Mac Zero-Touch Setup Guide

This is a step-by-step guide on how to set up your **University-owned Mac** through the **Zero-Touch process** once you receive it.

This is a guide for the 1-to-1 assignment of a macOS device. This device will be assigned to you as the PrimaryUser of the device.

Contact your consultant if you need to set up macOS devices for multiple users.

> ⓘ   Your IT Support Consultant will let you know if the zero-touch setup guide applies to your Mac.

Step-by-Step Guide:

1. **Walk Through the macOS Setup Assistant**
   a. Power on the computer and walk through the macOS setup screens. You can customize settings now if you'd like, or set them up at a later time if the option is available.
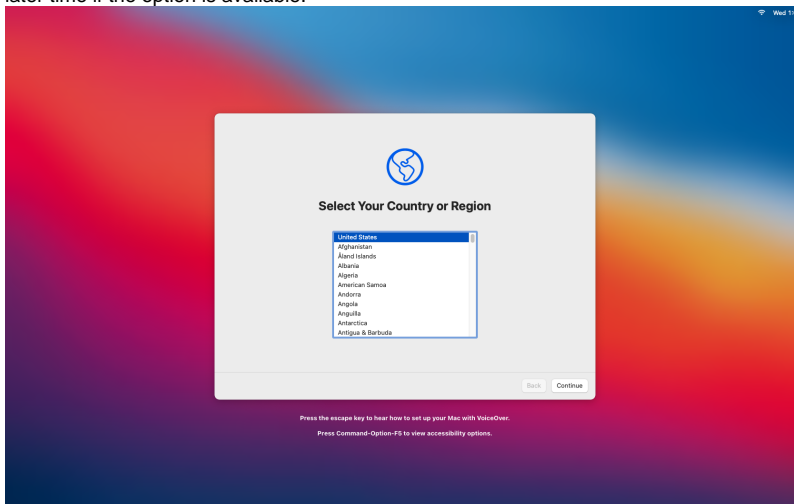

   b. Be sure to choose the correct time zone and turn on location services if you prefer.

   > ⓘ   **Note:**
   >
   > If your Mac is not running the latest or one previous version of macOS, contact IT Support to upgrade the Mac.

2. **Connecting to a Network**
   a. Option 1: If you are wired, unplug and connect wifi to **asu-visitor** or use a home network if not on campus.
   b. Option 2: If your wired connection is already registered at netreg.appstate.edu, you can continue using the wired connection.
   c. Option 3: If your wifi connection is already registered at netreg.appstate.edu, you can connect to the asu ssid.

ⓘ
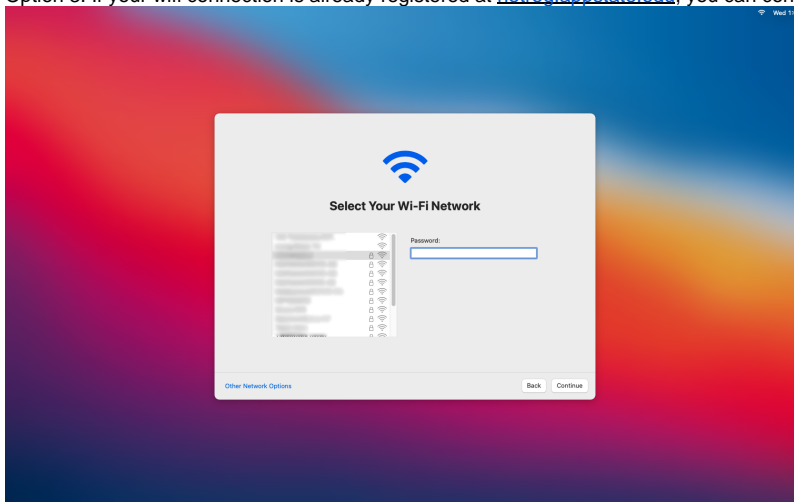
> ⓘ It is normal for there to be a delay after connecting to a network and continuing on to the next screen. Please wait until the next screen loads!

3. **Automated Device Enrollment**
   a. Follow the enrollment screens and sign in with your App State credentials.

