

# On your marks!

## Setting up your new Mac computer

This guide will help you set up your Mac computer. Please read it carefully.

The guidance may change at short notice. The most up-to-date version can be found at [inside.barnardos.org.uk](https://inside.barnardos.org.uk) by searching for “**Setting up a Barnardo’s laptop, desktop, tablet or smartphone,**” for which you do not need to be connected to Barnardo’s systems.

**Time required:** 1 to 2 hours, depending on your broadband speed. For most of this time, you can leave the computer downloading and updating, while you continue working on your old device (if available).

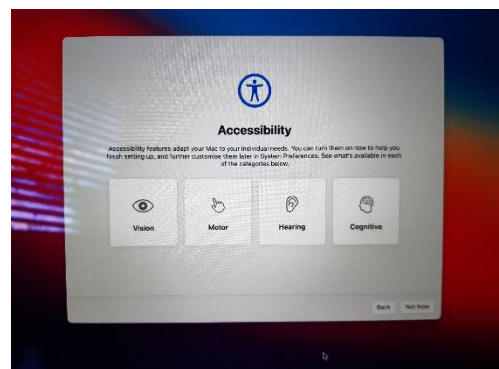
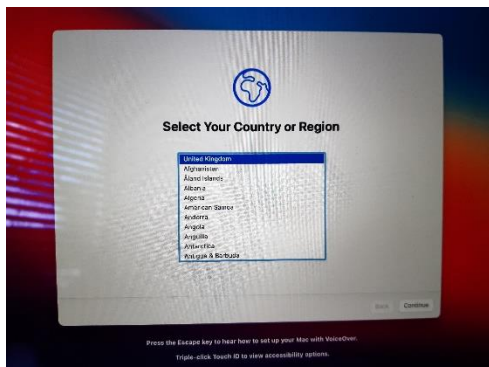
## Essentials

- ✓ If this is a replacement computer, transfer any files you want to retain on your existing computer into OneDrive.
  - ✓ Access to your home broadband unless you are setting your device up on guest Wi-Fi in a Barnardo’s office. We advise against tethering to a mobile device to set up your computer.
  - ✓ A mobile phone for using Okta to verify your identity. If you do not have a mobile phone, please contact the Service Desk to find out how to verify your identity.
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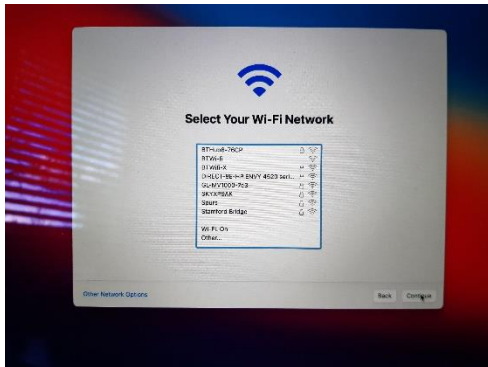
## Powering up and getting online

Please note that the steps below may vary depending on the version of macOS installed.

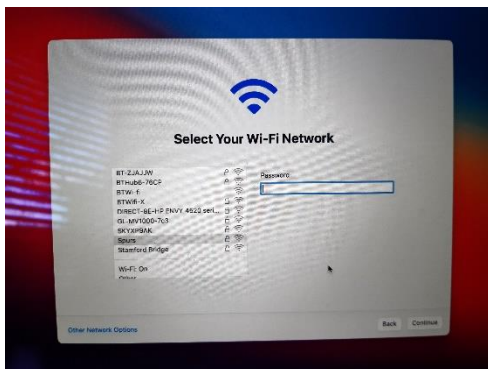
1. **Plug your computer into the mains.**
2. Select United Kingdom and click Continue
3. Select Not Now (unless an accessibility feature is required)



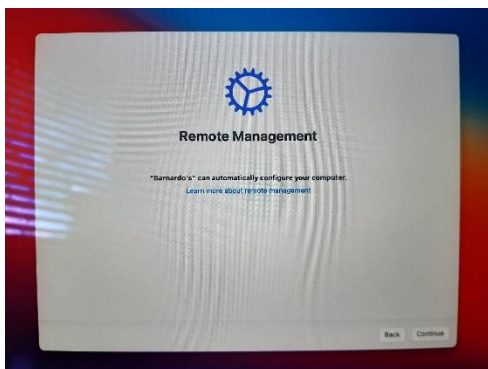
- Select your Wi-Fi network and click Continue



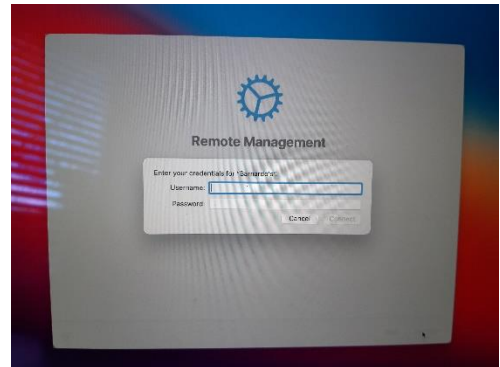
- Enter your Wi-Fi password and select Continue



