Mac OS X at UiB

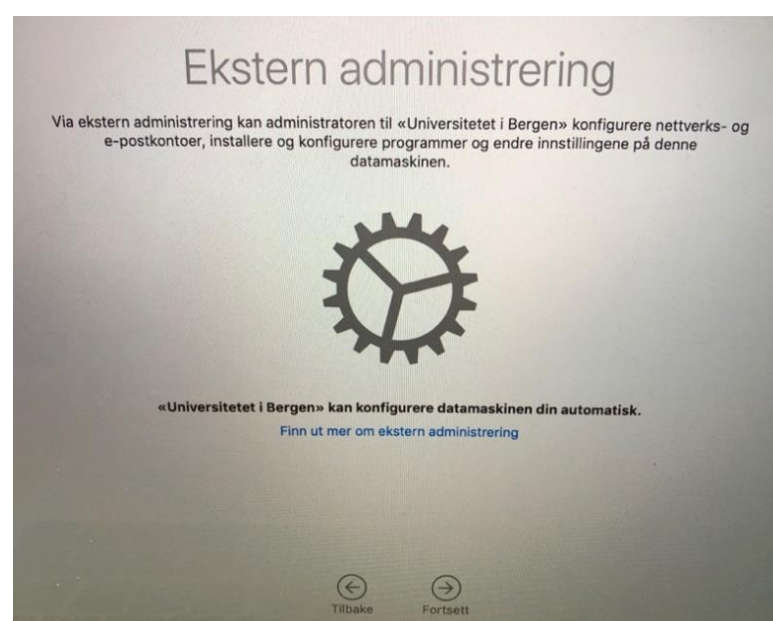## Important information for owners of a new UiB Mac

Please follow these instructions when using your Mac for the first time:

Turn on the Mac and follow the on-screen instructions. The instructions on-screen should inform you that the Mac is being administrated by UiB

Make a personal Apple-account. Do not use the same username and password as the one you use at UiB. Use a strong and unique password with a minimum of 10 characters and digits.

The computer is now ready for use.

Go to our website for the latest updated information: http:///link.uib.no/mac

Ekstern administrering

Via ekstern administrering kan administratoren til «Universitetet i Bergen» konfigurere nettverks- og e-postkontoer, installere og konfigurere programmer og endre innstillingene på denne datamaskinen.

«Universitetet i Bergen» kan konfigurere datamaskinen din automatisk.
Finn ut mer om ekstern administrering

Tilbake   Fortsett

Scan the QR-code to access the above mentioned webpage

Software from UiB is available from the Managed Software Center.

Office 365 is available for downloading. For more information visit this webpage: https://it.uib.no/Office_365

UiB Tools is installed on your Mac to, amongst other things, connect to your home folder. You will need to log on to UiB Tools using your UiB username and password the first time you log on to your new Mac. The shortcut for starting UiB Tools is situated in the top menu. For more information visit: http:///link.uib.no/macoosx

UiB Ricoh & UiB Ricoh2 are the universities print queues. For more information visit: http:///link.uib.no/macoosx

UiB VPN can be used to log on to the university's UiB-network even if you are situated outside of the university's vicinity. Log on to VPN using "username@uib.no" and UiB password. For more information visit: http:///link.uib.no/macoosx

TeamViewer Quicksupport is a remote support program installed on your Mac. BRITA uses this tool to remotely access your mac when you need hands on help.
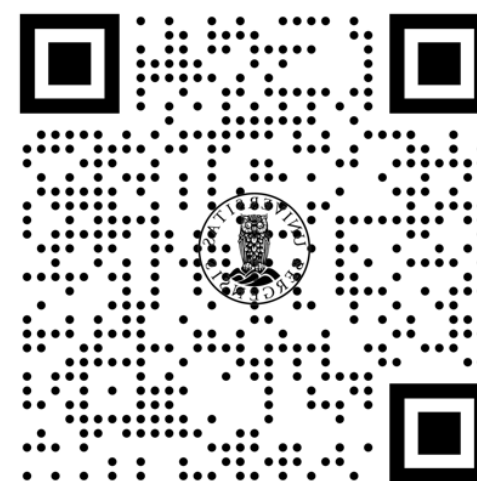
Eduroam gives you wireless connection to internet at UiB, as well as other universities and airports around the world. Use your UiB username "username@uib.no" and password to logon to Eduroam.

Filevault secures the data on your Mac's hard drive by automatically encrypting it. This service is by default activated on your Mac.

Do you have any questions or need support?
Contact BRITA via chat: http://itchat.uib.no, create an issue on http://brita.uib.no or call us on 555 84 700. Our opening hours are on weekdays from 08:00 – 15:45

Miljøfyrtårn®

eplehuset

UNIVERSITETET I BERGEN

Service & Warranty

Information about service and warranty provided by UiB and Eplehuset

Warranty:
The warranty, Apple Care Protection Plan (APP), applies to Macs purchased at Eplehuset. The warranty period is for 3 years starting from the date of purchase. The warranty also covers international service.

Service:
A service request must go through these channels:
1. Call Eplehuset customer service
2. Visit Eplehuset service center
3. BRITA at UiB

Eplehusets customer service:
Opening hours: 08:00 – 19:00 on weekdays and 10:00 – 16:00 on Saturdays.
Contact: 73 87 87 90 / uib@eplehuset.no / chat: eplehuset.no

Eplehuset service center (situated in Bergen City Center, Strandgaten 64)
Opening hours: 08:00 – 19: 00 on weekdays and 10:00 – 16:00 on Saturdays

Service jobs:
Eplehuset provides a collect and return service from your nearest and designated UiB reception desk.

In the event of service job called in before 13:00, the mac can be collected within the same day.
In the event of a service job called in after 13:00, the Mac is collected, at latest, the next day.

A repaired Mac is returned to the same location it was collected from. All repaired Macs are delivered back between 08:00 to 16:00.

A user can also deliver a defect Mac in person, by visiting Eplehusets service center in Strandgaten 64

Please bear in mind that Mac-products bought from a different supplier/store will not be applicable for service at Eplehuset.

Backup:
When repairing you Mac, Eplehuset wll always take a backup of the data stored locally. The data will be restored on your Mac after the repair service is completed. Please keep in mind that Eplehuset can under no circumstances be responsible if data on a private backup system (not from UiB) is deleted by accident.

Tip: There is a good chance that data on a damaged Mac harddisk can be lost, it is therefore recommended that a user always secures their data.

Miljøfyrtårn®

eplehuset

UNIVERSITETET I BERGEN