

Welcome to the district's "Staff Refresh" deployment process for your new district-provided **Apple laptop**! This guide will walk you through the steps to set up your new district-provided device with minimal effort. The "Refresh" deployment leverages JAMF Pro to automatically configure your district-provided laptop with all the necessary applications, settings, and security policies.

## Introduction






The "Refresh" deployment process is designed to simplify the setup of your district-provided laptop. Once you power on the device, it will need to connect to a network (district or personal), enroll in JAMF Pro, and configure itself with all the required software and settings.

## Before You Begin

Before starting the setup process, ensure you have the following:

- **District Credentials:** Your district-issued username and password.
- **Internet Connection:** A stable Wi-Fi connection.
- **Power Supply:** Ensure your district-provided laptop is connected to a power source.

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## Step-by-Step Setup Guide

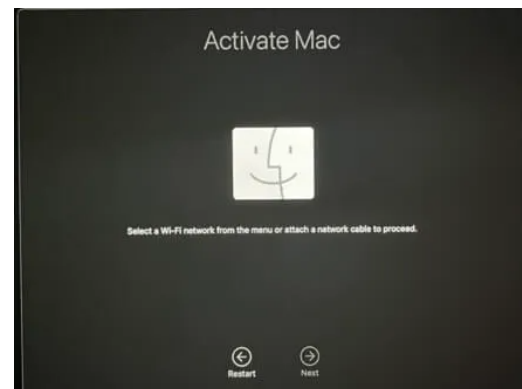
### Step 1: Power On Your Laptop

- ☐ Press the power button to turn on your district-provided laptop.
- ☐ Your district-provided Mac may power up when the lid is opened, **make sure to plug in the power cable.**



### Step 2: Mac Activation

-(note) if you do not see this screen, move to Step 3

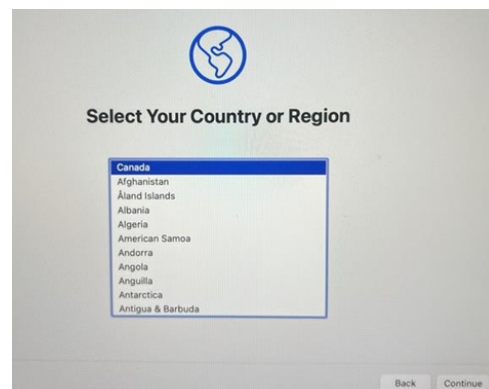


### Connect to Wi-Fi network


- ☐ Click the Wi-Fi symbol in the top-right corner of the screen to view available networks.
  - ☐ ⌚ (this can take several seconds to refresh with a list of Wi-Fi SSID's)
- ☐ Select the **SD42 BYOD** Wi-Fi network from the list if you are in a district building
  - ☐ The password is **SD42Refresh!**
- ☐ - or -
- ☐ If you're at **home**, choose your home Wi-Fi network from the list and enter your home Wi-Fi password.
- ☐ 💡 **NOTE:** If you can't see the network on the screen hover over the left side of the list to use the scroll bar.
- ☐ Enter the password
- ☐ Click **Connect**
- ☐ Click **Next**.

### Step 3: Initial MacBook Air Setup

- ☐ Language
  - If language comes up <Click '**English**'
- ☐ Country or Region
  - Pick **Canada**.
- ☐ Accessibility
  - Click '**Not Now**'
  - This activates the MacBook Air with Apple
  - You will be required to log into Wi-Fi again



