

MACS

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Mac Hardware

Using a Mac Mini

This lesson explains the features and physical layout of the Mac Mini, including the variations in the 2009, 2010, and 2012 models used at the College.

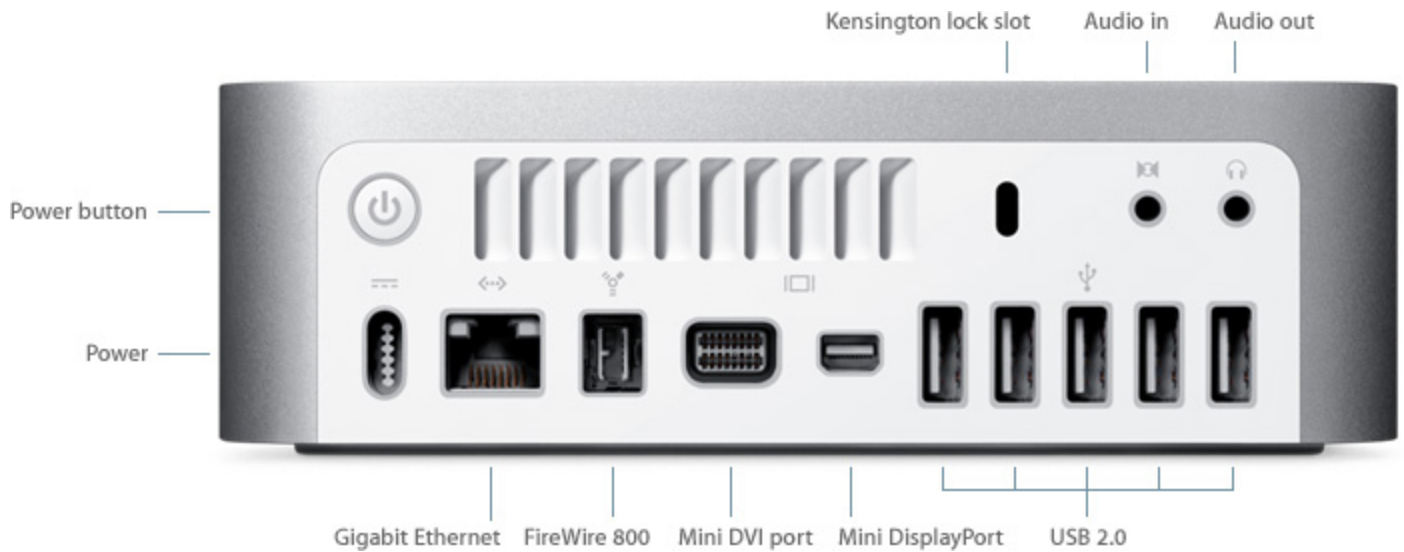
2009 Mac Mini



© 2009 Apple Computer, Inc. www.apple.com

The early-2009 model Mac Mini is silver with a white top and includes a built-in DVD drive (see above). There are no other physical buttons or ports on the front other than a white LED in the bottom that indicates that the computer is turned on (glows white when on), or asleep (flashes slowly when asleep).

Rear View of 2009 Mac Mini



The rear of the Mac Mini houses all of the ports, the power switch, and power connector. Ports available on the 2009 Mac Mini including:

- Mini DVI port
- Mini DisplayPort
- Firewire 800
- 5 x USB 2.0 ports
- audio in/out jacks
- Gigabit Ethernet

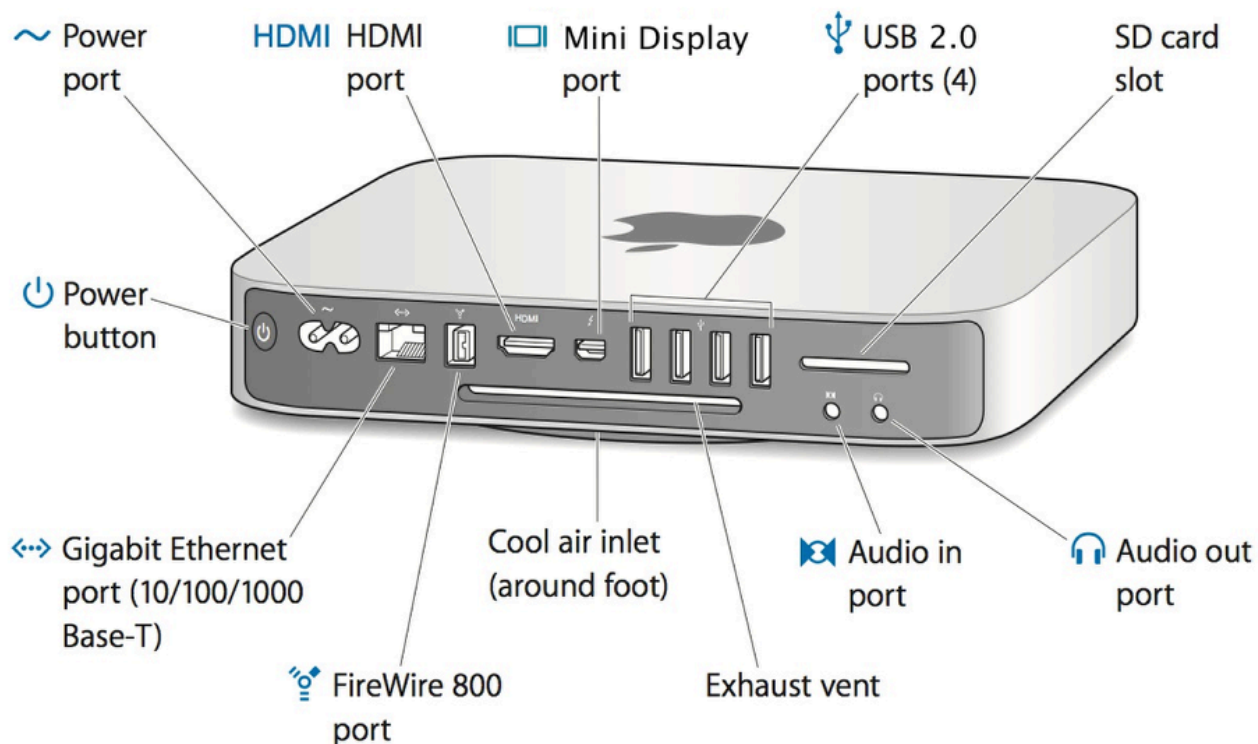
The Mac Mini can be turned on by pressing the Power Switch button with a single short press. Holding the power button down for more than 5 seconds will turn the Mac Mini off (this is not recommended unless the Mac Mini is completely non-responsive and cannot be turned off or restarted in any other way).

2010 Mac Mini



The Mid-2010 model Mac Mini is all silver with a black back panel and includes a built-in DVD drive (see above). There are no other physical buttons or ports on the front other than a white LED in the bottom that indicates that the computer is turned on (glows white when on), or asleep (flashes slowly when asleep).

Rear View of 2010 Mac Mini

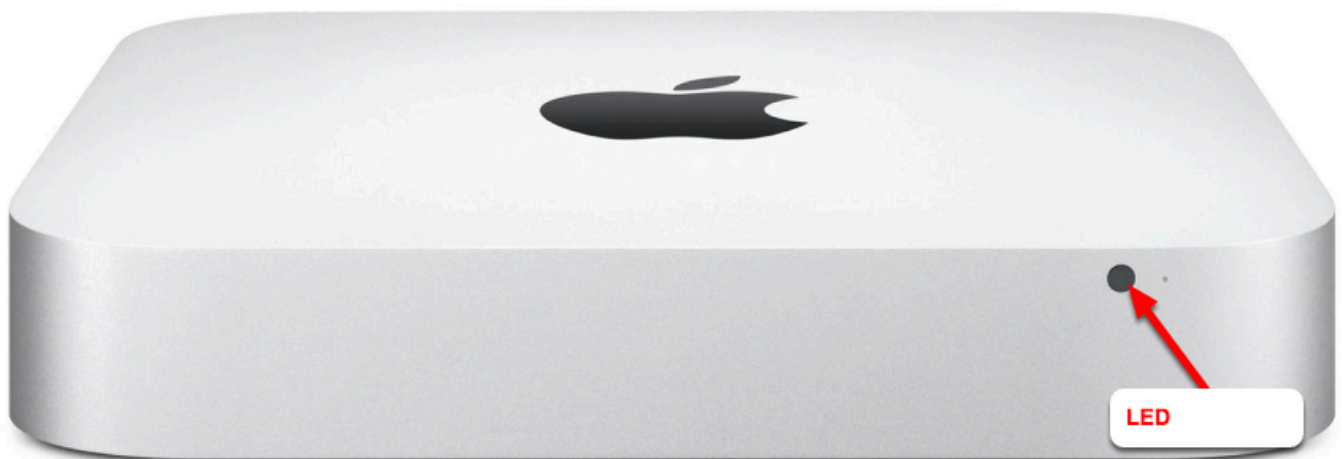


The rear of the Mac Mini houses all of the ports, the power switch, and power connector. Ports available on the 2010 Mac Mini including:

- Mini Display Port
- HDMI
- Firewire 800
- 4 x USB 2.0 ports
- SD card slot
- audio in/out jacks
- Gigabit Ethernet

The Mac Mini can be turned on by pressing the Power Switch button with a single short press. Holding the power button down for more than 5 seconds will turn the Mac Mini off (this is not recommended unless the Mac Mini is completely non-responsive and cannot be turned off or restarted in any other way).

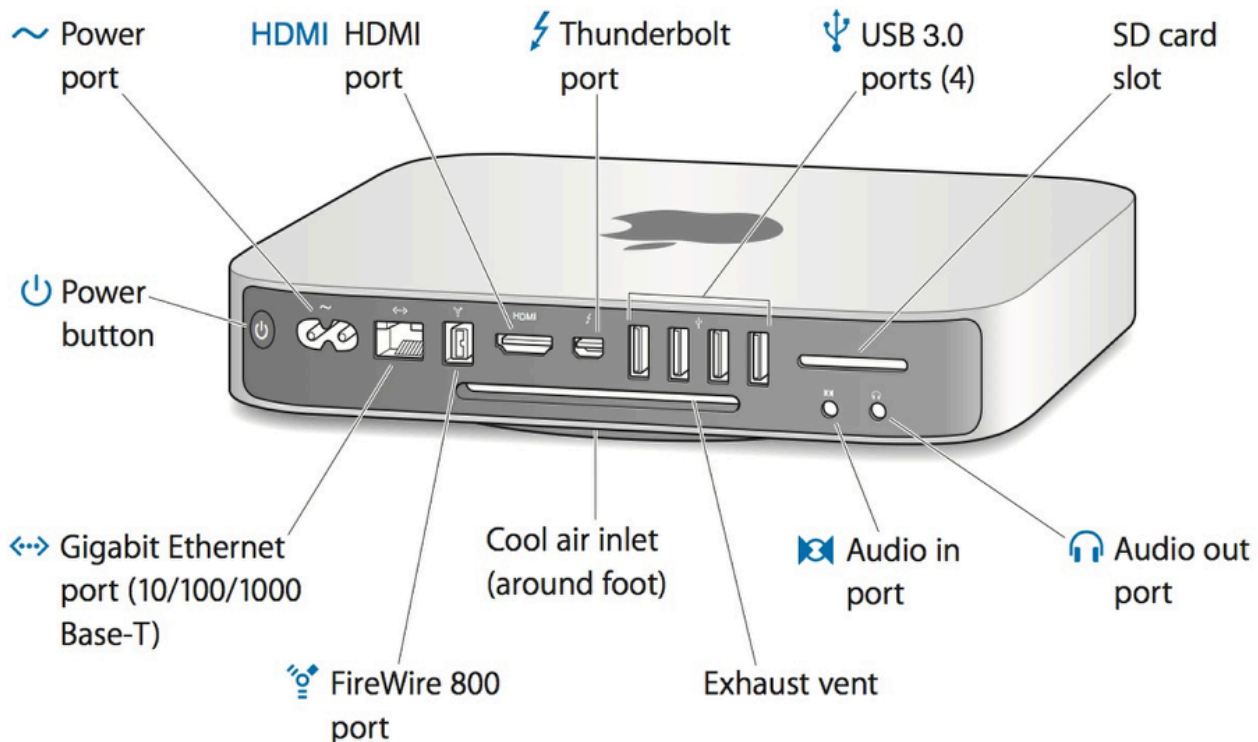
2012 Mac Mini



The 2012 model Mac Mini is all silver with a black back panel with NO DVD drive (see above).

There are no other physical buttons or ports on the front other than a large white LED that indicates that the computer is turned on (glows white when on), or asleep (flashes slowly when asleep).

Rear View of 2012 Mac Mini



The rear of the Mac Mini houses all of the ports, the power switch, and power connector. Ports available on the 2012 Mac Mini including:

- HDMI
- Firewire 800
- 2 x Thunderbolt ports
- 4 x USB 3.0 ports
- SD card slot
- audio in/out jacks
- Gigabit Ethernet

The primary difference between the 2010 and 2012 models of the Mac Mini are the absence of the DVD drive on the 2012 version and the inclusion of Thunderbolt and USB 3.0 ports in place of DisplayPort and USB 2.0 ports that were on the earlier 2010 model.

The Mac Mini can be turned on by pressing the Power Switch button with a single short press. Holding the power button down for more than 5 seconds will turn the Mac Mini off (this is not recommended unless the Mac Mini is completely non-responsive and cannot be turned off or restarted in any other way).

Using an iMac

This lesson explains some of the differences between an iMac and a traditional desktop PC

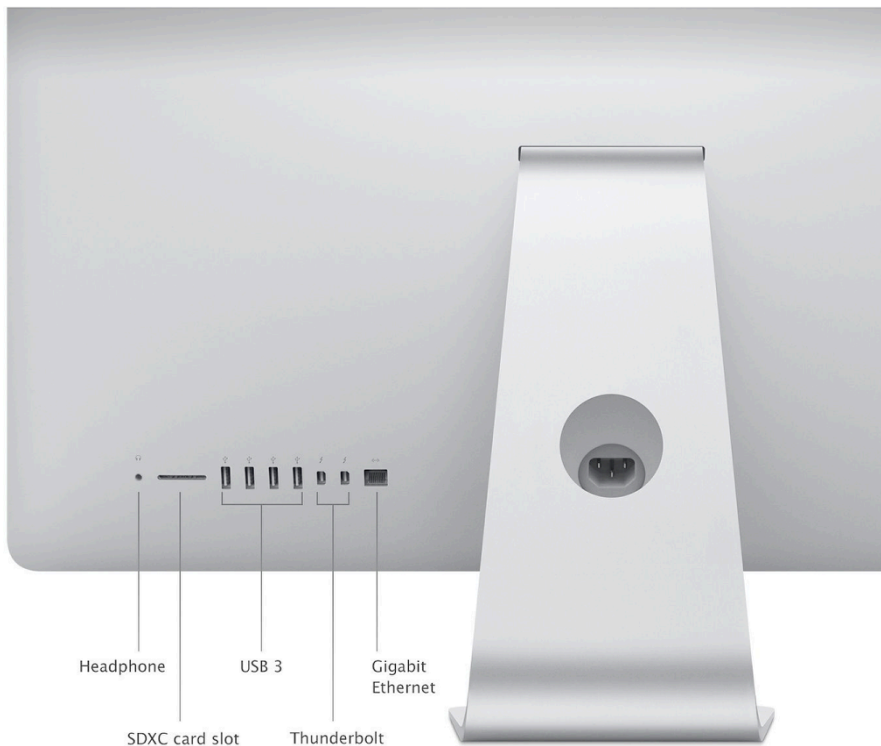
Using an iMac



An iMac Differs from a traditional desktop PC in its all-in-one design with an integrated monitor and the location of controls and ports, including:

- No built in CD/DVD drive (in the 2012 model shown above). Earlier models have DVD players built-in, or an external USB DVD player can be connected.
- The Power Button is located on the back of computer.
- USB and SD card ports are on the back of the iMac
- Additional USB ports are on the side of the keyboard (wired keyboard)
- Thunderbolt ports

iMac (Rear View)



The rear of the iMac has the following ports available:

- Headphone jack
- SD card slot
- 4 x USB 3.0
- 2 x Thunderbolt
- Gigabit Ethernet (LAN)

Introduction to the Mac

Getting Started

This lesson shows the basic user interface of the Mac and how to find and launch Applications (Apps).

