Setting up your Mac laptop

Important Information

It is important that your daughter has a user account with **administrator level access** which will allow her the ability to install software provided by the College when she is at school. You may also wish to create a **parent administrator account**. A benefit of this is that it allows you as parents to have tighter control over the applications installed and the usage of the laptop. Help guides on creating an account on a Mac can be found here.

Your daughter will also need an Apple ID connected to her device and to know the password. If she is **under the age of 13** she is unable to create her own Apple ID and will need to be part of a family sharing arrangement. More information about family sharing and Apple IDs can be found here.

It is recommended your daughter is running the latest version of macOS. The latest version at the time of this document is macOS Mojave (10.14).

Anti-virus Protection

If you purchased your device through the College, a **link to install Sophos Anti-Virus** will be provided to your email address used during the purchase process. It is recommended to open the link using the Safari web browser. Before installing, please remove any free and/or trial Anti-Virus software that may have come preloaded on your device. Further information about uninstalling software can be found here.

If you have not purchased your daughter's laptop through the College, you will need to ensure that you have anti-virus software installed.

Sequence of steps

It is recommended that you follow the set up steps in sequence. **Please note** that your daughter will need to know her College username (the first part of her email address) and password to complete many of the steps. Please contact the IT Help desk on 9855 7771 if your daughter does not have or remember her College username and password.

A home internet connection is required to set-up your daughter's device.

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Installing Google Chrome

Google Chrome is our preferred Internet browser. If you need to install Google Chrome on your Mac please use the following link found here. You will need to select Mac from the list of options.

Enrolling in the Password Reset Tool

Now that your daughter has her own device, teaching her about password safety and protocols is an important step. At *Pymble* we use an online password reset tool to assist with this process. Your daughter's password will be set to expire **every 90 days.** This change will ensure her data remains safe while also helping her establish this important routine.

1. Type forgotmypassword.pymblelc.nsw.edu.au into the address bar of your Internet browser and press **Enter** on your keyboard.
   The registration process needs only to be completed once.
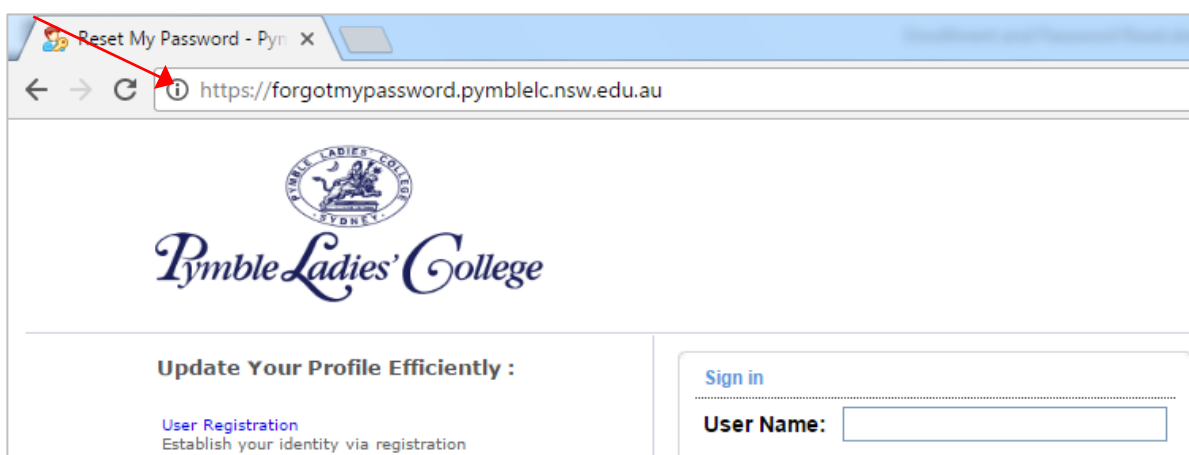
2. Your daughter will sign in using her College username and password. If she has forgotten her password, please contact the College IT Helpdesk on 9855 7771.

Click **Log in**. Please note, <u>do not</u> click **Change Password** at this stage.

3. Once you are signed in, please click the **Enrolment** tab at the top of the screen.

You will now be given the option to set up a recovery phone number and email address, as well as security questions, to enable a password reset. It is a good idea to set up both options.

Please note – you should not click Enrol until advised to do so on Step 7.

4. The first option is to use the **Verification Code**. You can enter a mobile phone number for the code to be sent to. To use this feature, it would be practical if this was your daughter's mobile phone number.

You can also add an alternate secondary email account. Please note that your daughter's College email account is already entered by default. To add a second email account please enter it in the empty box below.

Please do not click Enrol yet.

5. The second option is adding **Security Questions**. Your daughter will create her own questions and answers to help verify her identity. It is a good idea to select questions only she will know the answer to but that she will remember. Please note the minimum lengths for the questions and answers.

6. Once your daughter has written her questions and answers, click **Enrol**. The information from **both** tabs will be submitted.

Using the Password Reset Tool

Once the Password Rest tool has been configured, your daughter can use it to reset her College password at any time.

Changing your Password

1. Type forgotmypassword.pymblelc.nsw.edu.au into the address bar of your Internet browser and press **Enter** on your keyboard.

2. Select **Change Password**.

3. You will now be prompted to enter in your old password and select a new password. Please note that *Pymble* has a policy applied to all passwords and they need to meet the criteria which is listed on the reset password screen below. Passwords cannot contain the user's name. Special characters can be numbers and symbols such as the ! mark and $ sign. Please choose a password that <u>does not</u> contain spaces or apostrophes.

Enter your old password and select a new password. Then click **OK**.

Forgotten Passwords

Once your daughter has registered with the Password Rest tool, if she forgets her password, she can follow these steps to reset it.

1. Type forgotmypassword.pymblelc.nsw.edu.au into the address bar of your Internet browser and press **Enter** on your keyboard.

