

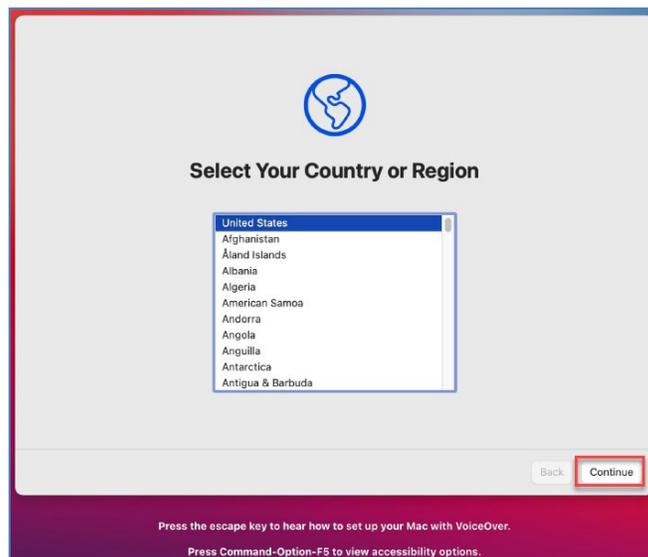
# MacBook Pro Device Enrollment and Configuration Set Up Guide

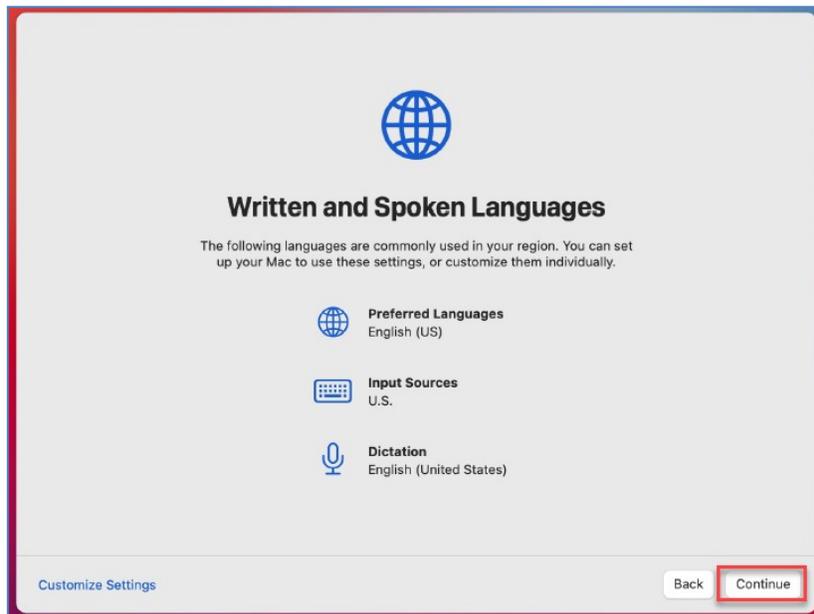
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## Enrollment

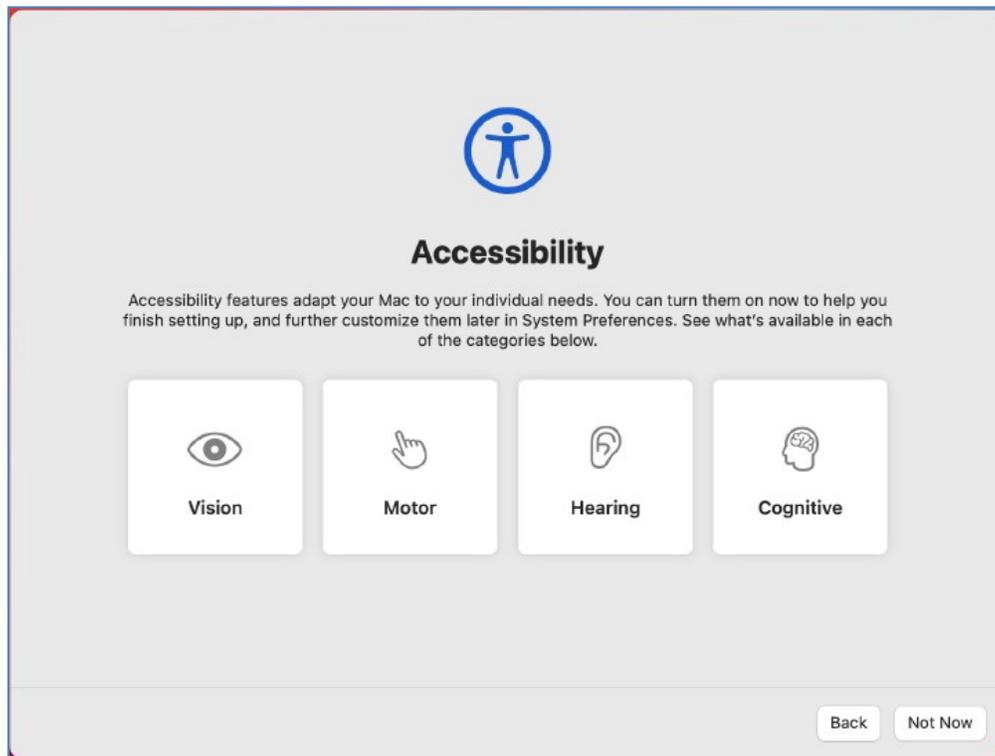
When starting a new device (or a properly configured re-used device) for the first time you will automatically be guided through the Device Enrollment process. The below steps illustrate the process.

1. Select your Country or Region and click **Continue**.

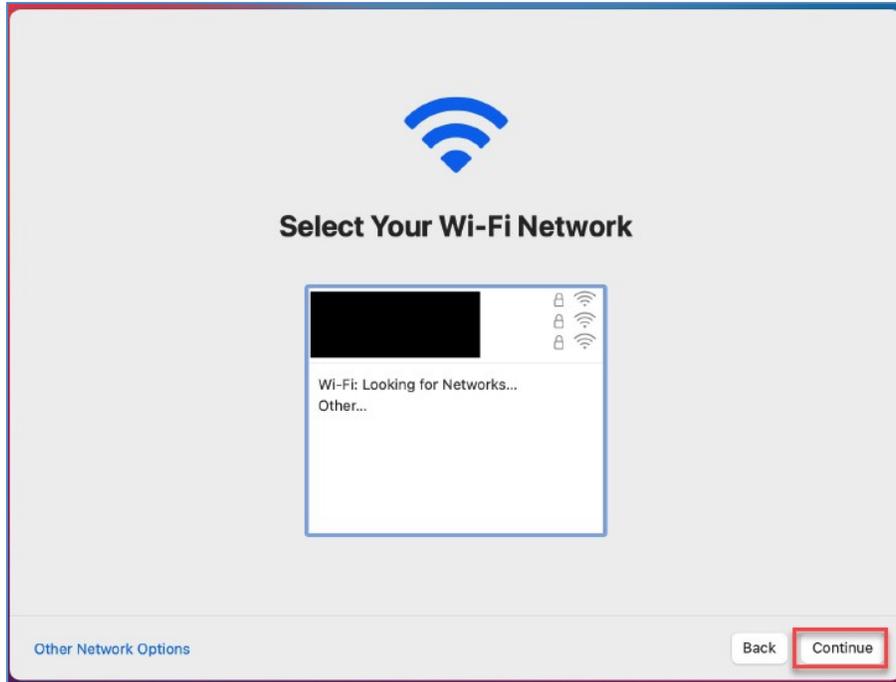




- 2. Enable any Accessibility options needed (most users can simply click **Not Now**).

