GARDENS & MUSEUMS

Your New Apple Computer

Version 4.0 – May 2023

Please find your new Apple Computer installed on your desk. This document has been made to accompany the computer to explain the various elements, and to help you get logged in and set up as quickly as possible.

Apple Computers are managed and maintained by the Gardens & Museums IT Team and we use Jamf (Apple Device Management Application) to do this. Jamf looks after the security aspects of your computer whilst also providing an efficient means to provision support, software, and configurations.

Please be aware that on your first log in certain elements will need to be logged in to or configured and set up, including Email Applications (Microsoft Office) and Microsoft Teams. We would advise making some time for this transitional process, and additionally we would happily organise a handover/set up session with you on first use to configure said elements, or to walk you through initial processes. This will be discussed with you on establishing an installation date.

Logging In with Jamf Connect

Security is an incredibly important aspect of IT within the University and part of this is how secure is the computer and how secure is the means which we log in to our computer. With this in mind Single Sign On Login has been introduced to the Gardens & Museums Apple Computers and all machines deployed (or re-imaged) from June 2021 have this method of Login.

Your new Apple Computer will either be provisioned as a Multi-User Computer or a Single-User Computer. This is based on where the computer is, whether it is an iMac or MacBook, and how many people will be making use of the machine. This will be discussed with you prior to the machine being configured and deployed and is described further below.
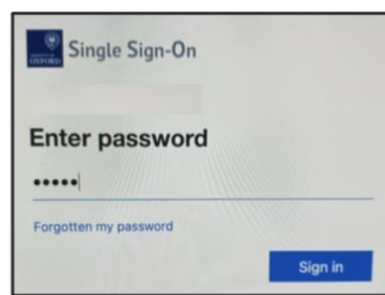
Multi-User Computer

Most iMacs on site will be configured as a Multi-User Computer, and in particular those which are in spaces where a number of people may like to utilise. If you would prefer your computer to be a Single-User Computer, please write to it@museums.ox.ac.uk so we can make this change. The process to login is similar to accessing your University of Oxford email on the Outlook.com website.

The first login and subsequent login processes are the same (described below) but the first login will take longer than subsequent logins as the First Time Login process creates the User Account on the machine and synchronises this with your University of Oxford Single Sign On.

Multi-User Computer Login Process:
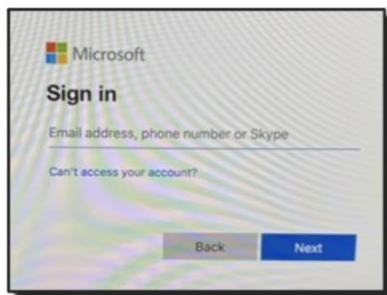
Step 1: Enter your SSO Username (oxfd1234@OX.AC.UK)

Step 2: Enter your SSO Password

Step 3: Re-enter your SSO Password to set up account and synchronise password

## Single-User Computer

If a computer will only be used by a single person and is kept in a secure office or with the end user, its log in process can be set up as a 'Single User Computer' utilising FileVault Encryption Technology on your Apple Computer to simplify the log in process. This is the standard set up for MacBook's and any Apple machine which is offsite.

Single-User Computer can be configured for onsite machines and will be discussed with you on initial configuration. If you have a Multi-User Computer and would like it changed to a Single-User please write to it@museums.ox.ac.uk to discuss.

The process to log in for the first time, which is different as it sets up the account and synchronises it with your University of Oxford SSO and Jamf Connect - and subsequent log ins is detailed below on the next page.

First Time Login:
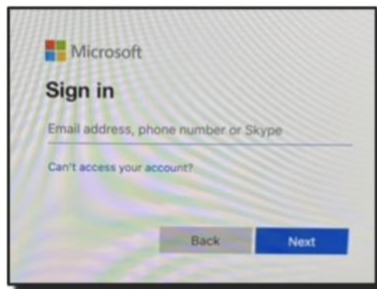
Step 1: Enter your SSO Username
(oxfd1234@OX.AC.UK)
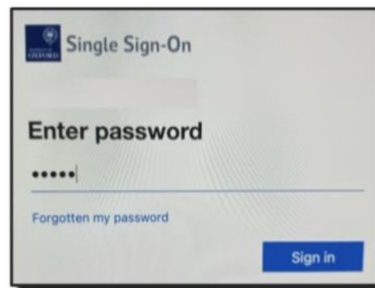
Step 2: Enter your SSO Password

Step 3: Re-enter your SSO Password to set up account and synchronise password

Subsequent Login:

Step 1: Select your Account

Step 2: Enter your SSO Password

Note: You may at times see the full log in process as described in 'First Time Login' – this will occur if you 'Log Out' or after a Security Update, both of which end your secure session. If you do see this you can follow the full login process again, or simply restart your computer to be returned to the 'Subsequent Login' page.

