Sacred Heart College 1-to-1 Laptop Program

2023

This document is intended to guide families with macOS devices purchased via Winthrop Australia's 1:1 Laptop portal for Sacred Heart College in 2023. Please note, all information presented in this documentation has been verified as correct as of 13 September 2022.

Contents

About Jamf School at Sacred Heart College

What is Jamf School?

Jamf School is a Mobile Device Management (MDM) service that the College is engaging with for students in Years 7 to 9 in 2023. It is a service the College intends to deliver in such a way that enhances students' experience in using the laptops in a learning environment, without restricting the authority and ownership held by students and their families. It will be applied to all Year 7 macOS devices during student orientation in Week 1 of Term 1.

What does Jamf School do on my macOS device?

Jamf School allows ICT Administrators at Sacred Heart College to remotely configure the installation of applications and manage particular computer settings. Students will also be empowered with access to self-service applications that will enhance the classroom learning experience and limit downtime that detracts them from their schoolwork. The College will also undertake actions with Jamf School services that will prevent students from interfering with Jamf School functionality, without impeding the functionality of the device itself.

About Wireless Networks at Home

Connecting your MacBook Air to your Home Wireless Network

An Internet connection is necessary for your macOS device in order to perform the tasks outlined in this document. With an Internet connection, you will be able to create your Apple ID, update macOS and download applications. macOS devices are wireless and require a wireless network connection in order to connect to the Internet.

These instructions assume that your household has a wireless network with access to the Internet and that your wireless network is secured with a WPA2 password. WPA2 is the most popular security encryption method for a small wireless network suited to the common household. These instructions also assume that a device on your network provides a DHCP service for distributing and assigning IP addresses to the devices on your household wireless network.

If your wireless network differs in any way from what is outlined in this document, then it is recommended you contact your Internet Service Provider and request their support in connecting your macOS device to your household wireless network and the Internet.

If you do not have access to the Internet in your household, then please contact the College to discuss alternative options.

About Apple IDs

Setting up an Apple ID Without a Credit Card

An Apple ID is required in order to download App Store applications, any corresponding updates, and connect to Apple's various online services. An existing Apple ID can be used, or a new Apple ID can be created.

To set up the Apple ID for your child you will need:

1. A unique email address that has not been used to create an Apple ID in the past. Each Apple ID must be connected to a SEPARATE email address. Free email services are provided by Google and Yahoo.
2. The Apple ID requires information such as: birthdate, secret questions for account security, and billing info (even when selecting 'None 'in payment info).

Apple IDs for Children under the age of 13

Children under the age of 13 years must have permission from their parent or legal guardian before using App Store and the content it provides. The parent or legal guardian must create the Apple ID intended for the child. Any Apple IDs attempting to register with the owner's birthdate being an age of less than 13 years will be refused by Apple.

Please See ***Apple Media Services Terms and Conditions:***

https://www.apple.com/au/legal/internet-services/itunes/au/terms.html

From Section B - ACCOUNT:

Using our Services and accessing your Content may require an Apple ID. An Apple ID is the account you use across Apple's ecosystem… Your account is valuable, and you are responsible for maintaining its confidentiality and security. Apple is not responsible for any losses arising from the unauthorized use of your account. Please contact Apple if you suspect that your Apple ID has been compromised.

You must be age 13 (or equivalent minimum age in your Home Country, as set forth in the Apple ID creation process) to create an account and use our Services. Apple IDs for persons under this age can be created by a parent or legal guardian using Family Sharing or by an approved educational institution. A parent or legal guardian who is creating an account for a minor should review this Agreement with the minor to ensure that they both understand it.

This means that the parent or legal guardian must create the account and use their information when filling in the required fields. The purpose of this requirement is to protect the information of a minor. In addition, the parent or legal guardian is the one with the ability to change and recover the password for the account.

About macOS and App Store Downloading

Downloading and Installing macOS 13 Ventura

macOS is the operating system employed by Apple desktop and laptop devices. Ventura is version 13 of macOS.

An Apple ID is required when performing this upgrade of the macOS.

Further Support for your MacBook Air

Apple offers many forms of support for people owning and using their products. The Apple website offers information detailing news and other information for their products, including an extensive support page that can help troubleshoot a wide array of issues.

