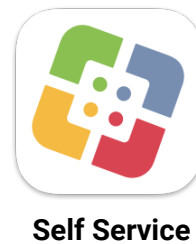
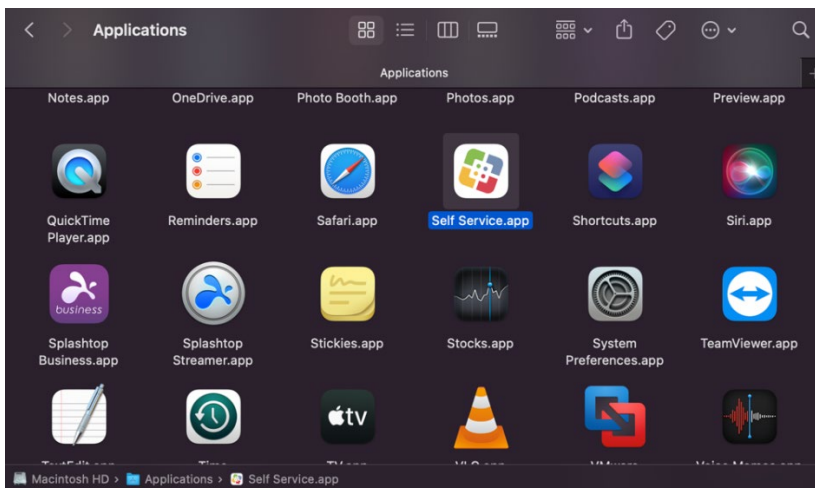


# UNSW IT – UNSW Mac Computers

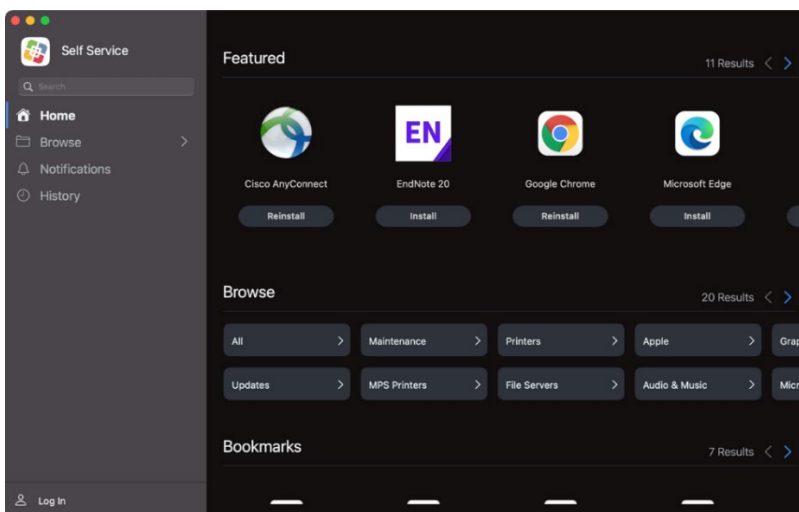
## Using Self Service to install apps

On a UNSW Mac computer, you can use the Self Service app to easily download and install a range of software without needing to contact IT support or raise a service request.

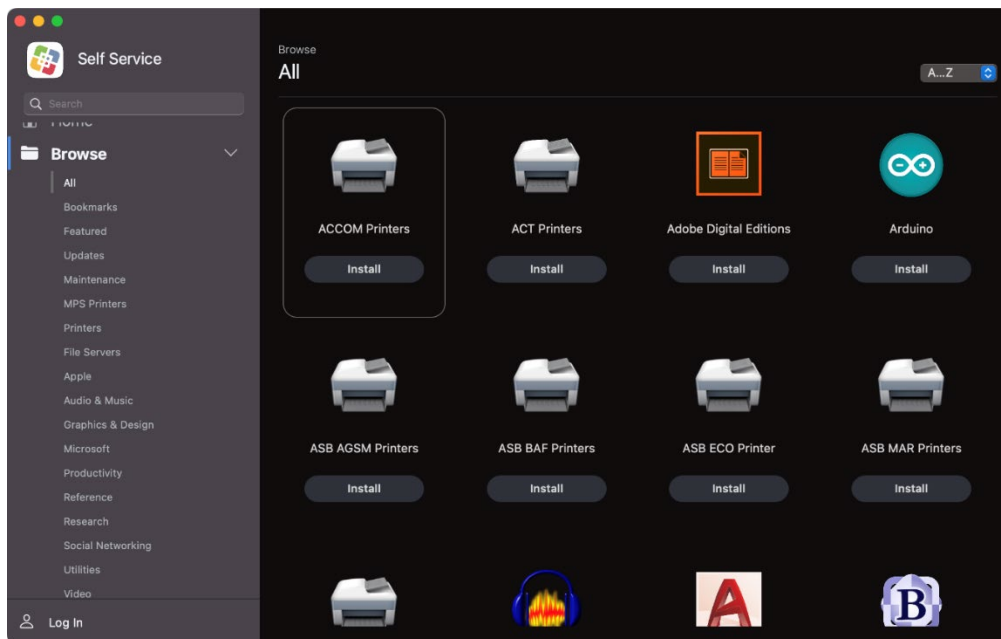
1. Look for the Self Service app in your Dock or Applications folder, or do a Spotlight search for “Self Service”.



