Handy Zero-Touch JAMF setup for End Users

FIRST STEPS:
• login with your REAL EID and Austin123 as the temporary password.
• connect to your home wifi, it will let you save the password. It will stop and ask you if you trust the certificate which you can say yes to, but then it will ask for your password, which right now is still Austin123. Your Computer will not let you use internet unless you have a password on your WiFi.
• You will have to use the UT VPN for something called Nomad to work. the app for vpn is called Cisco AnyConnect Secure Mobility client (should be on the dock and look like a globe with blue-green intersecting semicircles) and you'd be connecting to vpn.utexas.edu with your eID and eID password. Do not put in https:// or anything else like that. In the third box, if you have Duo set up on your phone, type PUSH, your other choices are PHONE to have Duo call you, or SMS to send you codes for the third box. You can scroll down at the bottom of the login window to see the options.

Please ignore everything else for now. but the little window that asks you to "sign-in with UT EID to synch password with macos" will use your REAL EID and REAL EID password, and then the small window that says asks for the computer password will need to use your Austin123 password. Sometimes this might take a while. If it does, just go on ahead and set up the following applications and settings.

You'll need to set up at least these items, more than likely.
• You may as well launch Zoom and get yourself set up for that in the app in case ITO needs to remote control you. It should be in your dock. If it isn't, look in /Applications and drag it to your dock.
• If for any reason your client gets signed out, like if you use two computers for example, you're going to want to login to https://utexas.zoom.us/ in it and if it asks, use the option to Sign In with SSO.

You can sign into the web page at any time at https://utexas.zoom.us/ with your EID and EID password. If Zoom asks for your Zoom email address, it is REALeid@eID.utexas.edu

Approve any Microphone or Camera prompts Zoom would give you by clicking OK. If Zoom doesn't prompt you for the Microphone or Camera permissions, please go to the menu bar, and under the Zoom menu, slide down to Preferences. In preferences, click the Video button in the left pane, and it should prompt you. The Camera should be set to the Built-in camera usually, unless you have a monitor with a video camera, or a sub-video camera. Do the same for Microphone. You can do a microphone test to hear and record.

• UTBox (https://utexas.box.com/), which can be found in /ApplicationsBox. Just double click on it and you can login with your email address if you have that set up in your UTBox account, or you can use this format to log in and choose the SSO login option if presented. REALeid@eID.utexas.edu where REALeid is your actual eID.

• PowerPoint, Excel, Word. I'd go ahead and launch Word and go on ahead and choose the Microsoft 365 subscription on any one of those apps. You'd authenticate just like you would for Outlook. Try to do this before you open Outlook, with Duo 2nd factor authentication. If you could also go under the Help menu and launch the Check for Updates app, it will set you up for future updates for the entire Office suite. If for any reason you need to change from the UT Volume License subscription to the Office365 Subscription, here are the instructions or https://bit.ly/2ZPq5c, with a downloader to run a license removal. Why would you want to do this? Most people do this because they want the extra Zoom scheduler buttons and the Teams meeting scheduler buttons for their calendars. The Office365 subscription also gives you a way to work on Office files collaboratively via the OneDrive feature behind the scenes. Onedrive is basically Microsoft's version of Box, but specifically for Microsoft Suite files. This app is also installed in your /Applications folder, along with Onenote, which is a MS app to synchronize notes across computing devices.

• Outlook, if that's your mail program of choice, which I highly recommend, since Apple Mail keeps getting more and more incompatible with Office365, and it also does more Zoom integrations if you install that. It should be on your dock with a blue O. Launch it and enter your email address and go through the Duo authentication process. YOU MUST BE ON A WIFI THAT REQUIRES A PASSWORD TO USE, OR YOU WILL GET AN ERROR SAYING YOUR ADMINISTRATOR HAS BLOCKED YOU. You can tell if your wifi has a password because up under the pie looking icon in the menu bar, the wifi networks that are secure have a lock beside them. Anything without a lock is a non-secure wifi access point and will not allow you to connect to UT's Outlook accounts. This goes for trying to log in via the web, too. If you prefer to use outlook on the web, you can go to https://office365.austin.utexas.edu/. If you need to access a shared mailbox in Outlook, the instructions for UT are here https://ut.service-now.com/sp?id=kb_article&number=KB0017132.

• If you prefer to use Apple Mail to access your Office365 or Office365 mailbox, here are the instructions. UT ITS strongly advises that you use Outlook instead. Outlook is more compatible with Office365 and has far less issues than Apple Mail. If you have problems with Apple Mail, it may be that ITO will not have a fix for it because it just isn’t as compatible. Instructions are located here https://ut.service-now.com/sp?id=kb_article&number=KB0013119. If ITO copied your whole user folder over to your new computer, that may already be set up, but you may have to reauthenticate with Duo.

• You might want to launch Adobe Acrobat Reader, agree to the license, and when it prompts you, agree to set Acrobat Reader as your default PDF app. If you have a license for the Pro version, send an email to help@education.utexas.edu and we can help you get it installed.

• If you are using Microsoft Teams, you can go ahead and launch that and do the EID/Duo authentication for it. If you're not familiar with it, it's the Microsoft chat system for a team of people, just like Slack, but authorized for use with more confidential data by the University. you could, for example, ask us to create a team for you and your grad students so y'all could have a centralized chat system. They would have to go claim their @austin.utexas.edu address if they're not using it though. They can do that at https://www.austin.utexas.edu/office365management/

• Please go back to System Preferences and go to Users and Groups and unlock the pane with your REALeID-admin account and Austin123 password and choose Reset Password to change it to your EID password.

• in System Preferences, you can also go to General, and set your Default Web Browser. If you use safari, you don’t have to bother.

• in System Preference, you can sign in to your iCloud account if you want to use the Messages app for SMS texting so you don't have to use your phone.
• If you have any question marks in your dock, it may be that when we transferred your files, if we did that, the program was not installed on your new computer or computer loaner. You can right-click or ctrl-click on the ? and remove from dock, or drag it off about to the middle of the screen and it will remove it. It may be that you do have a fresher version of this app installed. Check your /Applications folder. If you need something that wasn't installed, ITO may have to Zoom into your computer to get it installed, or we may be able to add it to the ITO Self Service tool (below).

• ONE FINAL THING. We have put an app on your computer in /Applications called ITO Self Service.app. Please do not delete this. ITO uses this tool to deploy software or settings to you. It may already be in your dock. It looks like this shield here.