Apple Website: http://www.apple.com/au/

Apple Support: http://www.apple.com/au/support/

Apple ID Assistance: https://appleid.apple.com

Apple also offer support over the telephone at the number below:

Apple Technical Support: 1300 321 456

(Local and national telephone rates apply)

MacBook Air Devices at Sacred Heart College in 2023

At the beginning of Term One in 2023 at Sacred Heart College, students that have received new MacBook Air devices will participate in class time involving the further installation of specialised software and settings. This will prepare the devices for class use at the College in 2023.

Part 1: Turning on your macOS Device for the first time

NOTE: When powering on your macOS Device for the first time, please ensure it is plugged in to a power source. It may not be fully charged yet and may turn off during the following procedures.

Below are some brief notes on information to be aware of when initially setting up your macOS Device. Please observe them as you proceed through each stage of configuration.

- Upon start-up, you will be greeted with a welcome screen, requesting the country you currently reside in. Please choose Australia and continue to the next stage.
- Over the next few screens, you will be prompted to configure certain aspects of your MacBook. At each stage, these aspects and what they do will be explained to you.
  Please choose the settings that suit your needs. If unsure of what to choose, then it is advised to leave the setting in question in its default state.
- If asked to select a keyboard format, the correct keyboard format for the macOS Device is the 'Australian' format. Please avoid choosing a different keyboard layout. Continue to the next stage.
- Users will be asked to select a wi-fi network to join this macOS device to. For more information about wi-fi networks, please see the earlier section discussing wi-fi networks in this document.
  In the list of available wi-fi networks, please find the network best suited to this device and select it. If required, a password prompt will appear. Enter the password for your wi-fi network and proceed to the next stage.

Data and Privacy

Apple will discuss how it manages Data and Privacy regarding your macOS device at this particular stage of set up. If you wish to learn more, please take the time to read the information presented on the screen. When you are ready, proceed to the next stage by pressing the continue button.
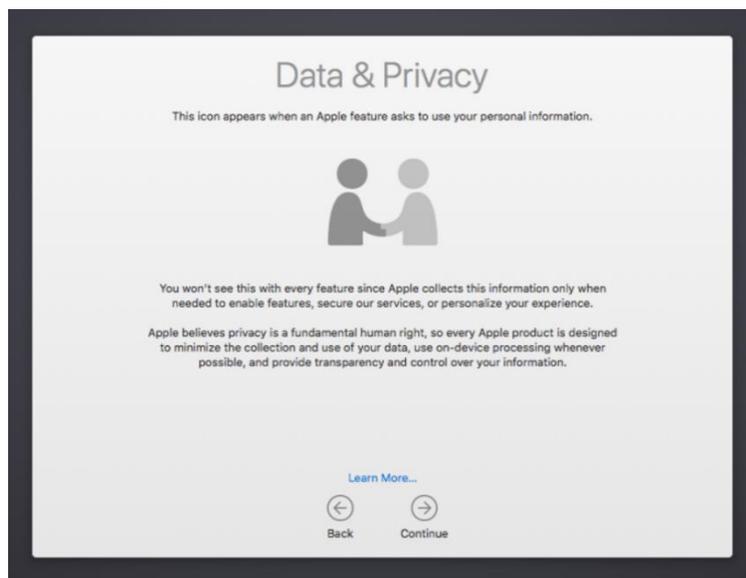
Transferring Information to This Mac