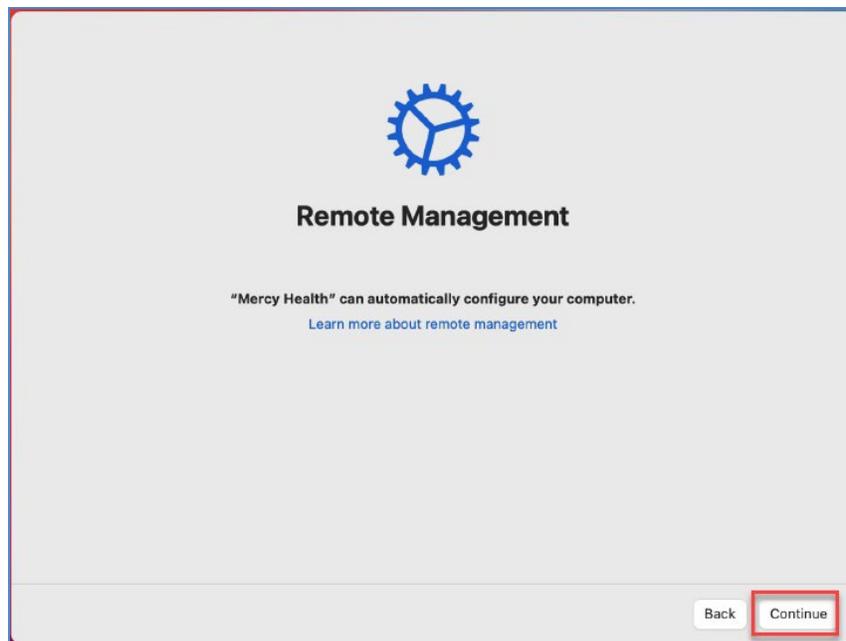


3. If you aren't connected by ethernet you will be prompted to log into your wireless network. Select the appropriate Wi-Fi network and click **Continue**.

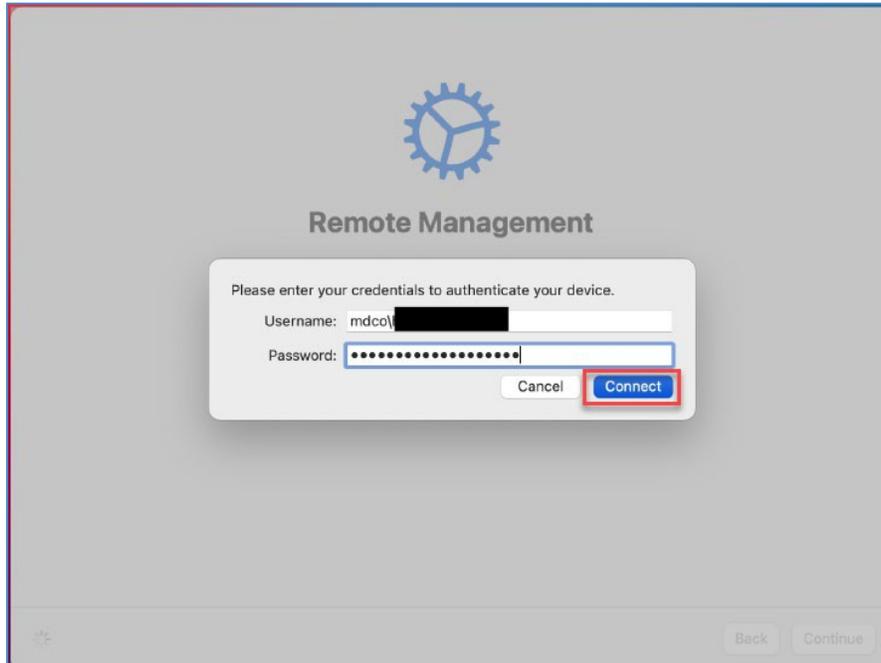


4. You should receive a notification that your device will be automatically configured by "Mercy Health", click **Continue**.

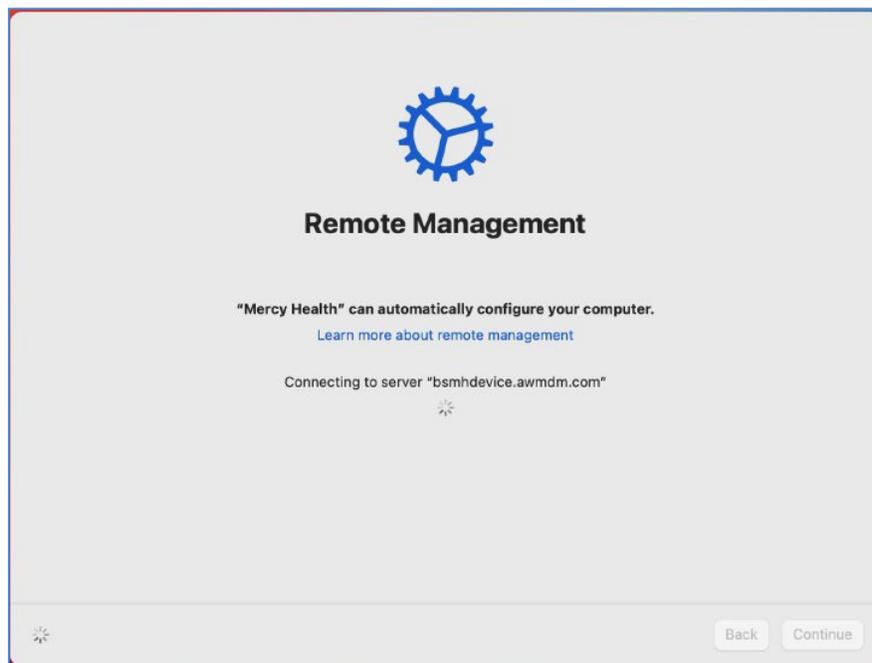
**NOTE:** If you do not see this screen, do not proceed any further. Contact I&T for further assistance.



- 5. When prompted for credentials, log in with your Username in a **domain\Username** format. For example MDCO\LNAM0000, or ADS\91852. The password will be the same password you normally use to log into your workstation.