Internet Connection

If your Apple Computer will be fixed or used at a Gardens & Museums location using a network cable, it will be pre-registered to connect to the network. Once a network cable is attached from the computer to a working network socket it will connect to the internet and network.

If you wish to access a University wireless network, please select eduroam and follow the instructions below to connect. Full details on eduroam and how to connect can be found here: https://it.museums.ox.ac.uk/wireless-network).

1. Select Airport Logo (wireless symbol) and connect to the eduroam wireless network
2. You will now be asked to enter a username and password
3. Username: enter your SSO username followed by @OX.AC.UK eg. abcd1234@OX.AC.UK
4. Password: enter your Remote Access Password (not your SSO/email password – if you do not know this it can be reset via: https://register.it.ox.ac.uk/self/index)
5. Click Join or OK to continue with the connection
6. Accept or click continue on any authentication or security prompts
7. If successful eduroam will state as connected

If you wish to connect to your own home network select the Airport Logo, and choose your network followed by any requested security information.

Standard Applications & Self Service

Your Apple Computer will come with several pre-installed standard applications and the ability to install other pre-approved applications via 'Self Service'.

Sophos Endpoint: Sophos Endpoint is the University Antivirus and Malware protection for devices. This is provided as standard on your Apple Computer and is monitored and maintained through both Jamf and Sophos Cloud Management software to ensure your protection.

Microsoft Office 2019: The Microsoft Office 2019 software is installed on your Apple Computer. This includes Outlook, Word, Excel, PowerPoint, and Microsoft Teams. For Outlook Email configuration please see the Email & Configuration section in this document

Safari Internet Browser: The Safari Internet Browser is the default internet application on your computer and is installed by default as a standard application. Firefox and Google Chrome are available for installation via 'Self Service' if preferred.

VPN Configuration: The Oxford VPN has been pre-configured on your computer but requires your username and Remote Access Password to make a connection. Simply click on the VPN logo (box with 3 lines) in the top area to access. Full instructions on VPN can be found on the Gardens & Museums IT website: https://it.museums.ox.ac.uk/remote-access.

Self Service: Self Service is a place where several additional, but approved applications can be found for administration free installation. This area also includes reinstallation options for some standard applications, including Office and Sophos if ever needed.

Examples of applications available in Self Service are...

- Adobe Acrobat Reader
- Adobe Creative Cloud Desktop Client
- Mac OS Software Updates
- Firefox Internet Browser
- Google Chrome Internet Browser
- Connect Drive File Share Access (you will need your CONNECT Username and Password and to be connected to the Oxford VPN)
- Microsoft Remote Desktop
- Microsoft OneDrive
- Microsoft Teams
- Zoom

Administrative Access

There are times when administrative access may be needed to install new software, re-install existing software or to carry out a system update. As such we can provide temporary admin access via Self Service. This process will elevate the rights on your account to that of an administrator for a particular time.

To request this please send a message to it@museums.ox.ac.uk, with your name, asset tag of computer and the reason why admin access is needed.

Email & Configuration

On your Apple Computer there are two applications installed which can be configured with your University of Oxford email account details, being Outlook and Apple Mail.

Outlook is the recommended solution for University email use as is provides better integration with the University Email System and thus advanced functionality, including access to delegated mailboxes.

Below you will find instructions on configuring your email account. Extended information can be found on the Gardens & Museums IT website: https://it.museums.ox.ac.uk/nexus365-email.

Please Note: On first set up your email and calendar may take some time to be fully usable. This is due the email and calendar items needing to synchronise with the email client. This can be a quick process, but can also be a lengthy one, and this very much depends on your individual configuration of and is directly impacted by the complexity of your instance (number of mailboxes) and the number of messages (size of mailbox).

During this synchronisation phase we advise the use of outlook.com (https://outlook.office.com) which can be used and will be fully functioning as you wait.

Outlook

Adding Personal Account

1. Start Outlook using the Outlook Icon
2. You will see the Set Up Your Email splash screen.
3. Enter your Single Sign On (SSO) username plus @OX.AC.UK (note the capitalisation) in the format abcd1234@OX.AC.UK
4. You may get the Choose Provider option, if so, select Office 365
5. You will (briefly) see a splash screen connecting to Office 365
6. After a few seconds the University Webauth authentication screen will appear. Enter your SSO (lower case, no need for @OX.AC.UK here), your password, then click on the Login button to continue
7. If you are not already logged into the University's Webauth service then your University of Oxford SSO is confirmed by this screen: click the green Continue to Shibboleth Identity Provider button
8. Finally you will see the Success screen
9. Click Done to begin using Outlook with your account - you can now access your email with the Outlook application

Adding Secondary/Project Account

1. On the 'Tools' menu, click 'Accounts'
2. Choose your Account and then select 'Advanced'
3. Select the 'Delegates' Tab
4. In the 'Open these additional mailboxes' select the '+' symbol.
5. This will open another window. Start typing the email address or account name that you are a delegate of - as you enter this information the account should be listed.
6. Choose the correct account and select 'Add'. If you have been delegated access it should now be listed in the 'Open these additional mailboxes' area.
7. Select 'OK' to confirm.

