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 most managed Macs (not Student Affairs) during Spring 2020. See this Apple website for more details about the latest operating system.

- Desktops: 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.
- If you have issues, contact the IT Service Desk at ext. 7-5500 or help.uncc.edu.

Info
Catalina creates a read-only system volume. Files or data that you previously stored in the startup volume are now stored in this new volume, and some of these files may appear in a new folder called Relocated Items. This in turn, changes the data modified on all files and folders moved to the new volume.
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.

![Software Update](image)

3. After downloading, the installer opens automatically.

![Install macOS Catalina](image)

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.

![Apple menu](image)

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.

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**Related FAQs**

- How do I upgrade my University Mac to the latest operating system?
- Why do I have a Relocated Items folder after upgrading to macOS Catalina?
- 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?