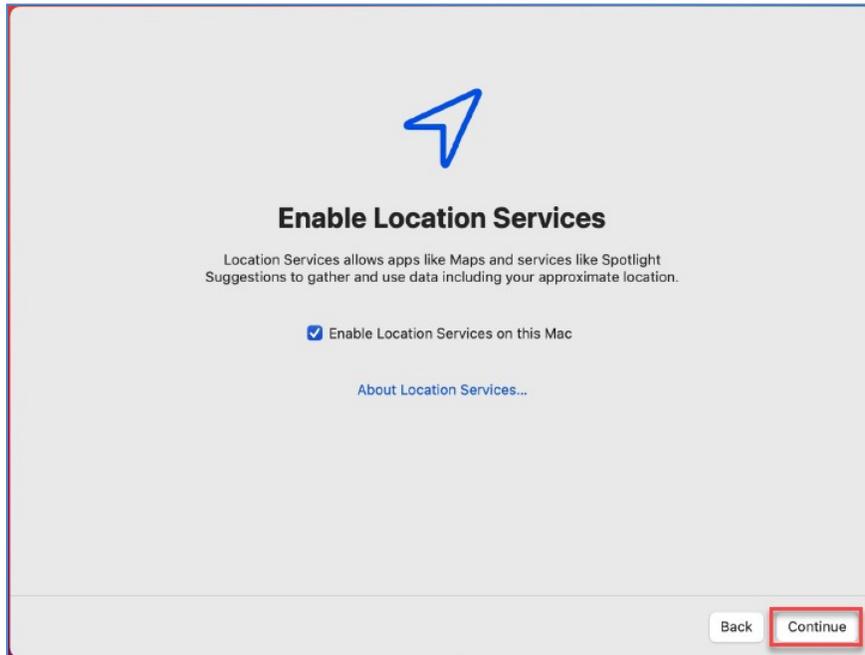


- 6. After authenticating, you will see a series of status messages about connecting to the server and installing profiles, followed by a message that enrollment is finishing.

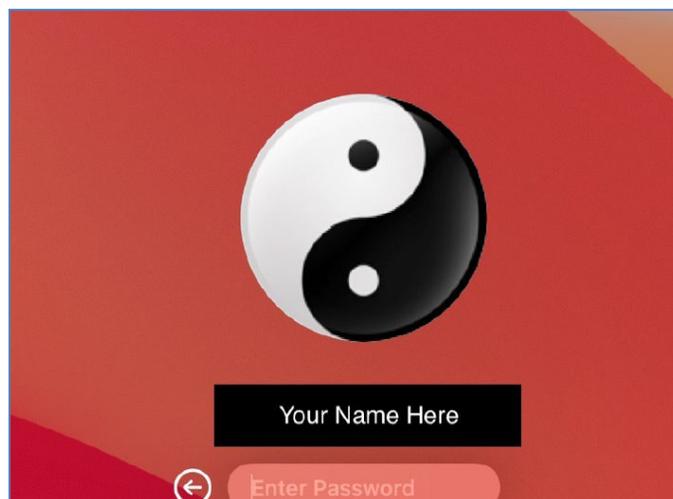


- 7. You will then be prompted to Enable Location Services. Check the box and click **Continue**.

**NOTE:** If you do NOT enable Location Services your system time will not be set correctly, and some functionality may not work. Additionally, this will be enabled automatically in the background and will cause an unexpected restart.



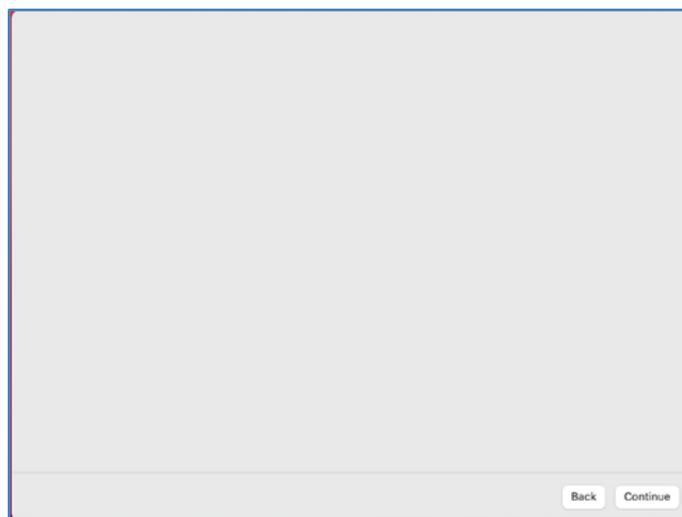
- 8. You will be taken to the Login Screen. Click on your name and enter your network password.



- 9. A notification will load that the system is “Updating managed settings...” You can either click **OK** or wait and it will disappear automatically after completion.



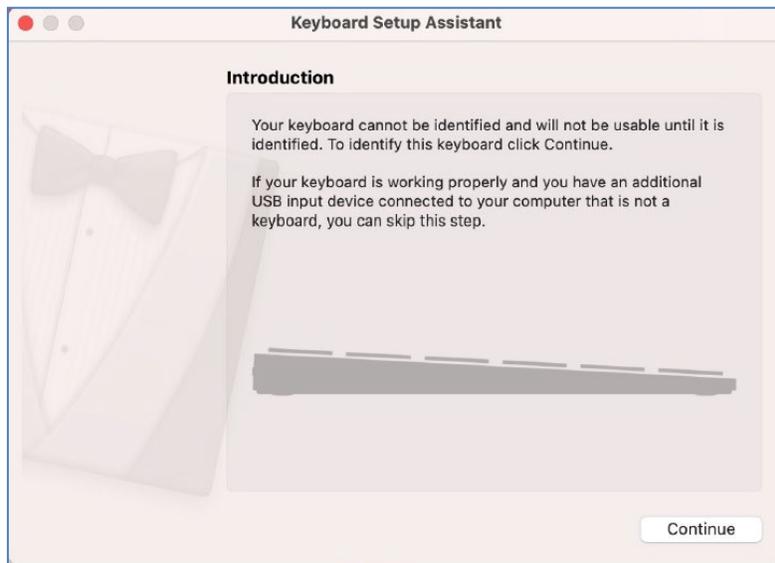
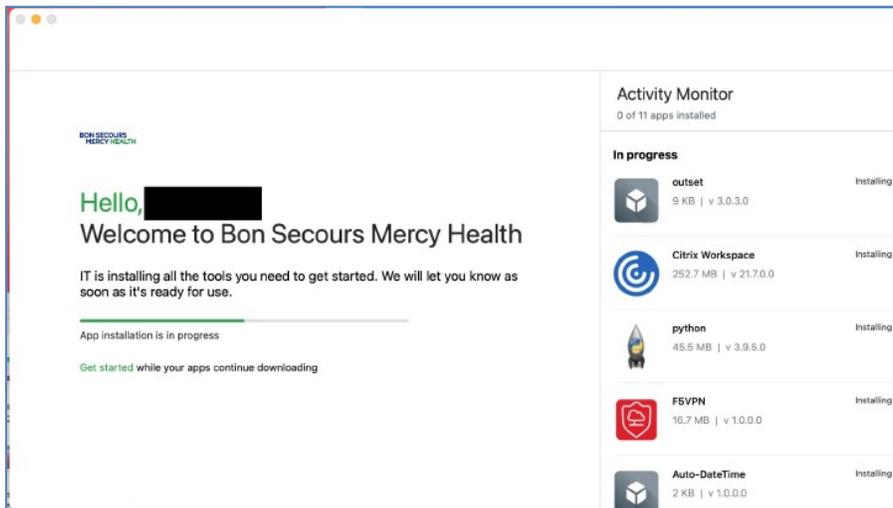
- 10. Systems running Big Sur sometimes temporarily display a blank dialog box at this point. This will disappear on its own momentarily and can be ignored.