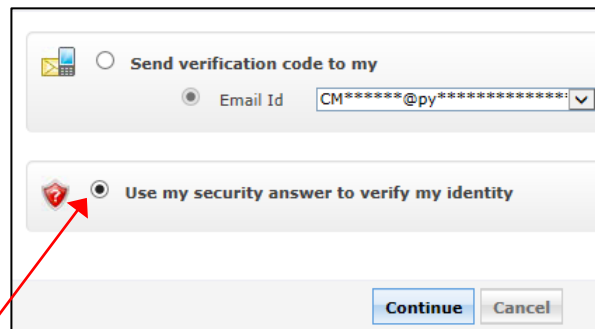**2.** Select **Reset Password**.
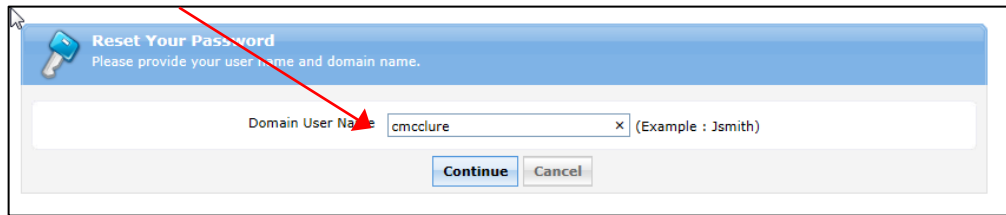
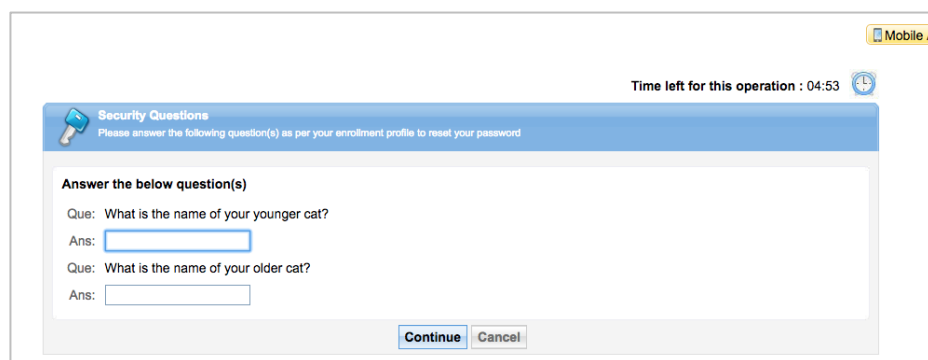**3.** Enter your College username and press continue.

4. At this point you can elect to receive a verification code sent to your phone or email address or to use your security questions. You can select which method you'd prefer by using the drop down menus and radio buttons.
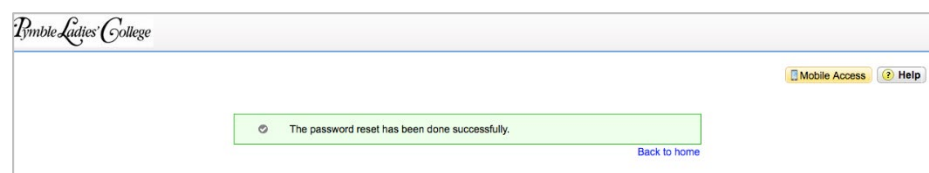
Please note – if you cannot access your College emails because your password has expired, please select your alternate email address or select to answer your security questions.

5. If you elect to answer your security questions, you will see a window like this. Please note you have a limited time to complete the reset password process.

6. Once you have successfully changed your password you should receive a message like this.

Installing the Microsoft Office Suite – Office 365

Through College licencing agreements, we are able to offer each student the ability to install the full Microsoft Office Suite products on their laptop at <u>no cost.</u> Each student has five licences to install on any devices they, or their family, own. Office 365 products are accessible through the College Portal.

Preparing your Laptop

If your laptop has come pre-installed with a trial version of the Microsoft Office suite, or you have previously installed an older version of Office, it is important that you remove this software from the device as it may cause conflicts and confusion. Further information about removing Office from a Mac can be found <u>here.</u>

Accessing the *Pymble* Portal

1. Launch your Internet browser and type the following link into the address bar.

https://portal.pymblelc.nsw.edu.au

2. Enter your College username and password. Don't be concerned if you are asked to repeat this entry several times.
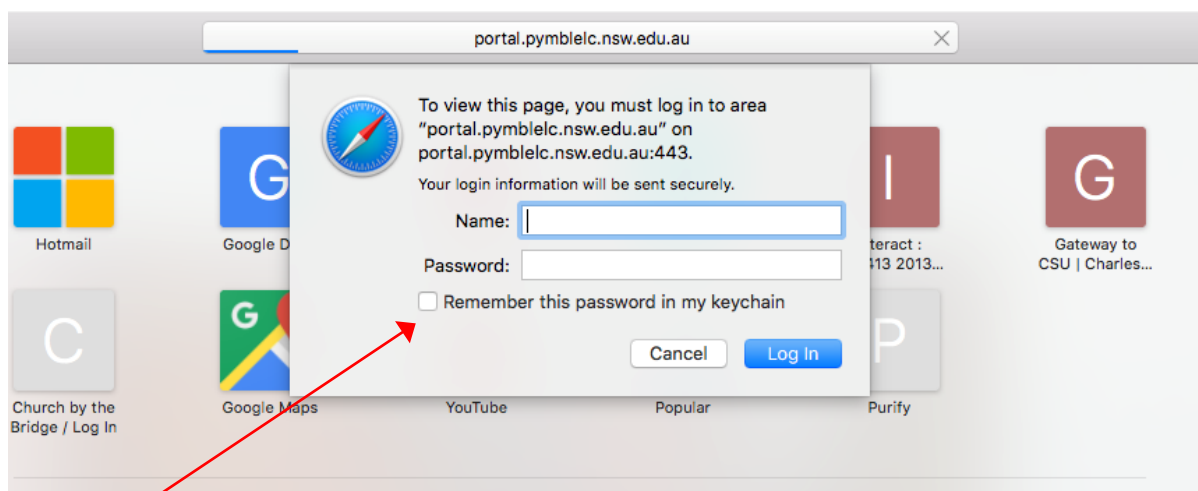
Tick the box to have your password remembered in your keychain

Accessing Microsoft Office 365

Access to Microsoft Office 365 is via the Email section of the Portal.

