from Finder  $\rightarrow$  Go  $\rightarrow$  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

		00	Word	Q Search
Sign in	<ul> <li>Templates</li> </ul>		Microsoft	
<b>A</b> Home			gaa292@qmul.ac.uk	
€ New	Blank Doct		Next	Creative CV, designed by MOO
Recent	Name       Setting Up O       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 document</u>.



## AppsAnywhere

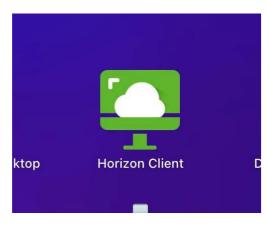
Our AppsAnywhere service allows you to access some of Queen Mary's specialised apps when away from campus.

This service is available to both staff and students. All you need for access to these apps are:

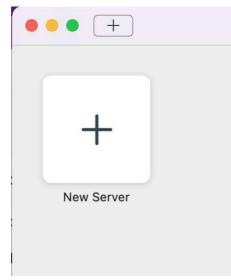
- Computer A laptop, Smartphone or any compatible device with a Wi Fi connection.
- Multi Factor Authentication A one time set up on the QMUL multi factor authentication.
- VMWare Horizon This will already be installed on your mRDS device.

#### 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'

	VMwar	e Horizon Client	
📮 VM	ware Horizon		
Enter the	name of the Connec	tion Server.	
appsanyv	where.qmul.ac.uk		
Always	s connect at launch		
		Cancel	Connect

Click 'Accept' once you have read the disclaimer.

	are Horizon
https://app	sanywhere.qmul.ac.uk
(QMUL) system unauthorised au QMUL may refe users may be si QMUL DISCIPLI - USE Users Must NO material or data • Prohibited by	

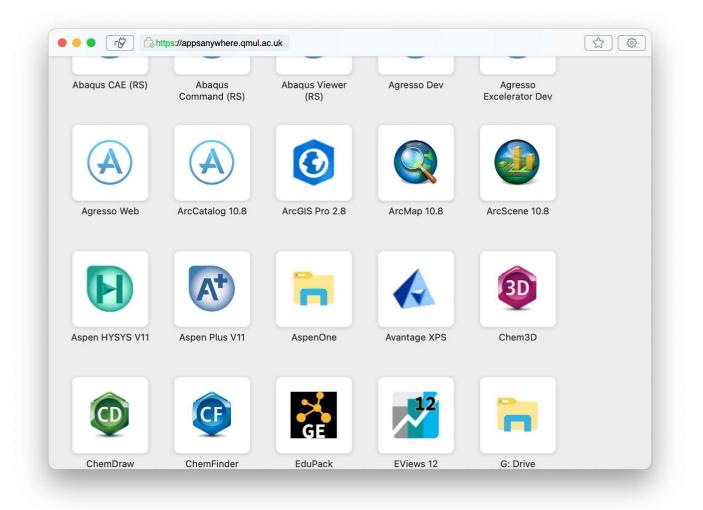
Enter your QMUL username and password, then then click 'Login'.

	Login
📮 VMware H	lorizon
Ente	er your QM Username and Password.
Server	ttps://appsanywhere.qmul.ac.uk
Username	abc123
Password	
	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.

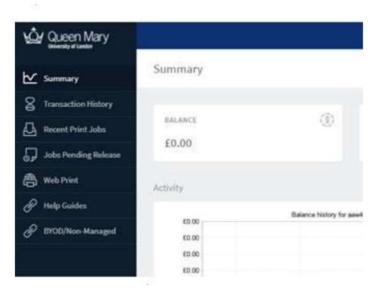




# **Printing**

#### **Wireless Web Printing**

- You will need to be logged into Eduroam or the QMUL wired network 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**

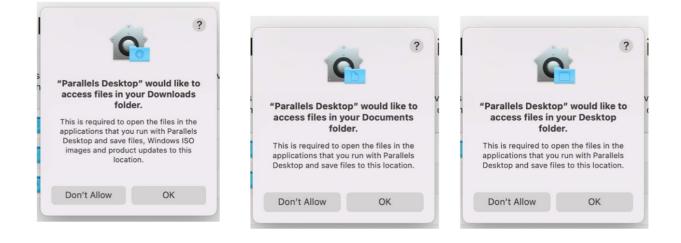
#### Launching your Virtual Machine

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.'

• •	Paralle	Parallels Desktop	ermissions
To en		nem, some features may work inco	ss to several directories. If you do not orrectly or not work at all.
	× [	Desktop Access Allowed	
	× 📴	Documents Access Allowed	
	~ 🖸	Downloads Access Allowed	
	Why P	arallels Desktop requires access to	o these folders

Click 'Skip.'

