



## SOP – User introduction to new computer (Mac)

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### 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**.
- 1.2 After you have successfully logged on to the computer, restart it and log on again, still with the network cable connected.

### 2 Software

- 2.1 If you need additional software on your computer, run "Managed Software Center" and see if the software is available there. To install a software click "Install" under the icon. Contact BMC-IT if you don't find the software you need. Some software requires a separate license and are not shown by default. When you request a "missing" software, BMC-IT will order a license (if needed) and distribute the software to "Managed Software Center" for your computer.



- 2.2 Avoid downloading software from internet, it often contains malware, backdoors and other unwanted code. If you're missing a software in Munki, contact BMC-IT 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**.

(read more on next page)



## 4 Printers

- 4.1 You can use "eduPrint-UU" to print. With eduPrint you can get printouts and scan documents up to A3-size using your UU pass card at eduPrint 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 on a central server

- 5.1 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>
- 5.2 Also create a mapping to your public folders used for collaboration.
- 5.3 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 giving the technician a "session code".

## 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. Contact BMC-IT to activate your AKKA-id for VPN. Install "AnyConnect Secure Mobility Client" from "Managed Software Center" and then start it. 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](mailto:helpdesk@bmc.uu.se) . First you can check common questions here: <http://it.bmc.uu.se/faq/> .