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

A Password in sync box will open. Your login and Active Directory passwords now match. Going forward, use your Active Directory password to log into your Mac.

b. A process to connect to and mount your network drives

i. A box to connect to the server "filer.uncc.edu"

You are attempting to connect to the server "filer.uncc.edu". Press connect to continue.

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

Enter your name and password for the server "filer.uncc.edu".

Connect As:  
- Guest
- Registered User

Name:  

Password:  

Remember this password in my keychain

Click Connect.

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 access my H:, S: or J: Drive on my university Mac computer?
- How do I access H, J, or S drives from off campus using a personal Mac computer?
- What should I do on my university Mac after I reset my NinerNET password?
- Why can't participants see my screen when sharing from macOS Catalina (10.15)?
- Why do I have a Relocated Items folder after upgrading to macOS Catalina?