1. Click on the **Email** icon.

2. You may need to Sign in using your College email address and password. Your college email address is your username followed by **@pymblelc.nsw.edu.au**. Your email password is your general College password.
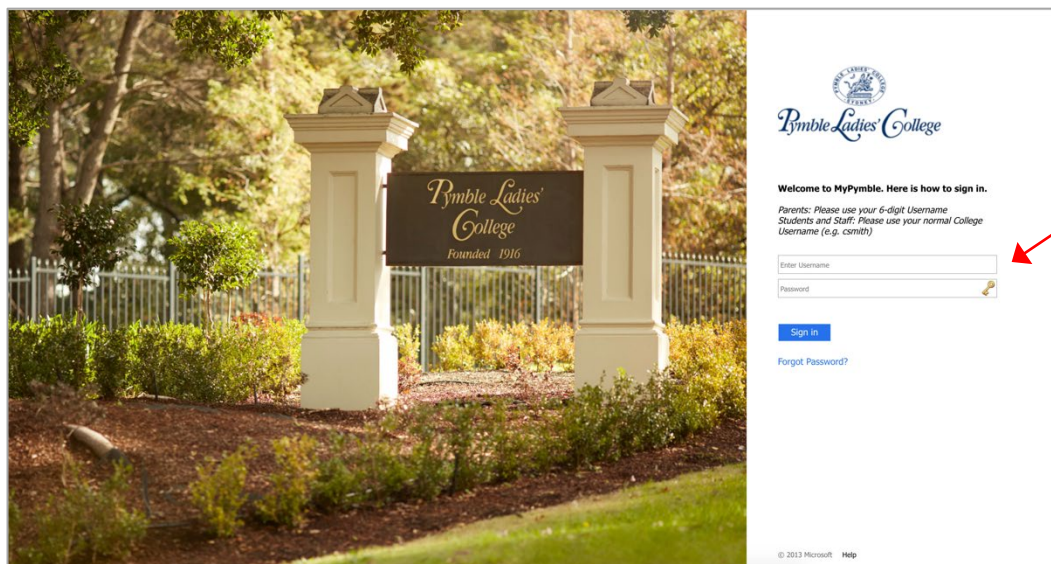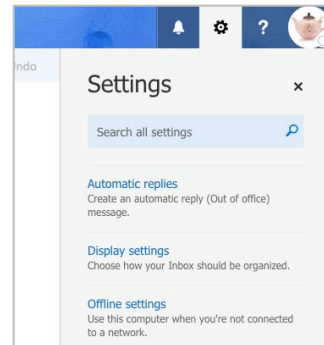

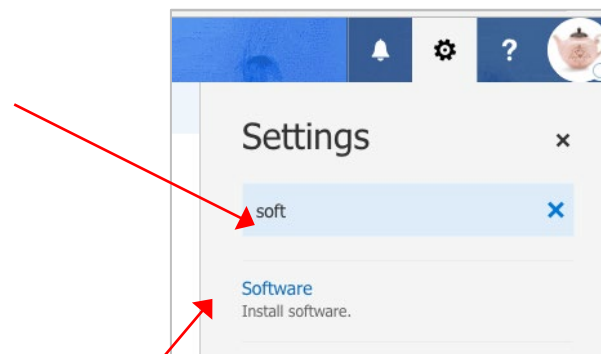3. If your email account has not yet been configured, please set the language and time zone. 'Canberra-Melbourne-Sydney' is found towards the end of the list.
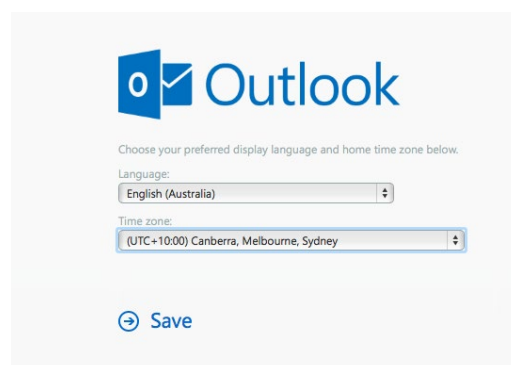
4. Once your Outlook email is open, select the cog at the top right of the screen to access settings.
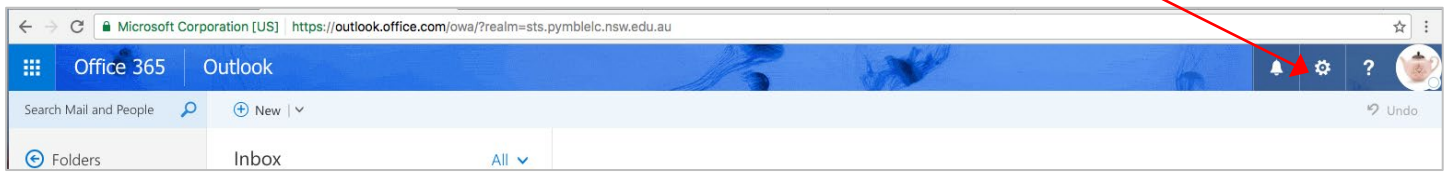

5. The **Settings** menu will appear.

6. In the search box, type in the word **Software**.

7. Click on **Software**.

8. You will arrive at the installation window. Here you will be able to install the Microsoft Office Suite, as well as view and manage your 5 licensed devices. Please note that it could take approximately 10 minutes for Office to download and install.