This stage presents users with the opportunity to restore or transfer any data from other macOS devices or Time Machine backups. In this instance, it is best not to restore any data because the device is intended to be used in a 'clean and unused state' at the beginning of the school year. Please choose "Not Now" and not to not transfer any information and continue.
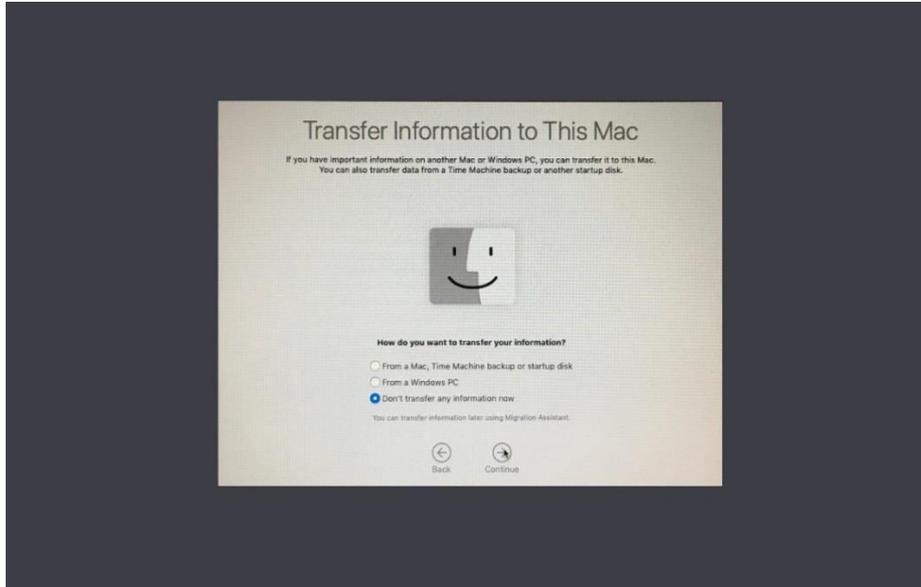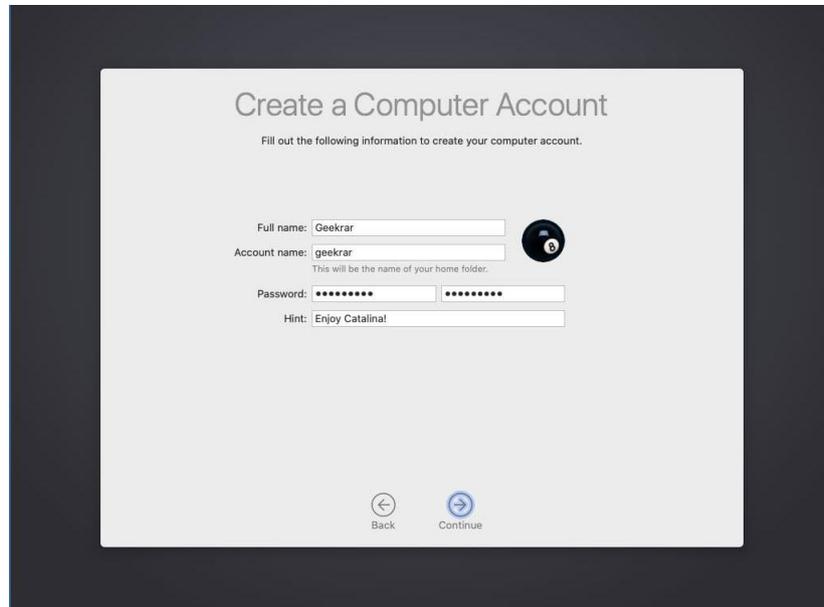

Terms and Conditions

This stage introduces the Terms and Conditions that use of your macOS device is subject to. Take the time to read this information, agree, and continue.
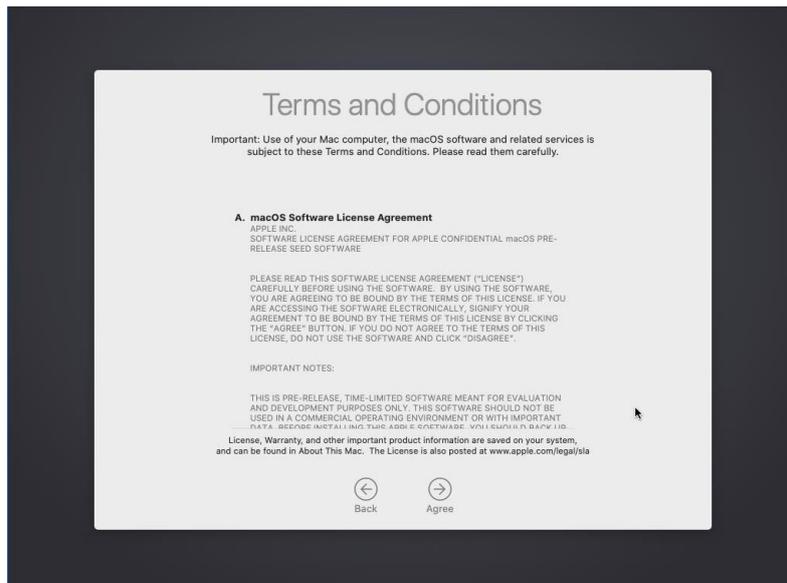
Create a Computer Account

Please create an appropriate account to use on the macOS device. This account will be an administrative account with full access to the device's local functions.

Express Set Up and Analytics

This is the Express Set-Up stage. For ease-of-use, it is recommended to continue to the next stage and not customise settings. This document will leave settings in their default configuration.