Welcome to
Appalachian
STATE UNIVERSITY®

This device belongs to Appalachian State University. Please continue through this setup assistant to begin using this device!

The primary mission of IT Support Services is to provide computing service, support, and consultation to the faculty, staff, and students of Appalachian State University. For help, visit support.appstate.edu.

Next

Information Technology Services
APPALACHIAN STATE UNIVERSITY
Acceptable Use Policy

BY CONTINUING, YOU ARE AGREEING TO READ AND FOLLOW THE INFORMATION TECHNOLOGY POLICY, INCLUDING THE ACCEPTABLE USE OF COMPUTING AND ELECTRONIC RESOURCES POLICY (POLICY 901).

AppState policies can be viewed in their entirety at policy.appstate.edu. Below are some key points from the policy:

•The policy applies to all users of Information Resources owned or provided by the University.

•Individuals subject to this policy are responsible for understanding that specific activities are prohibited.

•Users may not attempt to intentionally hide their identity for malicious purposes.

Back   Agree

Enter your AppState credentials (only the assigned user should proceed):
Username
[   ]

Password
[   ]

Back   Login

> ⚠ This will assign the Mac to the user who signs in. **Only the PrimaryUser should sign in to the Mac at this point.**
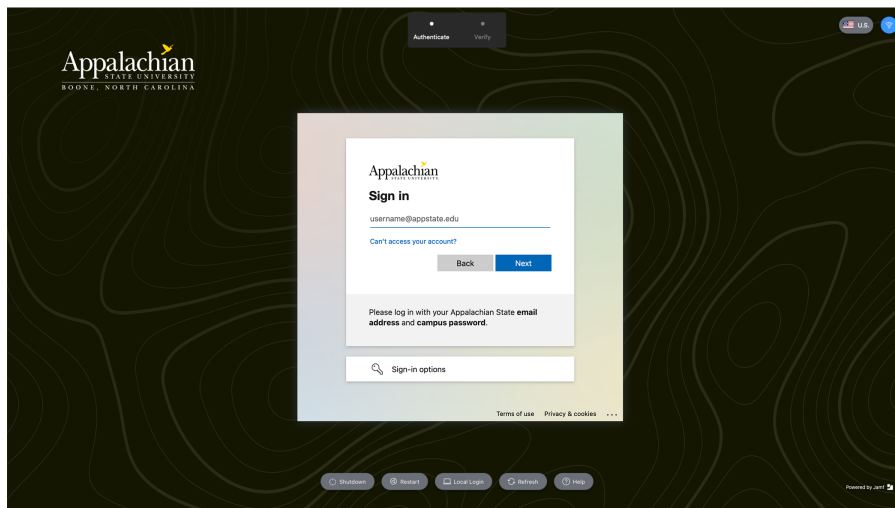
⚠️

    a. The Mac will install profiles and packages. This may take a few minutes, but continue waiting until the next screen appears.
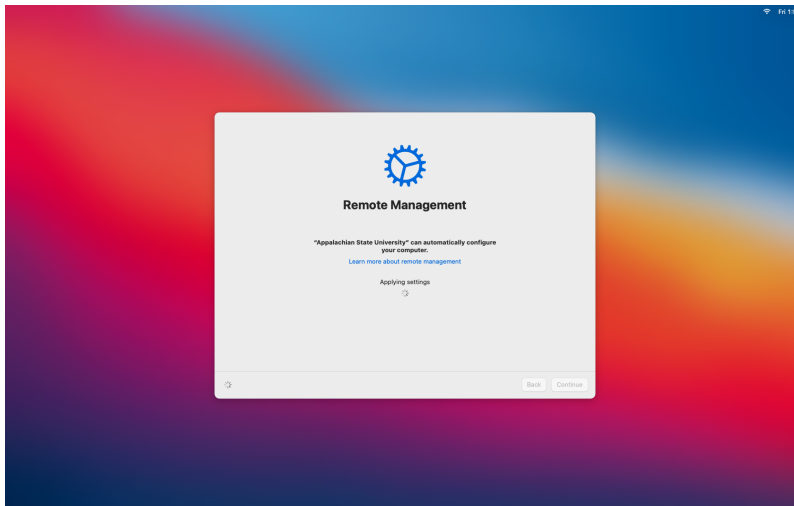
5. **Jamf Connect**

