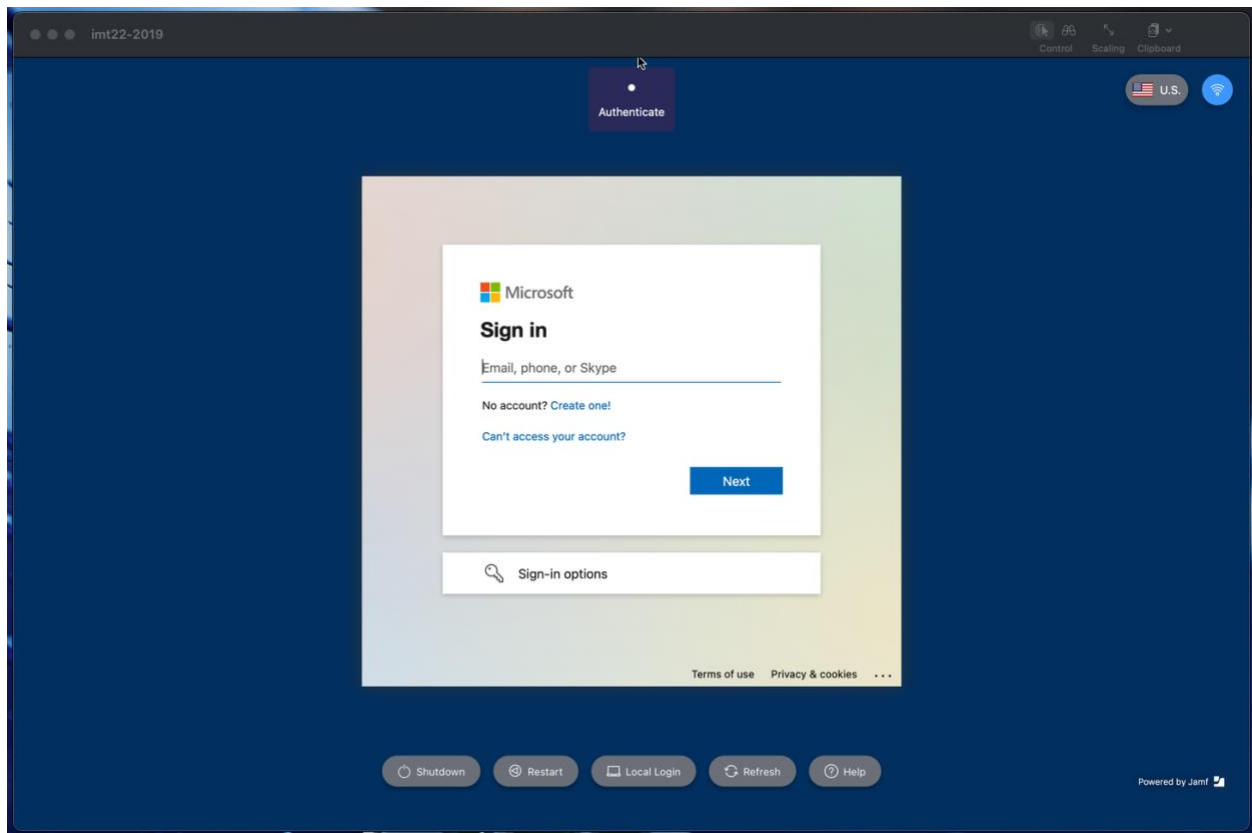


Jamf Connect Documentation

Introduction

Users of Macs will be familiar with the difficulty of syncing passwords between the local accounts that exist on our Mac computers and our campus and cloud-based services. Incorrectly managing your account password can lead to a desync between the local account and Active Directory account, leading to failed logins and potentially data loss on Filevault encrypted computers. Jamf Connect is a product being implemented by UNC's IT department that will manage the connection between the local accounts on UNC's Macs and our Active Directory accounts. It will be automatically installed on all UNC Macs and will involve some changes in how users log in and manage their password changes. Most notably the login screen for your Mac is completely redesigned:



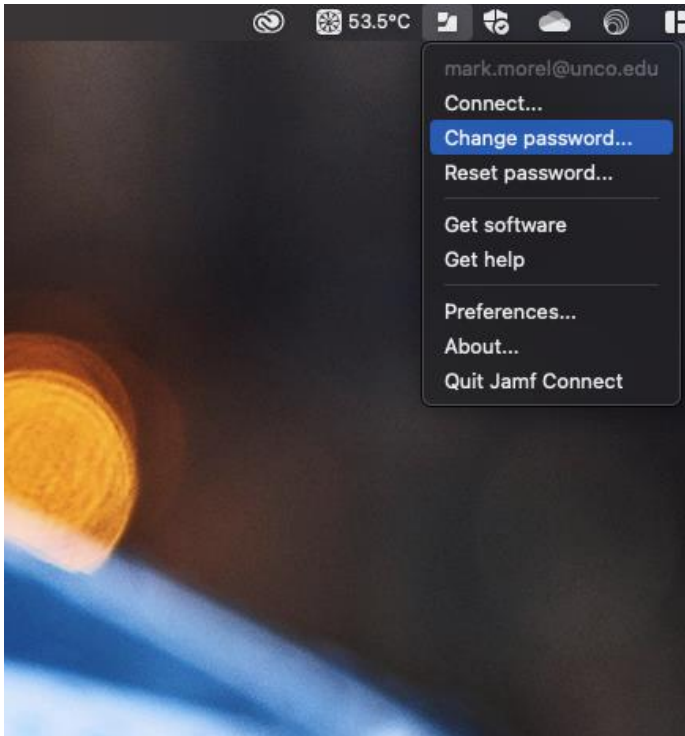
Logging into your Mac will require the same authentication as logging into URSA or any other Azure AD connected service. This means that, while on campus or while connected to our VPN software, you will be able to authenticate with just your credentials, but if you are off campus, you will be required to use two factor authentication to log in.