Mac screen layout



The Mac User Interface.

Using Launchpad to Open Applications (Apps)



The easiest way to find and open Applications (Apps) on your Mac is by clicking on the Launchpad button on the Mac dock.

Finding and Launching Apps in Launchpad

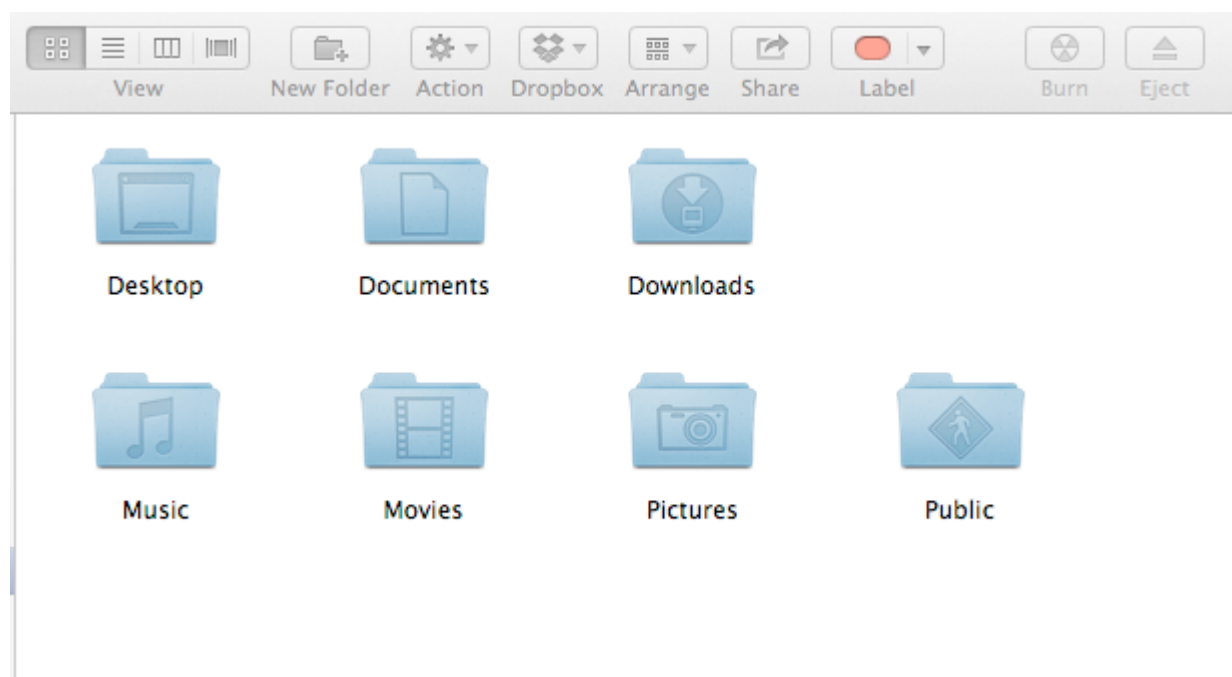


Click on the dots or swipe to the right with three fingers on your trackpad to see more apps (similar to an iPad) and click on an App icon to launch (open) it

Saving Files on a Mac

This lesson shows the user the structure of the Mac "document library" or User Home; the differences between the "Local" and "Network" user home; and, how to save files to the folders on the network home so they are available from any computer the user logs onto at the college and their iPad (in MobilEcho).

Mac User Home or "Document Library"



The Mac has a similar User Home or "document library" to that of Windows 7 and consists of the following folders:

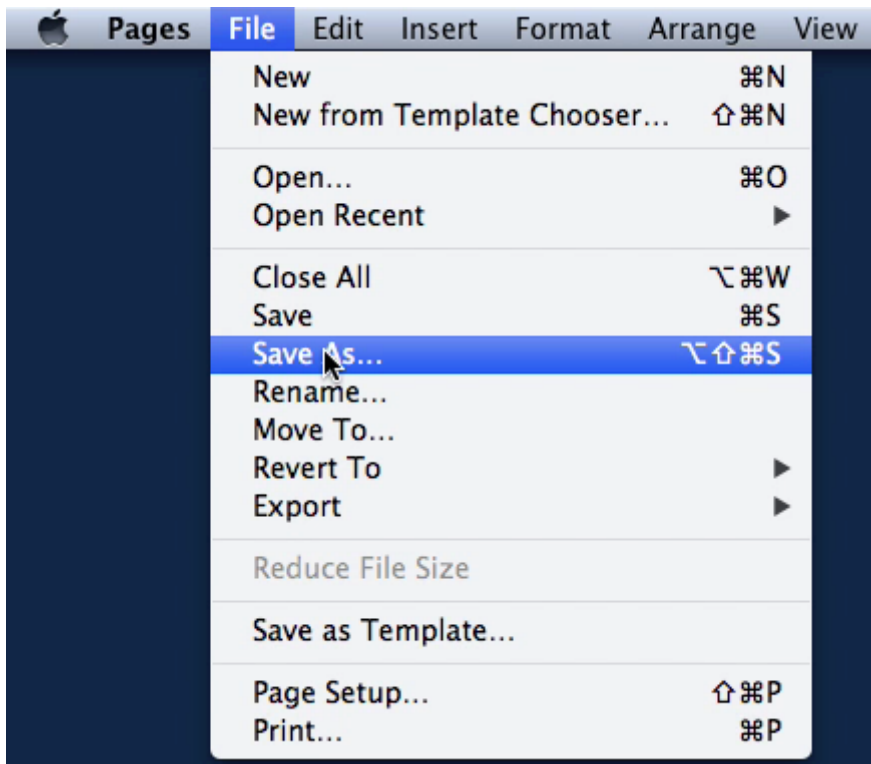
- **Desktop** - Should be used minimally for storing files as placing excess files on the desktop slows down your computer.
- **Documents** - MS Word, Excel, PowerPoint, Pages, Numbers, Keynote, text documents, etc.
- **Downloads** - Default location for downloads from Safari, Firefox, etc.
- **Movies** - iMovie library, all video files such as MP4, MOV, WMV, etc.
- **Music** - iTunes Library, GarageBand, MP3, AVI files, etc.
- **Pictures** - iPhoto and Aperture libraries, all image file types (.jpeg, .jpg, .gif, .png, .bmp, .tiff, etc.)
- **Public** - contains a Public dropbox that can be used for sharing documents. Rarely used today and has been mostly replaced with AirDrop

These folders may be used for organising your files and folders. It is strongly recommended that you use each of the folders for their intended purpose (e.g. save video files to the Movies folder, images to Pictures folder).

How to Save Documents

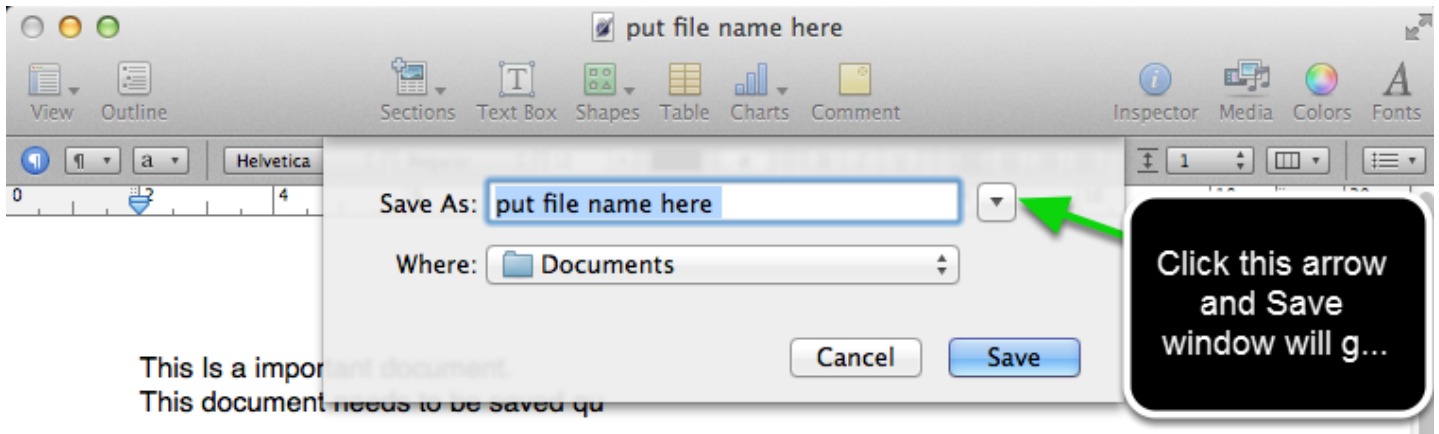
Saving documents on the Mac is very similar to the PC. There are some minor differences in the save options and navigation of the Finder when saving that will be explained below.

Saving Files in an Application



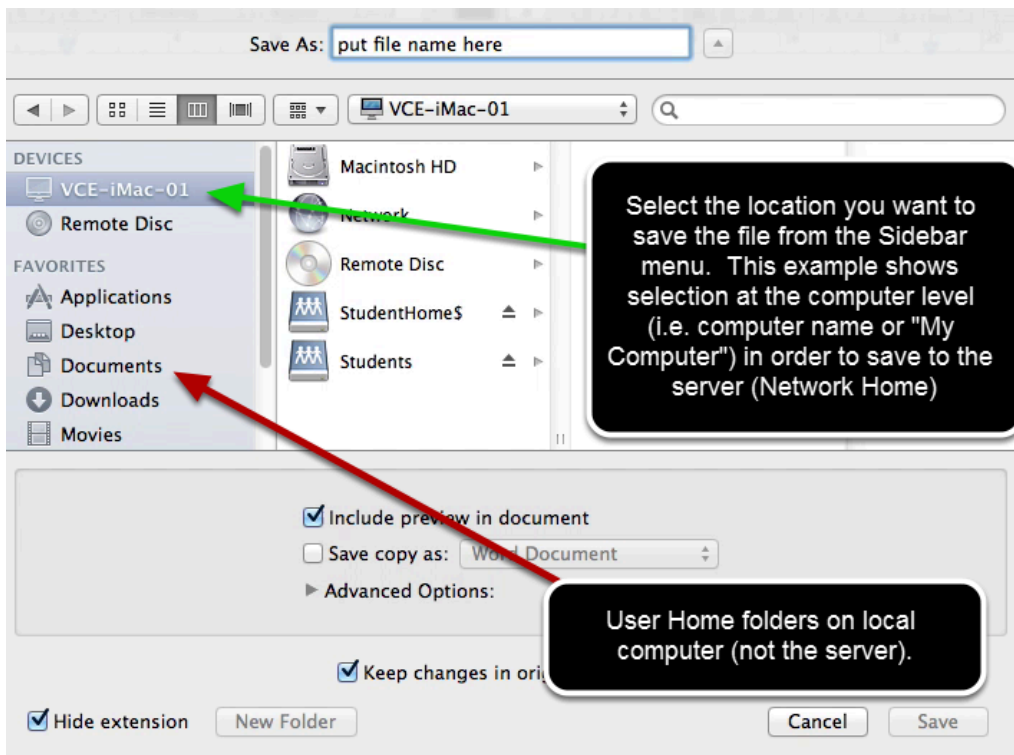
To save a file from any application click File > Save or File > Save As... (see above). This menu is always found at the top of the Menu bar on the Mac for the current application you are using.

Expand Save Options



By default, the Mac only shows the top level folders in the Document Library. To see all of the sub-folders, click the Triangle beside the document name to expand the Save window.

Select Save Location



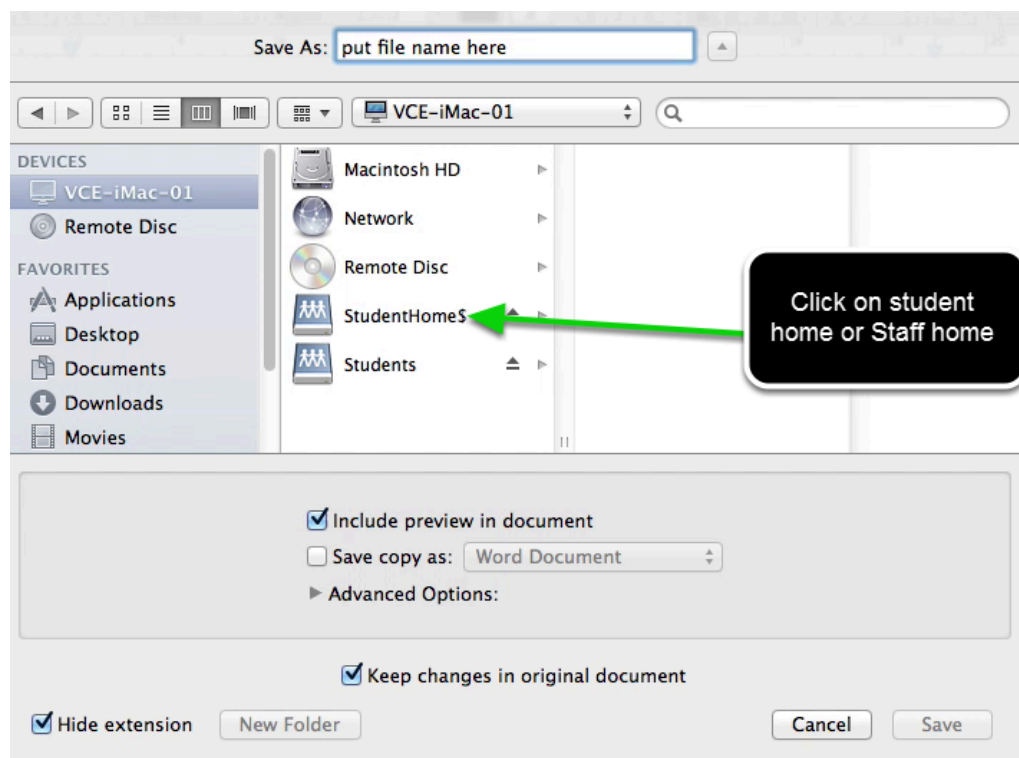
Once the Save menu has been expanded, you will see all of the possible locations to save the file, including the user document library (e.g. Desktop, Documents, etc. and sub-folders).

