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:

   ii. Enter the password provided to you by the IT professional helping you and click OK
5.
   a. A Password in sync box will open - click OK
   
   ![Password in sync dialog box]

   b. A process to connect to and mount your network drives
      i. A box to connect to the server "filer.uncc.edu"
      
      ![Connect server dialog box]

   ii. Click Connect. A second box to "Enter your name and password for the server "filer.uncc.edu"." will open.
      
      ![Enter name and password dialog box]

   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?