

# Mac Imaging Process

## M1 Mac Imaging Process 2022

You will use the old USB process to image the intel base macs

1. Make sure the Mac computer is connected to power and that it's also connected to the internet. You can use the USB-C to Ethernet Dongle to accomplish this.
2. Turn On the mac and login into the cisloaners account
3. Open System Preferences and when the System Preferences window shows up, click on System Preferences to show the menu on the top left.
4. Click on "Erase All Content and Settings" then enter the cisloaners password.
5. Erase all content and settings should show all accounts that logged in. It could be just cisloaners, but it can also have 2 or more other accounts. You will click "Continue" at the bottom right.
6. Confirm again by clicking Erase All Content and Settings in RED.
7. The computer will reboot and the apple logo should appear with a loading bar.
  8. Language, English then Next.
  9. Activation windows will appear.
  10. The computer will activate and it will reboot in 60 seconds.
11. The apple logo will appear again and the operating system should show with a Hello.
  12. Select, English, United States, and for accessibility click on "Not Now.
  13. The Remote Management system will show with a gear. Click on "Continue"
  14. When prompted for Enable Location, you can leave it as default and continue. Select NY as the time zone and click continue.
15. The computer will come to a login screen. You must wait until the computer Reboots 1 time before you can log in using the cisloaners account.
16. You will know it has rebooted when you see the cursor appear on the top left of the screen. Once you can see this, login using cisloaners credentials. This part is crucial as we will be setting cisloaners to be the primary administrator account that will allow us to do this process again when the computer comes back from rental.
17. Once you have logged in and you can see that all apps have been installed and there are no ? marks on the application bar at the bottom. You can shut down the computer and mark it as tested.
18. If you bump into any issues during this process, please note the computer, do not mark it as tested and let George know so he can fix it.

## Apple Computers

## User Left Their iCloud Account Logged IN...



No Worries.

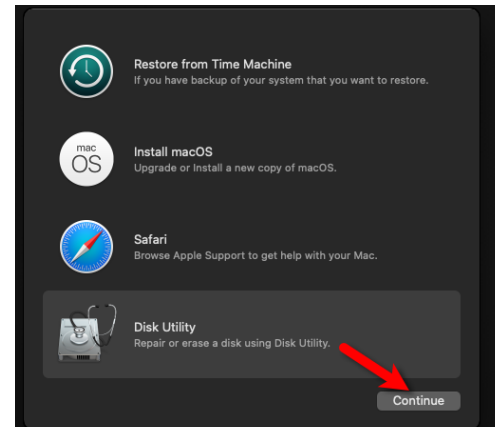
1. Turn the off the computer.
2. On the M1s, press the power button and quickly press again, and hold to see the boot options
3. Once the options load up, click on the Gear for more options.
4. Open Disk Utility, and Change the View to show all devices. Then highlight the Apple SSD on the very top.
5. Once it's highlighted, click on Erase, and name the drive Macintosh HD, You will leave APFS and GUID as is. Then click Erase and agree with everything that comes after.
6. The computer will reboot and come back to the restore boot options. Then you want to install the Mac OS and follow the prompts to install Mac OS. Once is done. Just continue as a normal image.