If you want to save to a network location (Network User Home or Network Drive), then click on the computer name in the sidebar as shown in the example above. If you only need to save to

the local drive of the computer rather than the server, you could just choose "Desktop", "Documents", "Movies", etc. from the sidebar.

**If you are a staff member using your own laptop, then any documents saved to the Desktop or Documents folders of the local drive (User Home) will be "synced" to the server (similar to Dropbox). Files in other directories will not. This is why it is important to use the folders as designed to ensure your server drive quota isn't consumed by storing all of your music or movies in the Documents folder, which would be synced to the server.*

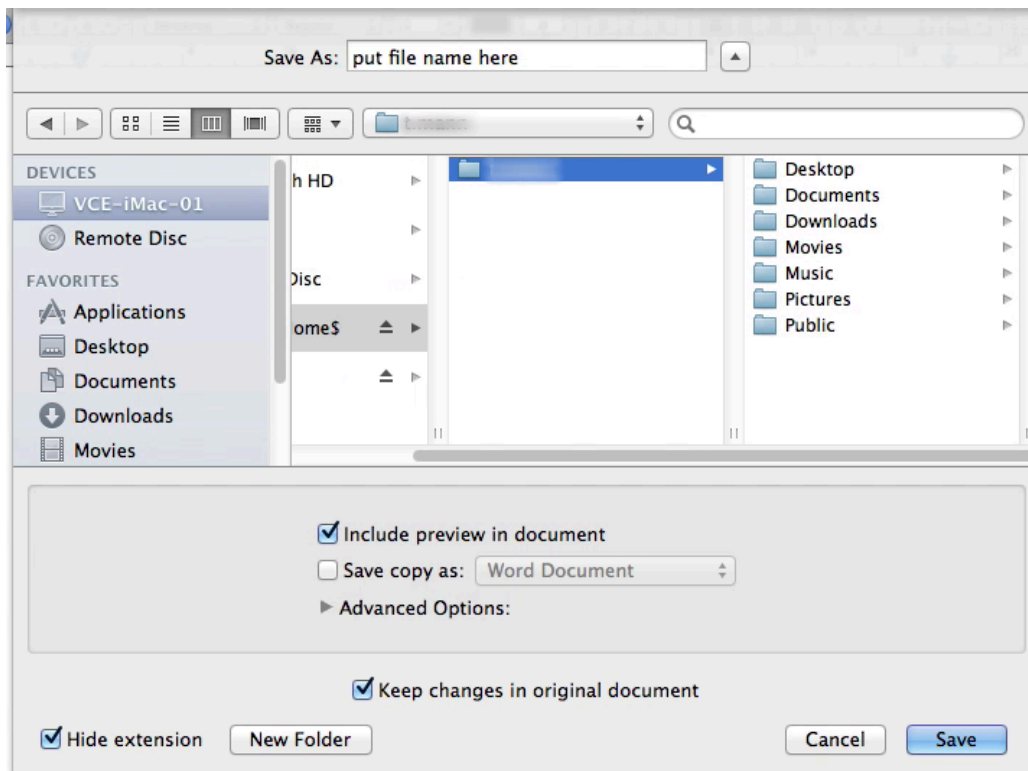
Select Network Save Location



When you have selected the Computer Name (My Computer) as the save option you will see the Mac HD, DVD, and Network Drives as options.

To save to either your Network Home (to store your files on the server) or another Network Drive (e.g. Staff, IWB, Reports) - click on the chosen drive image. The example above shows a student logged in and selecting the "StudentHome\$" drive as their save location

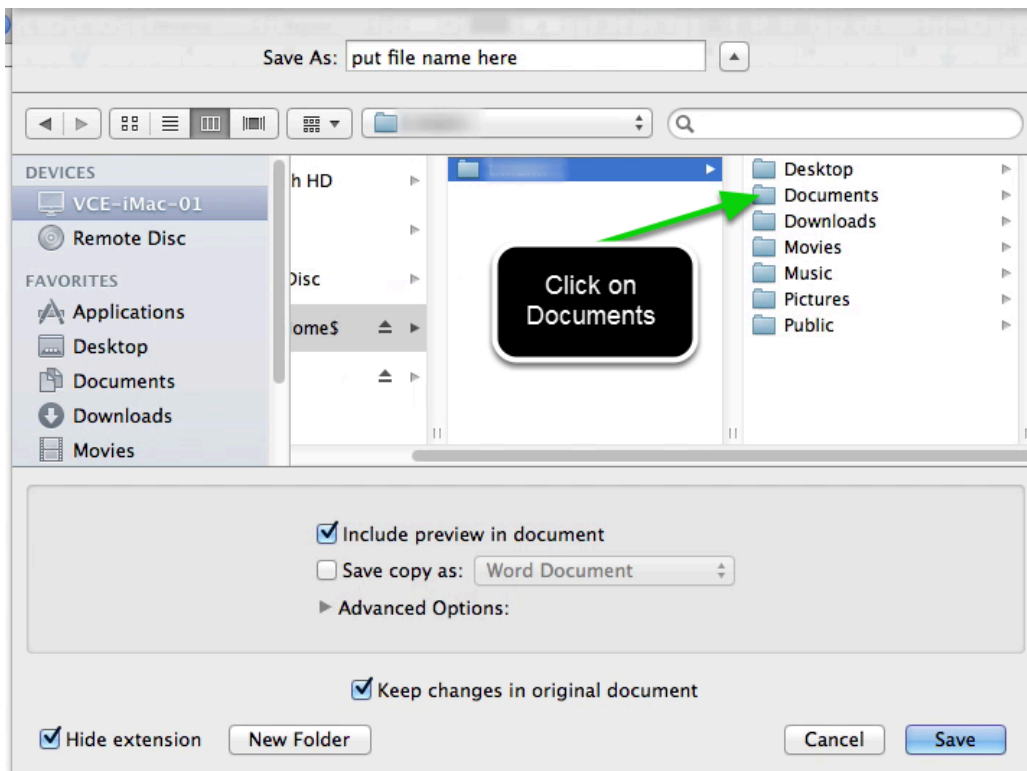
Select Folder to Save to in Network Drive



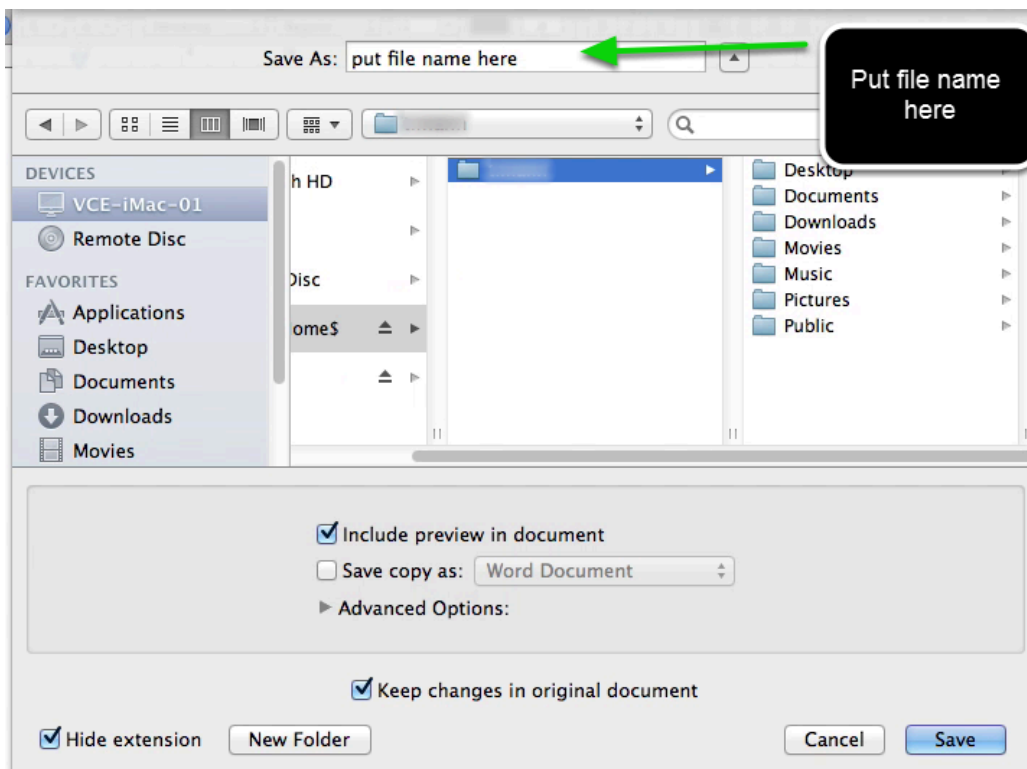
Once you have clicked on the Network Drive, you then need to choose the folder or sub-folder under that drive that you would like to save your files to.

Note that the Network Home drive should only be used to store files in the Desktop or Documents folders as movies, music, and pictures will take up too much space and quickly consume your drive quota.

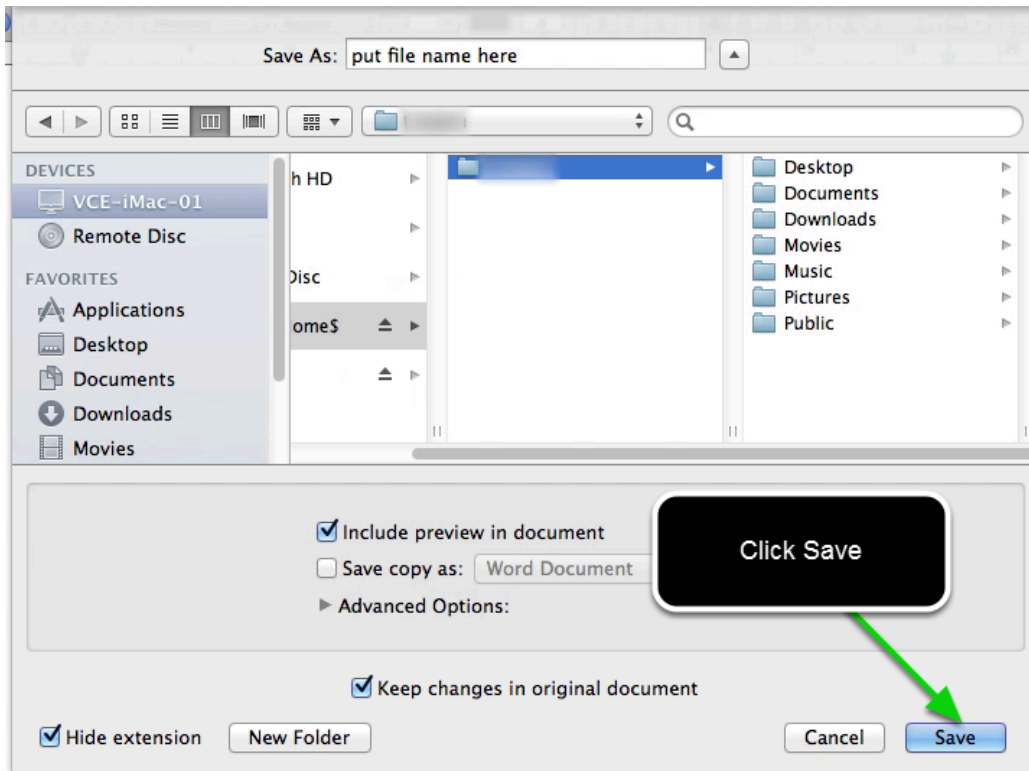
Example Save to "Documents" folder in Network Home



Name the File



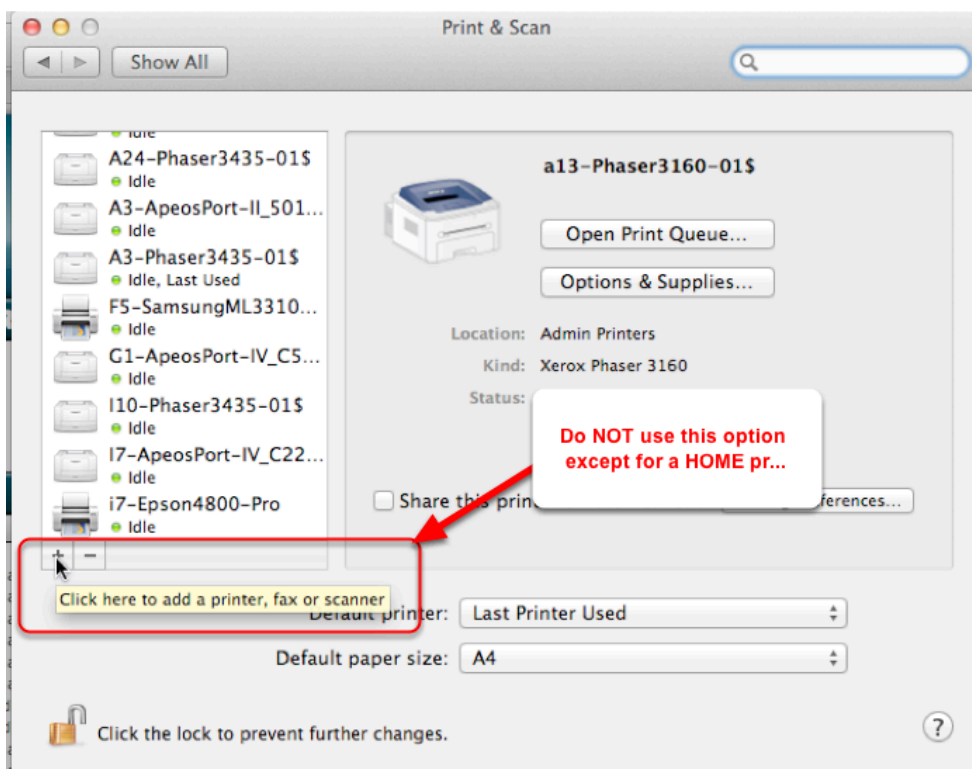
Save File



Adding Printers on a Mac (ExtremeZ-IP)

This lesson explains how to add printers to a Mac on the Bayside Christian College network. The process of adding printers to the Mac has been simplified through the use of a software utility named "ExtremeZ-IP", which allows for one click installation of printers pre-configured to work properly on the College network.

