



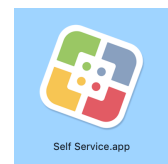
Using Self Service with MacOS

The Self Service application allows you to install and update supported software, and run other utilities on your university-owned computer. Using Self Service requires a stable internet connection.

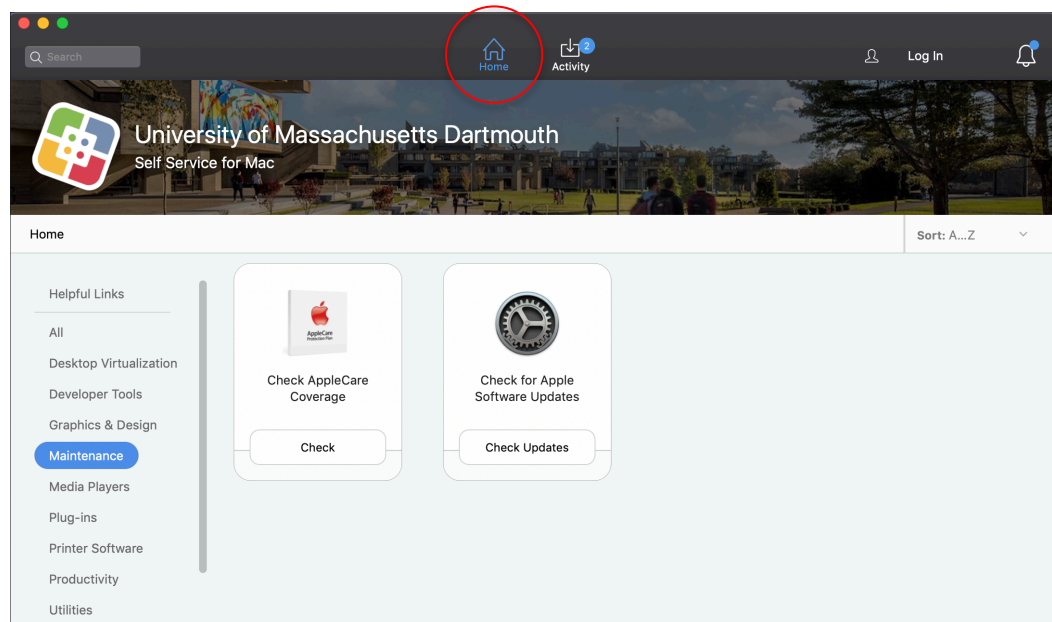
If you have questions, please use the online help form at <https://ithelp.umassd.edu>, contact the IT Service Center at 508-999-8790 or email itscenter@umassd.edu.

Install Supported Software

1. Open the Self Service application, which appears on your Dock, or in your Applications folder. Note that the images in this document depict MacOS 10.14. Your computer may appear differently.



The Self Service window is displayed, with the **Home** tab selected.



Software installers and utilities are grouped into categories shown in the left column.

Click a category name to select it. The **Maintenance** category is chosen by default. The options in the selected category are shown to the right as tiles. In the Maintenance category, you can:

Check to see if your computer has AppleCare coverage.

Check for updates to your Apple operating system and other software.



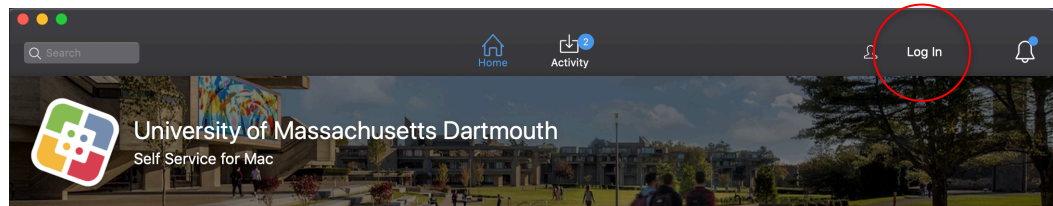
Click **All** at the top of the categories column to display all of the available installers and utilities.

Use the **Sort** pop-up menu in the upper right to organize the list.