•••	Installation Assistant
Dow	nload and Install Windows 11
	To work with Windows applications, first you need to install Windows on your Mac. Use this assistant to install Windows 11. If you already have Windows installed or want to use another operating system, skip this step. Windows 11 Home will be installed.
? Choose Edition	Skip Install Windows



•••		Installation	Assistant		
		Create	e New		
		Get Windows 11 from Microsoft	Install Windows or another OS from a DVD or image file		
		Free Sy			
0	Download Ubuntu Linux	Download Fedora Linux	Download Debian GNU/Linux	3	Download Kali Linux
? Open					Continue

. . . Installation Assistant Create New VHDX Get Windows 11 Install Windows or another OS from a DVD or image file from Microsoft Free Systems t / inux Download Download Download Download f Fedora Linux Debian GNU/Linux Kali Linux nacOS ? Open...

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.'

• •	macOS 12	
	$\bigotimes$	
	Select Your Country or Region	
	Unda Gropon United States Urupury Urupury Vanata Vanata	
	Venzule Vetran NOE & Funn	
	Back Continue	
	Press the escape key to hear how to set up your Mac with VolceOver.	
	Press Command-Option-F5 to view accessibility options.	

#### Click 'Continue.'

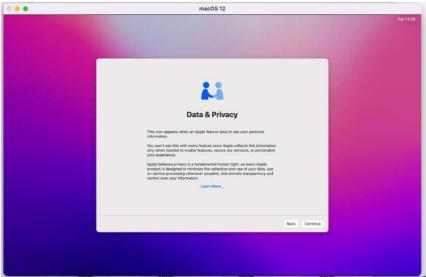
0	macOS 12		
			Tus 12:25
	Written and Spoken Languages		
	The following longuages are commonly used by hour region. You can set up your Mac to use these settings, or constructing them individually.		
	Inter Sources Pittain Market Distant Existin		
	Customize Settings	Back Continue	

#### Click 'Not Now.'

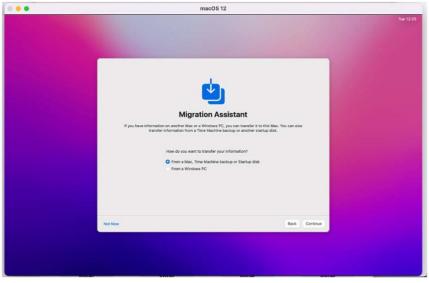
0 🗧 🖷		mac	DS 12			
		G	6			
	Accessibility features ad	apt your Mac to your indiv	sibility	them on now to help you		
	finish setting up, and furt	her customize them later of the categ	in System Preferences, Se	e what's available in each		
	۲	Stra	6			
	Vision	Motor	Hearing	Cognitive		
		_		Back Not	Now	
With			DIST 40		WICCAN	



## Click 'Continue.'



#### Click 'Not Now.'

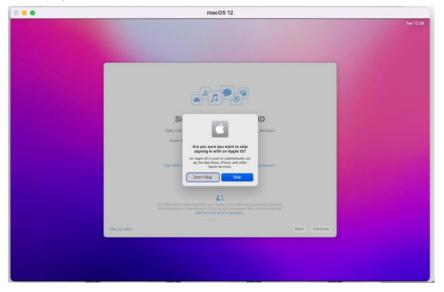


## Click 'Set Up Later.'





Click 'Skip.'



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

0	macOS 12	
	Terms and Conditions	
	Important: Use of your Mac computer, the macDS software and related services is subject to these Terms and Conditions. Please read them carefully.	
	A. macOS Software License Agreement	
	APPLE RC. DOTTWATE LICENSE ADREEMENT FOR macOS Montainey	
	For use on Apple-Intended Bystems	
	VILUE BALD THIS GOTTABLE CODE & SERVICE AND CODE AND CODE OF THIS CODE	
	License, Warranty, and other important product information are saved on your system, and can be found in About This Main. The License is also posted at www.appie.com/bga/plia	
	Back Agree	

Click 'Agree.'

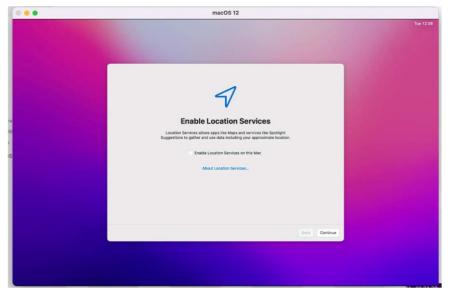




Add a name, Account name and password to your VM.

