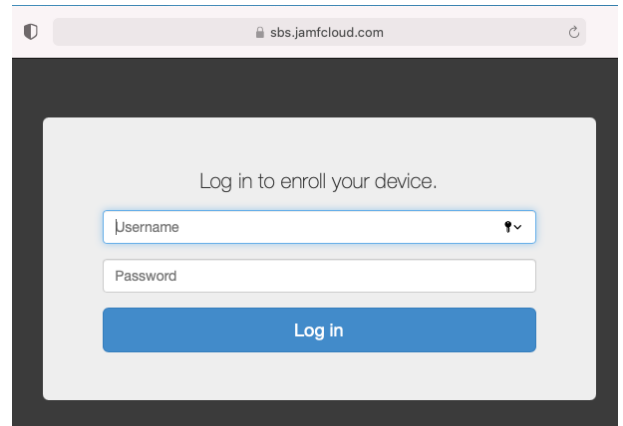
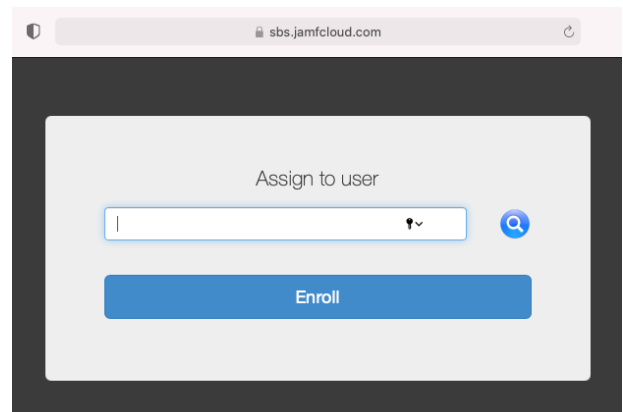


Jamf Manual Enrollment (aka User Initiated Enrollment or UIE)

- Put computer's serial number in Apple School Manager (aka DEP) and the SBS-STAFF-Prestage-Enrollment in Jamf (Thom does this)
 - *If the computer is not DEP-capable – whether or not it has been wiped – Thom will need to put it in the "SBS-STAFF-MANUAL-ENROLLMENT" Computer Group in Jamf **after** the computer has been enrolled.*
- Launch a web browser on the computer to be enrolled and go to <https://sbs.jamfcloud.com/enroll> then log in with credentials from the Stache entry "-SBSTech- Jamf Enrollment Credentials"
 - You must type https:// for the URL, it won't automatically populate/correct.

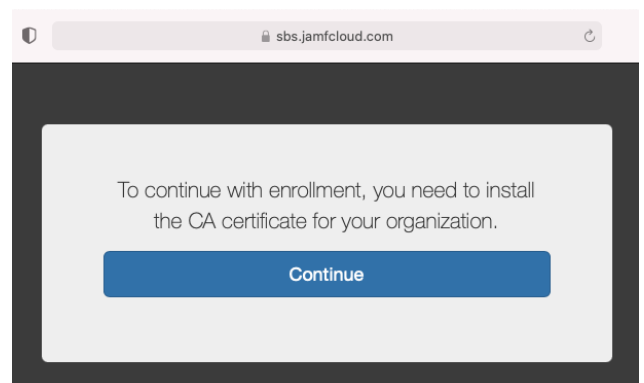


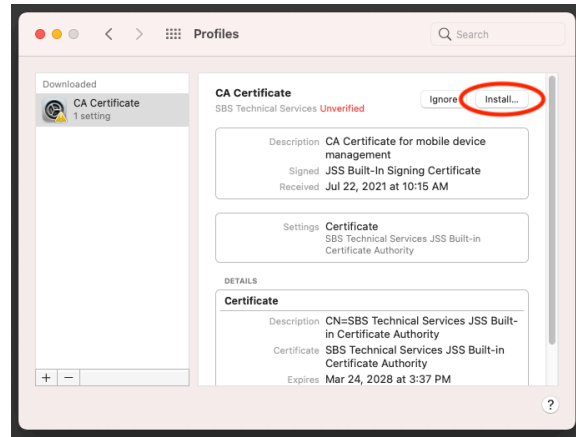
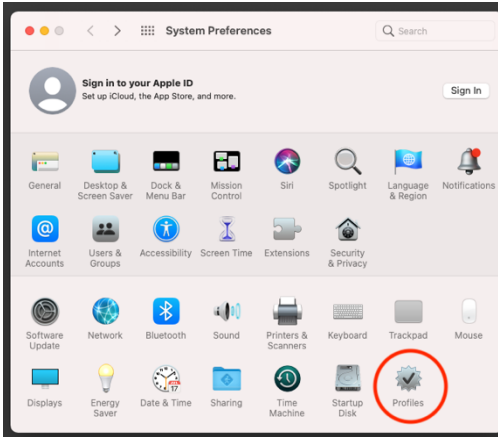
- Leave the "Assign to User" field blank and click "Enroll"