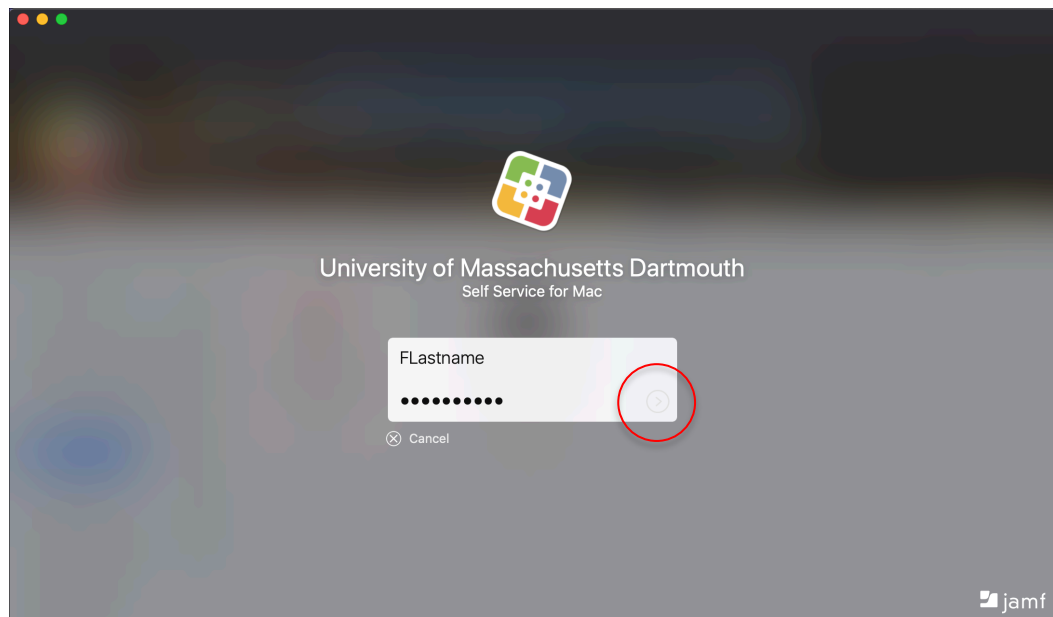
Important

The software available to you via Self Service is limited to freely available titles such as Firefox until you log in!

2. Click the **Log In** button on the right side.



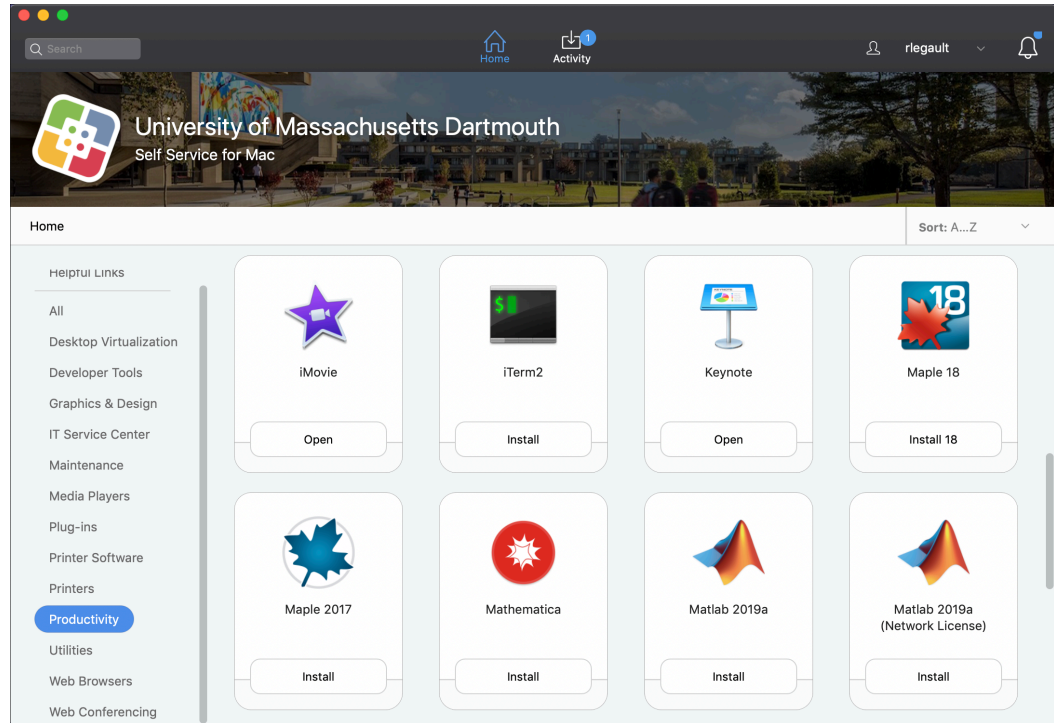
3. The Login window is displayed.