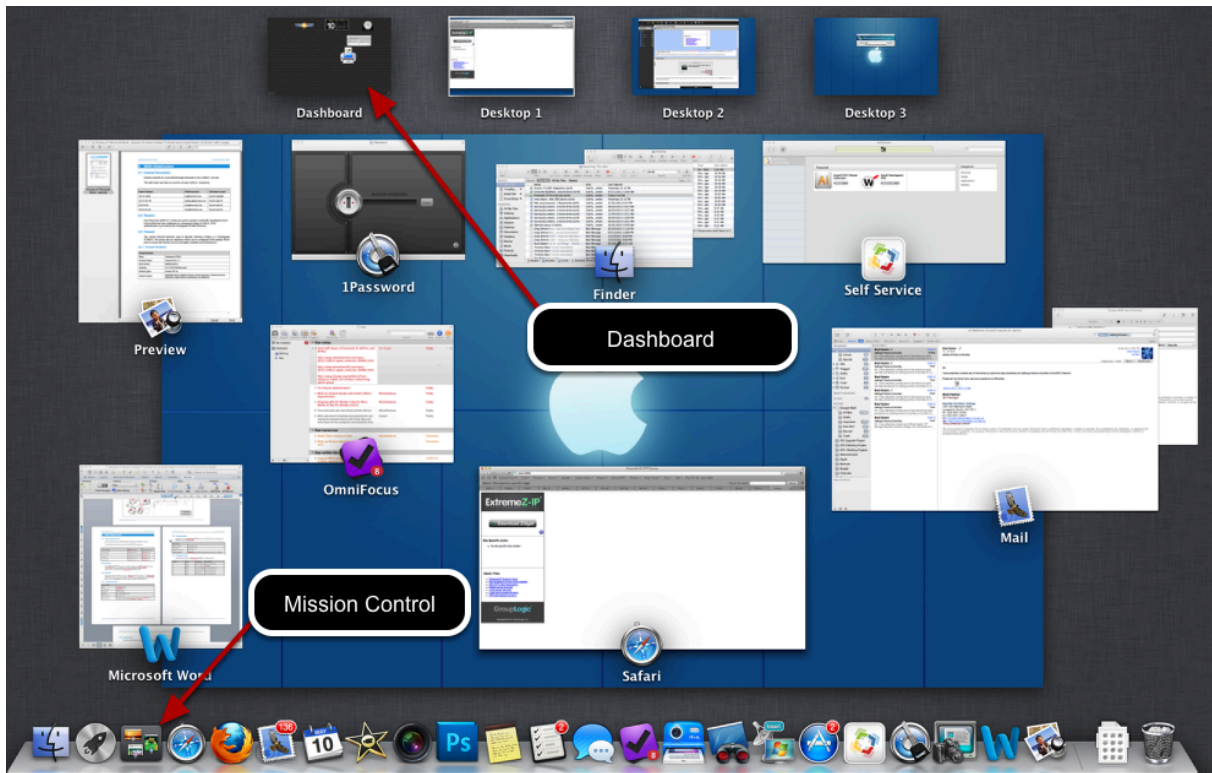
Print & Scan



The Mac has a "Print & Scan" option in the System Preferences that can be used for adding printers at home (see below). However, this **should NOT** be used for adding printers on the Bayside Christian College network.

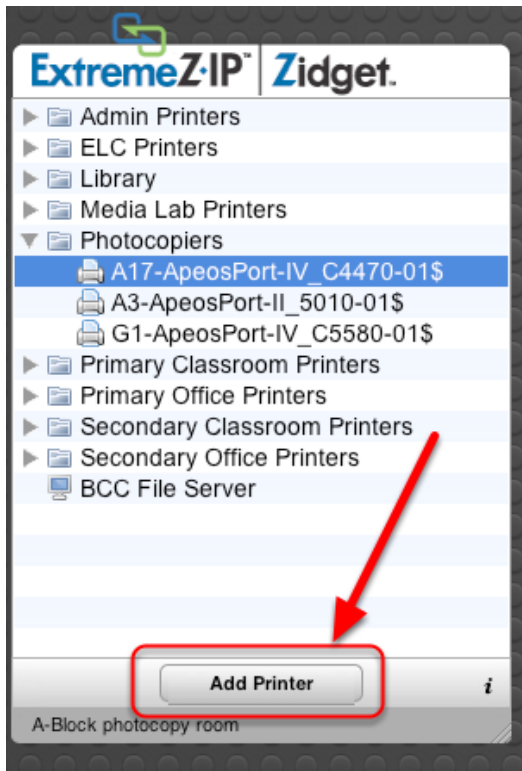
The instructions below will show you the simple two-step process for adding any BCC network printers to your Mac.

Step 1. Go to the Mac Dashboard



To go to the dashboard on the Mac, either swipe your trackpad with three fingers to the right (if you are using a laptop) or click the Mission Control icon and select the Dashboard (see arrows in image below).

Step 2. Select the Printer and Add using ExtremeZ-IP Zidget



Once you have opened the Dashboard, you will see several widgets, including the **ExtremeZ-IP Zidget**. Click on the Triangle to the left of each printer category (printers are categorised by area).

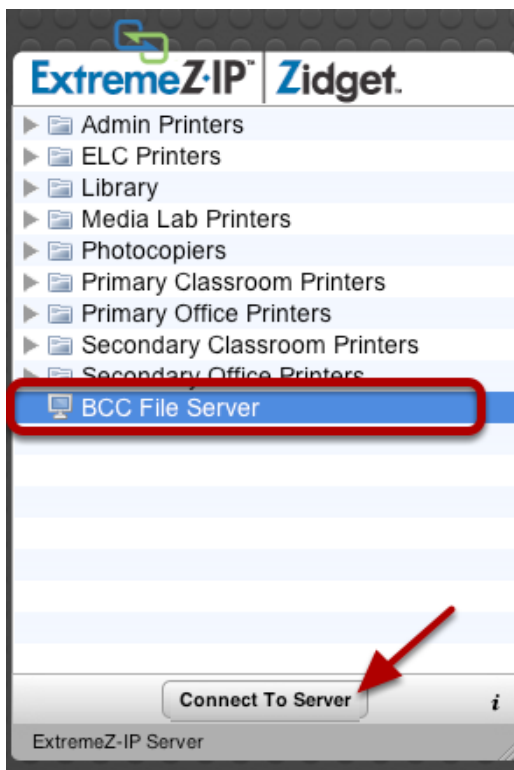
To install a printer, just select the printer and click "Add Printer" at the bottom of the Zidget

In this case, the photocopier in A17 (Staff Copy Room) has been selected. Once you have clicked "**Add Printer**", the printer will be installed and will show up in the "Print & Scan" section of System Preferences. Repeat this process for as many printers as you want to add.

Adding Network Drives on the Mac (ExtremeZ-IP)

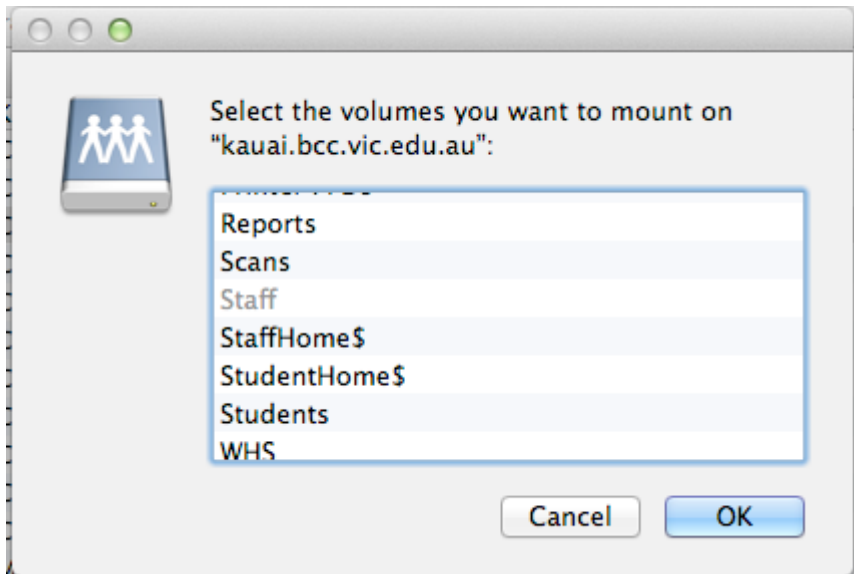
This lesson explains how to add (mount) Network drives or shares onto the Mac without ICT staff assistance using the ExtremeZ-IP widget.

Connect to Server



To add network shares or drives to the Mac, go to the **Dashboard** and select "**BCC File Server**" in the ExtremeZ-IP widget, then click "**Connect to Server**"

Select and Add Network Drive (Share)

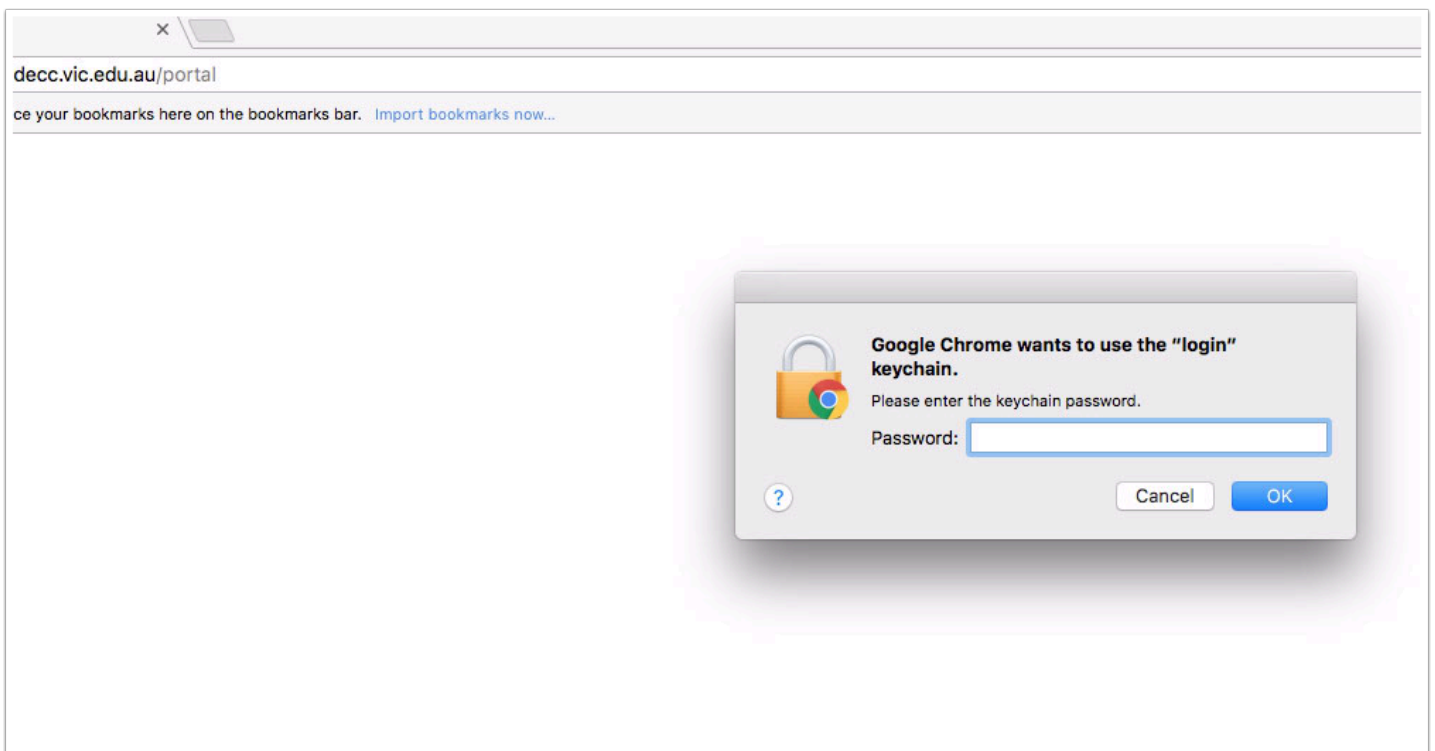
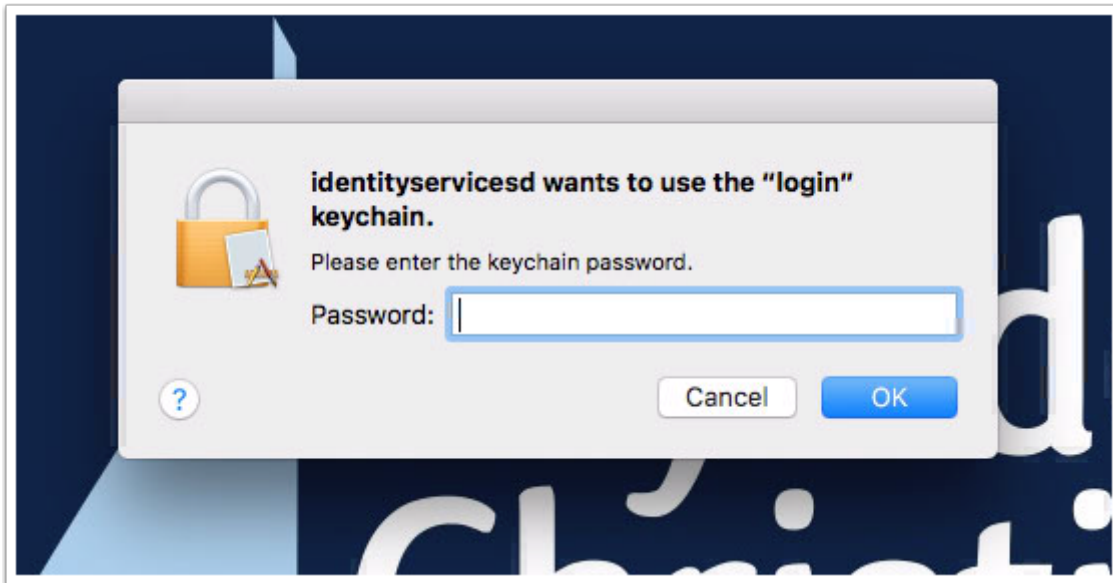


Select the network share that you want to install and click **OK**. The network share will open in the finder and will show up on the desktop. You can use the Command (cmd) key to select multiple shares and add them all at the same time. ***Shares that you already have connected will be greyed out.***

NOTE: You must have permission to a share in order to add it to your computer. For instance, most of you you will not be able to access the **ICT** share and will receive an error, so although it is displayed you won't be able to install and use it.