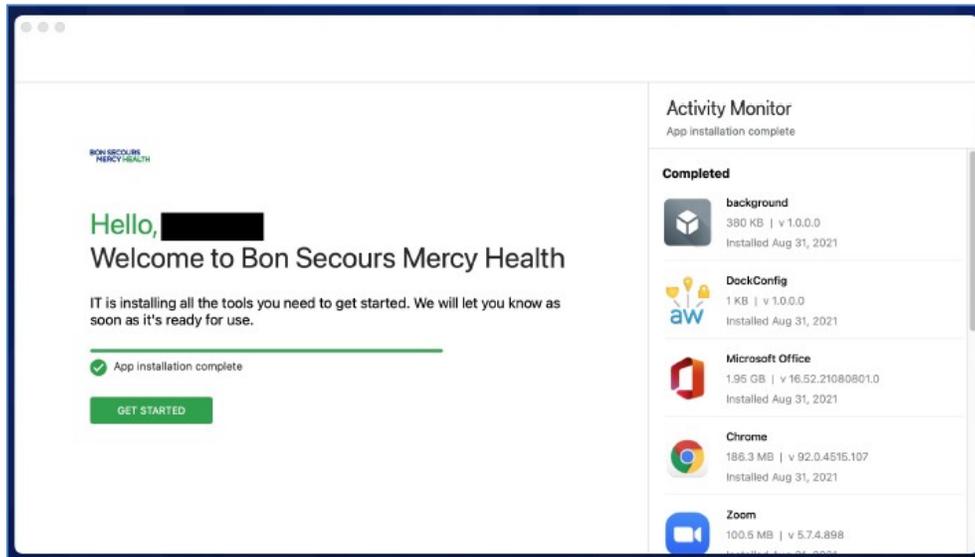
11. At this point, your desktop should load. Do not open any applications at this time. After a moment the Workspace ONE Intelligent Hub app should load automatically and begin showing you the installation progress of all automatically-deployed applications.

**NOTE:**

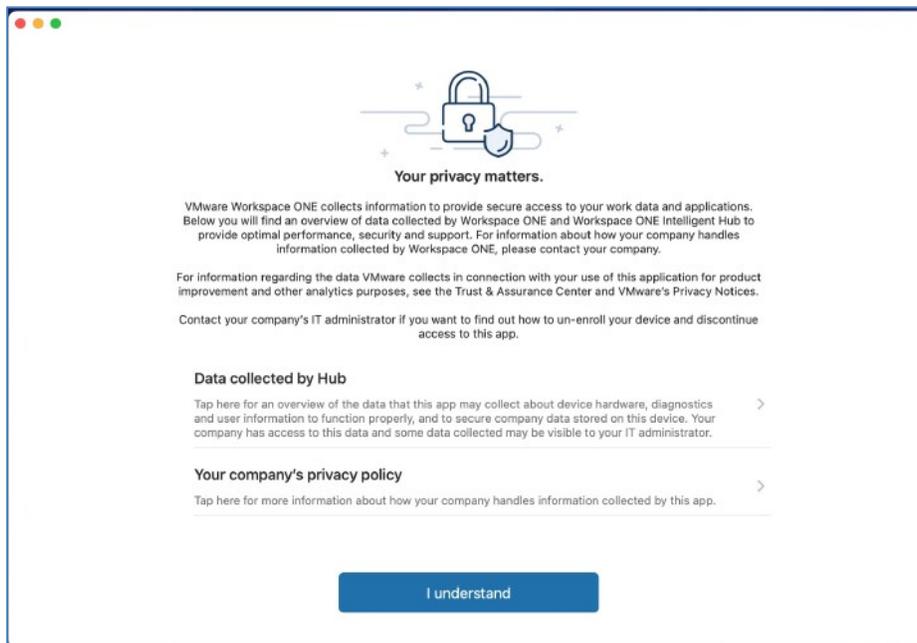
- If you have a non-Apple external keyboard connected, you may also receive a prompt about configuring the keyboard. Follow the steps indicated to complete the configuration.
- If you are already connected to the BSMH network at this point, you may be prompted to configure the SSO Extension. See the [Connect BSMH VPN and Configure SSO Extension](#) section (skip the VPN steps).



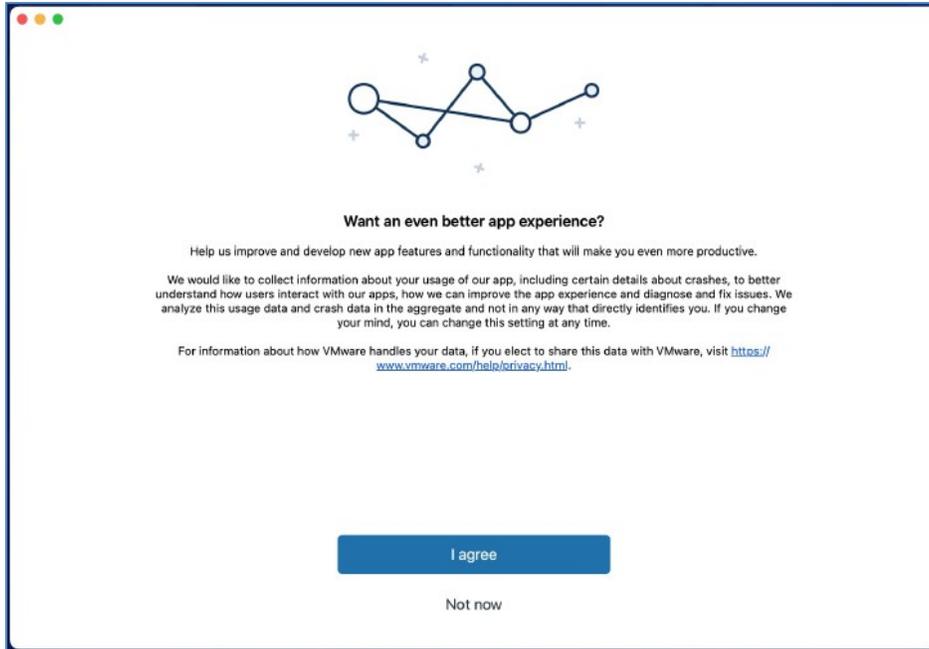
12. Wait for all apps to complete installation. Depending on your connection speed this can take anywhere from 30-90 minutes to complete. When it is finished, your desktop wallpaper will have changed, and the Hub will have a note saying “App installation complete” with “Get Started” button.