The second se	••	macOS 12	
El out the following information to create your computer account.			
Ful name: Vihal Mathon Account on: Vihal Mathon In the base of park hore table: In the base of park hore table: Park: Intervent Inte		Create a Computer Account	
Ful name: Vihal Mathon Account on: Vihal Mathon In the base of park hore table: In the base of park hore table: Park: Intervent Inte		Fill out the following information to create your computer account.	
Account nume: Witalinachine See Gran Landon See Contract			
Account nume: Witalinachine See Gran Landon See Contract			
The will be the tensor of your brane to the. Parameter in the tensor of your brane to the tensor of		Full name: Virtual Machine	
Personal Per			
Here and a second			
Bak Centeur		PRICE COORD	
Back Continue			
Back Continue			
Bat. Certina			
Back Continue			
Back Continue			
Bax Continue			
		Back Continue	

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



Click 'Don't Use.'

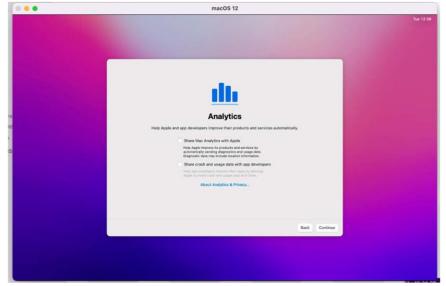




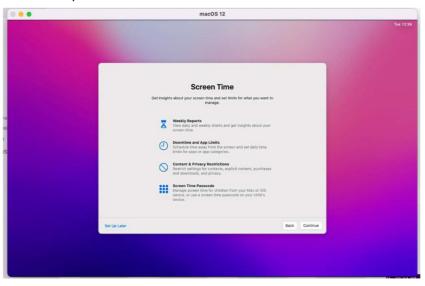
## Select 'London - United Kingdom' and click 'Continue.'

0 😐 😐	macOS 12	
		Tue 12:38
	Select Your Time Zone	
	To select a time zone, click the map near your location and choose a city from the Closest City menu.	
	Time Zone: Orcenwich Mean Time Closett Ohr: (London - United Kingdein	
	Back Continue	

Uncheck both tick boxes and click 'Continue.'



Click 'Set Up Later'.





Select your desired theme and click 'Continue.'

•	macOS 12	
	Choose Your Look Select an agreements and service the City's multiple une para channes. The care there in this late's in System Preferences.	
	LIMK Des Alto	
	Back 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  $(\mathbb{H}) + R$ .

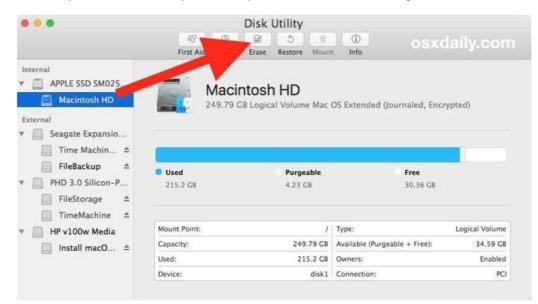
NB. If you have a MacBook Pro, then you will need to hold down the power button.

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

 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

dat cho	sing will delete all a stored on it, and cannot be undone. Provide a na lose a partition map and format, and click Erase to loceed.
Name:	Macintosh HD
Format:	Mac OS Extended (Journaled)

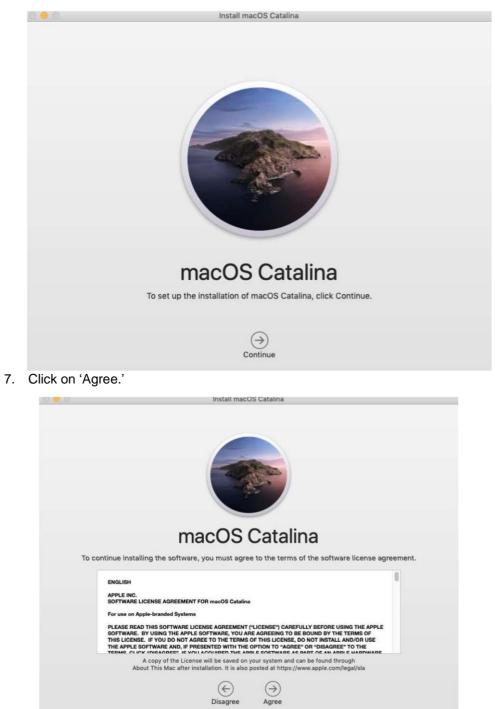
- 4. Change the format to 'APFS' and click on 'Erase'.
- 5. Once the disk has been erased close the Disk Utility and select 'Reinstall macOS.'

00	
	macOS Utilities
۲	Restore From Time Machine Backup You have a backup of your system that you want to restore.
٢	Reinstall macOS Reinstall a new copy of macOS.
0	Get Help Online Browse the Apple Support website to find help for your Mac. Disk Utility Repair or erase a disk using Disk Utility.

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



6. Click on 'Continue'.





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.

macOS Catalina	
macOS Catalina will be installed on the disk "Macintosh HD".	
Macintosh HD	
About 22 minutes remaining	
Cancel	

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.