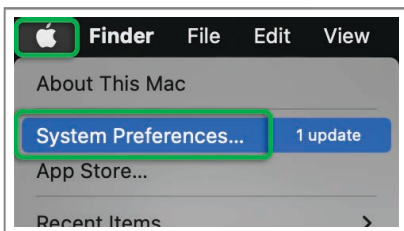


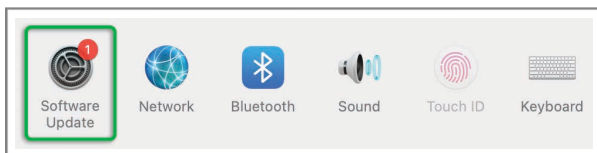


# Upgrade macOS

1. **Note:** Operating system upgrades are extremely large files. Do not download them while the laptop is connected to the Internet using a hotspot!
2. Completely close and quit all Apps. Running Apps interfere with the upgrade process.
3. Set up the laptop in a place where it will not be disturbed for **several hours**. Good places are away from food, liquids, pets, unpredictable activity, and people that might try to use the laptop.
4. Connect the laptop's charger. Do not perform the upgrade on battery power.
5. Log in to the 4J Student user (the password is student).
6. Look to the top left corner of the screen, click the **Apple** icon. From the menu that appears, click **System Preferences**:

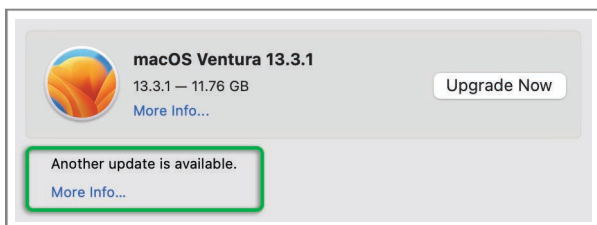


7. Find and click the **Software Update** icon:



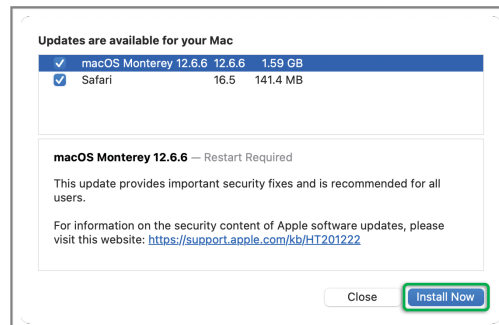
Wait for Software Update to detect updates.

8. If you see a message that says "Another update is available.", click the **More info...** link:

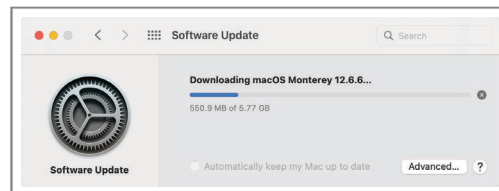


If you do not see this message, skip to step 17.

9. A new window appears showing the available update. Click the **Install Now** button:

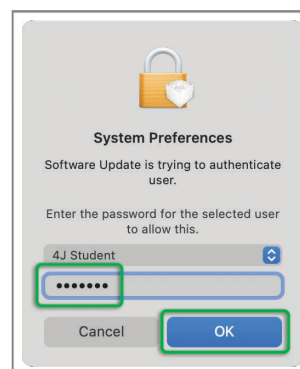


10. You may be asked to accept a software license agreement. Click the **Agree** button.
11. Software Update should begin downloading the update and show a progress indicator:



The download may take an hour or more to complete. Check the progress every 30 minutes or so.

12. You may be asked to enter the 4J Student user password (the password is student):



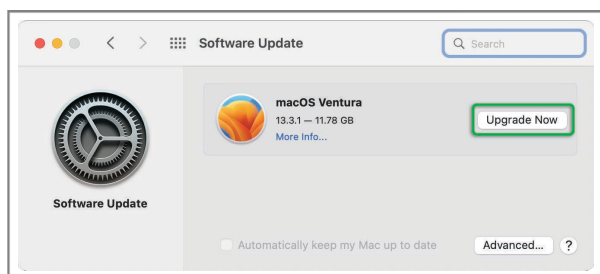
13. If the laptop does not automatically install the update, you may need to click the **Restart Now** button:



# Upgrade macOS



14. The update usually takes 1-2 hours to complete. The laptop may appear to be doing nothing during this time. The screen may go dark. The laptop may restart several times during the update process. Do not interrupt the update! Do not power off the laptop!
15. The update is complete when you see the user login screen again. Login as 4J Student. You may be asked a few general setup questions—answer as you prefer.
16. Repeat steps 6-15 until you no longer see the message “Another update is available.” on step 8.
17. Click the **Upgrade Now** button for macOS Ventura:

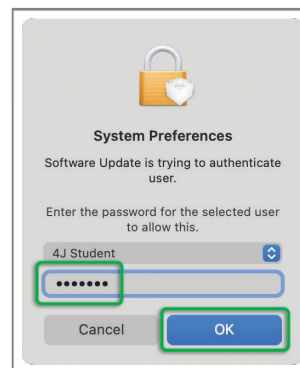


18. You may be asked to accept a software license agreement. Click the **Agree** button.
19. Software Update should begin downloading the upgrade and show a progress indicator:



The download may take an hour or more to complete. Check the progress every 30 minutes or so.

20. You may be asked to enter the 4J Student user password (the password is student):

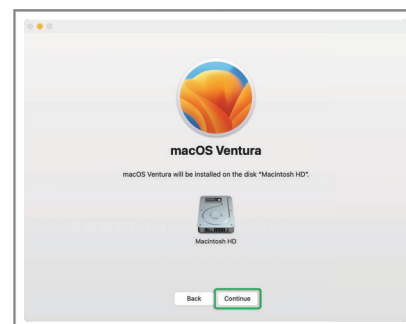


**Note:** If the laptop does not accept the 4J Student password, cancel the upgrade, let the laptop sit overnight (do not close the lid or shut down), and then try again starting with step 17.

21. The laptop may automatically restart and install the upgrade, or it may launch the upgrade program. In the later case, click the **Continue** button:



22. You may be asked to accept a software license agreement. Click the **Agree** button.
23. Click the **Continue** button:



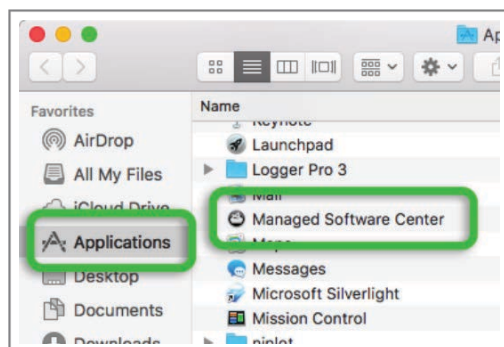


# Upgrade macOS

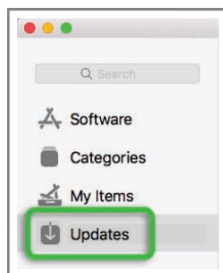
24. The upgrade usually takes 1-2 hours to complete. The laptop may appear to be doing nothing during this time. The screen may go dark. The laptop may restart several times during the upgrade process. Do not interrupt the upgrade! Do not power off the laptop!
25. The upgrade is complete when you see the user login screen again. Login as 4J Student. You may be asked a few general setup questions—answer as you prefer.
26. Now that the laptop is upgraded, some Apps may need to be updated. Look on the dock for the App **Managed Software Center** (aka “MSC”):



If you do not see MSC on the dock, look for it in the Applications folder:



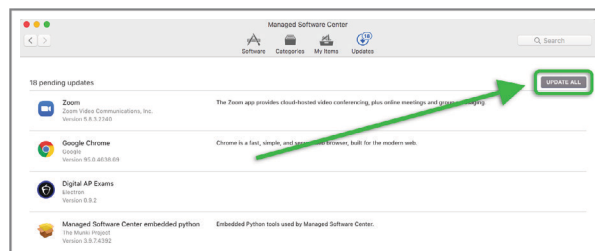
27. Launch MSC.
28. On the left side, click the **Updates** tab:



Wait for MSC to detect and download updates. This

process may take quite a while (several minutes). If MSC does not automatically detect updates, click the **Check Again** button:

29. If updates are found, click the **Update All** button:



Wait for MSC to install the updates. This process may take quite a while (several minutes).

30. If the laptop fails to update, or if you encounter any difficulties during the process, please contact 4J Tech Support. Navigate to the following website:

<https://technologysupport.4j.lane.edu/>

Look to the top right corner, click the red **Submit a Ticket** button, fill out and submit the form.