Additionally, rebooting your Mac will require authenticating to the Filevault full disk encryption before logging into the operating system to reach your desktop and data.

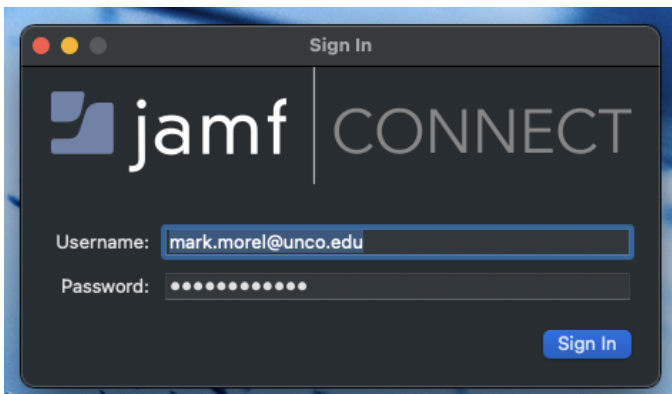
Password Change Walkthrough

One of the most difficult parts of managing credentials on a Mac is syncing your Active Directory account with your local account credentials. Jamf Connect manages this exchange of credentials to ensure that the local account credentials, including Filevault, are the same as Active Directory.

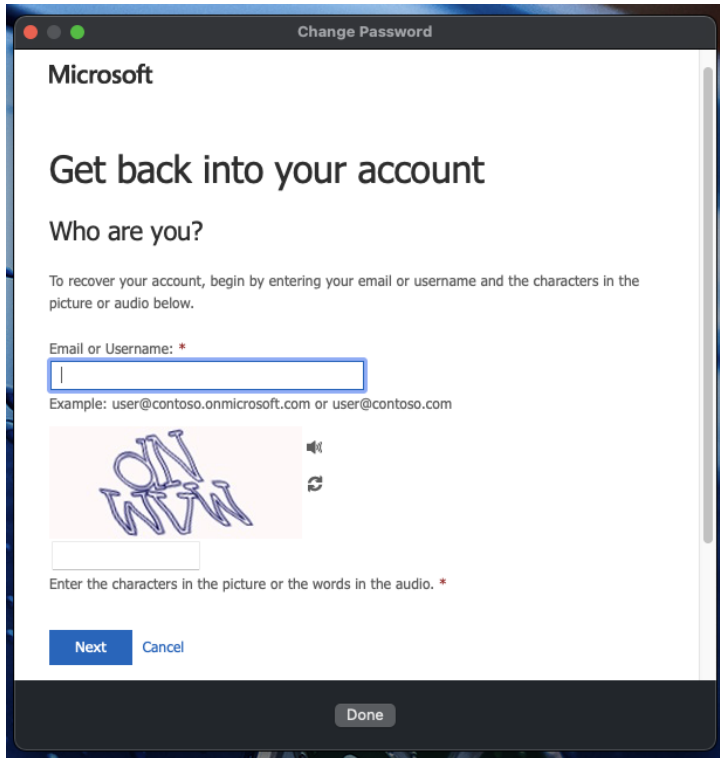
To change your UNC password and ensure matching credentials, log into your Mac and locate the Jamf Connect Menu Bar Icon. Select the Change password prompt to begin changing your password.



If prompted, sign in with your current password.



From there, you will be prompted to change your password exactly as you would if you had logged into the password recovery page in Azure Active Directory.