Login Keychain

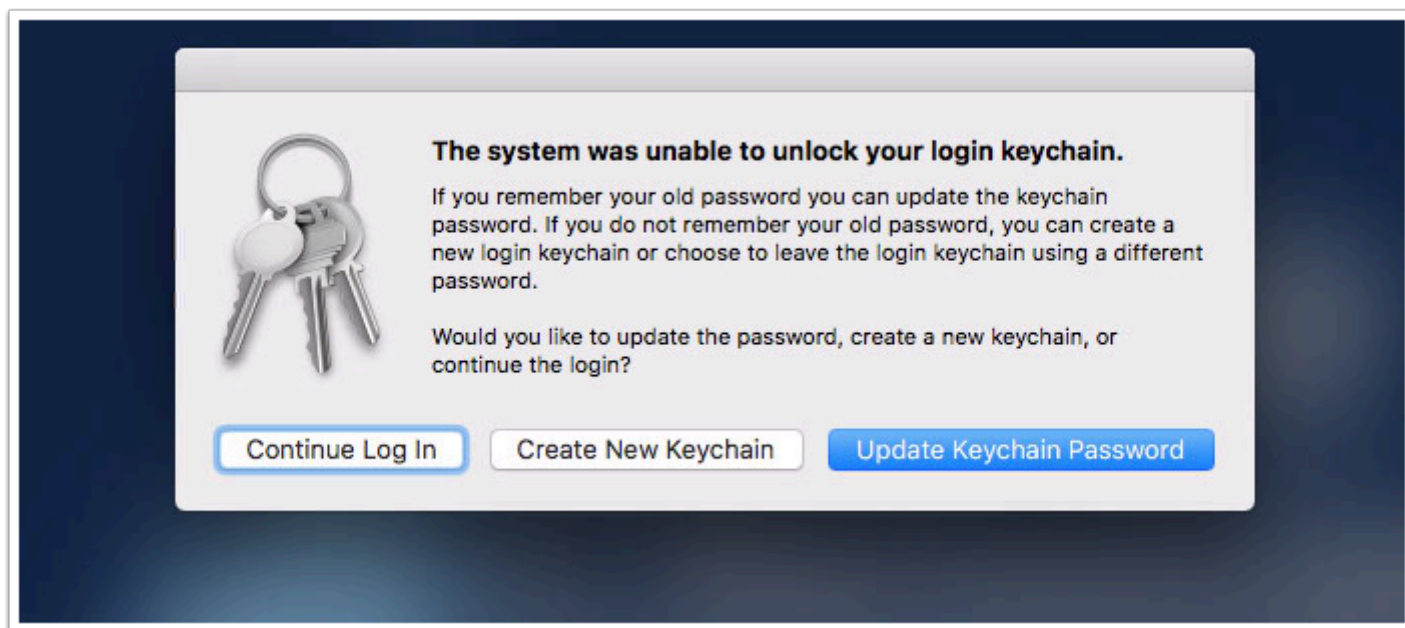
If your Mac keeps asking for the login keychain password



After you or an ICT Technician resets or changes your account password, your Mac will ask you to update your keychain password or enter the password of your login keychain. It might also tell you that the system was unable to unlock your login keychain.

That's because your login keychain is still using your old password as a security measure to protect saved logins, which could include banking details, etc.

Update your Login Keychain Password



At every login following the update of your password where the keychain password needs to be updated - you will see this window. Please read the options provided by the Mac at this step and take the most suitable action to update or recreate your keychain as necessary.

Continue Log In - You should almost **never choose this option** as you will continue to be prompted repeatedly for the password to unlock your keychain. Use this option only if you want to keep your keychain details and have a way of retrieving the correct password to unlock it at a later time.

Update Keychain Password - If you know your old (previous) password that was used on the computer prior to changing it, then click the "**Update Keychain Password**" option and enter your previous password. Be aware that if you don't enter the correct password after this, you will continue to receive keychain prompts.

Create New Keychain - For many students, this will be the best option following a password change. Because students can use various computers and may not have used a particular computer for some time (i.e. in a lab or the Library), the password the computer wants may be the password the student was using two password changes prior and they likely will not know what to enter. Clicking the "**Create New Keychain**" option will reset the keychain on the computer and stop the keychain prompts.

That didn't work, what now?

If for any reason you are still unable to get rid of the Keychain prompts or are no longer seeing the window providing the option to create a new keychain, which can occur if you choose to

update the Keychain Password and enter an incorrect password, then a more direct method may be required to remove the keychain.

The Apple Support article below provides a few additional methods for resolving the login keychain prompts.

<https://support.apple.com/en-au/HT201609>

If you are still unable to resolve this with any of these methods, please log a Help Desk ticket at support@baysidecc.vic.edu.au and an ICT Technician will be able to assist you.

Using the VPN

Connecting to the Bayside Network over VPN

Bayside Christian College provides remote VPN (Virtual Private Network) access to the College internal systems for staff. This document has been created to provide instructions on installing and configuring the VPN as well as connecting to the College network and accessing internal systems.

VPN Overview

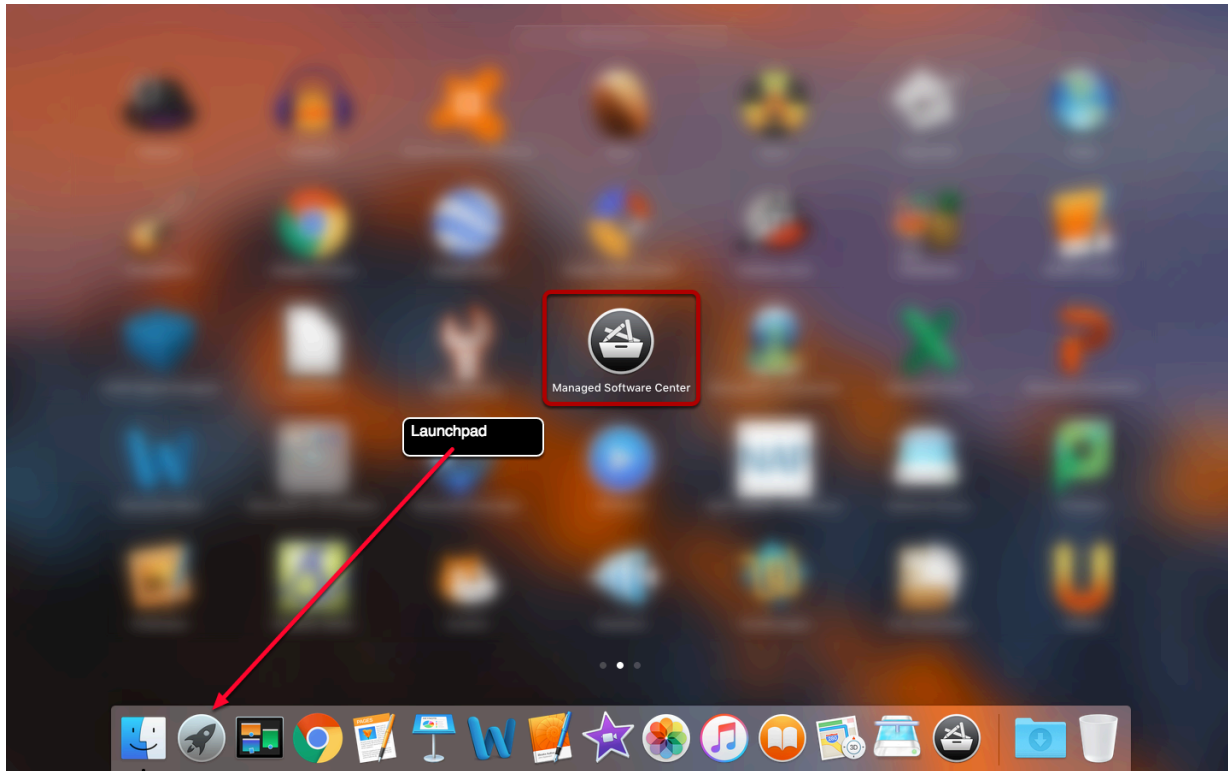


VPN access is available on PC's, Macs, and iPads and provides a secure, encrypted way to connect to the College remotely to access documents on the File Server, or internal databases and sites.

The Bayside VPN is installed by the user through the Managed Software Center app on the Mac. This installation process is fully automated.

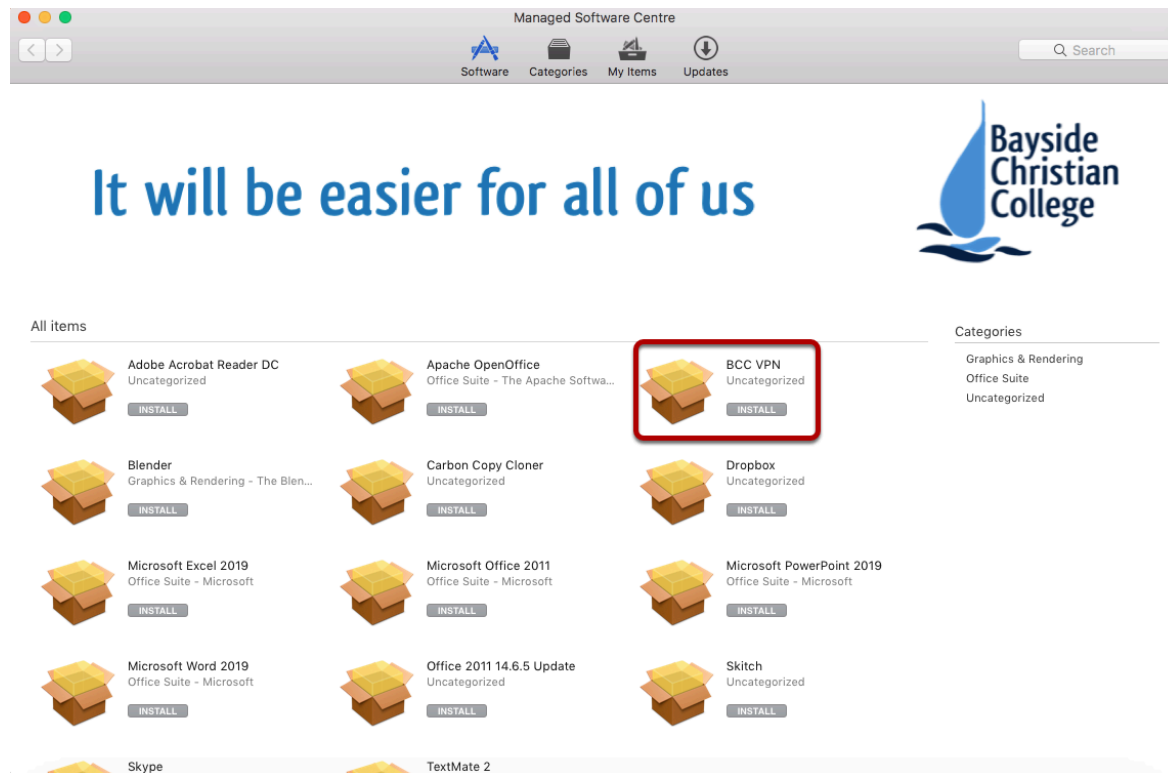
Installation and use of the VPN on the iPad is covered in a separate tutorials. PC users will need to bring their laptop to the ICT Department for installation and configuration of the VPN.

Open the Managed Software Center App



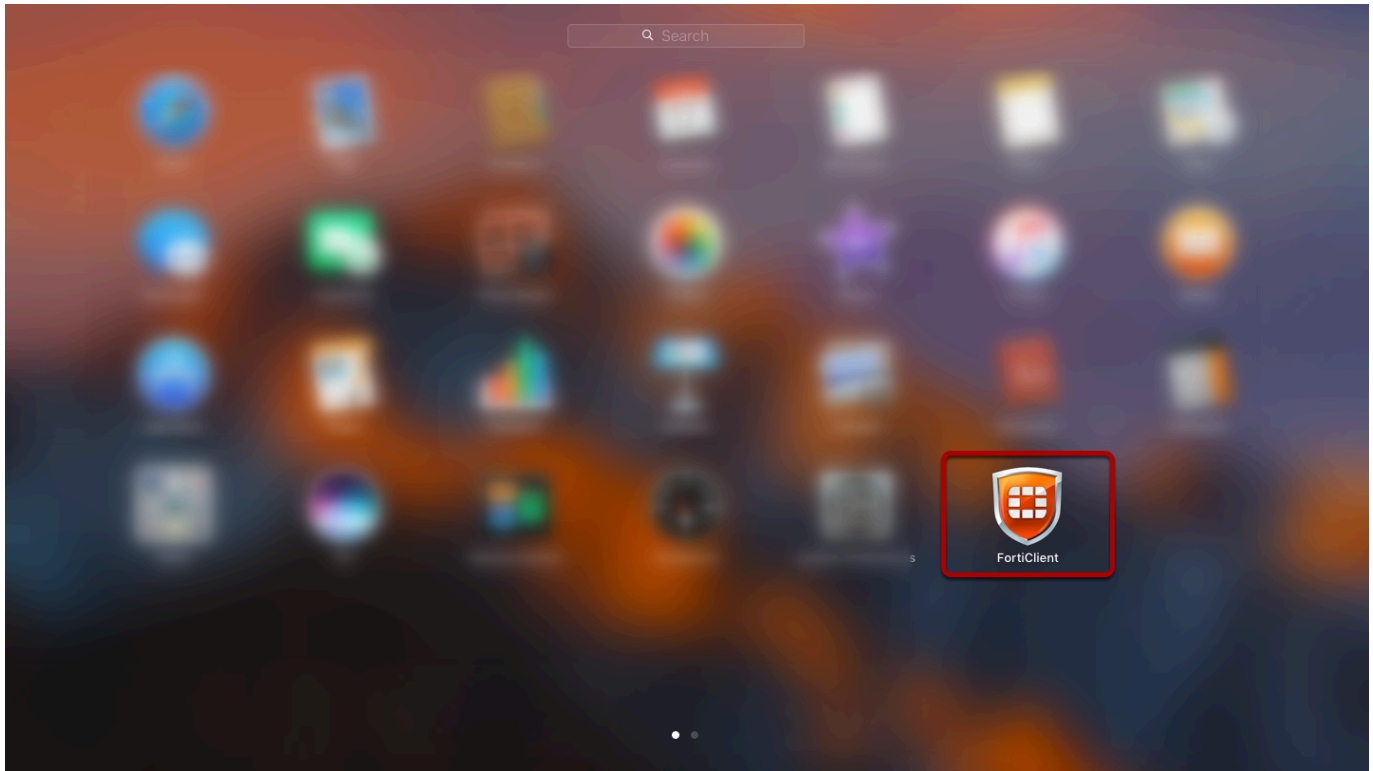
Step 1 - Launch the "Managed Software Center" app by clicking the **Launchpad** on the desktop or by going to **Applications > Managed Software Center app**

Click on the Install button below BCC VPN item



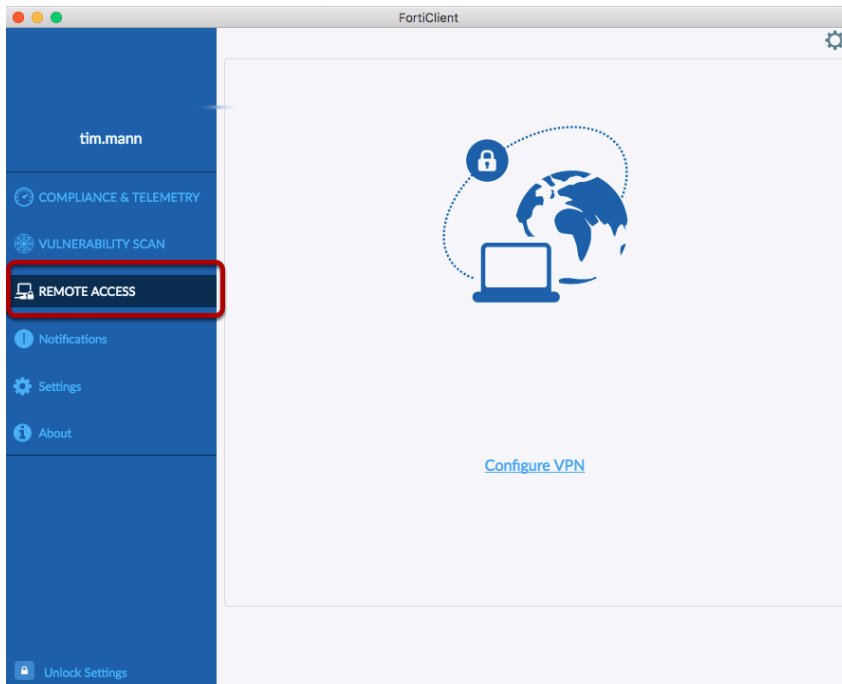
Step 2 - Click on the **install** button below the **BCC VPN Item**