4. Enter your UMassD Logon **Username** and **Password** onto the fields provided, then click the **Login** button.



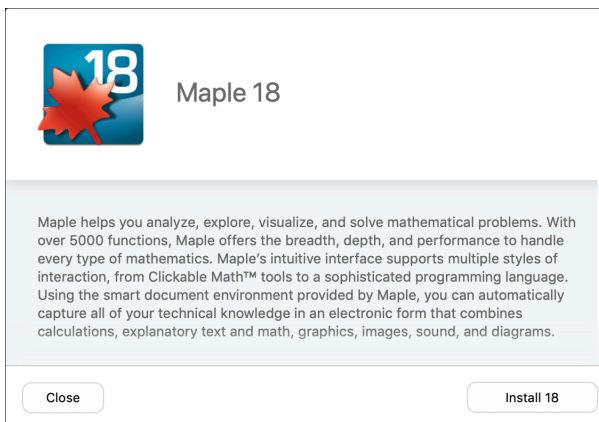
5. To install software, first use the category list to locate the desired application.
The Self Service window is shown here with the Productivity category selected.



Applications that are already installed on your computer have an **Open** or **Reinstall** button below the name.

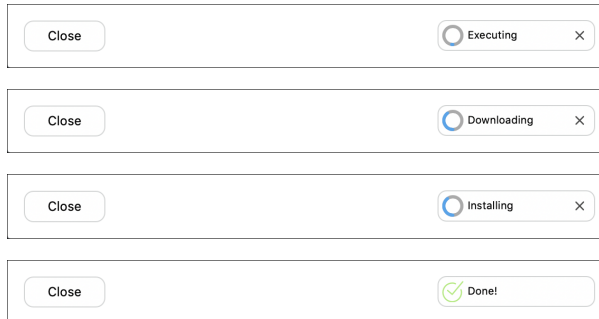
Applications that are not installed have an **Install** button below the name.

6. Click the **Install** button to begin the installation process. An information dialog box is displayed.





- Click the **Install** button to continue. A sequence of messages is displayed in the lower part of the dialog box as the software is downloaded and installed.



Depending on the software you selected, this process may take a long time.

- When the installation is complete, the button changes to **Reinstall**.



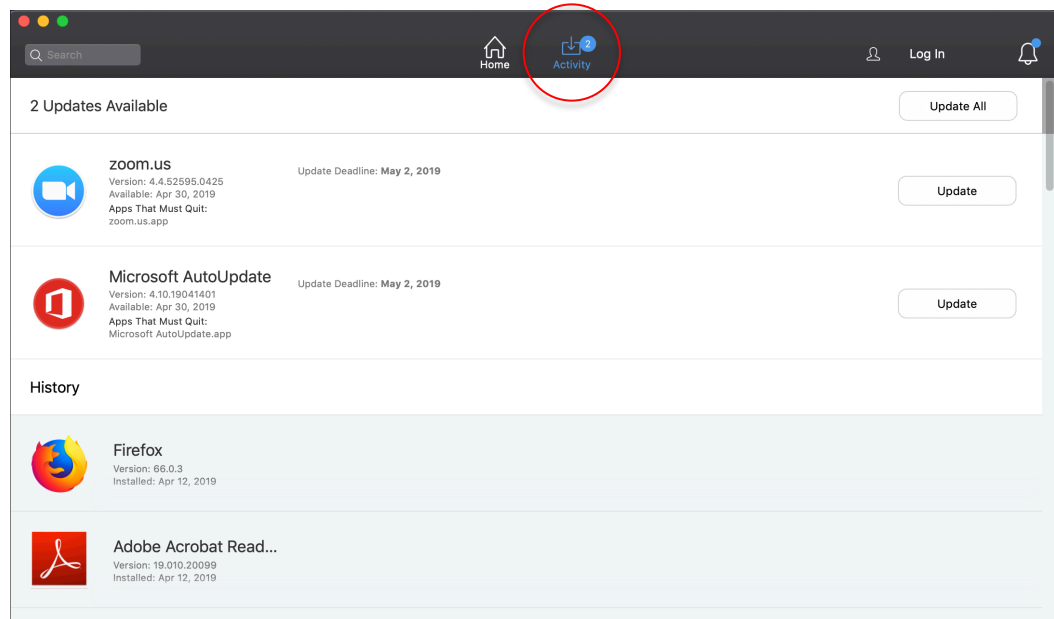
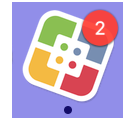
- Click the **Close** button to close the dialog box.
- Install more software or choose **Quit Self Service** from the **Self Service** menu when you're done.