When prompted for optional participation with Apple's Analytics for their products, please choose the option that best suits your needs.

This concludes Part 1 of this documentation.

# Part 2: Setting up an Apple ID Without a Credit Card

An Apple ID is required in order to download App Store applications, any corresponding updates, and connect to Apple's various online services. An existing Apple ID can be used, or a new Apple ID can be created. Normally, Apple requires payment methods to be attached to Apple IDs, but there is a method available that will allow creation of an Apple ID without payment methods.

Before creating a new Apple ID for your child, please see the section discussing Apple IDs for minors earlier in this document.

1. Open the App Store app and find a free app. The 'Keynote' app is a free application for macOS devices. Click the 'Get' button, then click 'Install'.
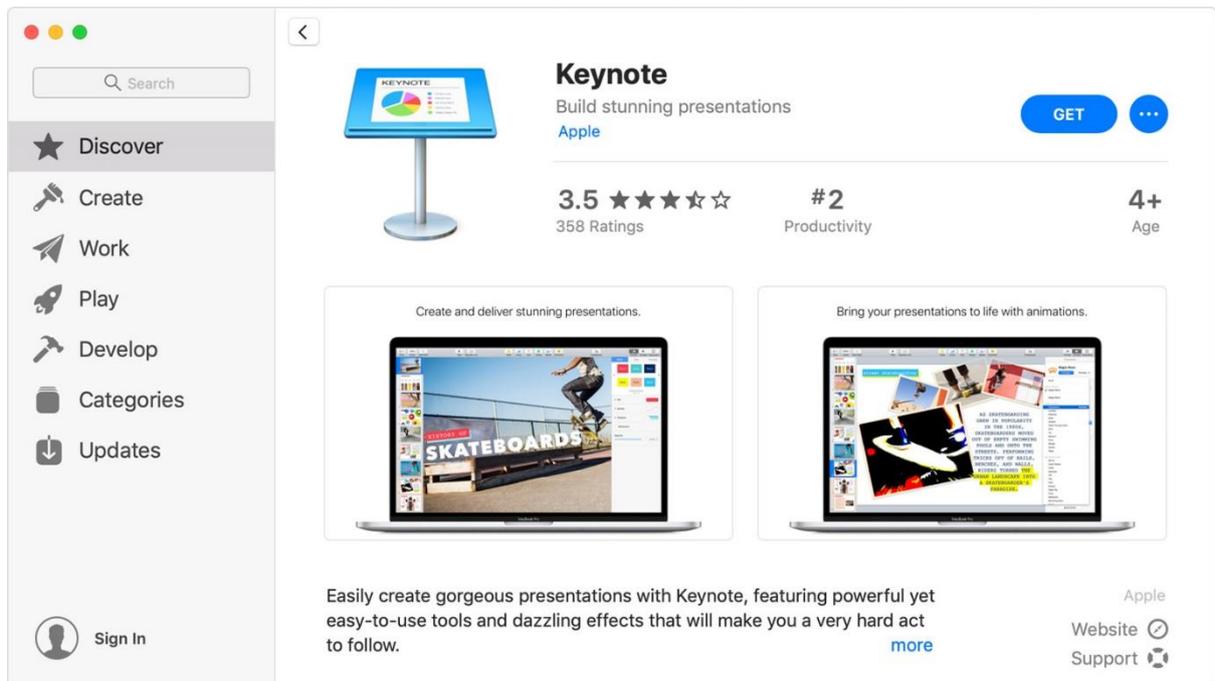
2. When you are asked to sign in with an Apple ID, click Create Apple ID. If you don't see an option to create a new Apple ID, you are signed in to the App Store, iTunes Store, Apple Books, or iCloud with an existing Apple ID. If so, then please sign out of this existing Apple ID.
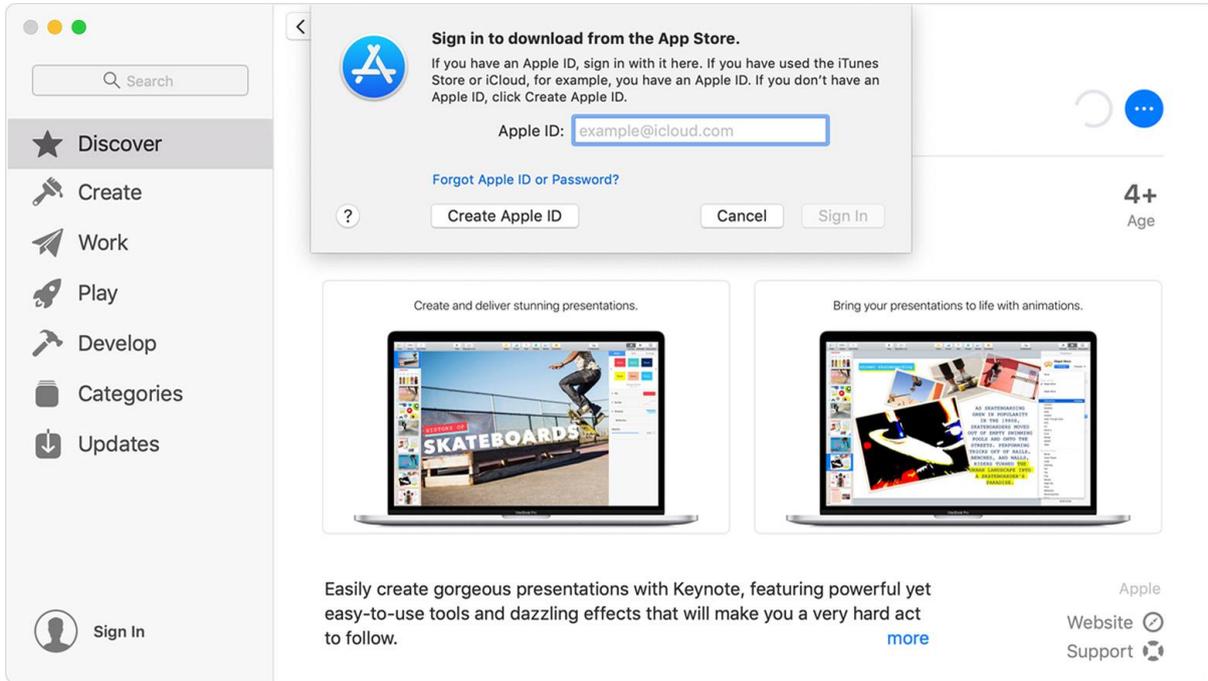
3. Follow the onscreen instructions to create a new Apple ID. When you are asked for payment information, choose 'None' as the payment type. An example of this can be seen below.
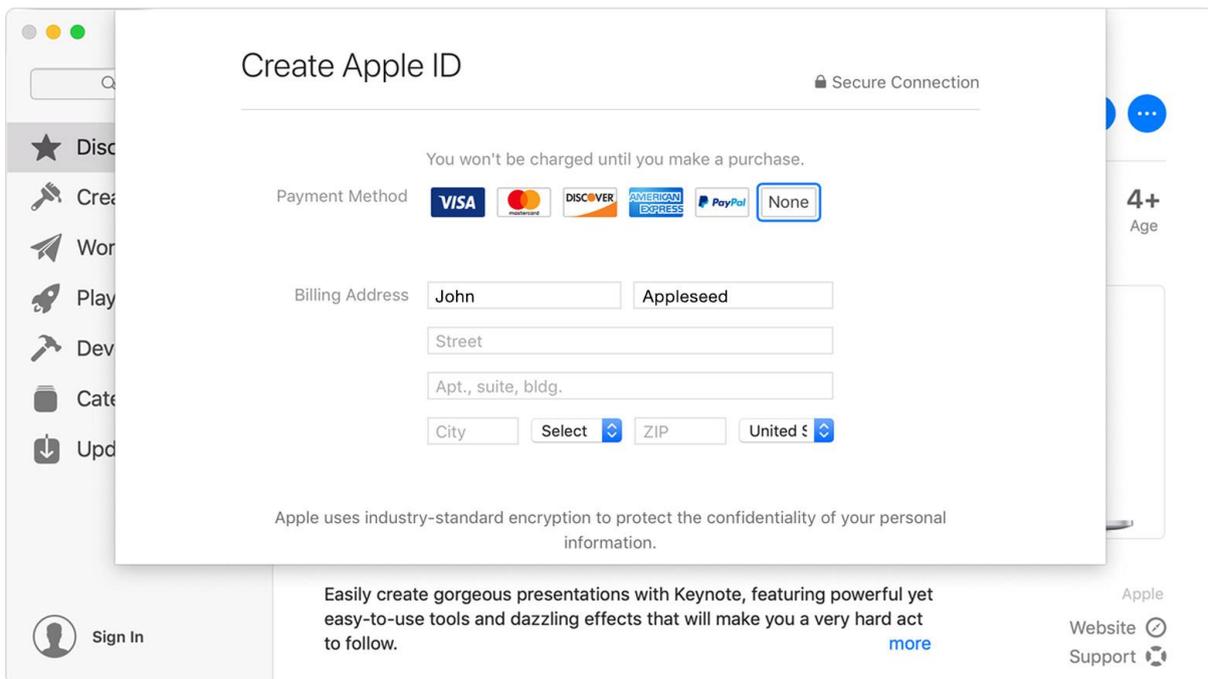
4. After you enter your information, you will be asked to verify a trusted phone number if you are eligible to use two-factor authentication. Otherwise, you will be asked to verify your Apple ID by email. You must verify your Apple ID before you can begin using it.