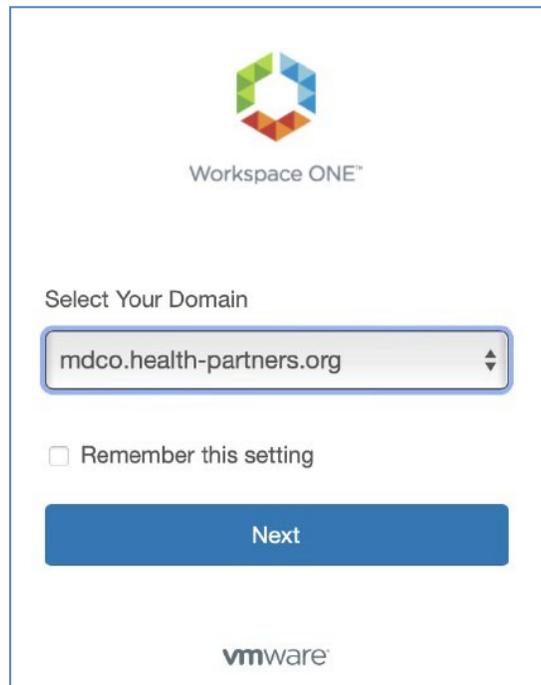
13. Click **Get Started** to view the privacy policy then click **I understand** to proceed.



14. The Intelligent Hub will request permission to collect anonymous usage data for product improvements. Select whichever option you prefer.



15. You may be prompted to authenticate to the Intelligent Hub app. If so, select the appropriate domain and log in with your network credentials.

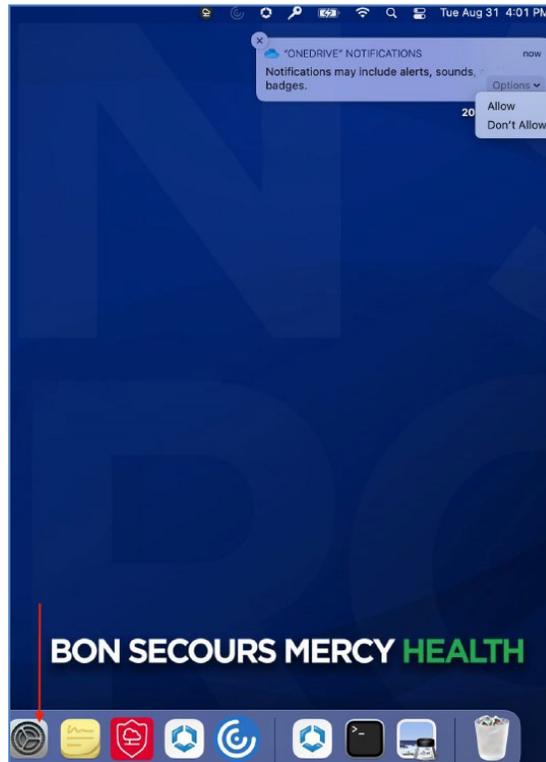


16. At this point enrollment is complete, you can explore the Intelligent Hub for other optional software or simply close it and proceed with the following steps.

### First Run Configuration

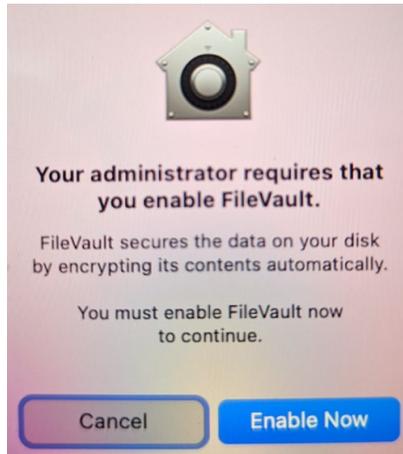
#### Notifications

When launching most apps for the first time, MacOS will prompt to allow it to enable notifications as seen in the following image. You can choose to either allow or block these notifications as you wish. If you want to change this setting later select **System Preferences** (indicated by the red arrow in the below screenshot) > **Notifications** and change the settings for the app.



## **McAfee FileVault Configuration**

Upon workstation login, you will receive a prompt from macOS that your administrator requires you to enable FileVault. Click on “Enable Now” to begin this process, and your startup disk will begin encryption in the background.



### Connect BSMH VPN and Configure SSO Extension

These steps are only necessary if you are NOT on the BSMH network.

1. Click **Launchpad**, then select the **F5 Access** App.



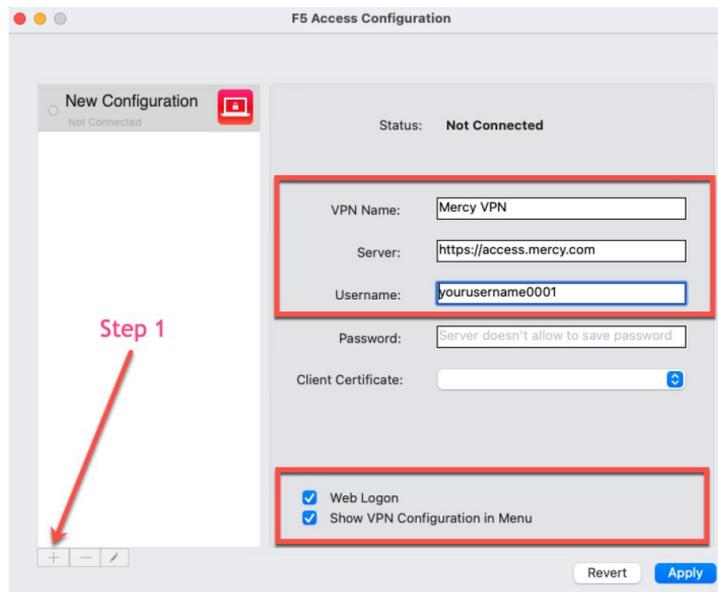
2. Click **Agree** to the F5's Terms and Conditions.