Click **Install** and follow the steps.
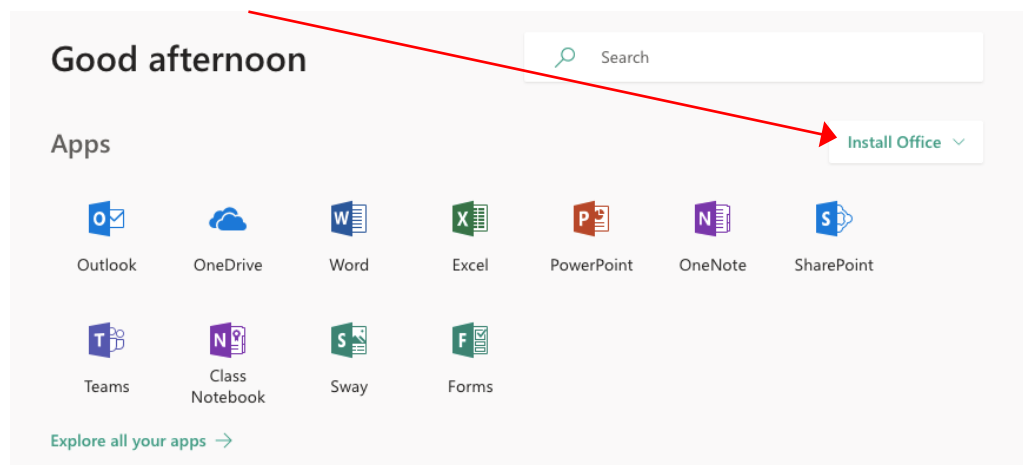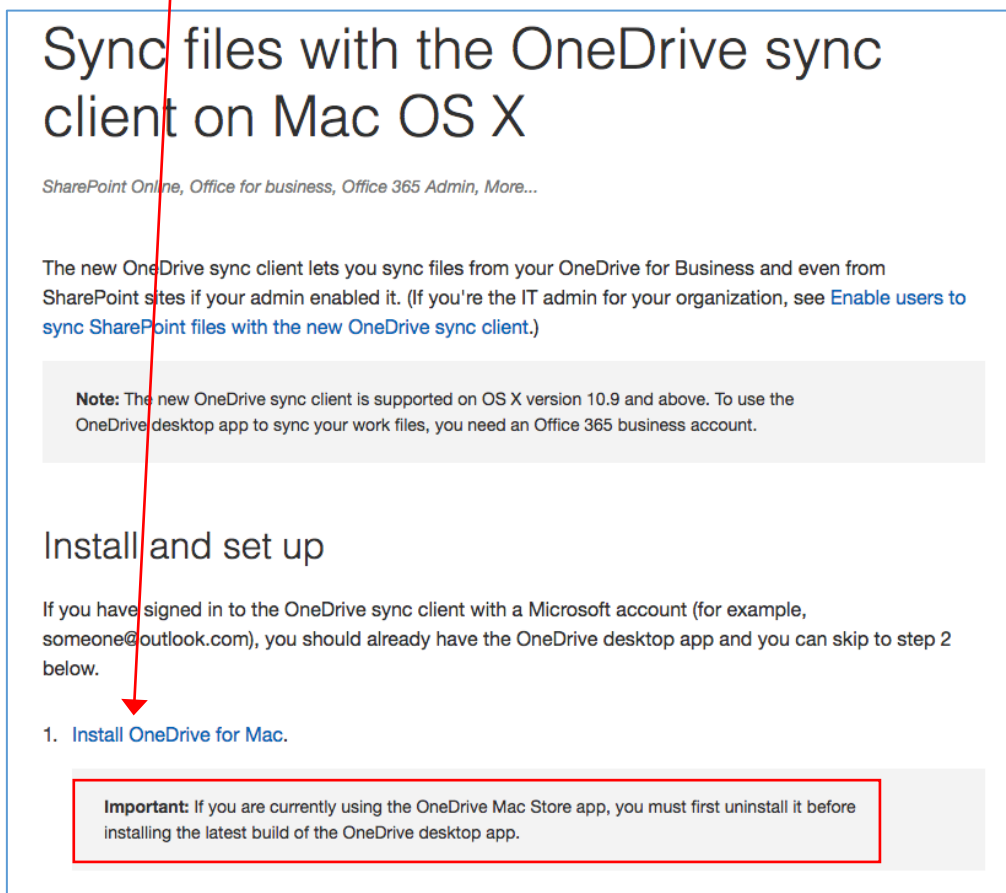
Installing OneDrive

OneDrive is Microsoft's cloud storage solution. It is part of the Office 365 Suite and is an important tool to be configured on your daughter's laptop. With OneDrive configured, she will be able to access and work on her files on any device, at any time. There are 2 components to OneDrive – the laptop client and the online space. The laptop client keeps a copy of the files on the laptop, which then syncs with the online cloud version.

Installing the Laptop Client

If you have already installed the OneDrive Mac Store App with an Apple ID, you can skip this step.