    This is our new Federated login system. It allows for on-demand account creation and keeps your Mac password in sync with your App State password.

    a. Login with your **App State email address** and password.

    b. If it says "re-enter your cloud password", re-enter your App State password when prompted and Jamf Connect will create a local account on the Mac that is synced with your App State password.

    c. To learn more about Jamf Connect, see our guide on What is Jamf Connect.

6. **Onboarding Screens**

a. This quick introduction will provide useful information to help you get started with your Mac at App State.
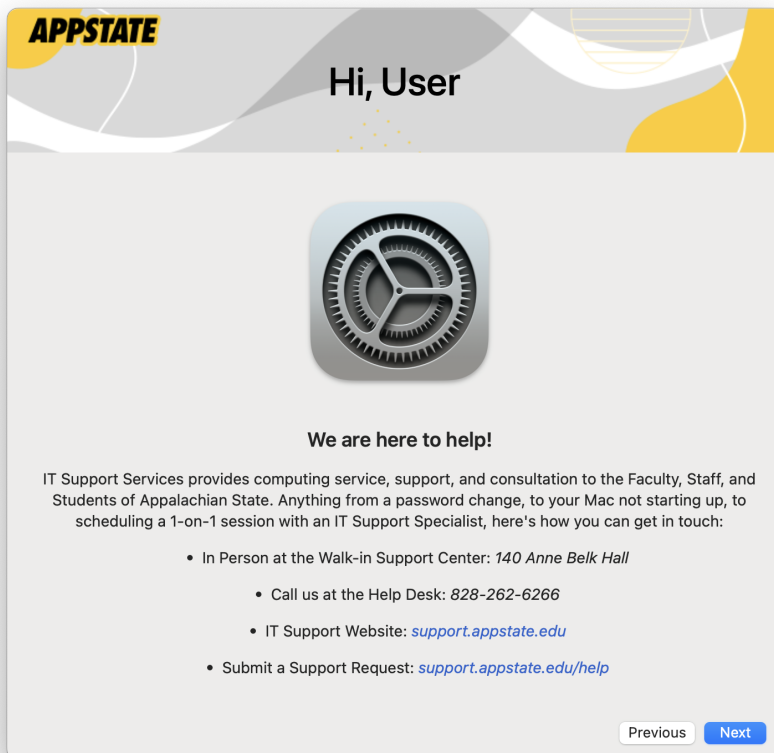
b. Submit the required fields.

Location Information

Location information plays an important role in the support and service of this Mac. Accurately setting location information helps IT provide support more quickly, send software and security updates at the right time, and display apps tailored to your needs. Since location information is required, this Mac will continue to be prompted until it is accurately set. If you do not see your department or building in the dropdowns below, please submit a support request.

Submitting inaccurate location information will produce adverse behavior on this Mac.

Room Number: *

Building: *
Department: *

* Required Fields

More Info   Previous   Next

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Submitting inaccurate location information will produce adverse behavior on this Mac.

