

Beginners Guide to COPE (Mac)

Welcome to your new COPE device. The following guide will help you setup your device for the first time.

Before you begin, please ensure that the following criteria have been met:

- You have your charger and your QM COPE laptop is plugged into a wall socket and charging
- You have a stable WiFi access (if logging into your COPE device for the first time at home) or your COPE laptop is connected to a compatible ethernet port or docking station (if logging into your COPE device for the first time on a QM campus)*

**Please note we do not recommend using eduroam/GuestNet to log into a COPE laptop for the first time*

First Steps

1. Power on your device then select your location as United Kingdom.
2. Select your language preference and any accessibility features you may require.
3. Connect to WiFi.
4. At the 'Remote Management' screen select 'Enrol'. Enable location services then click 'Continue'.

Logging In

Once the preceding steps have been completed, you will be prompted with a login screen.

1. Enter your username (in the form abc123@qmul.ac.uk) and password.
2. Your device will begin installing applications and settings. Please allow 10 to 20 minutes for this to complete.
3. Once this has finished, restart your device.


Installing pre-packaged applications

You can now log into your new COPE device and will be able to begin installing any applications that you require. You can search for available apps in two ways:

1. Launch 'Self-Service' from the Dock or Launchpad. Here you will be able to install any and all apps that have been pre-packaged by IT Services. These will automatically update.
2. Launch 'App Store' from the Dock or Launchpad. Applications can be installed with a valid Apple ID and updates will be made available through the Apple Store.

Elevating your admin privileges

One major functionality COPE is the ability to install your own applications and make changes to your device's setting through elevated admin privileges. This is achieved through an application named **JAMF**. To enable admin privileges:

1. Click on the 'JAMF' logo at the top right of the screen: 
2. Click on 'Request Admin Privileges'.
3. Enter your username (in the form abc123@qmul.ac.uk) and your password.
4. You will receive a notification that your admin rights have been elevated. A timer in the toolbar shows you how long you have left before you must re-elevate your privileges.