Your CCSU Mac Computer

macOS is fast, secure and has several notable features:

1. Dock, Launchpad, and Spotlight Search
2. Global Protect VPN and Encryption for Laptops
3. NOMAD for Password Resets and Keychain Synch
4. Preview Default PDF Viewer and Safari Web Browser
5. Microsoft OneDrive and Microsoft Teams
6. Weekly Thursday Night Updates
7. Jamf Self Service

Dock and Launchpad

The Dock, located across the bottom of the screen, stores apps, documents, or folders you want to access frequently. To ensure an app stays in the Dock, control+click the icon, click Options then Keep in Dock.

Launchpad, located in the bottom-right of the Dock, is an easy way to access all installed applications.

Spotlight Search
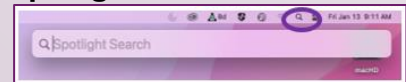
Spotlight search allows you to find apps, documents, emails, and other items on your Mac. Click the Spotlight icon from the top menu bar and type in your search criteria.

### MacBook Laptops: Global Protect VPN and Encryption

The Global Protect Virtual Private Network (VPN) is configured on all CCSU-issued laptops. The VPN allows your laptop to connect to campus resources both on and off campus. When taking your laptop off campus, connect to an available network prior to logging in to ensure the VPN connects. If it does not, you may reconnect it by clicking the Global Protect icon from the top menu bar, then clicking the three lines to open the menu and selecting Refresh Connection.

The hard drive of your laptop is encrypted for added security. Encryption uses your BlueNet account as the credentials, so it is important to review the information below to ensure the encryption password stays synchronized. With drive encryption, your data can only be accessed with your credentials, even if your computer is lost, stolen, or compromised.

NOMAD for Password Resets on MacBook Laptops

With the VPN on your CCSU MacBook, you can reset your password from anywhere with an internet connection.

To reset your BlueNet account password on your MacBook, click the Nomad icon from the top menu bar then select Change Password. When prompted, enter your current password, a new password and verify the new password and then click on Change Password. If you change your password outside of Nomad using Accounts Management or by calling the Help Desk, the next you log in you to your MacBook you will get a prompt to sign back into Nomad.

CCSU iMacs connect to the campus wired network to facilitate password resets.
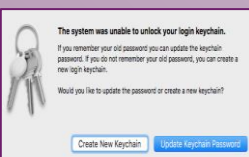
Keychain Synch after Password Reset

After resetting your password, you may be prompted to update your Keychain password. If prompted, click Update Keychain Password and enter your PREVIOUS password. This gives permission to use your new password with Keychain.

Your CCSU Mac Computer

Preview: Default PDF and Image Viewer

Preview is the default application for viewing PDFs and images on your Mac. While Preview has some editing options, you may want to change the default application to Adobe Acrobat for PDFs. To change the default app, control+click a PDF file then click Get Info. Under Open With select Adobe Acrobat, then click Change All and Continue to set it as the default.

Safari: Default Web Browser

Safari is the default web browser on your Mac. Google Chrome is also installed, and you may install Mozilla Firefox from Jamf Self Service.

Microsoft OneDrive File Storage

Microsoft OneDrive is online file storage included in your CCSU Office 365 account. It is the preferred location to store your files because it is backed up and accessible from anywhere. Your Mac computer is configured to connect to OneDrive automatically when you log in, and files are synced with the "OneDrive – CCSU" folder on your computer. To access your OneDrive files from anywhere, navigate to **https://office.ccsu.edu** and log in with your CCSU email address and password.

Weekly Thursday Night Updates

Every Thursday starting at 11:59pm, important updates are sent to your CCSU-owned computer. Please save all data and sign out (log off) of your computer when ending your workday every Thursday as these updates often require a reboot. Whether the computer is on or off campus, it needs to be left powered on (do not shut down), connected to a power source and to a network (wired or wireless). Please be aware that if updates are not applied during the scheduled overnight period, the next time you log into your computer it may be unusable for an extended period while these updates are applied; interrupting the updates could result in corruption that would require further repair.

Microsoft Teams Collaboration Tool

Microsoft Teams is a unified collaboration and communication tool that combines audio/video meetings, chat, file storage, and applications. Teams gives you the ability to communicate and access files from anywhere with an internet connection. All campus departments have a dedicated Microsoft Team for file storage, collaboration, and communication. Teams may also be used with students, and you may invite guests to Teams meetings. Team owners are responsible for updating the membership as needed. Teams is installed by default on all CCSU-owned computers. To access Teams from anywhere, navigate to **https://office.ccsu.edu** and log in with your CCSU email address and password.
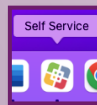
Jamf Self Service

On Macs, we are using Jamf Self Service to manage and deliver CCSU-supported software applications. To open Self Service, search for "self service" using Spotlight search.

To install an application, simply click on the icon and then click on the Install button. Here are some common applications you may need to install from Self Service:

Adobe Acrobat DC: full-featured PDF viewer and editor.

Adobe Creative Cloud Suite: full suite of Adobe applications such as Photoshop, Illustrator, Dreamweaver and more.

WebEx Meeting Center

Need Help? Contact the IT Help Desk

860-832-1720 or techsupport@ccsu.edu

Regular Hours:
Monday through Thursday: 7:30am – 8pm
Friday: 7:30am – 4pm
Summer/Winter hours may vary; check web site for hours.

Visit www.ccsu.edu/it for self-help resources