### Step 3a: Reconnect to Wi-Fi network (Second time)

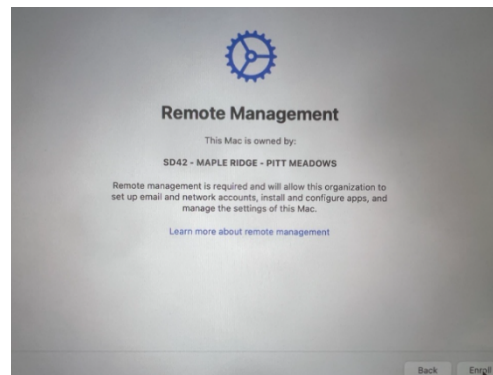
- ☐ Wi-Fi screen should show up
  - *If not, Navigate to the top right-hand corner of the screen. Click on the Wi-Fi symbol.*
- ☐ Select the **SD42 BYOD** Wi-Fi network from the list if you are in a district building
  - The password is **SD42Refresh!**
- ☐ **OR**
- ☐ Select your **home** Wi-Fi network from the list and enter your home Wi-Fi password.
- ☐  **NOTE:** *If you can't see the network on the screen hover over the left side of the list to use the scroll bar.*
- ☐ Enter the password
- ☐ Click **Connect**
- ☐ Click **Next**.

## Step 3b: Device Enrollment

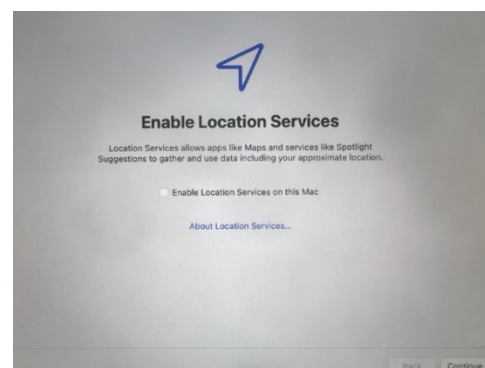
- ☒ First screen – **Remote Management** > Click **Enroll** to start device configuration.
  - You will see information on the screen change as items enroll. This may take a few minutes to complete.

☎ \*If you don't see this screen, contact IT Support (see Troubleshooting section).\*

- see Troubleshooting section for contact information



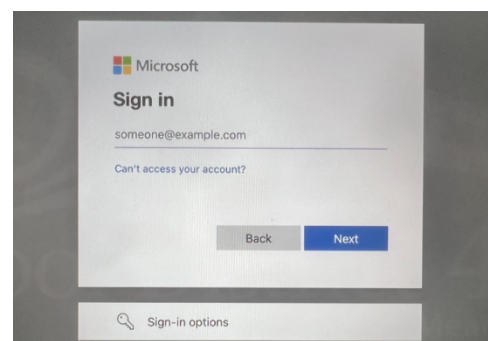
- ☒ Second screen – **Enable Location Services**
  - Click > **Enable Location Services on this Mac** > tick box
  - Click > **Continue** to proceed.



## Step 4. Sign in to Your District Account

💡 (Note: you may see a different login screen pop up prior to the screen shown to the right. Please ignore this screen and wait for the Microsoft Screen as shown in the picture).

- Use your <firstname>\_<lastname>@mrpm.sd42.ca
- Use your district password
- Click > **Next**
- This will start to create your account on the laptop
- This last step will take a few minutes to complete



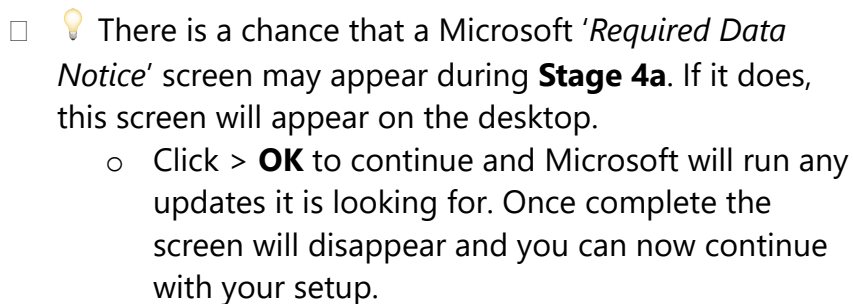
**Welcome!**

You can continue to download and install apps, but your Windows Firewall will not be able to protect your computer. It will allow all incoming network traffic.