New software appears in your Applications folder.



Update Supported Software

1. Open the Self Service application, which appears on your Dock, or in your Applications folder. You may notice that a red badge appears on the dock icon, indicating that updates are available for your installed software.
2. Click to activate the **Activity** tab. An example is shown below.



Available updates are shown in the top part of the window.

Updates are installed automatically if you haven't installed them by the listed **update deadline**. Security-related updates have a one day deadline.

Updates that have already been installed are shown in the **History** list.

Click the **Update All** button at the top to install all available updates, or click an individual **Update** button to update the selected software.

3. During the update, an indicator is displayed on the right side.



When the update is complete, the selected software moves down into the **History** list.

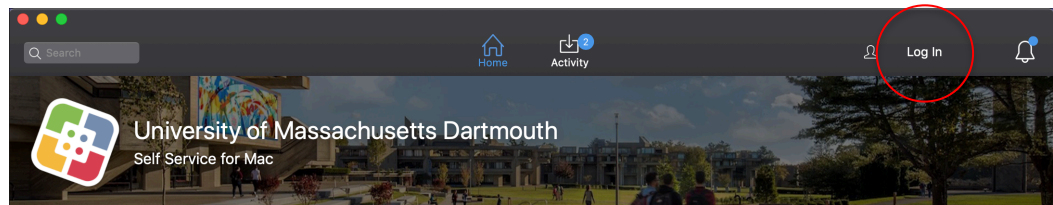
4. Update more software or choose **Quit Self Service** from the **Self Service** menu when you're done.