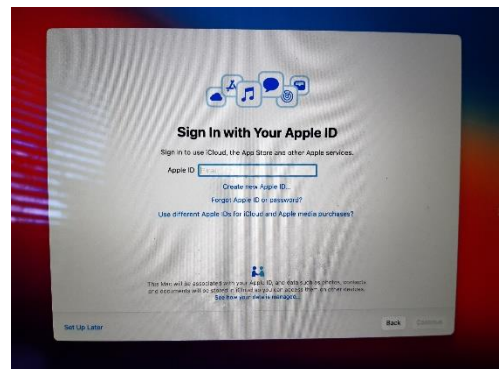
- Select Continue



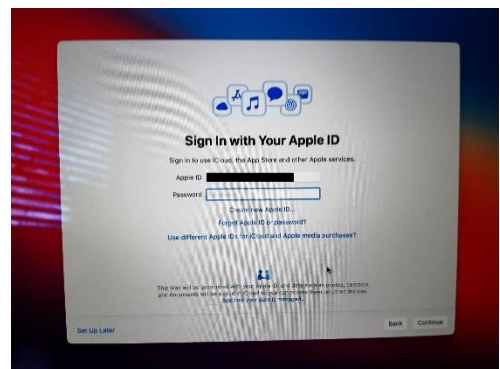
- Enter your Barnardo's email address and password, then click Connect



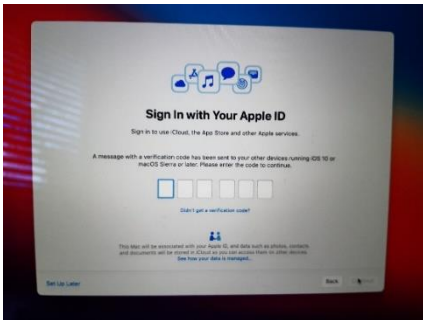
- Enter your Apple ID email address and select Continue (see NOTE)



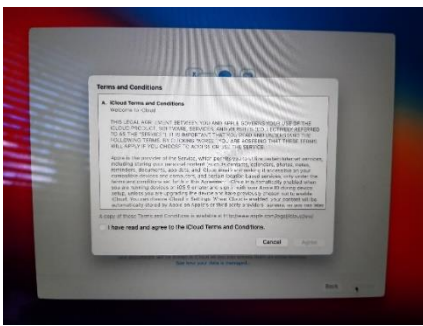
- Enter your Apple ID password and select Continue



10. Respond to the Apple MFA prompt (if configured) and select Continue



11. Tick 'I have read and agree to the iCloud Terms and Conditions' and select Agree



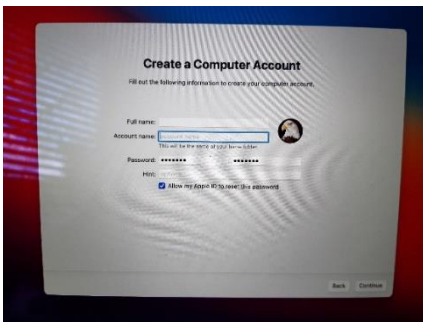
12. Enter your user account information and select Continue

**Full name:** Firstname Surname

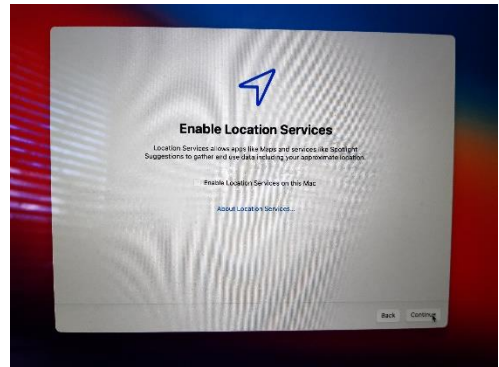
**Account name:** FirstNameSurname

**Password:** Use your Barnardo's password

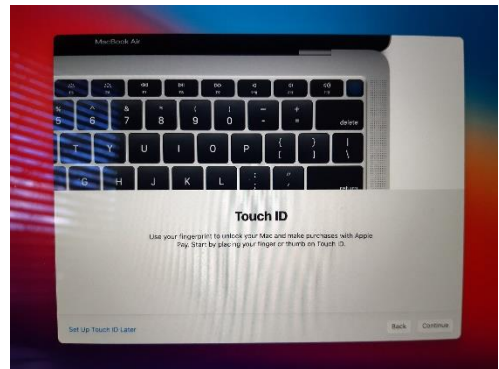
Tick 'Allow my Apple ID to reset this password'



13. Tick 'Enable Location Services on this Mac' and select Continue



14. Select Set Up Touch ID Later and then Continue



**NOTE**

*If you do not have an existing Apple ID, follow the guidance here to create one on another device using your Barnardo's email address -*