**Installation Status**

Task	Status
Set Windows Firewall	Completed
Update Windows Firewall	Completed
Manage Devices	In Progress
Set Windows Defender	Completed
Install Windows Defender	Completed

Microsoft AutoUpdate

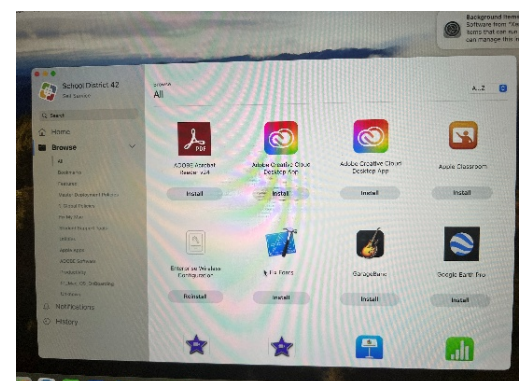
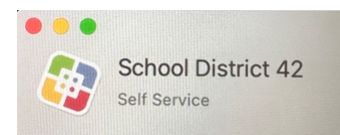


Microsoft AutoUpdate helps update your Microsoft applications for Mac. We collect required diagnostic data to keep Microsoft AutoUpdate secure, up-to-date and performing as expected on the device it is installed on. This data relates to the basic functioning of Microsoft AutoUpdate and does not include your name, file contents or other information about apps unrelated to the Microsoft applications it helps keep up-to-date. The applications Microsoft AutoUpdate services may provide you with an option to send optional diagnostic data to Microsoft. If you opt-in to sending optional diagnostic data that choice will also apply to Microsoft AutoUpdate.

[Learn More >](#)

OK

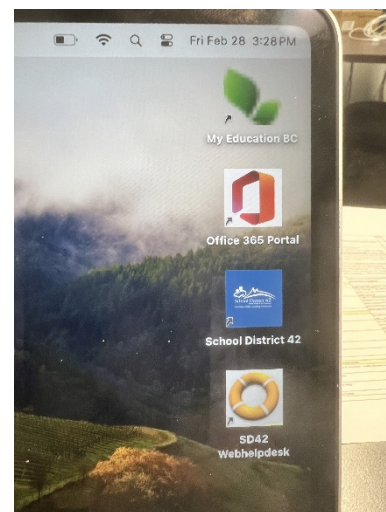
- ☐ Self Service will launch automatically. This app let's you install district-approved software as needed.
- ☐ Apps may appear different than the picture.
- ☐ App install instructions are in **Step 5b**.






## Step 5a: Check Desktop Shortcuts


- Click on the Icons on the **right-hand side** of your desktop (see picture on the right).  
Make sure that you can log in as needed.
  - **My Education BC**
  - **Office 365 Portal** – this will allow you access to the **web-versions** of:
    - Office – Word / Excel / PowerPoint
    - Outlook
    - OneDrive (see page 7)
    - Teams
  - **School District 42** – this will open a browser to the SD42 website. (www.sd42.ca)
  - **SD42 Webhelpdesk** – this will open the IT Webhelpdesk ticketing section. (www.helpdesk.sd42.ca)

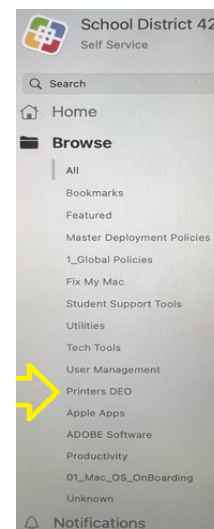


## Step 5b: Installing School Printers

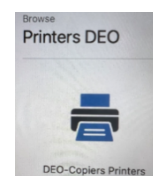
-  To install your school printer on the laptop you must be connected to the **SD42 Enterprise Wi-Fi** at the school.



- Open 'Self Service'  and find your printer in the left menu.
- Click on your school's '**Copiers driver**'.
  - Your school will appear as **Printers <School Code>**
  - This will locate the Konica printer driver for your school.



- Click the **Printer icon** to complete the installation of the Konica printer driver on the MacBook laptop.



## Step 5c: Installing Apps via Self Service


- ☐ Find the app you wish to install in Self Service and click > **Install**
  - Follow all prompts as asked.