2. Upon opening Self Service, you will see a list of Featured apps that are available to install to your device.



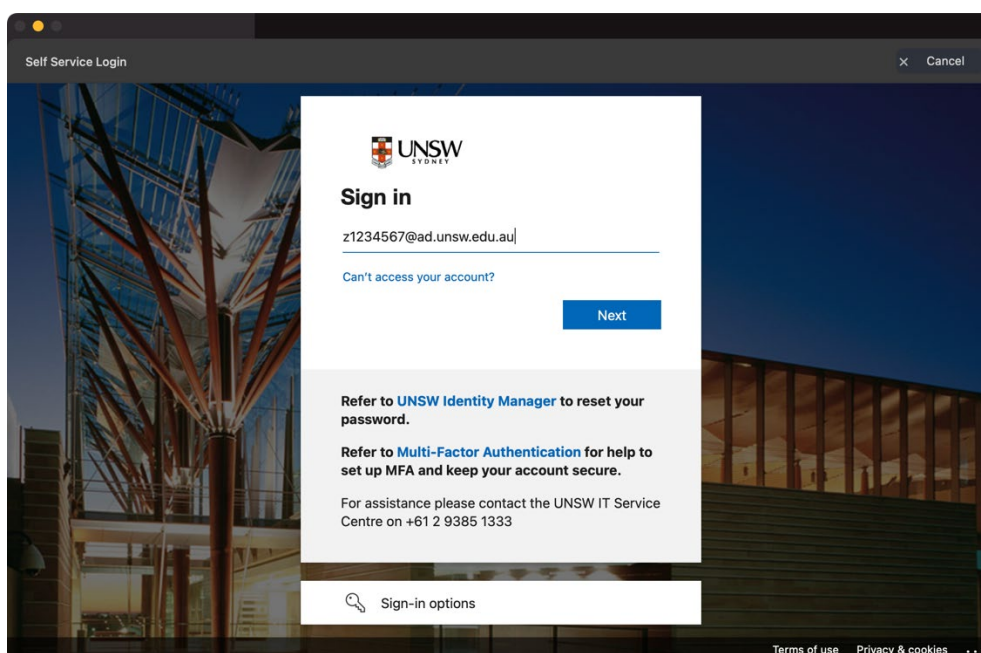
3. You can then browse all apps that are available to you using the Browse section.



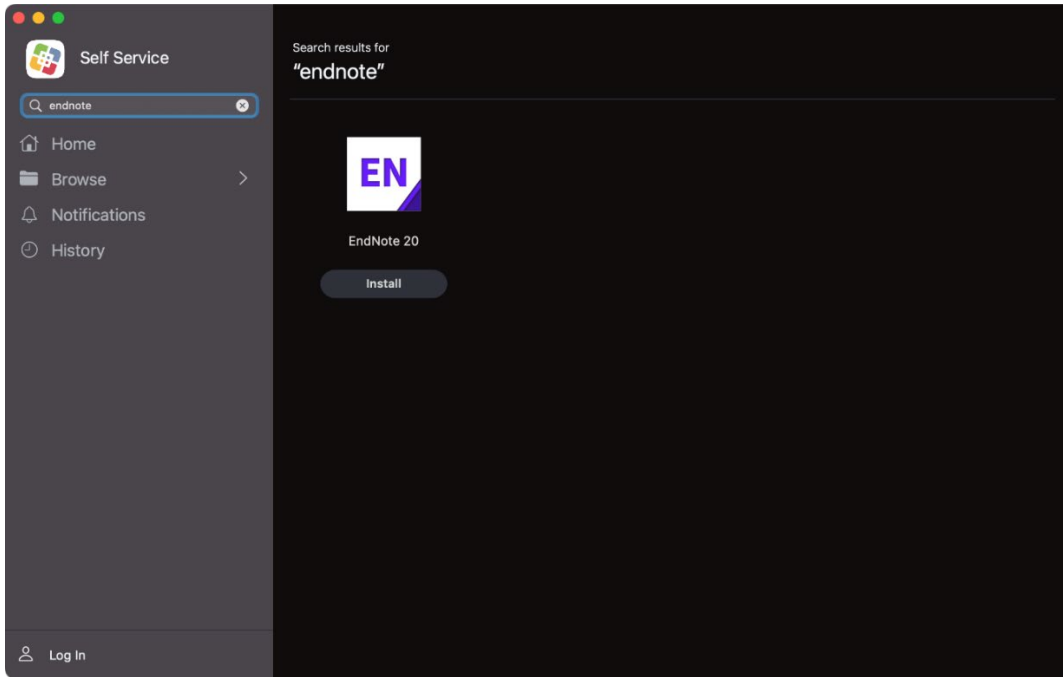
4. Some apps are only available to users in certain Faculties, Schools, or Departments and are hidden from view until you Log In to the Self Service app. Click on **Log In** in the lower left corner of the window.

