How do I upgrade my University Mac to the latest operating system?

Tell Me

Info

Please see this FAQ to determine your current operating system version. In some cases you might already be running the latest version.

Catalina, 10.15 will be released to ITS-managed Macs (not Student Affairs) during Spring 2020. See this Apple website for more details about the latest operating system.

- Desksops: It's recommended that you start the installation before leaving the office for the day; the installation will likely take an hour to complete and it may involve several reboots.
- Laptops: The installation can be completed on or off campus; please make sure your laptop is plugged into power.
- When you upgrade your Mac to macOS Catalina, all your files and data are reviewed to ensure they're valid and authorized, undamaged, and in the correct locations. Files that couldn't be moved to their new locations will be placed in the Relocated Items folder. You can find the Relocated Items folder in the Shared folder within the User folder. The PDF document in the Relocated Items folder explains what to do with files placed in this folder.
- If you have issues, contact the IT Service Desk at ext. 7-5500 or help.uncc.edu.

macOS Mojave or later

Earlier macOS versions
1. Choose **System Preferences** from the Apple menu, then click **Software Update** to check for updates.
2. If any updates are available, click the **Update Now** button to install them.

3. After downloading, the installer opens automatically.

4. Click **Continue** and follow the onscreen instructions.
5. Close any applications and follow the prompts.
6. You may be asked to sign in with an administrator name and password to install a helper tool, then click Add Helper to continue.

You can verify you are on Catalina by clicking the **Apple menu** in the corner of your screen, choose **About This Mac**. The version of your operating system appears beneath “macOS” or “OS X” in the window that opens. It should say macOS Catalina 10.15 or higher.

### Related FAQs

- How do I upgrade my University Mac to the latest operating system?
- How do I upgrade my university Windows 10 computer to version 1909?
- How do I know what operating system I am running?
- How is my new University Mac different from my old Mac?
- How do I access my H:, S: or J: Drive on my university Mac computer?