### ☐ **Microsoft OneDrive** – *(Highly recommended install)*

- Open Self Service and look for OneDrive in the following locations: *(left hand side)*
  - All / Microsoft Apps / Office / Teacher Apps
- click > **OneDrive** and wait for the installation to complete
- click > **Open** and when prompted to sign in
- user **<firstname>\_<lastname>@mrpm.sd42.ca**
- Enter your district email/log on password




- ☐ The laptop may restart after this installation. Re-log in to the laptop to continue with the process.

- ☐ For **Microsoft\_365\_Office** click >Install
  - (this will take a while to complete). Once complete, you will see a Microsoft Auto Update screen > click 'OK'
  - Word, Excel, PowerPoint, Outlook are now available and can be found by using the search icon  found in the upper right-hand corner of your desktop screen



- ☐ The installation of Microsoft Office (at home) may take a while and end up erroring out due to a time delay error. **"Do not worry"**  
If this happens, just restart the laptop and then relog in. You will be able to continue with setting up the laptop after the restart.




- ☐ **Office App** (Word, Excel, PowerPoint) will require you to sign in with your district account.
  - Use **<firstname>\_<lastname>@mrpm.sd42.ca**
  - Use your district password
  - Once signed in all remaining Office Apps will now automatically sign in.
- ☐ **Outlook**
  - All Office applications are available in the web version. If you wish to install Outlook client onto the laptop.
  - Navigate to Self Service and install Microsoft\_365\_Office see *above*.
  - Search 'Outlook' in the search icon 
  - Click > **Install**
  - Click the Add **<your name@mrpm.sd42.ca>** option.
  - You will be prompted with options to tailor Outlook the way you want it to function and look.

## **Post-Setup Instructions**

### **Verify Applications**

- ☐ Make sure all desktop shortcuts open correctly (e.g., MyEducation BC, Office 365, Teams).

When opening your browser for the first time, it may prompt to sync bookmarks or passwords. Select **\*\*Yes\*\*** if desired.

- ☐ Wait approximately 30 minutes for apps to fully install. Then open:
  - - **\*\*Word, Excel, Outlook, Teams\*\*** (also available via the **\*\*Office app\*\*** shortcut)
  -  Confirm that each app works as expected.
- ☐ Self Service is where you will find District approved applications that you can install.

### **Check Network Connectivity**

- ☐ Verify that your Wi-Fi is connected, and you can reach websites such as **\*\*www.sd42.ca\*\*** or **\*\*www.sd42.ca/helpdesk\*\***.

## Troubleshooting

### \*\*Wi-Fi Connection Issues (Step 2 or 3a)\*\*

- **Solution:** Verify the Wi-Fi password and ensure you are within range of the network. Restart the laptop and try again.

### \*\*Step 4 – Device Not Auto-Enrolling\*\*

- **Solution:** Restart the laptop, ensure you are connected to the internet. The laptop should restart its enrollment.
- If you are still having problems, contact the IT support team.

*Jamf is the districts Management system that enrolls and looks after all Apple products*

### \*\*Step 5 – Applications Missing\*\*

- **Solution:** ⌚ Wait 15-30 minutes as the installation process may take some time. If applications are still missing, contact the IT support team.

## Support Contact Information

If you encounter any issues during the setup process or need further assistance, please contact the district's IT support team by logging a ticket:

- <https://www.sd42.ca/helpdesk/>
- ☎ If you don't have access to the internet, please call for assistance
- **Phone:** (604) 466.6248
- **Support Hours:** 08:00 to 04:00

## 📦 We'd Love Your Feedback!

- As part of our **Staff Refresh Program**, we're always looking to improve the experience. After you've completed your setup, please take a moment to share your thoughts.
- 🗨 Tell us what worked well and where we can do better.
- 📍 Click the link below to complete a short (2–3 minute) survey:
- 🔗 <https://forms.office.com/r/hVN40kJcgS>
- Your feedback helps us improve support, streamline future rollouts, and make things smoother for everyone. Thank you!

2025 Staff Device Refresh Survey

