What should I do on my university Mac when logging in for the first time?

Tell Me

Follow the below instructions if you are logging into a university Mac computer for the first time - either when receiving a new computer or after it has been reimaged.

**Setup Password**

You should have received a temporary password from the IT professional helping you with your new or reimaged Mac computer. Make sure to have that password before proceeding. Additionally, you must be connected to the University network (hard wired, eduroam or VPN) for the Apple Enterprise Connect application to work.

1. Turn your Mac computer on
2. At the first login screen, enter your NinerNET username (if the username field is blank) and the temporary password provided to you by the IT professional helping you. Hit the Return key
3. Click Accept on the University Computing Guidelines screen
4. The Enterprise Connect application will launch. Enter your NinerNET username and password and click the Sign In button

![Enterprise Connect](image)

5. Clicking Sign In will trigger 2 events and open 2 boxes that require action:
   1. A process to sync your local passwords
   2. A secondary Enterprise Connect box will open

![Enterprise Connect](image)

- Enter the password provided to you by the IT professional helping you and click OK
3. A Password in sync box will open - click OK

![Password in sync](image)

2. A process to connect to and mount your network drives
   1. A box to connect to the server "filer.uncc.edu"

![File connection attempt](image)

2. Click Connect. A second box to "Enter your name and password for the server "filer.uncc.edu"." will open.

![Enter username and password](image)

3. Enter your NinerNET username and password. Check the "Remember this password in my keychain" and click Connect

4. The network drives will now be mounted and available on your desktop.
Related FAQs

1. How do I map/mount my H: J: or S: drive on my University computer?
2. How do I access my H:, S: or J: Drive on my university Windows computer?
3. What is Apple Enterprise Connect?
4. How do I access H, J, or S drives from off campus using a personal Mac computer?
5. How do I surplus a University iPad?