Please note you need delegated permission to be able to access the mailbox this way.

Apple Mail

Adding Personal Account

1. Open Mac Mail as normal and from the **Mail** menu choose **Accounts.**

2. Choose **Exchange** from the list. If you have an existing email account already configured, click the **Plus** button under the list of accounts to add your office 365 account.
Enter your **name** (first name and last name) and then **department email address** and then your **SSO password** (created at account activation, the one tied to your email account).

3. Click **Sign In** and wait while loading.

   If you see the following dialogue box click the **Next** button

4. Next enter the following details:
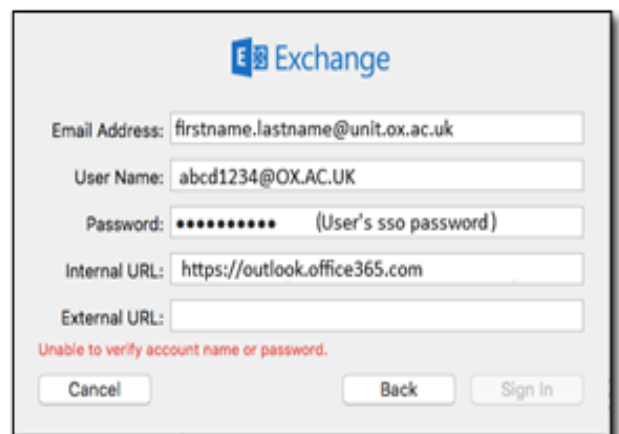
   Email address:
   firstname.lastname@unit.ox.ac.uk

   User Name: enter just your Single Sign On (SSO) in the format abcd1234 plus @OX.AC.UK

   Internal server address:
   https://outlook.office365.com (depending on which version of OS you're using, you may need to try the address with or without the https:// in front of it)

   External server address: *leave blank.*

5. Click on **Sign In**

6. Choose which features you want to sync.

7. Click **Done** to complete the set-up process.

To add your proper email address go to **Mail/preferences/accounts/email address** and drop down to edit email addresses, click on the plus sign (+) and add your proper sender address as firstname.lastname@unit.ox.ac.uk

Finally, when you compose a new email, the **From** address has a drop-down menu where you can choose your named address (eg larry.parker@ouit.ox.ac.uk

Adding Secondary/Project Account

To add a secondary or project account through Apple Mail you will need to repeat the process for adding a personal account, but with the details for the secondary account. Please be aware this is only possible for email accounts with a password – if there is no password you will need to use Outlook, or Outlook.com to acces

File Storage

There are a number of options available to you for File Storage, and in most cases a combination of one or two (and sometimes three) are the most practicable. The options available are briefly described below. If you need further information or support on these please write to it@museums.ox.ac.uk.

Local Storage (on computer): You can save files directly to your computer, which is a quick and convenient means to storing your own files. Despite the ease of this it does put your data at risk to loss if your computer fails in any way, be that through software corruption or hardware failure.

If you prefer to store and access your files this way, it is crucial that you are backing up to some form of cloud storage. Additionally saving to your Local Drive does not make the files available to other people within your team who may need to access, contribute, or edit.

Microsoft OneDrive: As a member of the University of Oxford you have access to Microsoft OneDrive for Business. This offers each member up to 5TB of cloud-based storage, configurable or accessible through your SSO Login.

If installed and logged in on your computer, you can configure OneDrive to automatically synchronise the data between your computer and OneDrive offering a form of backup.

Connect File Shares: The CONNECT File Shares hold most of the Gardens & Museums data, and to collaborate with CONNECT Windows Users the CONNECT File Shares can be accessed from your Apple Computer.

The File Shares can be accessed through Self Service or configured automatically on your machine. Guidance on how to access can be found on the Gardens & Museums IT Website: https://it.museums.ox.ac.uk/file-shares#collapse2627536.

CrashPlan Backup: CrashPlan (previously known as Code42) is the University provided End-User Device backup solution. We highly recommend the use of this application to back up the files on your computer and will look to set this up with you on initial handover. Further information and guidance on CrashPlan can be found in the documents section of our website here: https://it.museums.ox.ac.uk/article/documents .

Microsoft Teams

Microsoft Teams will be installed on your computer, but you will need to log in with your SSO credentials. Please refer to guidance here: https://it.museums.ox.ac.uk/microsoft-teams#collapse2627991 , and if you get stuck for any reason and urgently need access please remember that Teams can be accessed via the internet at: https://teams.microsoft.com .

Obtaining IT Support

The Gardens & Museums IT Team look after your Apple Computer. To receive support or to ask a question please write to it@museums.ox.ac.uk.

Additionally, please view the Gardens & Museums IT website for information and advice as many common support scenarios have been documented here: https://it.museums.ox.ac.uk/.