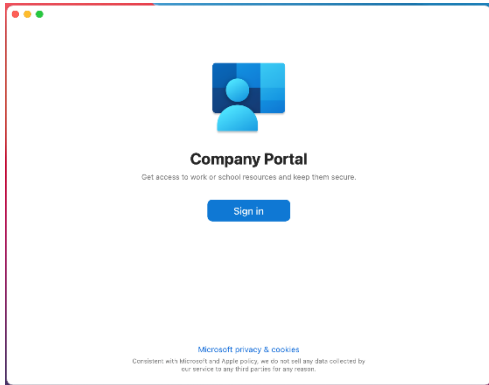
[How to create a new Apple ID – Apple Support \(UK\)](#)

# Get set!

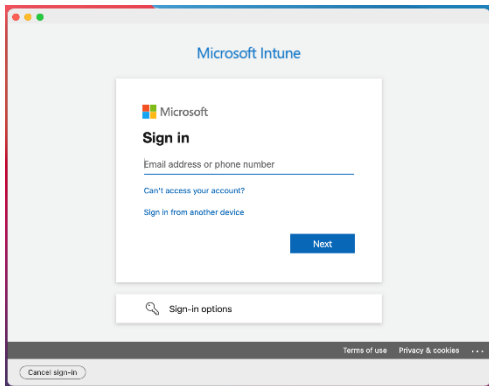
- 15. Your Mac desktop will appear. Launch the Company Portal App from Applications.

You will be asked to allow access to the LogMeIn services in Security & Privacy. This is required for remote support and should be allowed.

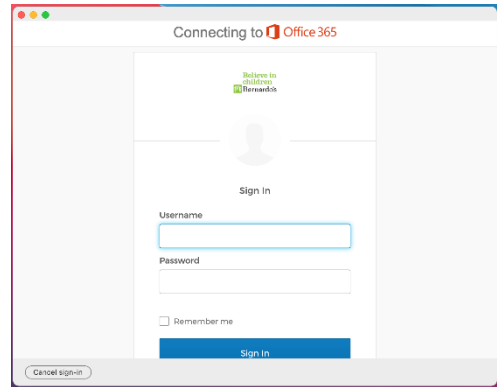
- 16. Select Sign in



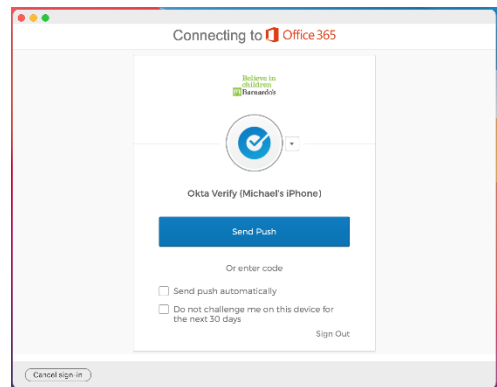
- 17. Enter your Barnardo's email address and select Next



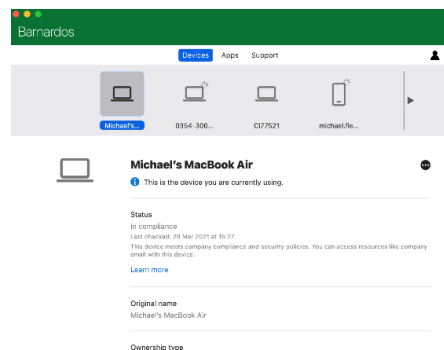
- 18. Enter your OKTA username and password and select Sign In



- 19. Respond to the OKTA MFA prompt (this can be either an SMS message, phone call, push notification or code from the OKTA Verify App on your device)



- 20. You can install Apps from the Intune Company Portal through Apps at the top of the screen



## Go!

1. Finally, although all the key Barnardo's software is installed by default on the computer, you may need to add some additional applications from the Company Portal. If your application is not available here, please contact Service Desk on 0330 222 0199 or log a call through [FirstPoint](#).
  2. Contact the Service Desk and let them know you are setting up a Barnardo's Mac. Our IT Supply Team will then get our partner **Them Digital** to contact you and finish any final setup steps.
  3. That is it – you are all ready to go to work on your new laptop computer.
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## What to do next

Please make sure you complete the following checklist.

- Check for missing software.** If you use any non-standard applications, go to the Company Portal App.
- Contact the Service Desk** and let them know you are setting up a Mac. They will get our partner Them Digital to contact you and finish any final setup steps.
- Visit the Software Support Centre on Inside.Barnardos** and update yourself with our Information Security guidance. It is vital that you understand how to manage our information safely and securely in the cloud.
- Add Office 365 to any mobile work devices**, including smartphones and tablets. Your new Microsoft 365 licence means you can use Office 365 apps on up to five other devices.

**Finally – If this is a replacement computer, once you have set up your new computer, are happy everything is working, all your applications available and working, you must return your old computer to IT Supply within one week so we can reuse it for other members of staff. Please use the box to return your computer and you will find a returns label included and the instructions.**

Guidance on returning equipment can be found at [inside.barnardos.org.uk](https://inside.barnardos.org.uk) by searching for “**Returning equipment**,” for which you do not need to be connected to Barnardo's systems.