Self Service now uses [Single Sign On](#): when prompted, enter in your full [zid@ad.unsw.edu.au](mailto:zid@ad.unsw.edu.au) username (for example, z1234567@ad.unsw.edu.au), click on **Next**, then enter your UNSW password and click on **Sign In**.

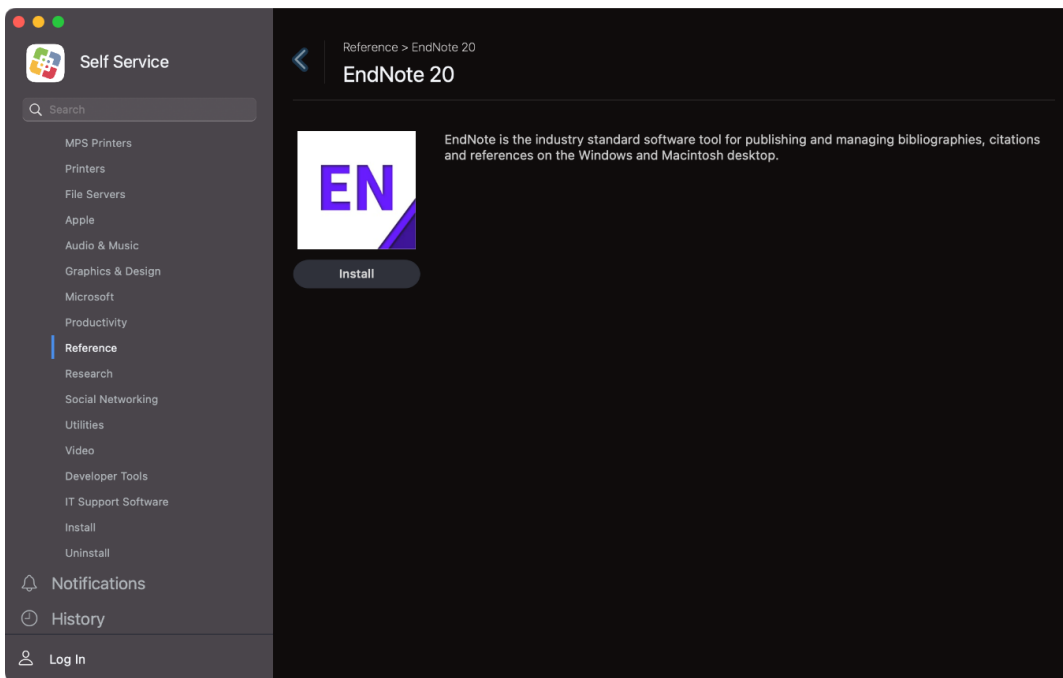
You may also receive an Multi-Factor Authentication (MFA) prompt which you will need to approve to complete the login process.



5. You can also search for a specific app using the "Search" field.



6. Click on the app listing to view more details.



7. Click on **Install**, and the app will automatically download and install in the background. Depending on your network connection, device hardware, and the size of the app, this may take some time to complete. For larger apps (such as MATLAB), it is recommended to perform the download and install whilst on campus and connected to the wired or wireless (uniwide) network.

## Frequently Asked Questions

### I can't find the Self Service app.

The Self Service app can be found in the Applications folder and is automatically installed when your UNSW Mac is set up.

If you are unable to locate the Self Service app on your UNSW Mac, please contact the UNSW IT Service Centre for assistance: <https://www.myit.unsw.edu.au/contact-us>

### I can't find an app in the Self Service app.

Some apps are only available to users in certain Faculties, Schools, or Departments. You may need to **Log In** to Self Service to see more apps available to install.

If there is an app that you think would be beneficial to be packaged and included in Self Service, please raise a [Service Request](#).

### I can't login to the Self Service app.

Please ensure you enter in your full **zID@ad.unsw.edu.au** as the username, for example: z1234567@ad.unsw.edu.au

You might also encounter issues if it's been more than 12 months since you last changed your UNSW password. You can change or reset your UNSW password on the [UNSW Identity Manager website](#).

If you are experiencing difficulties with Multi-Factor Authentication (MFA), please see the following guide on the UNSW IT website: [Set up MFA using Microsoft Authenticator app](#).

### The app I'm trying to install is taking a long time or appears to be stuck.

Depending on your network connection, device hardware, and the size of the app, the app download and install process may take some time to complete.

For larger apps (such as MATLAB), it is recommended to perform the download and install whilst on campus and your device is connected to the campus wired or wireless (uniwide) network.

Downloading and installing an app whilst connected to a metered or mobile/cellular data connection should generally be avoided.

### I tried to install an app from Self Service, but it failed.

In most cases, restarting your computer and trying again will resolve a failed app installation.

For larger apps, you should also ensure that your device has [sufficient free space on the system drive \(Macintosh HD\)](#).

If the issue persists or you need help checking how much free space your device has, please contact the UNSW IT Service Centre so the issue can be investigated:

<https://www.myit.unsw.edu.au/contact-us>