5. Following the verification of your Apple ID via one of the aforementioned methods, your Apple ID will be ready to use!

This concludes Part 2 of this documentation.

Part 3: Downloading and Installing macOS 13 Ventura

In October 2022, Apple will release their latest iteration of macOS, called Ventura. macOS is the operating system employed by Apple desktop and laptop devices. Ventura is version 13.0 of macOS.

This update to macOS is available as a free update. The bundled package you have purchased from Winthrop Australia contains a MacBook Air device that may operate using an older version of macOS. The following instructions will assist in the updating of your device's operating system.


With any major software upgrade, it is prudent to have a back-up of your device. In this instance, there is not much data to back up with your device at this stage of the activity. In future situations when upgrades to operating systems occur; a back-up of the device is recommended.

1. Open the Apple Menu in the top-left-hand-side of the screen.

2. Select System Preferences from the Apple Menu. The following window will open:
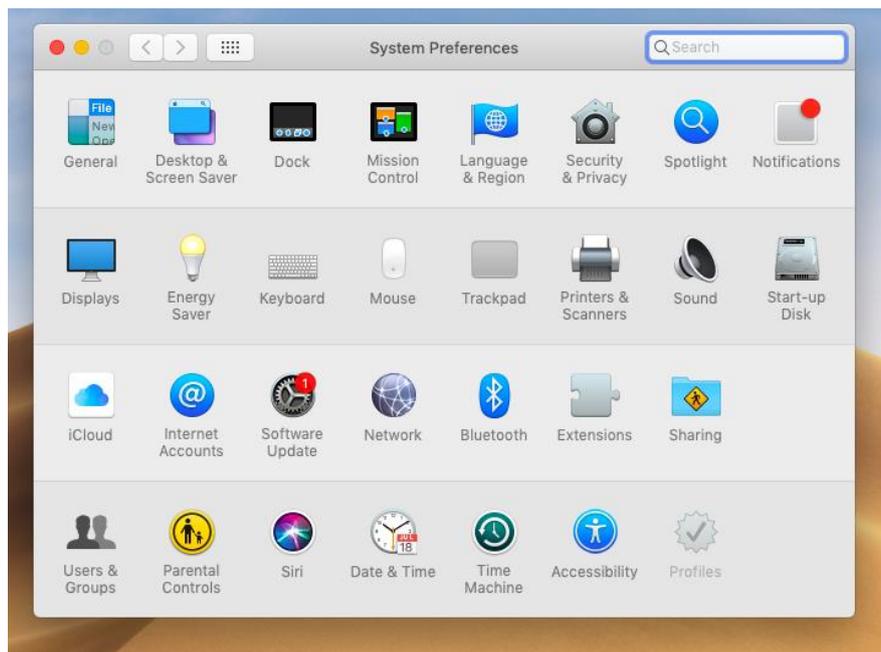
This is the System Preferences windowpane. From this window, select 'Software Update'

3. Choosing 'Software Update' will prompt your device to check for any updates to the operating system over the Internet. In this case, we are looking for the upgrade to macOS Ventura.

PLEASE NOTE: Please keep your device connected to an external power source via its power supply during the macOS Update process. If your device is switched off during this updating process, it runs the risk of becoming damaged and unusable.

This concludes Part 3 of this documentation.

TROUBLESHOOTING

For assistance setting up your MacBook with:

•Wireless Networks

•Printers

•External Displays

•Other miscellaneous devices...

...as well as troubleshooting any issues with your MacBook please contact Apple Technical Support.

Apple Technical Support
1300 321 456

(Local and national telephone rates apply)