1. Click on the link here to navigate to the installer of OneDrive for Business for Mac or do an Internet search for "onedrive for business mac standalone" (without the speech marks)

2. Click on **Install OneDrive for Mac**

3. The installer file will begin to download. Click on the OneDrive.pkg to begin the installation process.

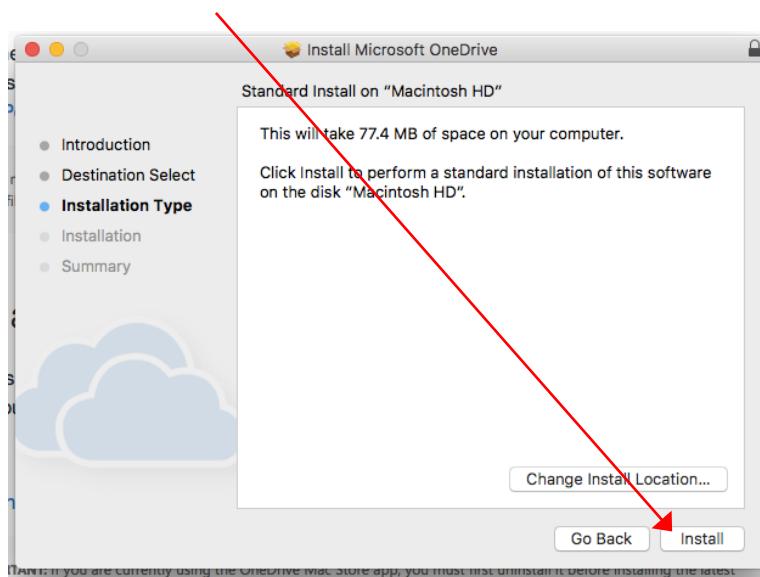If your computer asks you if you would like to keep or discard the file, please choose **keep**.
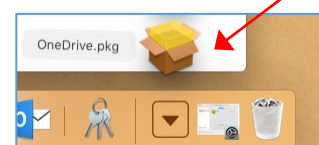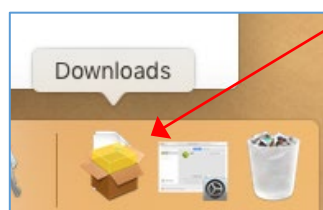
4. Now the installer window will open and you will be guided through the steps to install OneDrive for business.
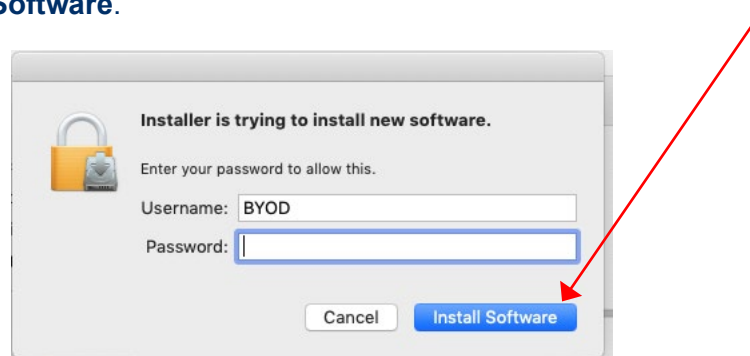
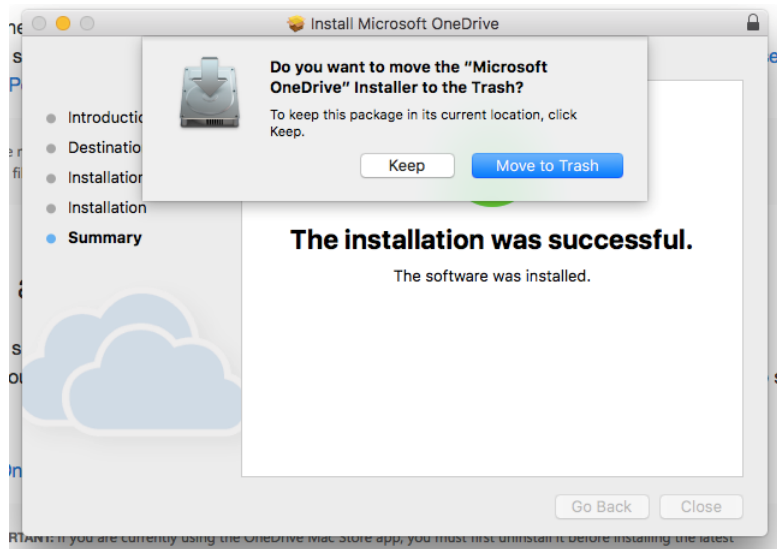Click **Continue** and then **Continue** again on the next screen.
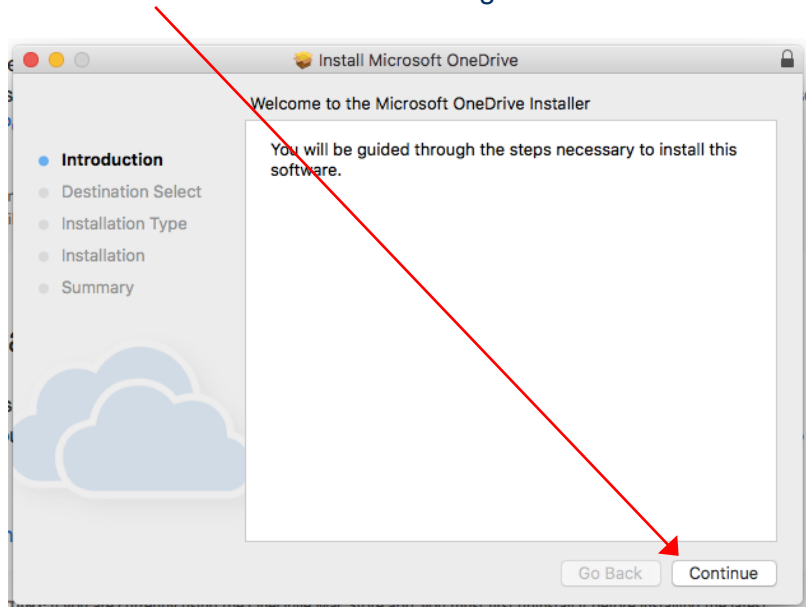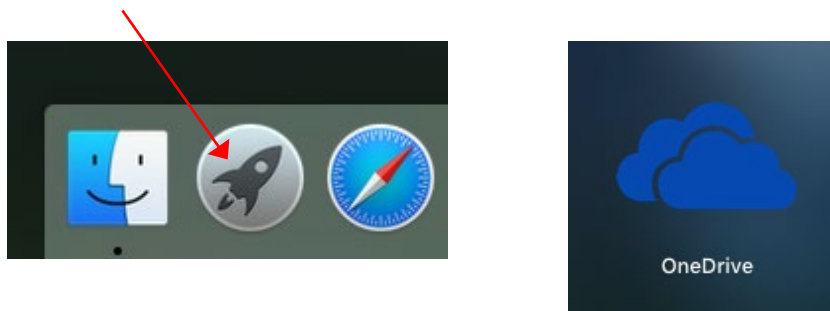

