SOP – User introduction to new computer (Mac)

1 First time login

1.1   Your new computer is connected to USER AD. To login the first time you need to connect the computer by using a network (Ethernet) cable. After the cable is connected, turn on the computer and wait for the login screen. Login using your **AKKA-id** and **password A**.

2 Software

2.1   If you need additional software on your computer, run Munki aka "**Managed Software Centre**" and see if the software is available there. To install a software click "Install" under the icon. Some software requires a separate license. BMC-IT can help you order a license.

2.2   Avoid downloading software from internet, it often contains malware, backdoors and other unwanted code. If you're missing a software in Munki, mail to **helpdesk@bmc.uu.se** and ask for the software. Maybe we can create the missing package for you.

3 Mail

3.1   Use "Outlook" or Mac "Mail" to read your mail. You can also access your mail using Outlook Web Access browsing to https://mail.uu.se and login using your **AKKA-id** and **password A**.

4 Printers

4.1   You can use "**Korint-FollowPrint**" to print. With Korint you can get printouts and scan documents up to A3-size using your UU pass card at Korint printers (available at multiple campus).

4.2   You can add printers using "System Preferences…" / "Printers & Scanners".

4.3   Some institutions have extra settings for "User Code" before you can print. Check http://it.bmc.uu.se/sop/ for instructions how to set this up. Read "SOP - Configure Ricoh printer in Win7 for FBV (v1.3).pdf" (also applies to Win10).

5 Files and backup

5.1   If you store your data in "Documents" and/or "Desktop" you can mirror a backup to a central file server (HNAS) using an icon.

5.2   To create a mapping to your network home folder, start "Finder", press CMD+K and enter the server address. The address can be found at: http://it.bmc.uu.se/faq/?q=storage.path

5.3   Also create a mapping to your public folders used for collaboration.

5.4   You can drag the mappings to "Favorites" in "Finder" left tree view.

6 Remote control

6.1   If you need help with your computer BMC-IT can remote control it. To use this tool, first contact BMC-IT and make sure a technician is ready to remote control you. You need to approve the access by clicking on a message at your computer.

7 Wireless network

7.1   To connect your computer to Eduroam, click the Wi-Fi-icon. The first time you'll have to enter your **AKKA-id@user.uu.se** as username and **password B**. Turn off Wi-Fi on the computer if you're using a network cable to save radio space.

7.2   To change password B, use this link: https://akka-anv.uu.se

8 VPN

8.1   If you need to connect to HNAS or some other university system from home, a hotel or other external network you can use VPN. Mail to helpdesk@uu.se to activate your AKKA-id for Cisco VPN. Then start "AnyConnect". The server name is "**vpn.uu.se**" and you logon using your **AKKA-id** and **password A**.

9 Contact BMC-IT

9.1   If you need help, want to order a software or have other questions you can contact BMC-IT by sending an e-mail to **helpdesk@bmc.uu.se** . First you can check common questions here: http://it.bmc.uu.se/faq/ .