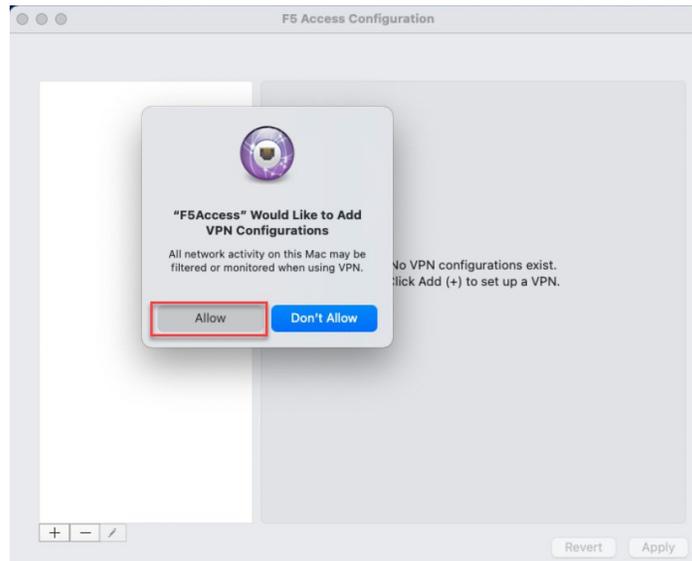
3. Select **F5 Access** on the top right of the screen then Manage VPN Configurations on the drop-down menu.



4. Verify the items within the red boxes on the image below are complete.
5. Click the + button (step 1).
  - VPN Name: Mercy VPN
  - Server: https://access.mercy.com
  - Username: Your username you use to login with
  - Assure Web Logon is checked
  - Assure Show VPN Configuration in Menu is checked.
6. Click **Apply**. Exit out of window, by clicking on X at the top left of the window.



7. Click **Allow** to add VPN configurations.



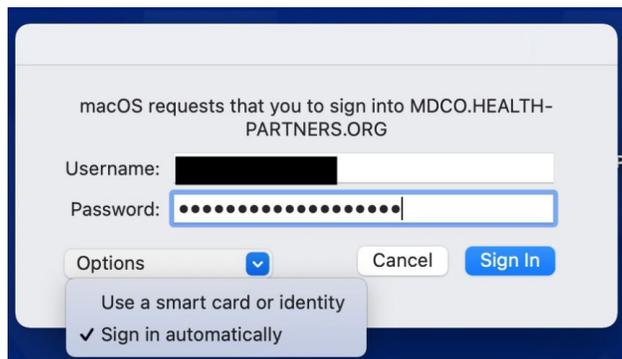
- 8. Click on **F5 Access** again on the top right of the screen then select **Mercy VPN**.



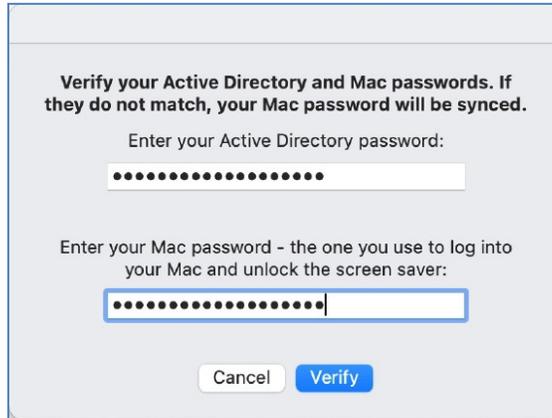
- 9. Select the correct domain and log into the VPN client using your network credentials. You will also need to provide Multi-Factor Authentication using Symantec VIP.



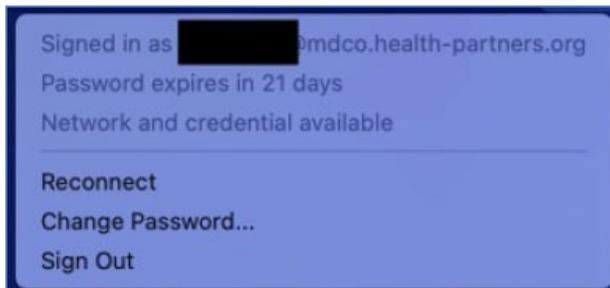
- 10. A popup will generate from the SSO extension requesting you to sign into either MDCO.HEALTH-PARTNERS.ORG or ADS.BSHSI.COM (depending on which domain your user account is in). Please enter your network username and password, click the **Options** dropdown and select **Sign in automatically**. Click **Sign In**.



- 11. The SSO Extension Icon (The Key Icon) in the notification bar will turn solid white and you will be prompted to enter both your Active Directory password and your Mac password. If you enrolled using the directions above these will be the same. If you are enrolling a device that was previously configured your Mac password may be different.
- 12. Click **Verify**. If the passwords did not match already, the local mac password will be updated to match your AD password, and the passwords will be kept in sync going forward.



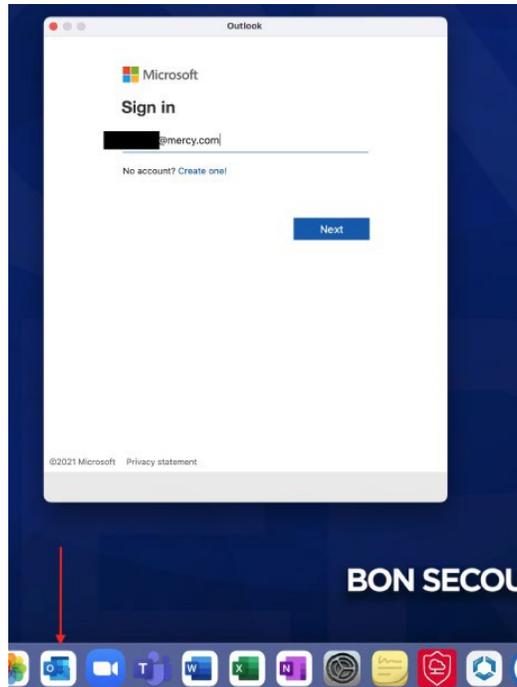
- 13. Click on the SSO Extension Icon and note that you can see your password expiration time as well as options to change your password or sign out.



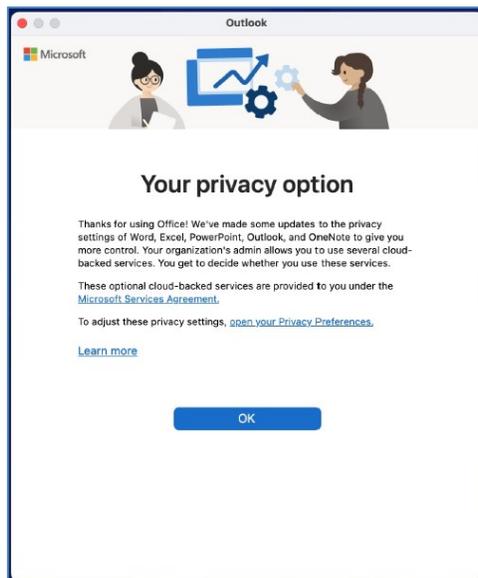
**NOTE:** If you are having difficulty accessing F5 VPN, you can navigate to [access.mercy.com](https://access.mercy.com) in your browser.