5. Now click **install**

6. You will now be asked to enter your **Mac Administrator** (laptop) password. Then click **Install Software**.
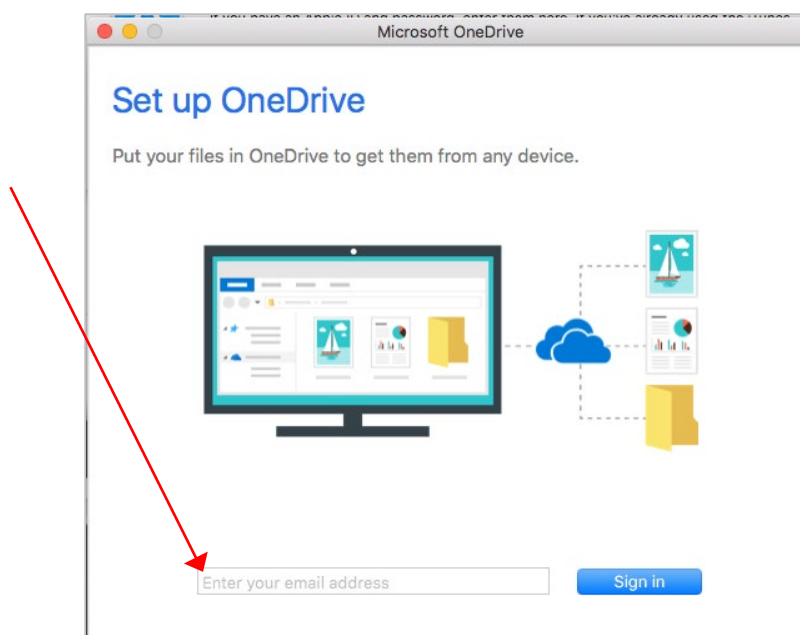
7. The installation is now complete. You can move the installer to the trash.
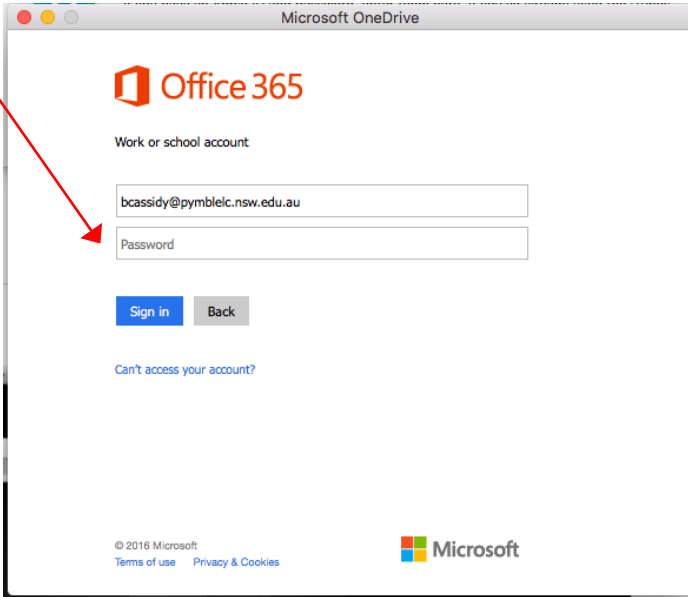

8. Now OneDrive should be installed. Click on the Launchpad in the Dock and search for the OneDrive icon and double click on it.
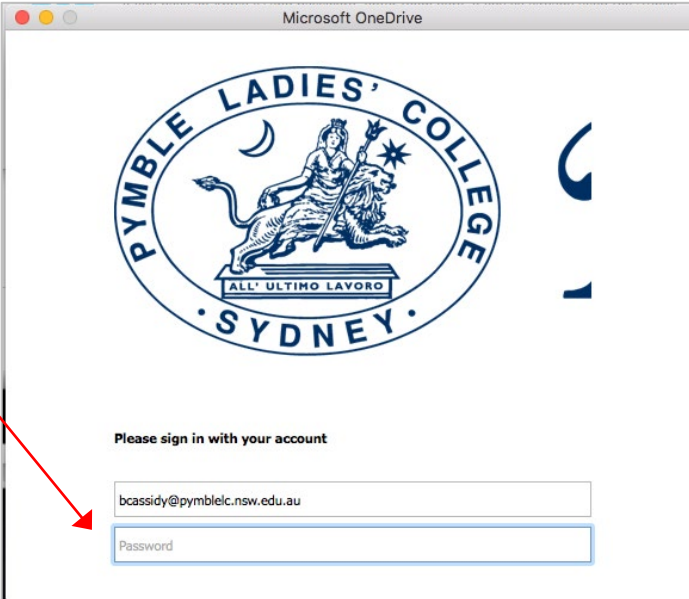

9. When OneDrive opens, you will be prompted to type in your College email address. Then click **Sign in**.

10. This next window will appear, displaying your College email address. When you click in the password box it will begin redirecting automatically.