## This is for Older Macs 2015

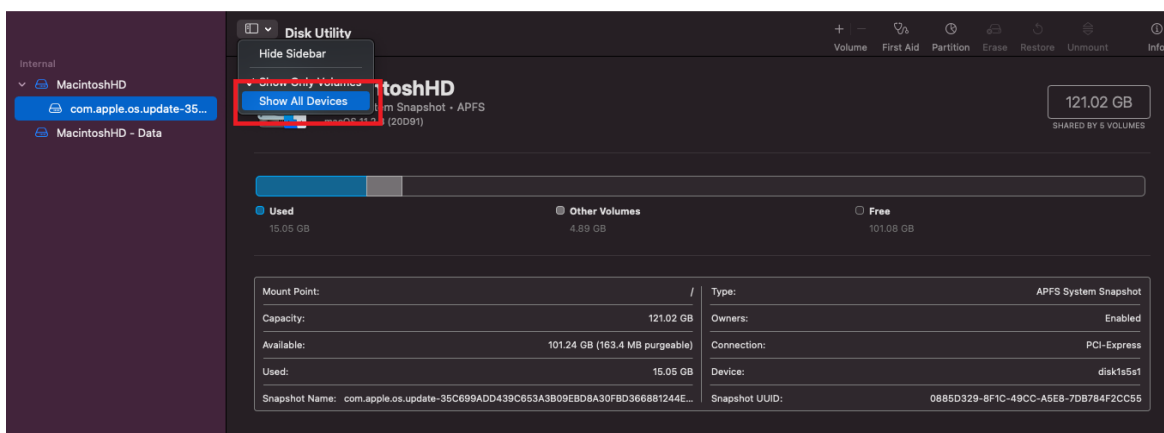
Computers that need imaging, will be located on the cabinet with wheels or on the testing bench. When you are done with the imaging process, login using the local admin account (cisloaner) (password: ThisIsFine2020!) and make sure the computer allows you to login and all the core softwares is installed. Once this is verified you can mark the computer as tested. If this does not verify, restart the reimaging process again. If it fails more than twice, put the computer aside with a note and let George know.

1. Remove the computer from the quarantine section and place it on one of the Imaging sections.
2. Make sure to clean the computer with disinfectant spray and a microfiber cloth. If you need to use the air duster to remove small debris, please do so.
3. Insert the Mac Big Sur imaging thumb drive.
4. Turn on the computer and immediately press and hold the **Option** key. A screen with Macintosh HD and install Big Sur will appear select install Big Sur.

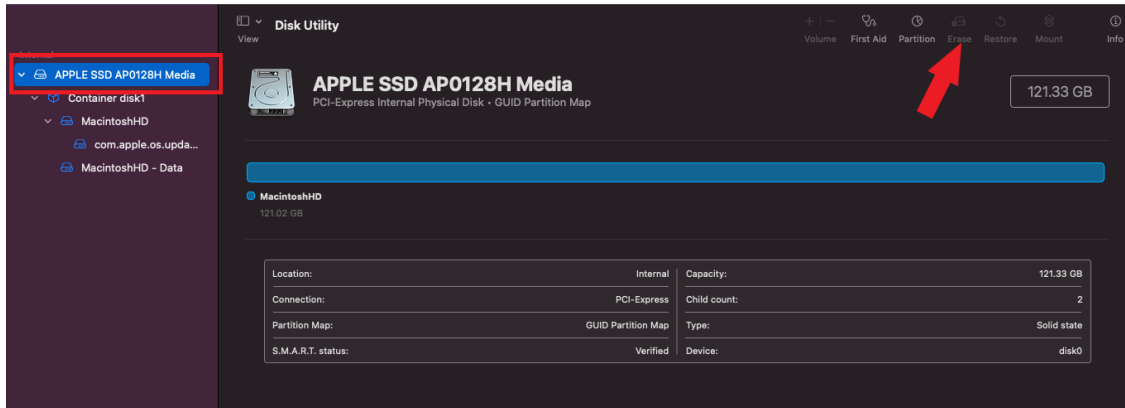
5. After a bit of loading, this screen should appear. Select **disk utility**, then continue.



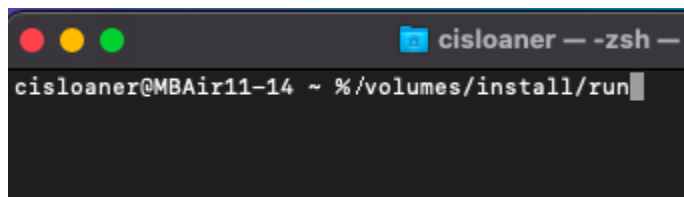
6. Disk utility will open select **Show All Devices** to view everything.



