

Mac Imaging and Shipping (v1.0)

(Note: Currently "as Ian understands it" edition, will have [coworker] review when she's back.)

Quick Tips Before You Start

Protip: If you need a keyboard shortcut, most of them are the same as windows, you just use the Command key instead of Ctrl

Protip: [Company's Guest Wifi Network] doesn't allow ADFS sign-in, so you'll need to tether to a different internet connection, like your phone's data, to log into office.com to download Office.

Procedure

1. Turn it on
2. Go through the standard setup process that the computer has you go through
 1. Don't make an Apple ID
 2. Make the username [Support Team's admin name] and the password the standard one (same as it is on an on-domain computer)
 3. Say no to location services, Siri, sending information back to Apple, etc.
 4. Get to the point where the desktop loads
3. Go to System Preferences > Users and change the profile picture to the photograph of an owl. This is very important.
4. In System Preferences, go to Sharing and change the name of the computer to the end user's name, and leave the "Macbook Pro" in the title. It'll result in a name like "Ian Brown Macbook Pro."
5. Download the Freshservice discovery agent and install it for all users (default setting)
6. Install Chrome
 1. Open it and when it prompts you set it to the default browser
7. Check and make sure the user has an E3 license
8. Download and install Office 365
9. Make sure the computer is showing up in Freshservice. Ask [coworker] or one of the [Team]'s Freshservice Admins (Ian, [3 other coworkers], as of 10/11/22) if you're not sure where to look
10. Make the user's account

1. Edit the account name so it's first.last instead of firstlast
2. Make it a system admin
3. Make up a good password. Write into a secure document on *your* computer (not a network drive!) and send it and the username via Liquidfiles to the user
11. Print out an asset label from Freshservice and affix it to the bottom of the machine
12. Print out a label and affix it to the upper left of the keyboard portion of the machine, above the Esc button
13. Power the computer down, pack it up
14. File a shipping ticket with Facilities and ship it out