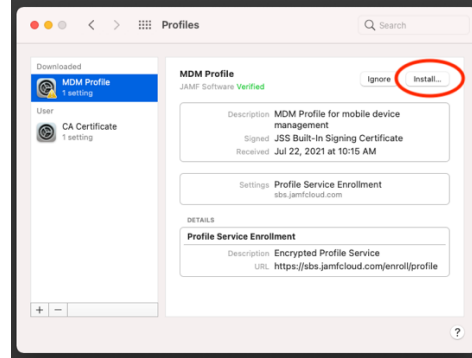
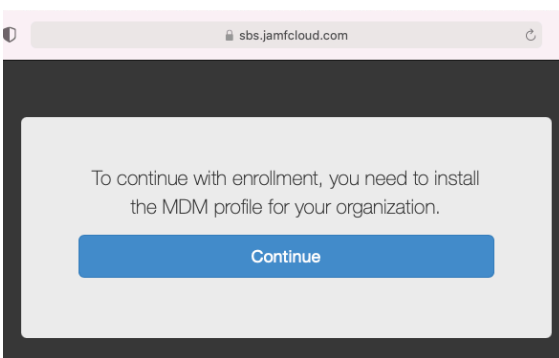
- Click "Continue" to download and install the CA certificate.

For Macs on Big Sur or newer, you'll need to manually go to System Preferences – Profiles to approve and install this. Older operating systems should automatically open the Profiles preference pane for you when the files download.



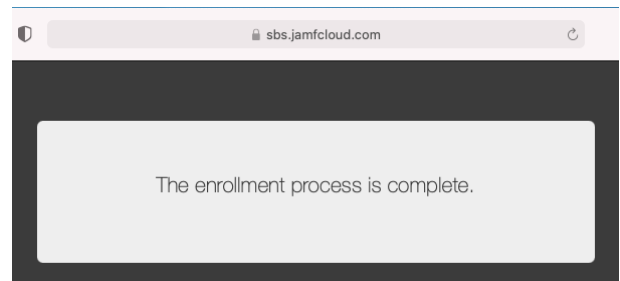


- Go back to the web browser and click “Continue” to download and install the MDM profile (Again Big Sur and newer, you’ll likely need to manually toggle back to System Preferences.)



- Go back to the web browser and you should see a message stating that enrollment is complete. You may now quit the web browser.

If the Mac is not eligible for automated enrollment, this is when Thom will need to put it in the appropriate computer group in Jamf.

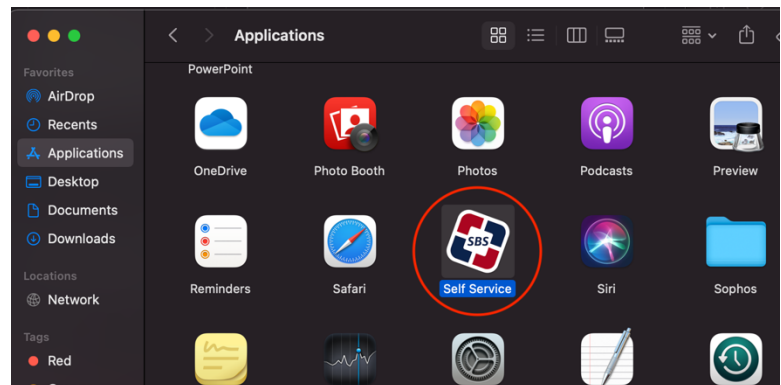


- Launch the Self Service app (/Applications/Self Service.app).