## Register Microsoft Office

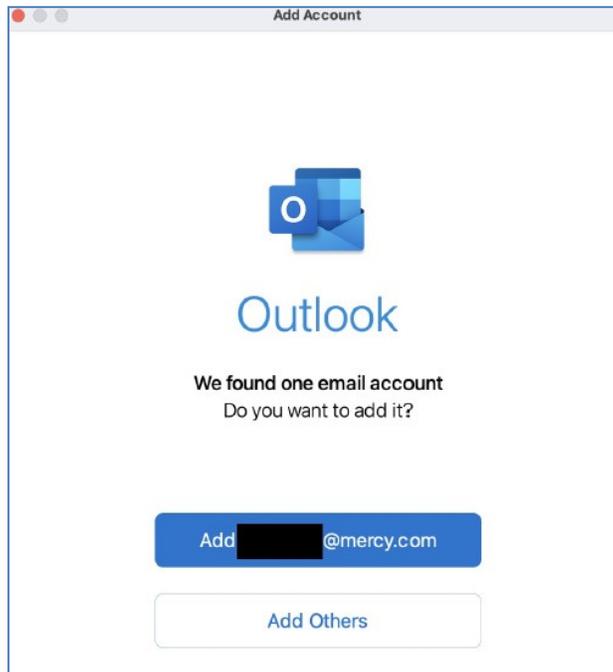
1. Launch Microsoft Outlook by clicking on the icon in the dock (it may take a moment to launch the first time). You should see a sign-in screen.
2. Enter your @mercy.com or @ads.bshsi.com username and click **Next**. Enter your network password (future logins to office apps should occur automatically using the SSO extension). Click **Sign In**.



3. On the following screen, click **Ok**. You can optionally click the link to open your Privacy Preferences if you wish to review them.



4. Once sign in is complete it will automatically detect your email account and give you the option to add it. Select to add.

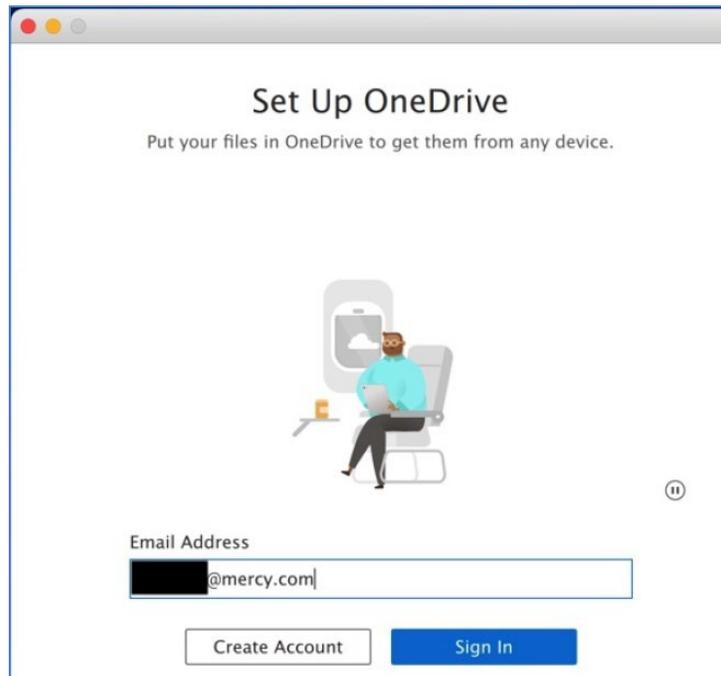


## Log into OneDrive

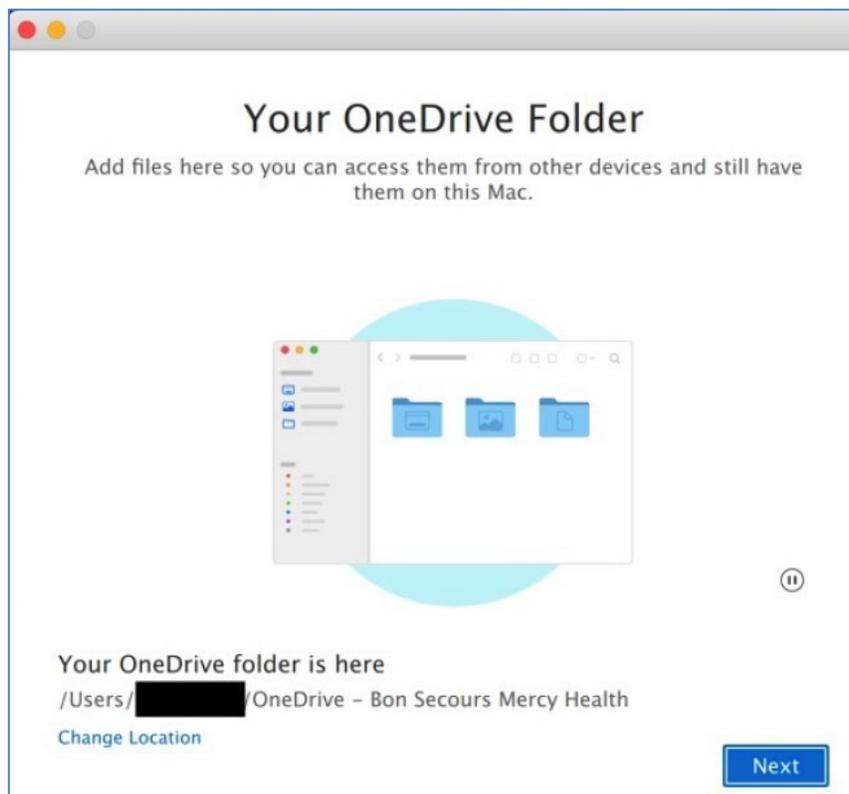
1. Launch OneDrive by opening the Launchpad, as shown below, and search for **OneDrive**.