11. You will then be prompted to enter your College username and password. Note - The popup box may look a bit different to this. Type in your username and password.
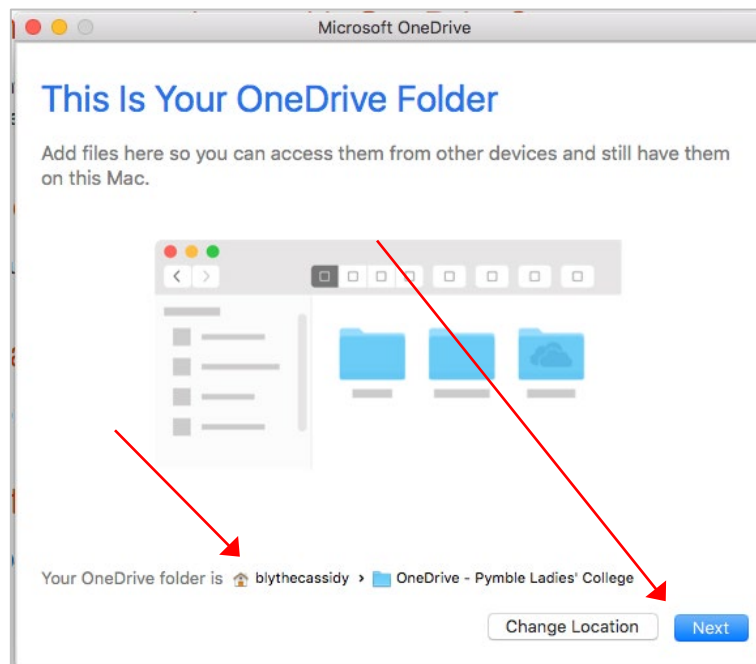
**12.** Next you will be asked to choose a location to install the OneDrive folder.
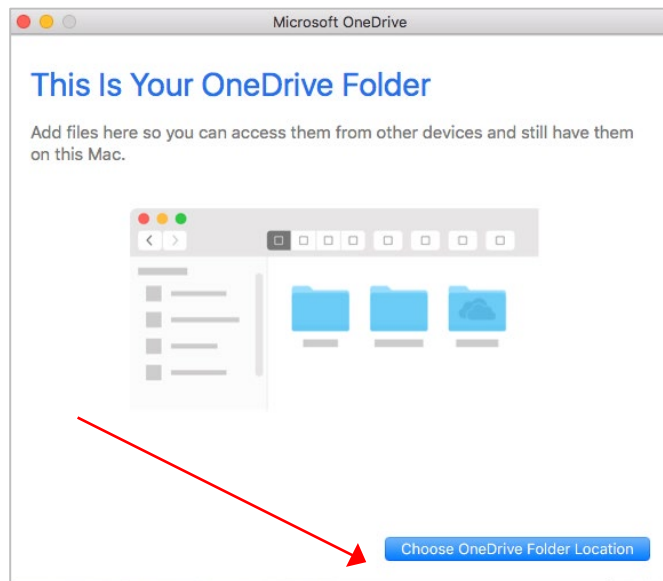
13. It should automatically select the **top level** of your user account ie **not** inside your documents folder. This top level will be identifiable by the house icon.
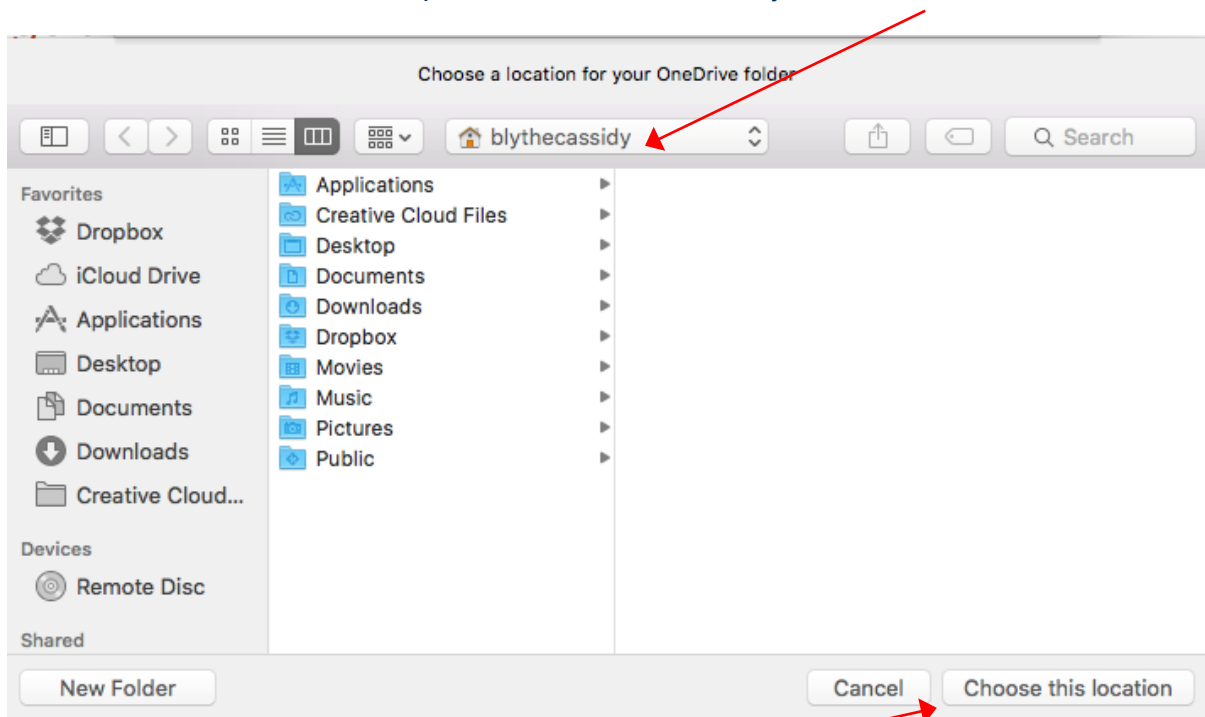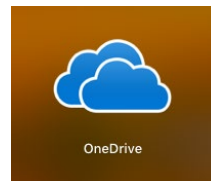
15. You will now be able to see the path of your OneDrive folder. Check again that you can see the house icon and then click **Next**.
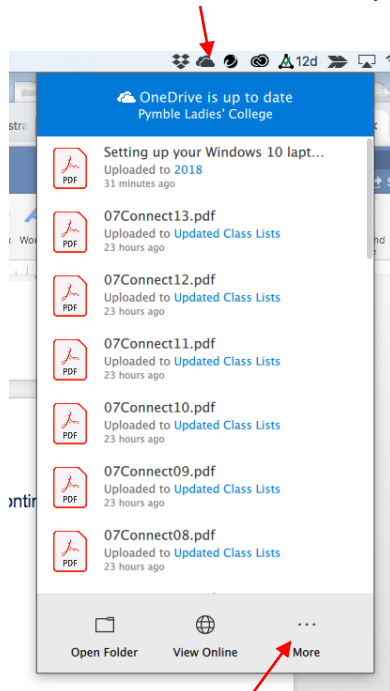