Room Number: *   140

Building: *   BH-Belk Hall
Department: *   ITSS-Information Technology Support Services
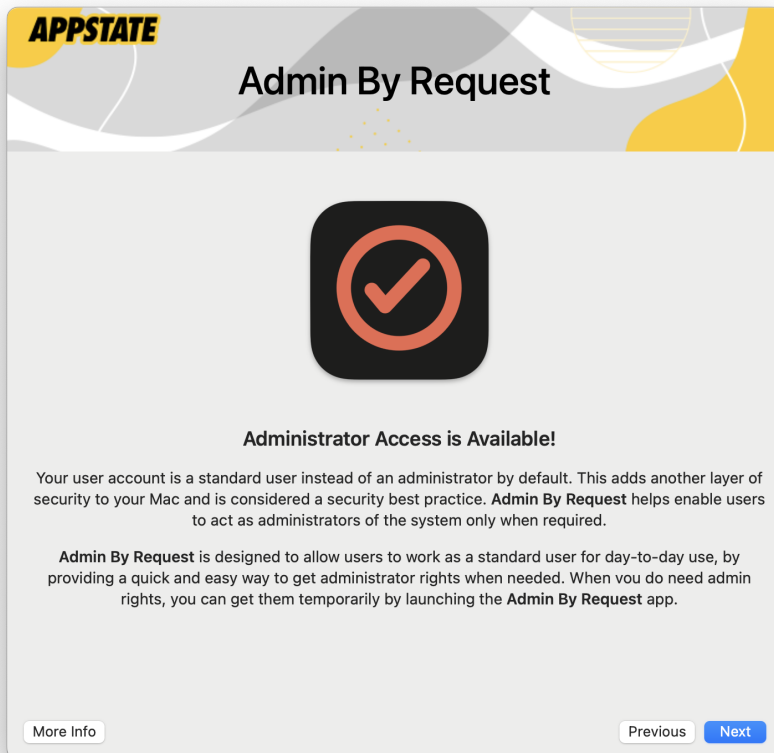
* Required Fields

More Info   Previous   Next

c. All PrimaryUser Macs will be automatically encrypted with FileVault. For more information, refer to What is FileVault.

FileVault Encryption

FileVault Encryption is On!

AppState enables **FileVault** Encryption to protect your files from being seen or copied by the wrong people if your device is lost or stolen. For example, if you carry AppState student data on your Mac, losing it could allow someone to access sensitive data that might hurt the University and the student. **FileVault** encodes the information stored on your Mac so that it can't be read unless a **FileVault**-enabled account password or the recovery key is entered.

Your account was automatically created and enabled for **FileVault** using your AppState password when you logged in. A tool called Jamf Connect will help you keep it in sync when you change your password. Don't worry if you forget your password, a recovery key will be saved in case of an emergency.

More Info   Previous   Next

d. All PrimaryUser Macs will come preinstalled with Admin By Request. For more information, refer to Using Admin By Request.

Admin By Request

Administrator Access is Available!

Your user account is a standard user instead of an administrator by default. This adds another layer of security to your Mac and is considered a security best practice. **Admin By Request** helps enable users to act as administrators of the system only when required.

Admin By Request is designed to allow users to work as a standard user for day-to-day use, by providing a quick and easy way to get administrator rights when needed. When you do need admin rights, you can get them temporarily by launching the **Admin By Request** app.

More Info   Previous   Next

e. Self Service is an application used to install software and run fixes on Mac Computers.
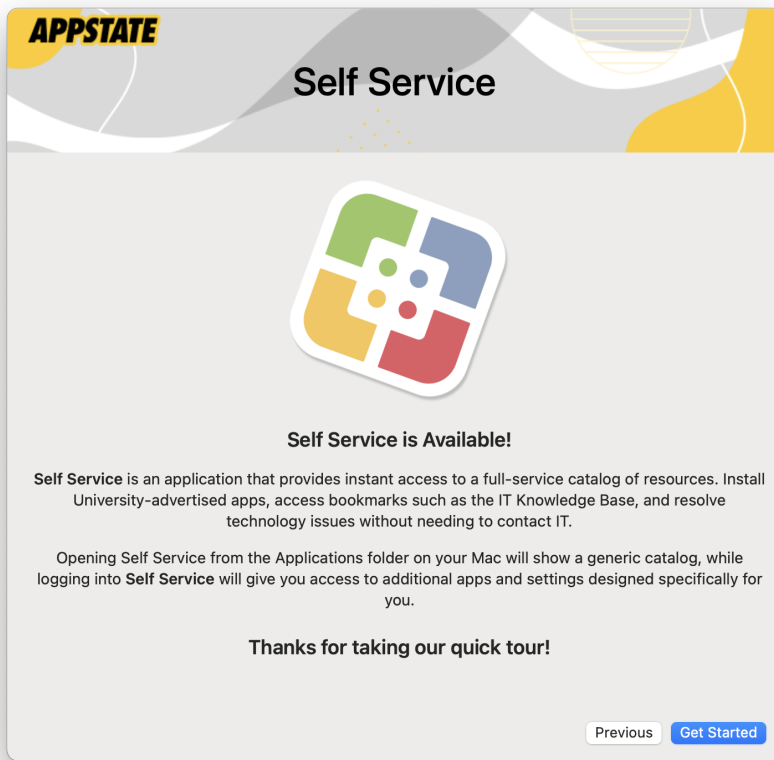
f. The following error may occur if your device fails to connect to the internet. Please verify you have an active internet connection and select **Try Again**. You may be re-prompted for Location information at login later if your Mac fails to connect again.
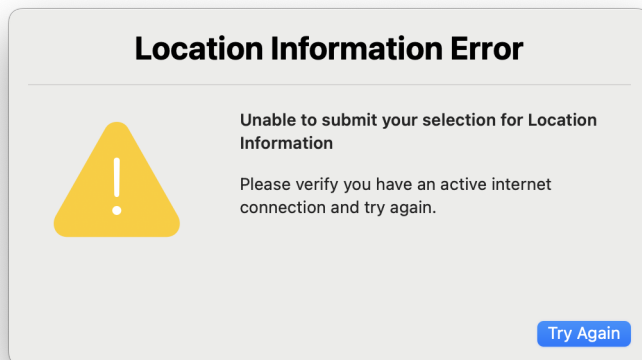
7. **Self Service**