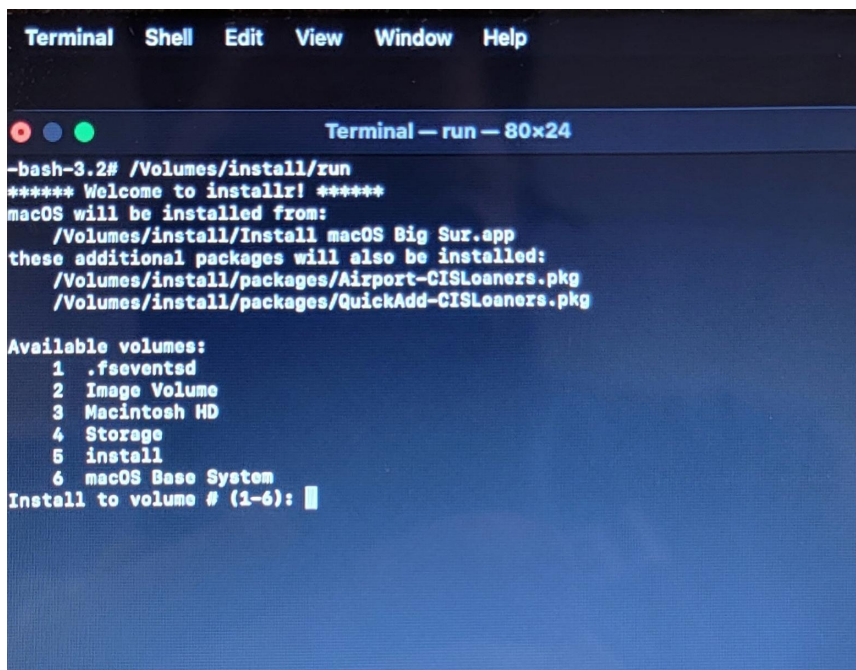
7. Select the root storage device, then erase, a window that will pop up asking you to name the formatted disk, always name it **Macintosh HD**.



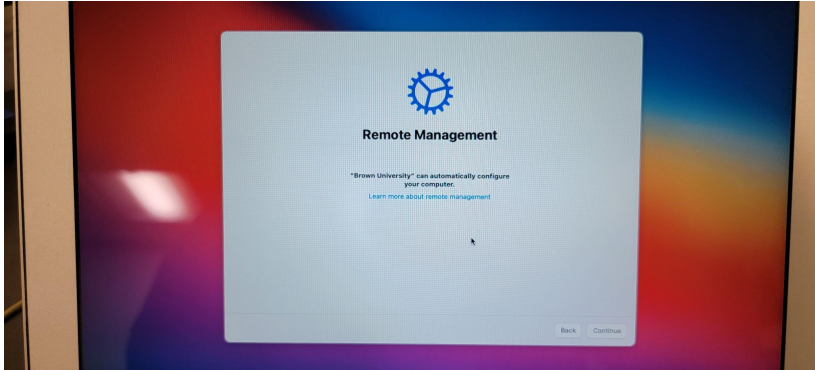
8. Once complete exit out of the disk utility window. Head to utilities on the top of the screen, then select **Terminal**.
9. When the terminal opens enter the following `/volumes/install/run`.



10. A menu within the terminal will ask you where to install the image, type the # in which **Macintosh HD** shows on.



11. The mac will take about 1 hour to reimage, when it's finished it will ask you to select the global region.
12. Skip most of the setup process until it asks you to connect to wifi, select the Brown guest wifi. It then will recognize that the Mac is a Brown-owned computer and it will ask you to accept the MDM terms. The windows will look like this.



13. The reimaging process is complete when the computer reboots and the logon screen appears with the mouse cursor at the top left of the screen.