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.

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

5. Clicking Sign In will trigger 2 events and open 2 boxes that require action:
   a. A process to sync your local passwords
      i. A secondary Enterprise Connect box will open
         - Your login and Active Directory passwords are different. Enterprise Connect will attempt to sync them.
         - Please enter your login password - the one you use to log into your Mac and unlock the screen saver:
         - OK Cancel
      ii. Enter the password provided to you by the IT professional helping you and click OK

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.
iii. A Password in sync box will open - click OK

![Password in sync](image)

b. A process to connect to and mount your network drives
   i. A box to connect to the server “filer.uncc.edu”

![Connect to server](image)

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

![Enter name and password](image)

iii. Enter your NinerNET username and password. Check the “Remember this password in my keychain” and click Connect

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

- How do I know what operating system I am running?
- How is my new University Mac different from my old Mac?
- How do I upgrade my university Windows 10 computer to version 1803?
- How do I upgrade my University Mac to the latest operating system?
- How do I access my H:, S: or J: Drive on my university Mac computer?