Open the FortiClient App



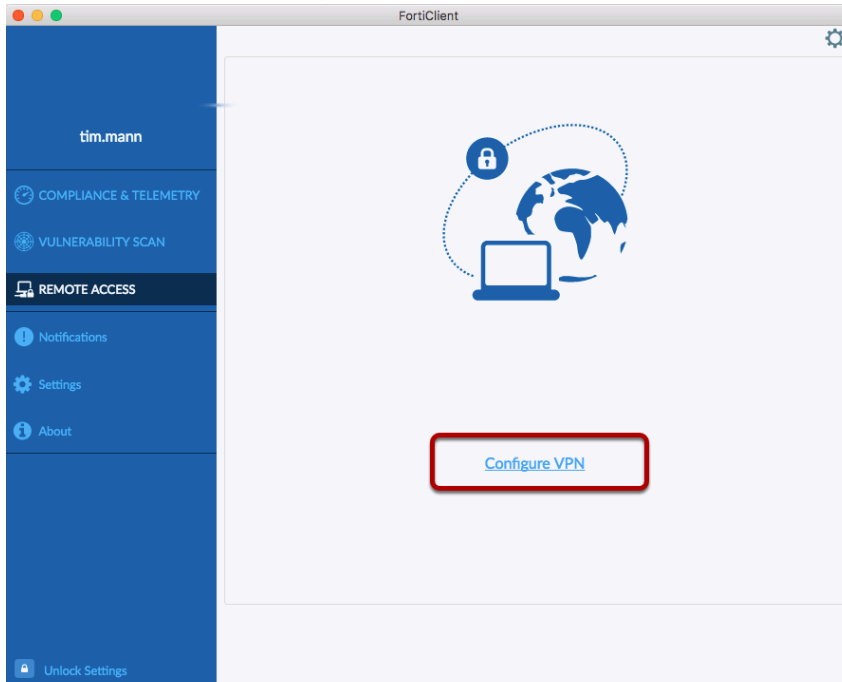
Step 3 - Open the FortiClient app

Click on the Remote Access tab



Step 4 - Click on the Remote Access Tab

Click on Configure VPN link



Step 5 - Click Configure VPN

Configure VPN like below and click save

FortiClient

New VPN Connection

VPN

SSL-VPN (IPsec VPN)

Connection Name: BCC VPN

Description:

Remote Gateway: vpn.bcc.vic.edu.au

+ Add Remote Gateway

Customize port: 443

Client Certificate: None

Authentication: ☒ Prompt on login ☐ Save login

☐ Do not Warn Invalid Server Certificate

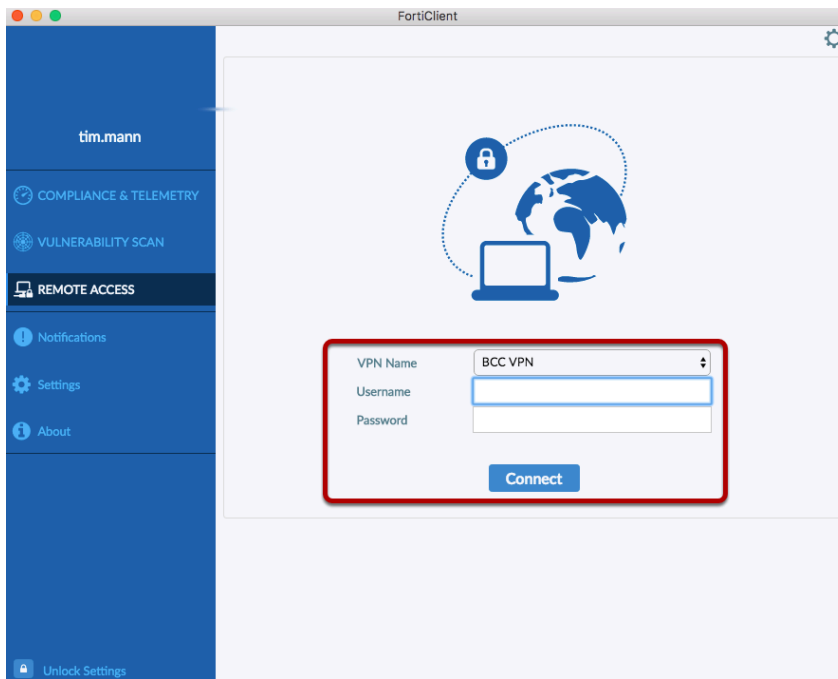
Cancel Save

Step 6 - Configure VPN with the details and then click Save.

Connection name : BCC VPN

Remote Gateway: vpn.bcc.vic.edu.au

Enter you network account details to use the VPN.



Step 7 Enter your network account details and click connect.

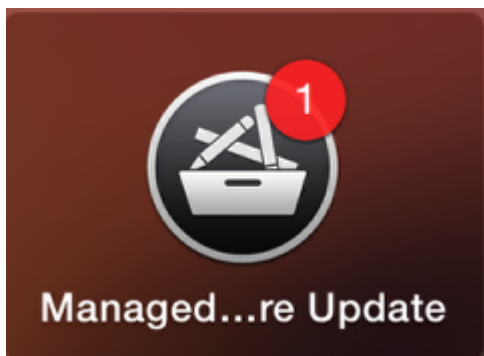
Tips and Tricks

Upgrade to OSX Yosemite

This lesson explains how to upgrade your Mac laptop from OSX Mavericks (10.9) to OSX Yosemite (10.10) using the Managed Software Center application installed on all Macs at the College. The upgrade process is completely automated once the install is started. This upgrade will take approximately 60 minutes.

NOTE: Please do not upgrade your Mac laptop through any means other than the Managed Software Center. All of the updates in Managed Software Center have been thoroughly tested to ensure compatibility with all College systems and software. Upgrading your computer using the Mac App Store is likely to result in issues with your laptop on the College network, including loss of AirPlay functionality, printing, network shares, and problems with some applications.

Launch the Managed Software Center application



The first step to upgrade your laptop to OSX Yosemite is to launch the "Managed Software Center" application.

This app can normally be found in the dock, but if you don't see it there just click the Launchpad and search for it there, or using a spotlight search.

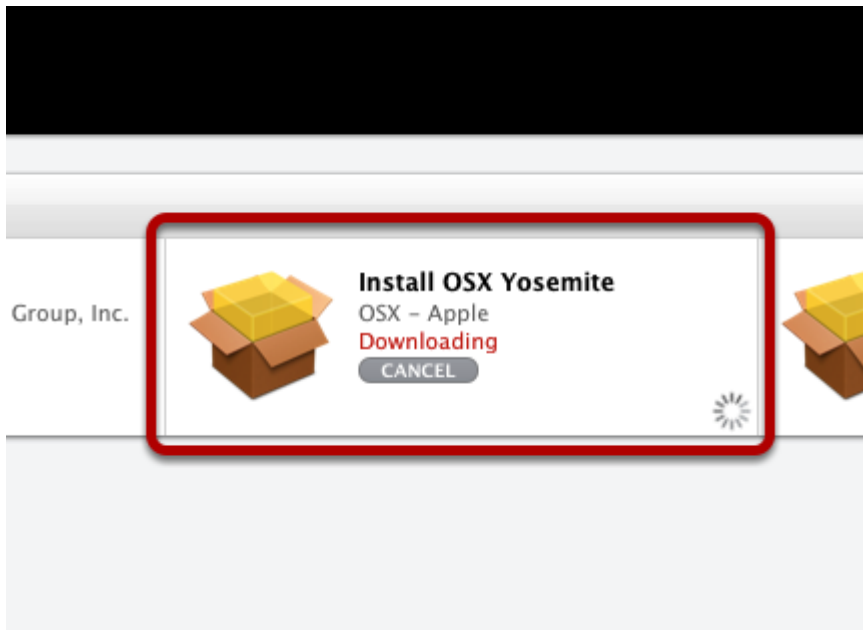
Check for Yosemite Upgrade "Readiness"



Most laptops at the College will be ready to install the latest OSX Yosemite upgrade. However, there are a few that we have identified that will require additional preparation before the upgrade can be applied.

To determine if your laptop is ready to be upgraded, click on the "**Updates**" tab in the Managed Software Center app to refresh the database, and then click the "Software" tab. If you see the "Install OSX Yosemite" option in the Software section, then your laptop is ready to be upgraded.

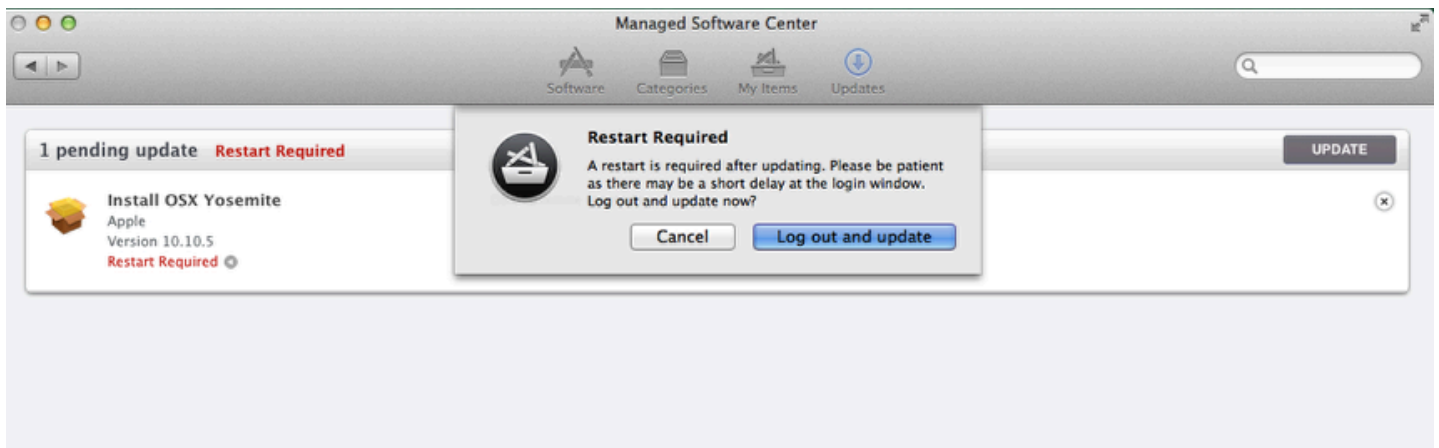
Install OSX Yosemite



To install OSX Yosemite, simply click the "**Install**" button below the "Install OSX Yosemite" option in Managed Software Center. The update will begin to download.

IMPORTANT: Before beginning the upgrade, please plug your laptop into a charger, or ensure the battery is charged to at least 75%.

Follow Prompts to Upgrade



Once the OSX Yosemite upgrade package has downloaded, you will be prompted to logout and restart to allow the upgrade to complete. To complete the upgrade, click the "Log out and update" button.












The upgrade will now proceed without further prompts. **Do not** cancel or stop the upgrade once it has started.

Mac Keyboard Shortcuts

The fastest way to navigate a Mac is to learn the OS X keyboard shortcuts available at your fingertips.

With just a few keystrokes users can save files, switch between different applications or documents, and even create screenshots on the fly. It's easy, if you know the keyboard shortcuts to use.

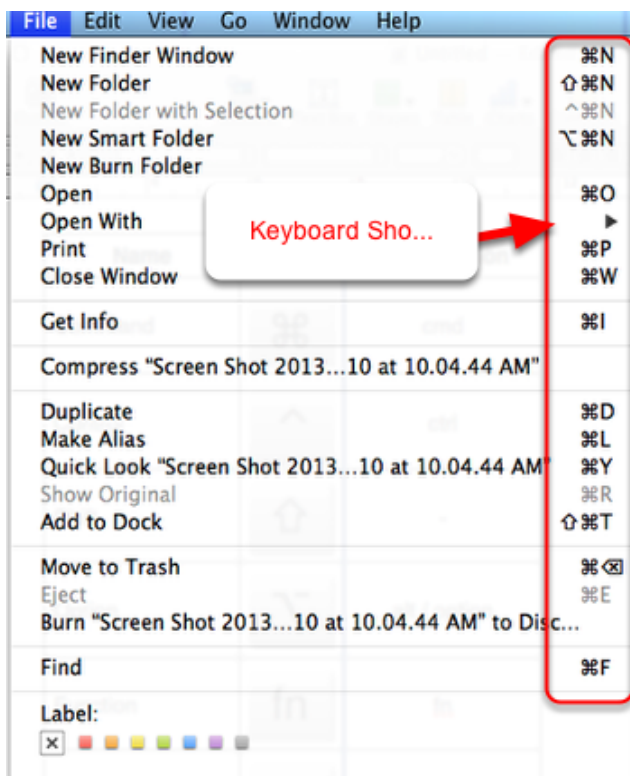
The Basics

Name	Symbol	Abbreviation
Command		cmd
Control		ctrl
Shift		-
Option		alt / option
Function		fn
Escape		esc
Tab		-
Return		enter / return
Delete		backspace
Forward Delete		-
Eject		-

If you're new to a Mac you're probably wondering what some of the keys in front of you are supposed to do. The chart above is a simple outline of the main keys and their symbols used for shortcuts. Get familiar with these core keys on your Mac.

NOTE: Mac laptops do not have the "Forward Delete" key. Instead, pressing the Function (**fn**) and **delete** keys at the same time will produce a "Forward Delete".

Shortcuts (Key Combinations)



Most Apple shortcuts are executed using one, or a combination of the above keyboard commands, so it's useful to get familiar with them. For example, in most applications it's common to use the Command + S key to save a document you're working on.

To find the correct keyboard shortcut for your favourite application simply use the mouse and click on the file menu. There you will see the corresponding shortcut next to the mouse click. See screenshot above.

Where's my Windows key?