2. Enter your @mercy.com or @ads.bshsi.com username and click **Next**.

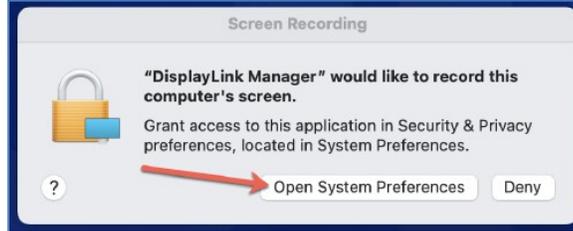


3. OneDrive should automatically sign on and show you the path to your local OneDrive folder.

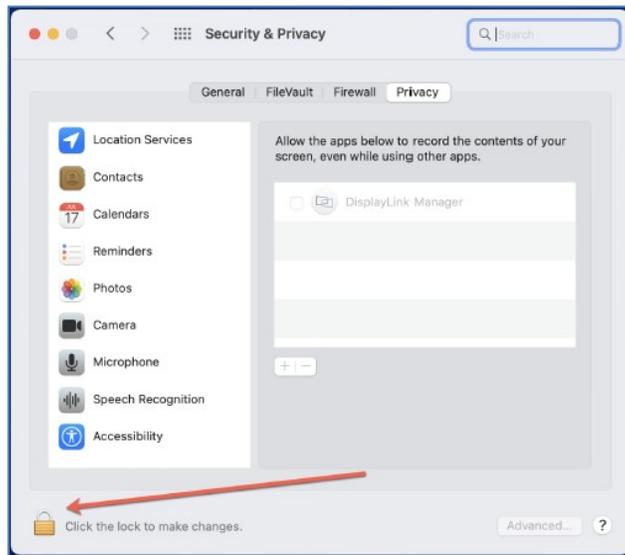


### Setup Display Link Driver

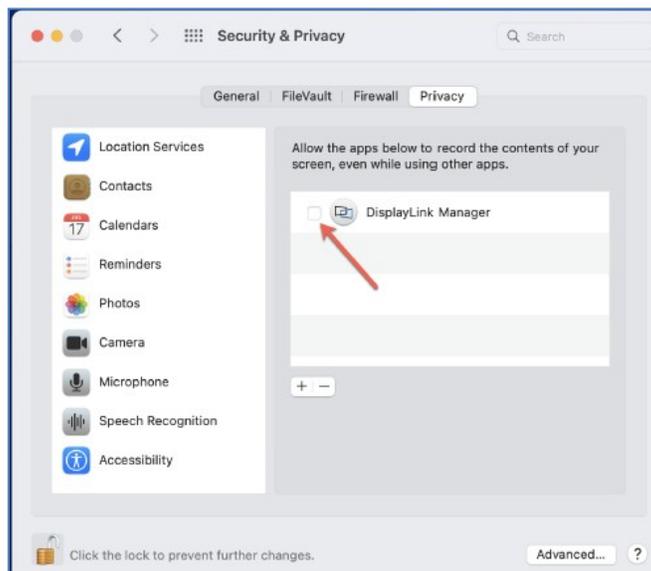
1. Once the MacBook is plugged into an approved dock, you will see the following pop-up. Select **Open System Preferences**.



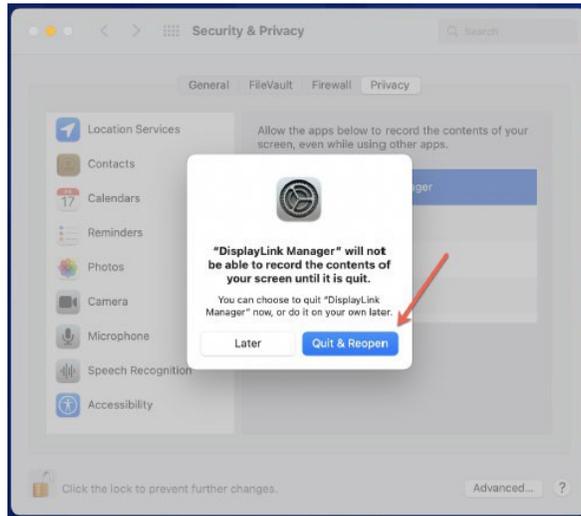
2. Click on the lock at the bottom left. It will prompt for your password.



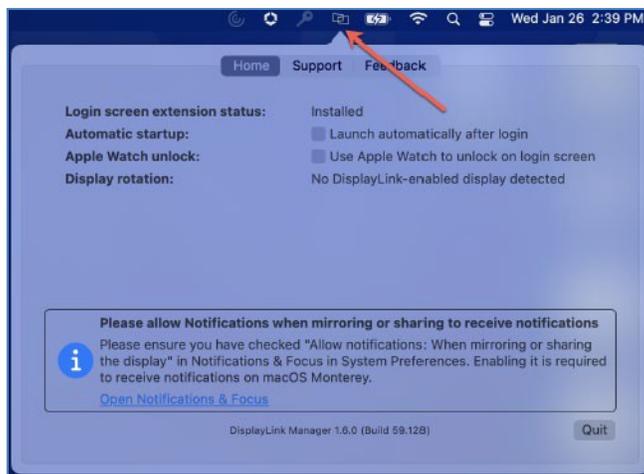
3. Check the box labeled **DisplayLink Manager**.



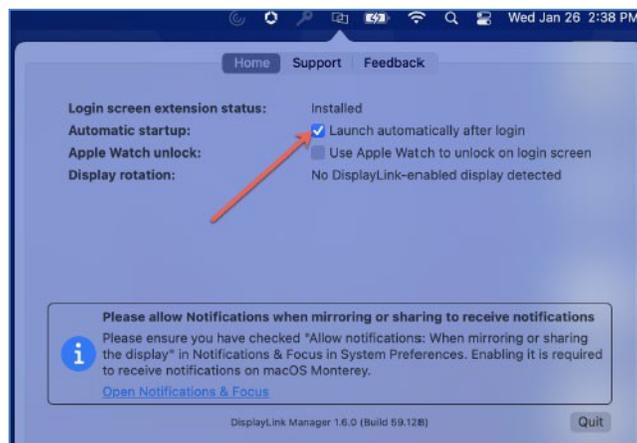
4. Select **Quit & Reopen** on the following pop-up.



5. Select the Display Link icon in the upper right of the screen.



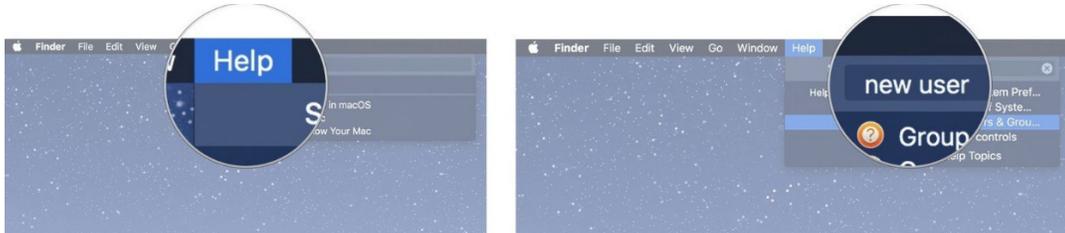
6. In the drop-down screen, select the box for **Launch automatically after login**.



## Mac Help

Mac Help is an internal application on your computer designed to provide assistance. It is important to note, that the Help application is contextual. The contents change depending on which application you have open.

1. Click **Help** in the menu bar at the top of the screen.
2. Type the subject or issue you'd like help with in the Search field.



3. Click a search result from the list.
4. Click on a related link to open a specific app or program relating to your issue.

## Apple Support

Apple has a robust resource library, containing specific help articles for users.

1. To access Apple Support, open a browser and enter the following website:  
<https://support.apple.com/mac/macbook>
2. Scroll to the bottom of the page and utilize the “Search for More Topics” query.