



# Upgrade to macOS Mojave

**Note:** Do not perform this procedure if the laptop is connected to the Internet via a cellular hot spot—it will use up a great amount of your data plan! Only perform this procedure if the laptop is connected to the Internet via ethernet cable or wi-fi. If you do not have access to ethernet or wi-fi, please contact the school office to exchange your laptop for one that is already upgraded.

1. Look to the top left corner of the screen, click the Apple icon. From the menu that appears, click “About This Mac”. Check the version number:

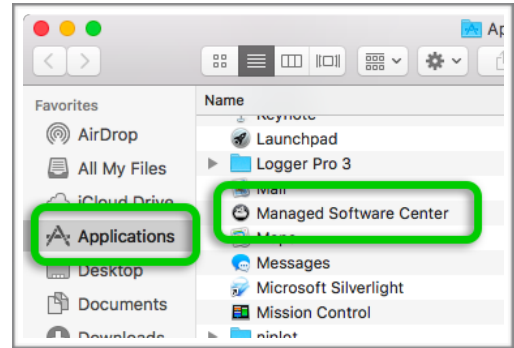


If the version is 10.12.6 or lower, you need to upgrade the laptop to macOS 10.14 Mojave.

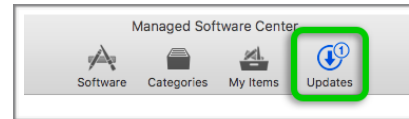
2. Set up the laptop in a place where it will not be disturbed for **several hours**. Good places are away from food, liquids, pets, unpredictable activity, and people that might try to use the laptop.
3. Connect the laptop's charger. Do not perform the upgrade on battery power.
4. On the laptop, log in as student. If you are logged in as “Guest User” please log out and log in as student. The password for the student account is: student
5. Completely close and quit all Apps. Running Apps interfere with the upgrade process.
6. 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:

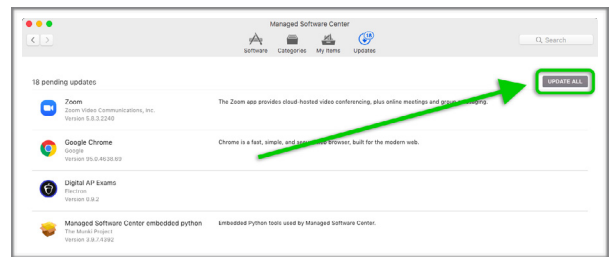


7. Launch MSC.
8. Click the “Updates” tab (either on the top bar or on the left side):



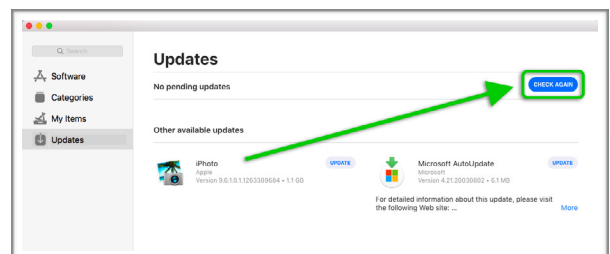
Wait for MSC to detect and download updates. This process may take quite a while (several minutes).

9. Click the “Update All” button:



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

10. Click the “Check Again” button just to make sure all updates were detected and downloaded:

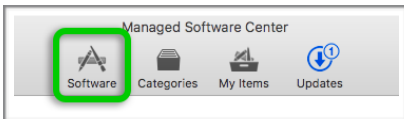




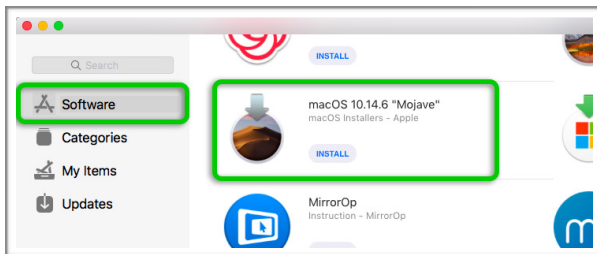
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Wait for MSC to detect updates. If more updates were found, click the “Update All” button. Wait for MSC to install the updates.

11. Click the “Software” tab (either on the top bar or on the left side):

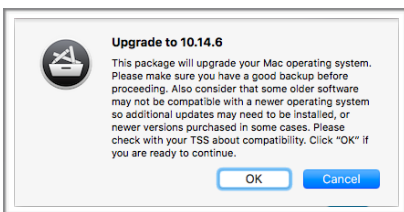


12. Look through the list of software for “macOS 10.14.6 ‘Mojave’”:

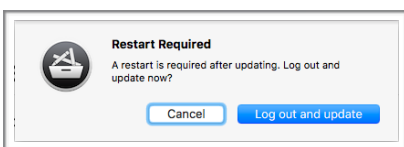


Click the “Install” button for “macOS 10.14.6 ‘Mojave’”.

13. If a popup appears, click the “OK” button:



14. The Mojave upgrade usually takes 1-2 hours to download, but may take longer depending on the speed of your internet connection. The laptop may appear to be doing nothing during this time. Check the laptop every hour. When the upgrade is ready to install, a popup appears:



Click the “Log out and update” button.

15. The laptop screen should go dark and then display the Apple logo and a progress bar. The upgrade usually takes about 1 hour to complete. The laptop may restart several times during the upgrade process.

16. The upgrade is complete when you see the user login screen again. Login as student. You may be asked a few general setup questions:

**16.1. Data & Privacy:** click Continue.

**16.2. Analytics:** click Continue.

**16.3. Choose Your Look:** click Light or Dark (whichever you prefer) and then click Continue.

17. Look to the top left corner of the screen, click the Apple icon. From the menu that appears, click “About This Mac”. If the upgrade was successful, you should see “macOS Mojave / Version 10.14.6”:



18. Now that the laptop is upgraded, some Apps may need to be updated to be compatible with the new operating system. Repeat steps 5 through 10 to update the Apps.

19. If the laptop fails to upgrade, or you encounter any difficulties during the process, please contact 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.