Action	Windows	Mac
Search (Computer or Folder)	Win + F	Cmd + Space
Open File from App	-	Cmd + O
Copy a folder or file	Ctrl + C	Cmd + C
Paste a folder or file	Ctrl + V	Cmd + V
Cut to clipboard	Ctrl + X	Cmd + X
Search or Find (within App)	Ctrl + F	Cmd + F
Find or Replace (within app)	Ctrl + H	Cmd + F
Task Manager (force quit apps)	Ctrl + Alt + Delete	Cmd + Option + Esc
Print Screen (saves to desktop)	Print Screen	Cmd + Shift + 3
Find properties	Alt + Enter	Cmd + I
Print	Ctrl + P	Cmd + P
Quit a program	Alt + 4	Cmd + Q
Save a file	Ctrl + S	Cmd + S
Toggle between applications	Alt + Tab	Cmd + Tab
Switch to next window	Ctrl + F6	Cmd + ~
Undo last operation	Ctrl + Z	Cmd + Z
Redo last operation	Ctrl + Y	Cmd + Shift + Z
Select all items	Ctrl + A	Cmd + A
Rename a folder	Select item + F2	Select item + Enter
New folder	Ctrl + N	Cmd + N
Show Desktop	Win + D	F11

Looking to alt-tab, copy to clipboard, or print screen like you did in Windows?

Now that you've ctrl-alt-deleted from Windows the good news is the Mac has all of those options and more, but you may just have to learn a few different keys to press. Here's some common shortcuts you probably used in Windows and its comparable alternative on a Mac.

Screenshots (Print Screen, etc.)

Action	Keyboard Shortcut
Take a picture of the whole screen	Cmd + Shift + 3
Take a picture of a selected area	Cmd + Shift + 4
Take a picture of a selected window	Cmd + Shift + 4 + Spacebar
Take a picture and place it in Clipboard	Cmd + Shift+ 4 + Ctrl

One of the most handy keyboard shortcuts on a Mac is taking screenshots. By default, screenshots are saved to the Desktop with the name **"Screen Shot <date and time>"** and are saved as PNG files.

Here are the screen shot options available.

Advanced Keyboard Shortcuts

Right, that's the basics out of the way. The ;previously discussed commands will get you around your Mac a lot faster than pointing and clicking with a mouse or trackpad. However, the shortcuts don't end there. Let's get into some more specific keyboard shortcuts that will turn you into a real Mac whiz.

Finder Shortcuts

Action	Keyboard Shortcut
Preview a file	Click Spacebar on select file
New Finder window	Cmd + N
Close window	Cmd + W
Go directly to a folder or file	Cmd + Shift + G
Connect to a server (network shares)	Cmd + K
Find the properties of a file or application	Cmd + Option + I
Delete Trash without prompt	Option + Shift+ Cmd + Delete
Delete Trash	Cmd + Option + Delete
Edit Filename	Press Enter on selected file
Move a file instead of copying	Cmd + drag file to new destination
Go to "Computer"	Shift + Cmd + C
Go to "Home"	Shift + Cmd + H
Go to "Applications"	Shift + Cmd + A
Go to "All My Files"	Cmd + Shift + F
Minimise current Finder window	Cmd + M
Minimise all Finder windows	Option + Cmd + M
Open help	Cmd + Shift + ?
Undo last action	Cmd + Z
Change Finder views	Cmd + 1 or + 2 or + 3 or + 4

The Finder is the default file management program used on Mac OS X. While it is intuitive to use with a mouse there are some useful keyboard shortcuts which can save users time opening files and moving them around. Here's some of the more useful shortcuts.

Eject, Eject!

Action	Keyboard Shortcut
Force Quit an application	Option + Command + Esc
Quit all applications and restart	Control + Command + Eject
Prompt Restart, Sleep, Shutdown box	Control + Eject
Sleep mode	Option + Command + Eject

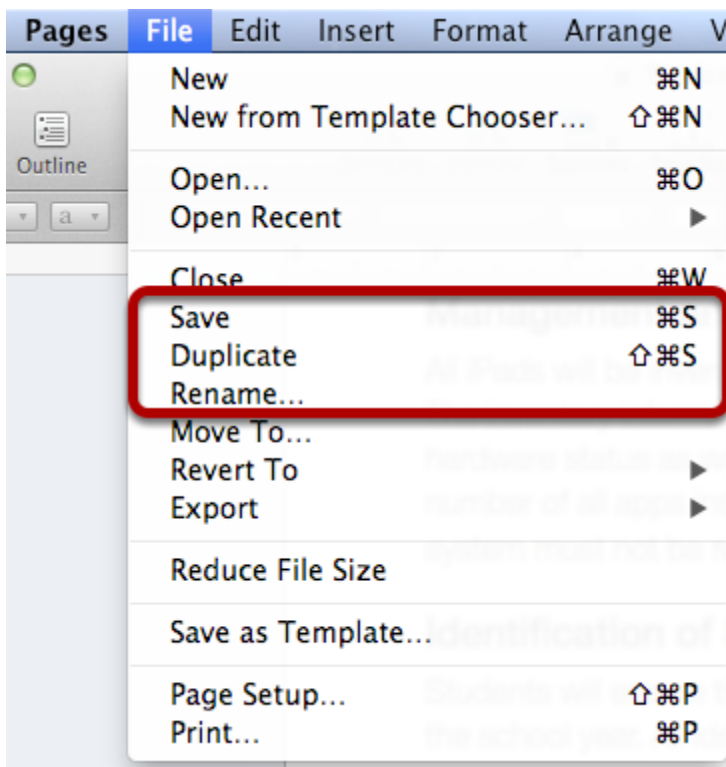
Is an application not responding or you need to shut down quickly? Don't move your hand towards the power switch before trying these keyboard shortcuts.

Give me back my Save As...!

In OSX 10.7 (Lion), the "Save As" option disappeared as an option for saving documents and was replaced by the combination of the "Save" command and "Duplicate". Duplicate creates a duplicate file that can be renamed and saved. This was done to prevent users accidentally overwriting a document. This feature is also part of the new Versions and Auto Save feature in OS X Lion.

However, some users cried out for the return of the familiar "Save As..." feature. So, in OSX 10.8 (Mountain Lion) the "Save As..." has made a return although it is hidden by default. This lesson shows you how to access the "Save As..." menu in any application it is available for.

A bit of background on Versions and Auto Save in Lion and Mountain Lion



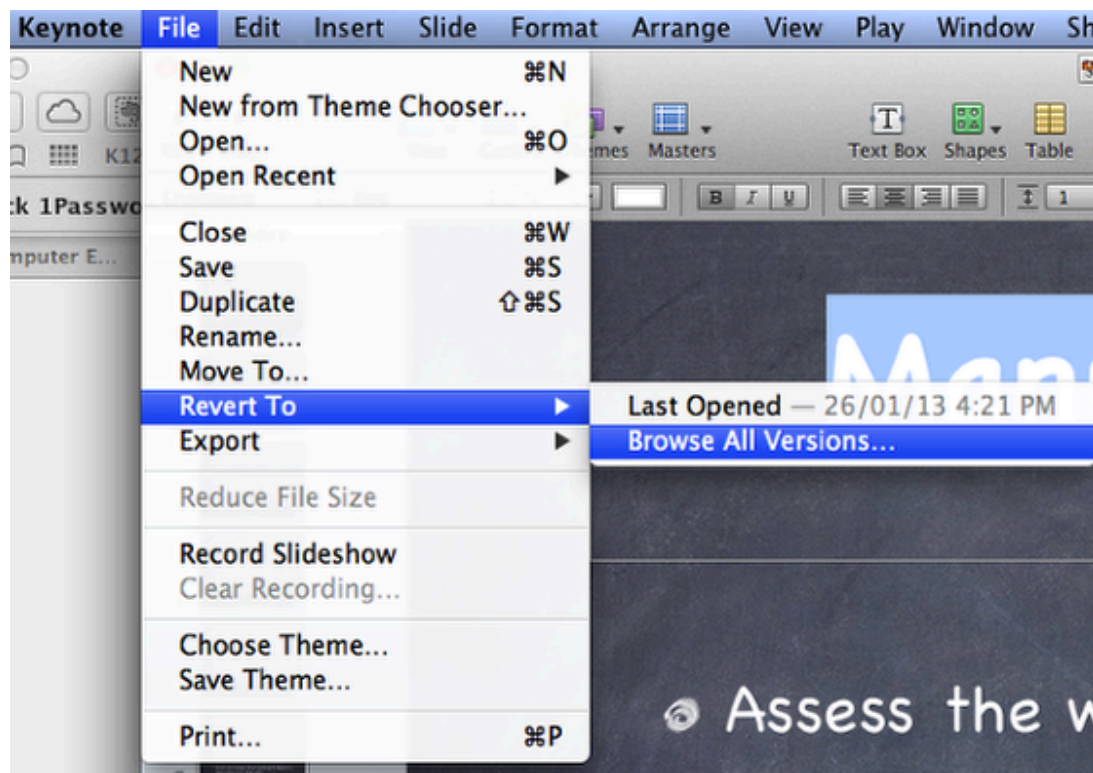
Long-time Mac users or those switching from a PC will notice that Lion and Mountain lion do not have the traditional "Save" and "Save As..." menu options for saving documents, but instead have "Save", "Duplicate", and "Rename" options in their place.

The reason for this is that beginning in Lion, OSX automatically saves your documents in the background everytime it is changed. This provides a document revision and "Time Machine" like ability to undo changes to files days or weeks after those changes were made - even after you have saved the document. So, the "Save" function has been made almost redundant.

The new "Duplicate" function takes a copy of an existing document and then prompts you to rename it so it can be saved. The new duplicated document does not have any of the revision history (snapshots) of previous changes.

The "Rename" option allows a document to be renamed while keeping all of the past versions of that document.

Auto Save and Versions Is Truly Awesome - If you know how it works



In apps that support AutoSave and Versions, which includes most of the Apple apps as well as many third party apps, documents are automatically saved with every change made and it is possible to return to previous major versions or changes in between.

To revert to the last saved version, you click "File > Revert To" and select the last opened version of the file. You can also Browse All Versions of the file.

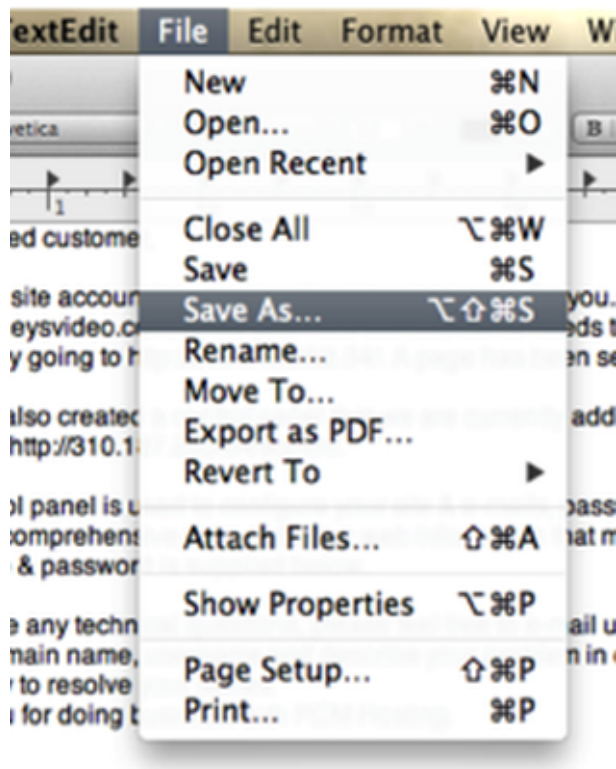
Browse All Versions of a File



When "Browse All Versions..." is selected from the **Revert To** menu, all minor revisions of that document are made available to the user. The window that displays is similar to the Time Machine backup window showing the current version of the document and the previous version selected with the day and time. On the right hand side of the menu, you can choose from all past dates of a document and review then restore that version. In this example, you can see I have a version dated all the way back to Sunday, 9 December 2013.

This is a very powerful feature that helps to prevent those "Oh No!" moments we've all had when editing documents.

I Don't Care - I Want "Save As..." back!



OK. Now that we've seen the advantages of the new AutoSave and Versions features in Lion / Mountain Lion, some of you still will just want to use "Save As..."

Fortunately, this is now possible in Mountain Lion for you die-hard "Save As..." fans. To bring up the "Save As..." menu, all you need to do is click the **Option** key when in the File menu of a document. This will toggle the Duplicate option to the **Save As...** option.

So, there you go - **Save As...** returns.

Install the ExtremeZ-IP Widget

This lesson explains how to install the ExtremeZ-IP widget onto the Mac Dashboard if it is not already installed for any reason. ExtremeZ-IP allows users to easily install printers and add network drives without ICT staff assistance.

*By default, the widget should be installed on all staff and student Macs on the College network.

Download the ExtremeZ-IP Zidget (widget) in your Browser



To install the ExtremeZ-IP widget onto your Mac, first open a web browser and go to <http://kauai:8081> or <http://kauai.bcc.vic.edu.au:8081> and click the "**Download Zidget**" button to download the ExtremeZ-IP "Zidget" onto the Mac.

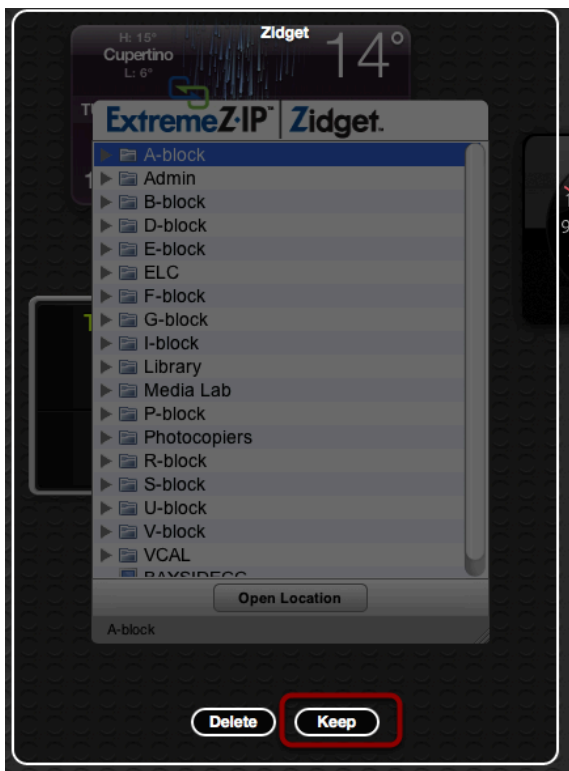
NOTE: You can only access and use this utility while you are on the college network or while you are using the Mobile SSL VPN to connect to the College network from home.

Widget Installer



After downloading the ExtremeZ-IP widget, the following window will appear asking to install the widget. Click Install. If you do not see this window, go to your "**Downloads**" folder and click on the "Zidget" file to open and install it.

Verify Widget Installation



When you click "Install", the Dashboard will appear and you will have the option to remove or keep the new ExtremeZ-IP "Zidget" on the dashboard. Select "Keep"

Mission Control



Once the Widget is installed, you need to go to the Dashboard on your Mac to use it. To do this, you can either swipe to the right (on a trackpad) or click the Mission Control icon in your Dock (see above) and then click on the Dashboard at the upper left hand side of your window (see below)

Go to Dashboard



Click the Dashboard at the top left hand side of the screen.