16. It will now show you all the files that will sync. Note – your screen might look a bit different. Click **Next**.
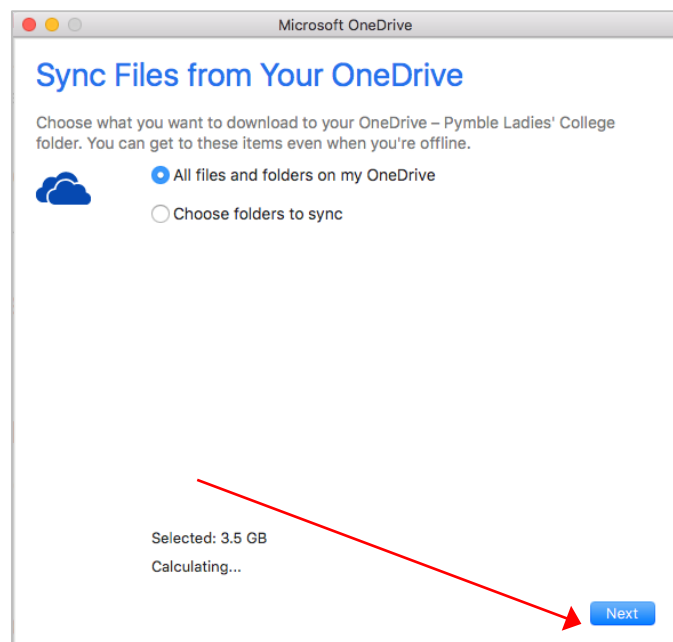
17. You will need to check that your OneDrive folder is set up for **continuous syncing**. Launch OneDrive from the Launchpad
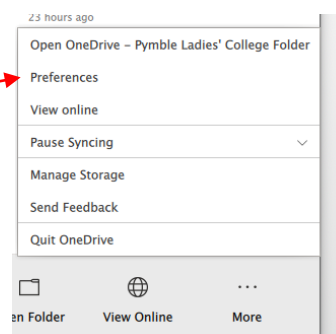

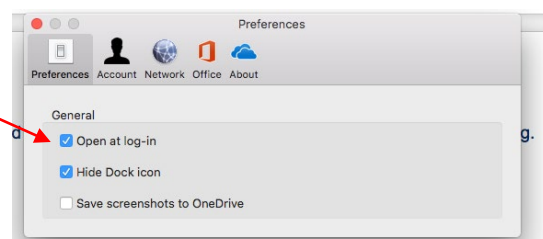**18.** From the Menu bar at the top right of the screen click on the OneDrive icon.

19. Click on the **3 dots** to access more options

20. Click on **Preferences**

**21.** Check that the **Open at log-**in box is ticked.

Accessing OneDrive Online

A copy of files saved to the OneDrive folder on the laptop is kept in the online version. This online OneDrive folder is accessed via the Portal using the Email link to Office 365. Changes made to documents in one location will be automatically synced with the other.

1. Log in to Portal and click on the **Email** icon.

2. Click on the nine squares in the top left of the window.
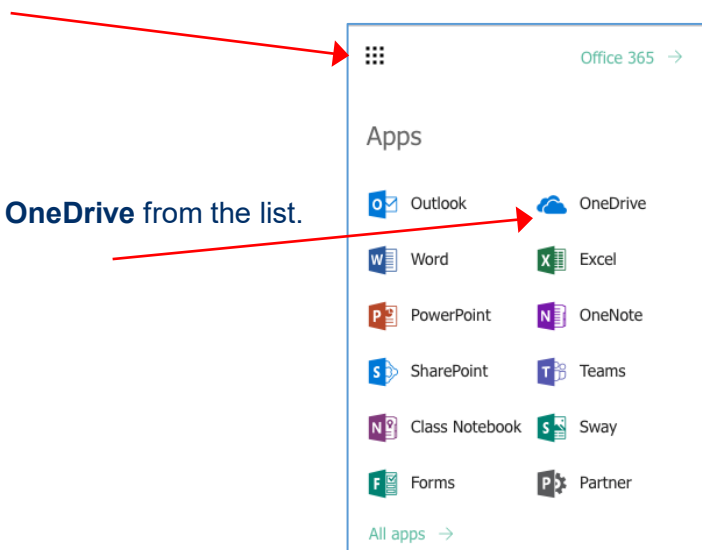
3. A menu will open. Select **OneDrive** from the list.

4. Once OneDrive opens you will be able to see and access all of your files and folders.