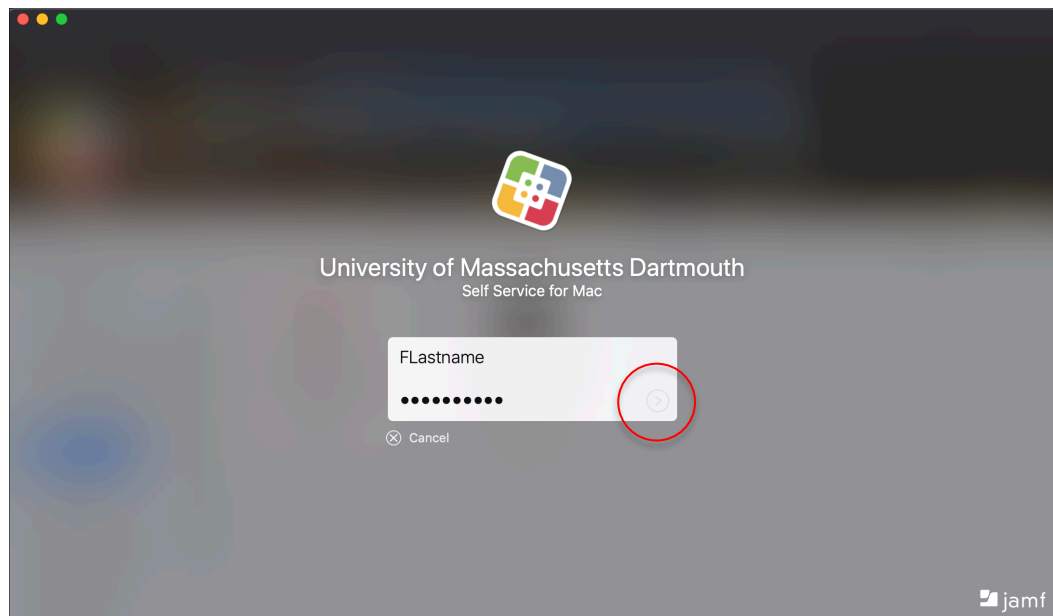
Install Your Own Software

Installing your own software and performing administrative computer tasks usually requires an administrator account. UMass System security policy does not allow local administrator accounts on university-owned computers. You can use Self Service to temporarily elevate your normal account to gain administrator privileges.

1. Open the Self Service application.



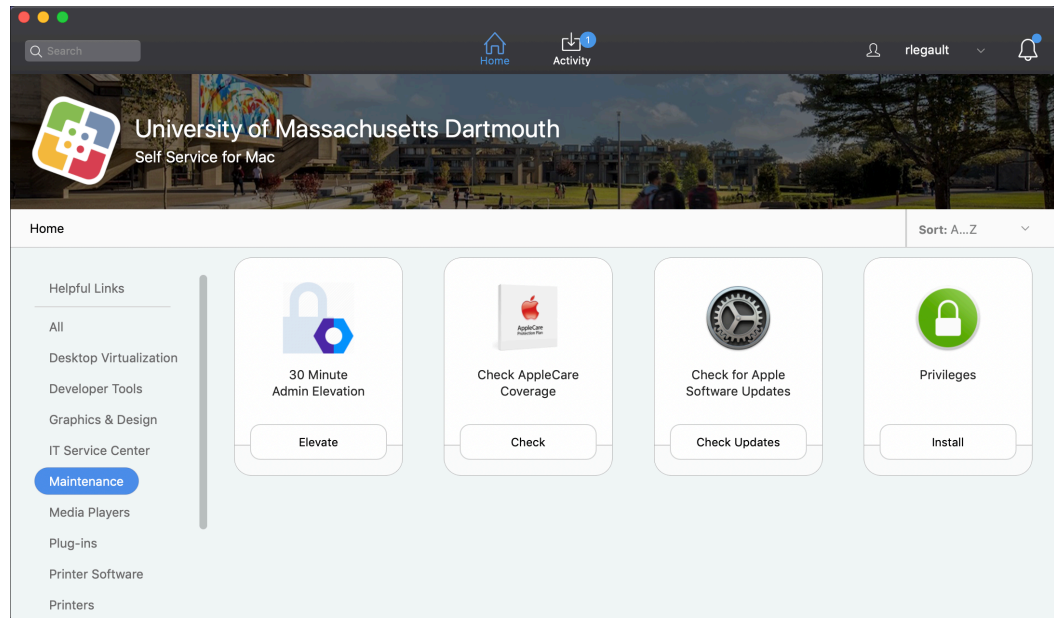
2. Click the **Log In** button on the right side. The Login window is displayed.



3. Enter your UMassD Logon **Username** and **Password** onto the fields provided, then click the **Login** button.

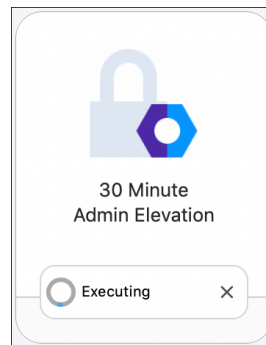


The Maintenance category is selected, and contains additional options.

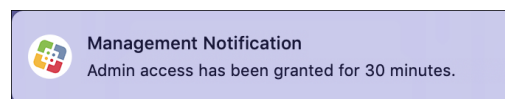


4. Click the **Elevate** button in the **30 Minute Admin Elevation** tile.

A series of messages is displayed at the bottom of the tile.



5. When the process is complete, a notification is displayed in the upper-right corner of your screen.



You have a 30-minute window in which you can install your own software and perform other administrative tasks. If asked for your administrative credentials, use your normal UMassD Logon username and password.

Note that your installation activity is logged when your account is elevated.