On the Dashboard



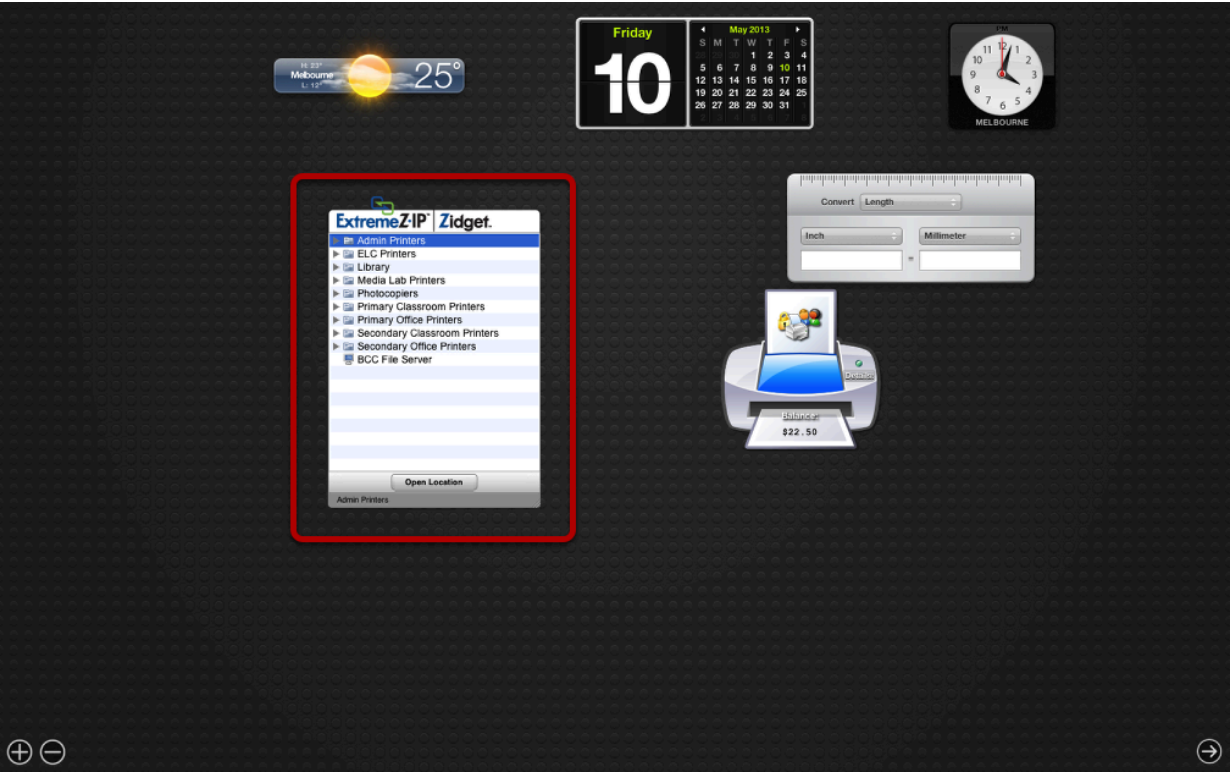
Once you are on the Dashboard you should see the ExtremeZ-IP widget. If for any reason it is not already on the Dashboard (it is missing in the screenshot above), then click the + in the bottom left hand of the screen to add it.

Add Widgets to the Dashboard



In order to add the ExtremeZ-IP widget, or any other widget, to the Dashboard - simply click on the widget you want to add.

ExtremeZ-IP Widget



Now you've downloaded, installed, and added the ExtremeZ-IP widget to your Mac Dashboard. Congratulations!

Create Screencasts using QuickTime

The screencasting feature in Quicktime provides a free, easy, and quick way to create Screencasts (videos) of your computer screen.

Screencasts can be of great use in the classroom to augment lessons, provide feedback to students, and reduce the need to repeat the same simple lessons time and time again with every new class (e.g. showing students how to use particular software or websites).

Screencasts also provide a way for students to learn new topics at their own pace or at home. Some good education resources on the use of Screencasts can be found at the links below.

<http://www.schrockguide.net/screencasting.html>

<http://blog.discoveryeducation.com/blog/2014/01/01/screencasting/>

<http://andrewdouch.wordpress.com/2014/07/16/tapes-a-ridiculously-quick-frictionless-screencasting-tool-for-mac-os-x/>

iPad Screencasting - <http://andrewdouch.wordpress.com/2014/07/10/finally-record-the-screen-of-your-ipad-in-any-app-with-narration/>

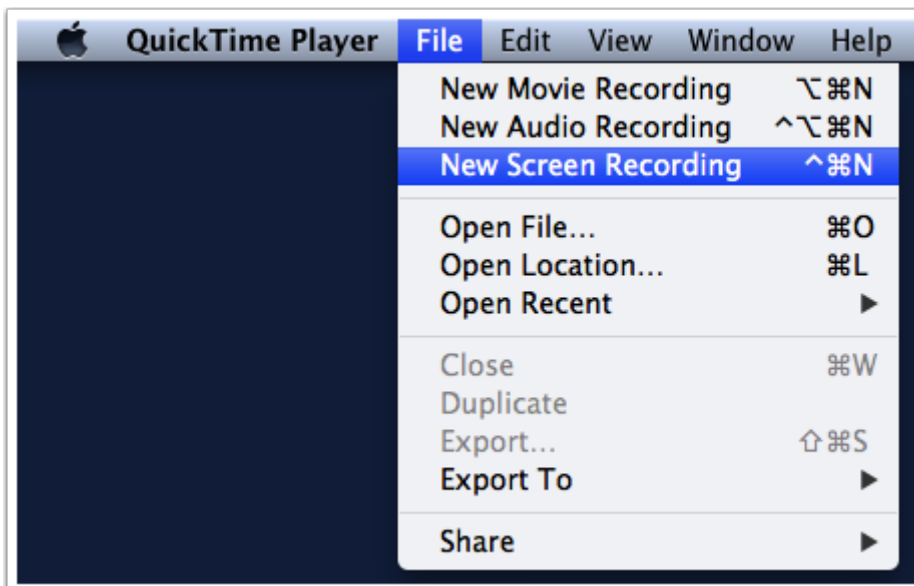
Open Quicktime

To create a screencast in QuickTime on the Mac, first go to the Launcher (or Applications folder) and open QuickTime Player.



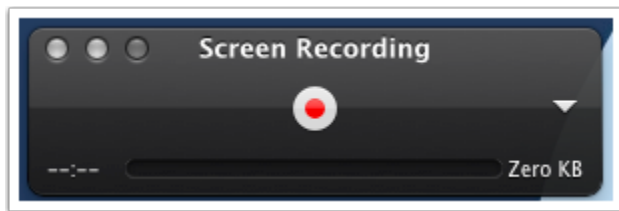
Create New Screen Recording

Next, once QuickTime Player opens, go to the QuickTime menu and select 'File' and click 'New Screen Recording' (see below).



Recording window

The black Screen Recording window below will open.



Changing Recording Settings

To change the recording settings, click the small arrow on the right-hand side of the Screen Recording window to select the microphone to use (in most cases, the internal microphone will be used). If you'd prefer to record a silent video with no sound, select 'None'.

You can also choose between 'High' and 'Medium' quality video recording. If you're recording a long piece, selecting "Medium" will reduce the size of the video file. In most cases; though, using the default "High" video quality is the best option as this will produce a higher-quality video.



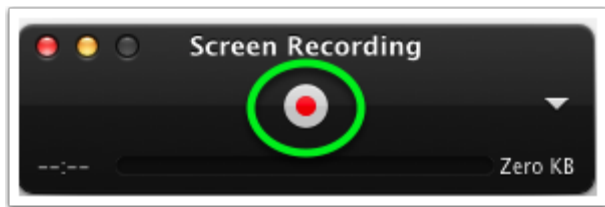
Check the Microphone

If you're going to be recording your voice, speak and you'll see the volume level meter rise and fall. It's best to keep the volume slider fully to the left unless you want to be distracted by audio feedback as you record.

Start Recording

To start recording, click the red record button.

The Screen Recording window will now disappear and you can start recording your screencast. Everything you do on the computer will be recorded, including mouse pointer movements.



Stop Recording

To stop recording, click the stop "button" that displays in the menu bar at the top of the screen on the Mac (see below).

Once you stop recording, your screencast will open up in new window, allowing you to review the video.

Assuming that you're happy with the screencast you have recorded, you can save it in .mov (QuickTime Movie) format ready to be uploaded to Moodle, Google Classroom, Google Drive, YouTube, or to be edited in iMovie for later publication - whatever you choose.

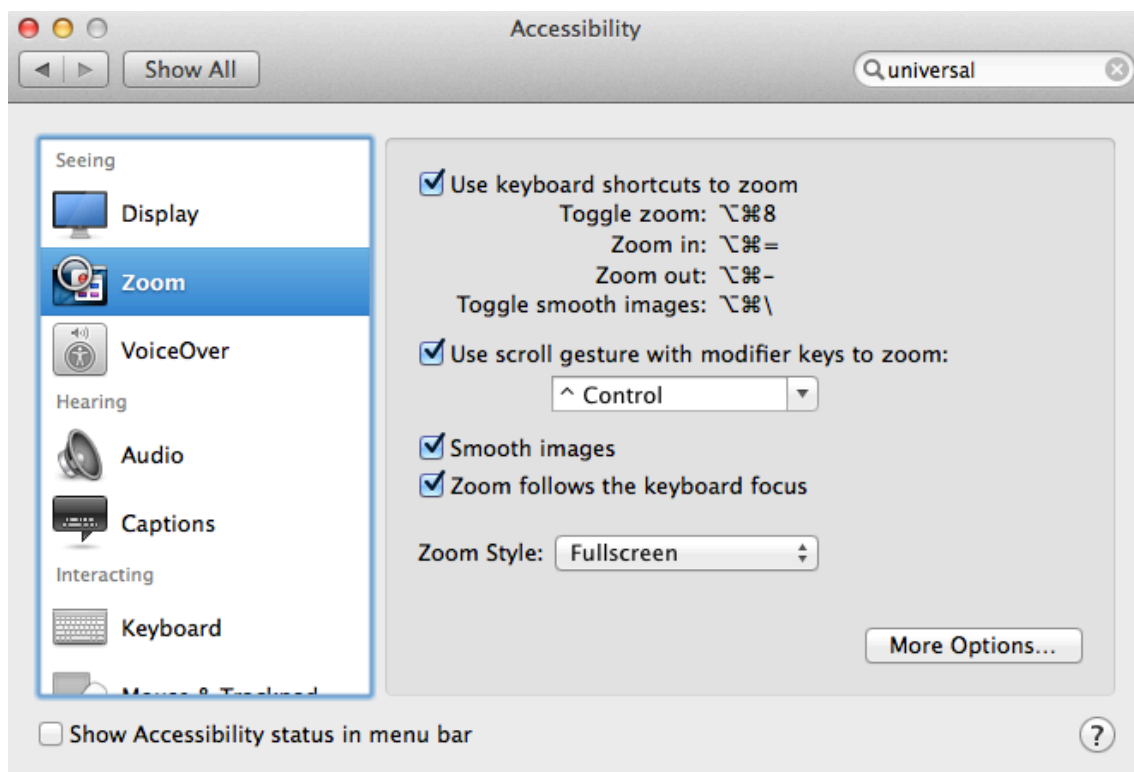


Tips and Tricks

While sceencasting is quick and easy with QuickTime, it doesn't offer any advanced features such as highlight effects and multiple recording formats which more advanced solutions like [ScreenFlow](#) can do.

However, one thing that is easy to do in QuickTime is to zoom into an area of your screen to highlight particular elements thanks to an accessibility feature built right into OS X.

To use this feature, just zoom in to your screen by pressing 'Ctrl' on your keyboard while dragging two fingers over your trackpad or Magic Mouse, or by scrolling up and down with the scroll wheel on a mouse. If that doesn't work, make sure 'Zoom' is activated by selecting 'System Preferences > Accessibility' and selecting 'Accessibility' (or 'Universal Access' in older versions of OS X).



Reconnecting Network Drives (shared folders) on a Mac

When a Mac computer goes to sleep (after a set scheduled time, or the lid is closed on a Macbook), the network shared drives can disconnect. This short tutorial shows how to reconnect the network drives without needing to logout and then login again on the computer.

NOTE: The instructions below only work if you are connected to the network at Bayside (i.e. onsite at the College or using the VPN from home).

Find and Open the "Network Drives" App



From the Launchpad, Applications folder, or Dock click on the "Network Drives" app (circled above) to reconnect your network drives / shared folders.

All of the network drives that you have access to will reconnect immediately as long as you are logged into your College network account and are on the Bayside network. If you have logged in with a local (personal) account, you will be prompted for your network account details before the shares will connect.

Troubleshooting

OS X Error Messages and Symptoms

Just like an other Operating System (OS), Mac OS X can encounter errors that cause it to lock up, or on the very rare occasion, crash.

The most common cause of these errors are related to issues with third-party applications that have entered an infinite loop and/or consumed all resources on the computer preventing the OS from responding. This type of error has occurred quite frequently with Flash plugins in Firefox and Safari browsers, for instance. The solution to app-related issues is to first try upgrading the offending application or plugin, and if that does not work, to reinstall the application. If both of these fixes fail to work, then the application is most likely too buggy to be used and should be removed.

The other potential causes of these errors are hardware issues such as a damaged hard drive, improperly seated RAM or faulty RAM. Replacing or reseating the RAM or repairing or replacing the hard drive will solve those errors if investigation indicates these to be the cause.

A final cause of these errors may be due to a needed firmware update related to the graphics card. Running software update can identify whether there is an available firmware patch for your Mac.

"Black Screen" errors



These errors are most often related to problems with RAM, the graphics card, or in rare instances a damaged hard drive. They are very rare and are almost always caused by a

hardware issue. In all instances where these errors occur, the RAM should be reseated and a hardware scan run on the computer.

The Spinning "Beach Ball"



The spinning wait cursor or "beach ball" is the Mac's version of the hourglass cursor. It indicates that the system is busy and cannot respond right now. This beach ball cursor may appear when you are running very intensive tasks such as rendering videos or if you have many applications running at once and system resources are low. It can also appear momentarily when opening some apps or saving some large files, etc.

If the "beach ball" appears frequently on your Mac, this may indicate that you need to install additional RAM or require a new drive, particularly if it is several years old or you are regularly running intensive applications such as Adobe CS5, iMovie, virtual machines, etc. If the beach ball won't go away and there is no obvious reason or it appears to have locked the computer, then this is likely an indication that an application has entered an infinite loop and needs to be force closed (see "Force Quitting Applications" below)

Force Quitting Applications



If an application refuses to quit, or you are experiencing the endless "beach ball" for no apparent reason, you may need to be a bit forceful. To "force quit" an application in OS X use the "Command-Option-Esc" key combination to bring up the window above. Once this window

appears, select the troublesome application (it will often be highlighted in red and say "not responding") and click the "Force Quit" button.