

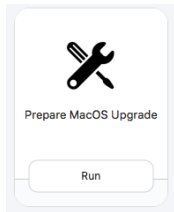
Instructions for Upgrade to Mac OS 10.15

During the summer break you are required to update your computer's operating system. Below are instructions for the two-step process that will complete the upgrade.

Please note that you should plan on a minimum of three hours for this upgrade to complete. While your laptop is upgrading it must be charging with AC adapter plugged in and you MUST not interrupt it. Please just start the upgrade and let it run, undisturbed.

Part 1

Go to Applications >> Self-Service:



Icon:

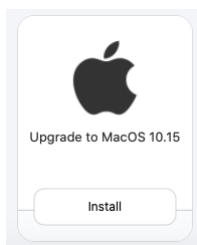
This will prepare your computer for the upgrade. This process will take a while (estimate 1 - 1.5 HOURS).

YOU MUST:

1. CONNECT THE POWER TO THE COMPUTER
2. RESTART YOU COMPUTER AND REOPEN SELF-SERVICE
3. CLOSE ALL APPLICATIONS (if any) EXCEPT SELF-SERVICE
4. CLICK RUN
5. **CLOSE THIS APP WINDOW, BUT LEAVE SELF-SERVICE OPEN**
6. LEAVE THE COMPUTER ALONE

You will see another app appear when this is done.

Part 2:



Icon:

This will upgrade your Computer's Operating System. This process will take a while (An additional 1 to 1.5 hours).

YOU MUST:

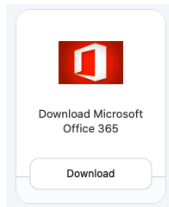
- 1 HAVE THE COMPUTER CONNECT TO POWER
- 2 ENSURE ALL APPLICATIONS, OTHER THAN SELF-SERVICE ARE CLOSED
- 3 CLICK **INSTALL** ON THE ICON LABELED "Upgrade to MacOS 10.15"
- 4 LEAVE THE COMPUTER ALONE, IT WILL REBOOT/TURN OFF & ON A FEW TIMES

5 CLOSE THIS APP WINDOW, BUT LEAVE SELF-SERVICE OPEN

When you see the Log in screen again. You may go back to using the computer.

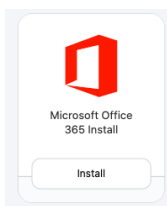
NOTE: If your ability to browse the internet was blocked because you needed to upgrade the computer, after you log back in after step two, you might have to go back to self-service and run the Update Inventory app. This should update our systems and allow you to browse the Internet again.

You will also need to upgrade your Microsoft Office Applications. After the operating system is upgraded. This process will take a while (estimate 1 - 1.5 HOURS).



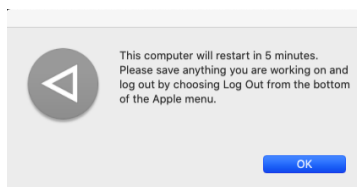
Icon:

- 1 HAVE THE COMPUTER CONNECTED TO POWER
- 2 CLICK THE "Download Microsoft Office 365" DOWNLOAD APP AND THEN THE DOWNLOAD BUTTON
- 3 CLOSE THE APP WINDOW BUT KEEP SELF SERVICE OPEN
- 4 LET THE DOWNLOAD COMPLETE AND A SECOND ICON WILL APPEAR



Icon:

1. HAVE THE COMPUTER CONNECTED TO POWER
2. CLICK THE "Microsoft Office 365 Install" APP AND CLICK THE INSTALL BUTTON
3. CLOSE THE APP WINDOW BUT KEEP SELF SERVICE OPEN LET THE INSTALL FINISH
4. A POP-UP WINDOW WILL APPEAR WHEN IT IS FINISHED, STATING THAT THE COMPUTER WILL RESTART. CLICK OK.



You can either wait for the computer to restart or restart it yourself at this point. After rebooting you can use your computer normally.

As of August 12, 2020, anyone who has not completed the upgrades will have their browsers blocked. After completing the upgrades, go back to Self-Service and run the Unblock Web Browsers App.