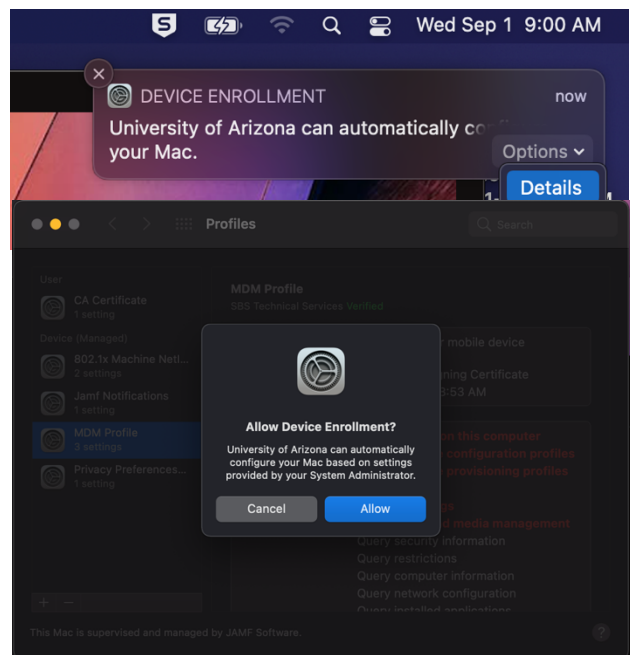
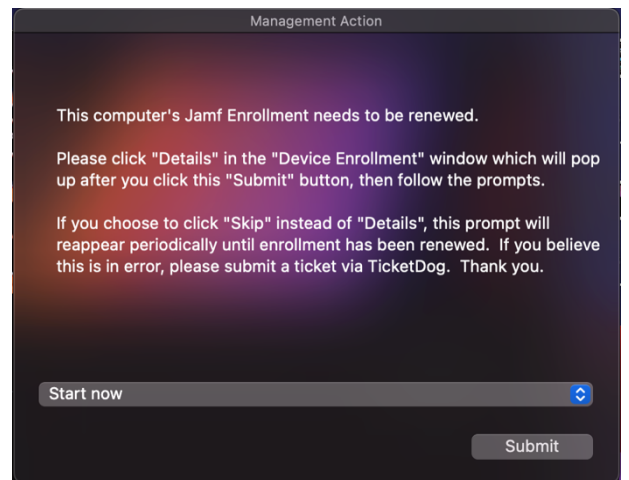
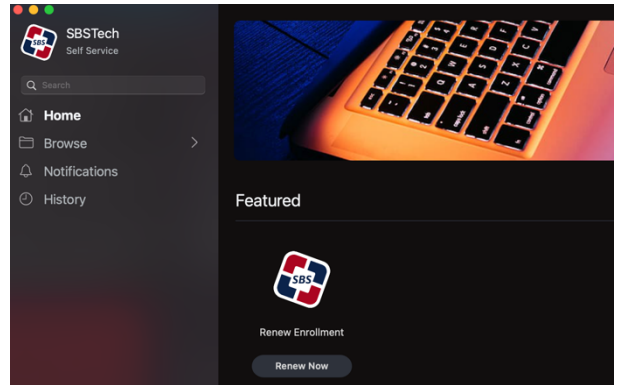
This *should* install automatically pretty quickly after enrollment but if it’s not appearing, you can launch Terminal and run the following command:

```
sudo jamf policy
```

Most likely, this command will also trigger the “Renew Enrollment” policy mentioned in the next step.

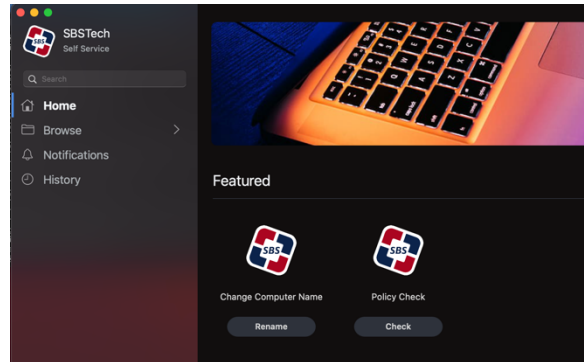


- Only the “Renew Enrollment” item should be “Featured” if the Mac is eligible for automated enrollment
 - Running this will convert the Mac’s renewal method from “manual” to “automatic”, which will streamline some things for us in Jamf.
 - The computer will prompt to reboot when finished.



- If the newly enrolled Mac previously had our manually-installed 802.1x config profile, you'll need to uninstall it to avoid conflicts with the copy that Jamf will automatically install.
 - Go to System Preferences – Profiles
 - Select the 802.1x profile found under the “Device” section – it should be the only profile in that section – and click the minus button to delete it.
 - Leave the 802.1x profile in the “Device (Managed)” section alone.
 - Reboot.

- After the enrollment has been renewed and Jamf has filtered the Mac into the appropriate group(s), other items will appear in Self Service after relaunching it. Depending on the state of the computer, these may include:



- Change Computer Name
 - Only appears if computer name is not already like “SBS-XXXX”. Will not weed out computers named “SBS-SBSXXXX”, though. Running it will pop up a dialog box into which the new computer name should be entered.
 - Make Accounts
 - Only appears if an “Updates” account does not already exist. This will launch System Preferences – Users so techs can make the Updates account.
 - Jamf will automagically hide the Updates account the next time the Mac checks in. To see if it's there, you can go to /Users/ and press shift-command-period to toggle hidden files on and off.
 - Policy Check
 - Forces the Mac to check for any policies needing to be run. These may include anything from setting the UA time servers to installing any of our standard software which may be missing.
 - If there are any OS updates available, Policy Check may seem to take forever because Sophos slows the update down. Try disabling Sophos temporarily:
 - Open Sophos Endpoint, click Admin Login, enter SBSTech credentials, click Settings, check the box for "Override Sophos Central Policy for up to 4 hours to troubleshoot" and turn of all the options.
- Walk the client through using Self Service.
 - App installs
 - Patch installs
 - TicketDog shortcut