   Self Service will launch automatically. Here you can install any apps you may need for University business. You can reopen Self Service from the Applications folder at any time.
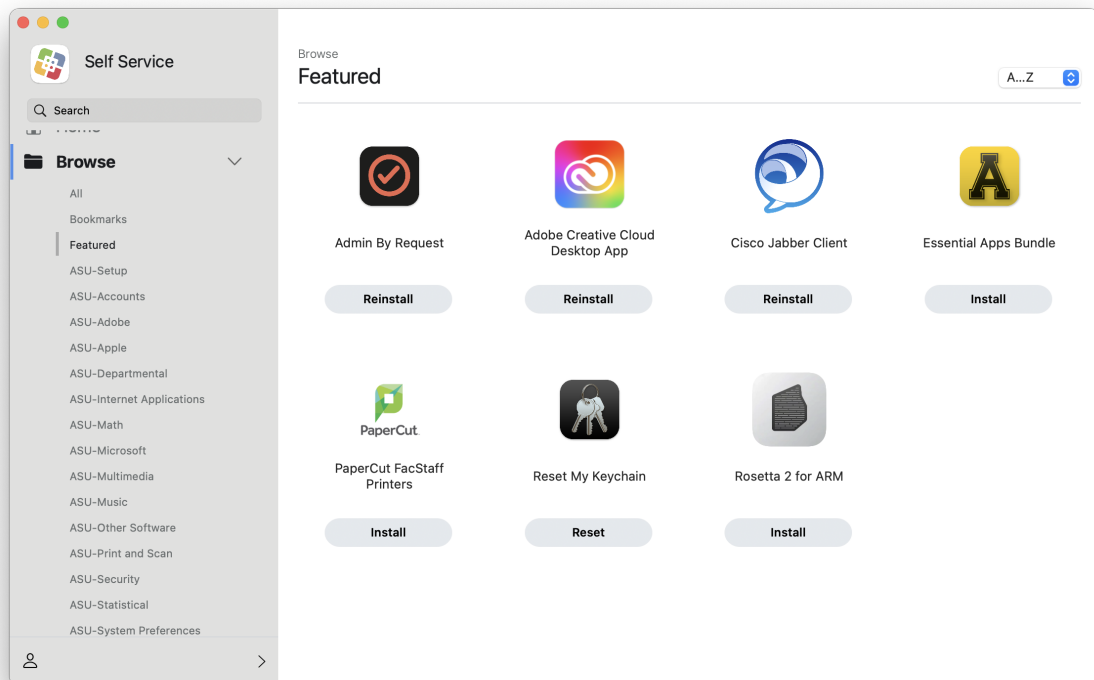
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