Handy Zero-Touch JAMF setup for End Users

FIRST STEPS:
• login with your REAL EID and Austin123 as the temporary password. When we say REAL EID, don’t type real eid literally, or eid literally. Use your actual eid.
• 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 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. What this process does is removes the temporary password Austin123 with an application that we have installed called Nomad, which looks like a triangle up on the right side of your menu bar. When you complete this process, if you did it correctly, the triangle icon will have a green checkmark. If you don't, it will keep pestering you to set it up.

You'll need to set up at least these items, more than likely.

Note: If you don’t know how to get to the /Applications folder, you can click your dock at the bottom way over to the left on the icon that looks like two faces looking at each other, or one face split down the middle, depending on your visual perspective, click that. It is the Finder. Once you get to the Finder, there is a menu item that says GO. Click on GO, and slide down to Applications and then release the mouse. Your Applications window should then open. Hopefully we've got all the apps in your dock already. If they aren't in your dock and you want to keep them there, slide them down to your dock and release it when the dock looks like it has opened up a space between two apps that are already there.

• 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 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 usb-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 /Applications Box. 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 anc 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/2Z8g5dc, 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 MICROSOFT app to synchronize notes across computing devices.

• Outlook, if that's your email program of choice, which I highly recommend, since Apple Mail keeps getting more and more incompatible with O365, 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, 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 O365 mailbox, here are the instructions. UT ITS strongly advises that you use Outlook instead. Outlook is more compatible with O365 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 it's not installed already. If you feel adventurous, you can also set up your digital certificate to sign digital forms. Instructions are located in the ITO wiki at Creating a Digital Certificate and importing to keychain for Adobe Acrobat Digital Signature Signing https://wikis.utexas.edu/display/coeito/Creating+a+Digital+Certificate+and+importing+to+keychain+for+Adobe+Acrobat+Digital+Signature+Signing to create your digital certificate if you don’t already have one, or to To sign a document in Acrobat Pro https://wikis.utexas.edu/display/coeito/To+sign+a+document+in+Acrobat+Pro. If you create your own digital signature within Adobe Acrobat, what is called a Self-Signed Signature, it will be invalid and will not validate against the UT certificate that you send to others. These expire after a year now and we’ll have to go through this whole process all over again.

• 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 by clicking on the lock icon and authenticate with your REALeid-admin account and Austin123 password and choose Reset Password to change it from Austin123 to your EID password. We already set your Nomad and regular account, but still need to reset your Admin account too. People often forget how to type in their eid-admin format account, so I’d take a pic or write that down.

• 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 Preferences, 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.

Instruction specific to MCPER: if you need access to your network share, you will need to go to the Go menu in Finder and slide down to Connect to Server and type in this exactly as I’ve written here.

smb://austin.utexas.edu/disk/mcper/accounting

then click the + sign, which will keep it there in that window. Then click the connect button. It might ask you for your EID and EID password. Since your computer is encrypted, it’s fine if you want to add the password to your keychain, which saves the credentials so you don’t have to type them in every time. The accounting folder should now show in your desktop. Remember: you cannot access the accounting server unless you’re using the VPN software. If you can find it on your desktop, you can drag it over to your Favorites sidebar, and you can also drag it onto your Dock in the last section separated on the right with a dark grey | but NOT on the Trashcan. Just to the left of the Trashcan is fine. You can also control-click on it and choose Make an alias. It will make a “shortcut” on your desktop that you can also double click on to get to it.

• 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.