Change Password

Microsoft


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

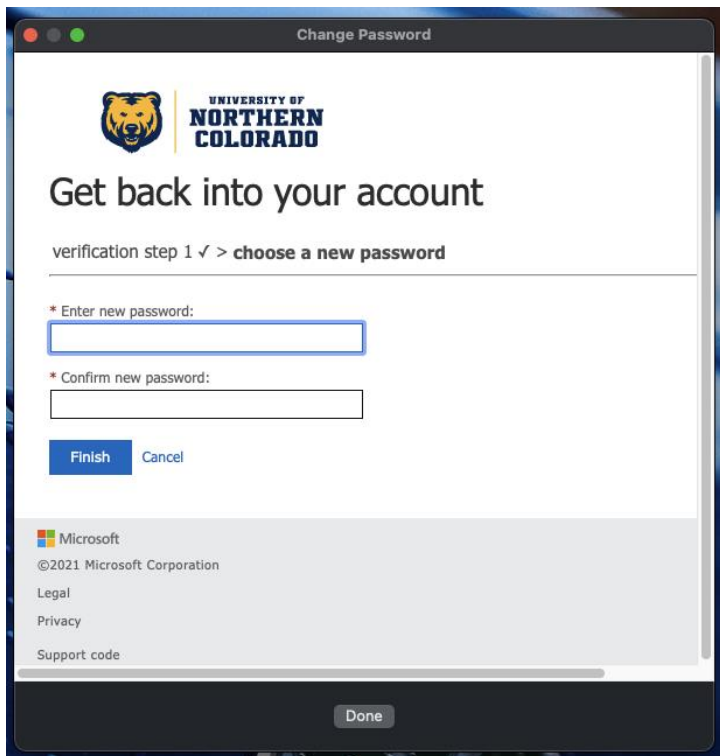
Example: user@contoso.onmicrosoft.com or user@contoso.com




Enter the characters in the picture or the words in the audio. *

Next Cancel

Done



Change Password



UNIVERSITY OF
NORTHERN
COLORADO

Get back into your account

verification step 1 ✓ > **choose a new password**

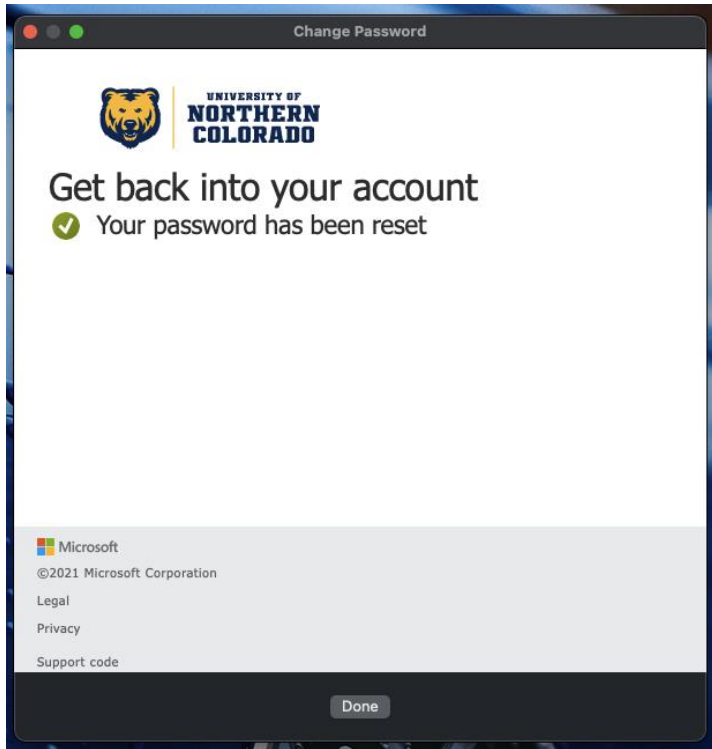
* Enter new password:

* Confirm new password:

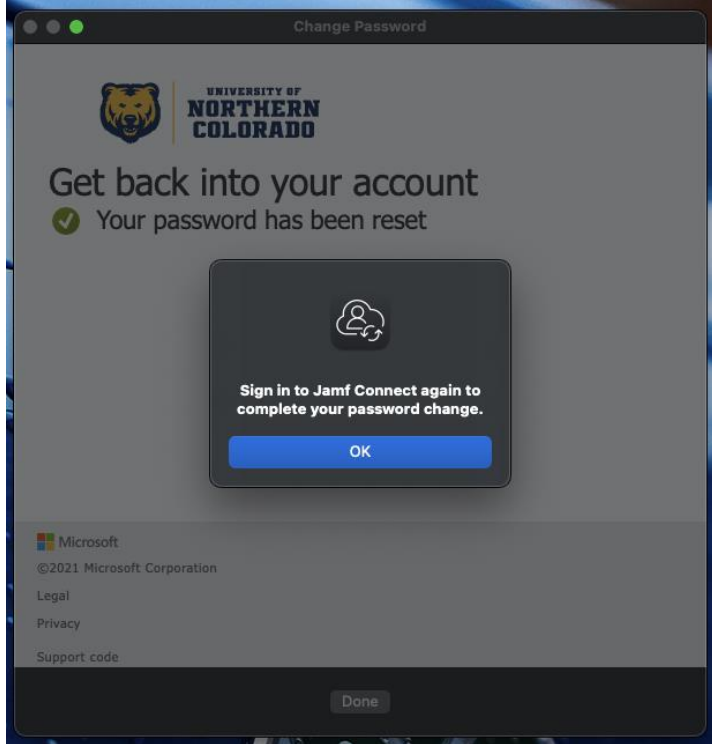
Finish Cancel

Microsoft
©2021 Microsoft Corporation
Legal
Privacy
Support code

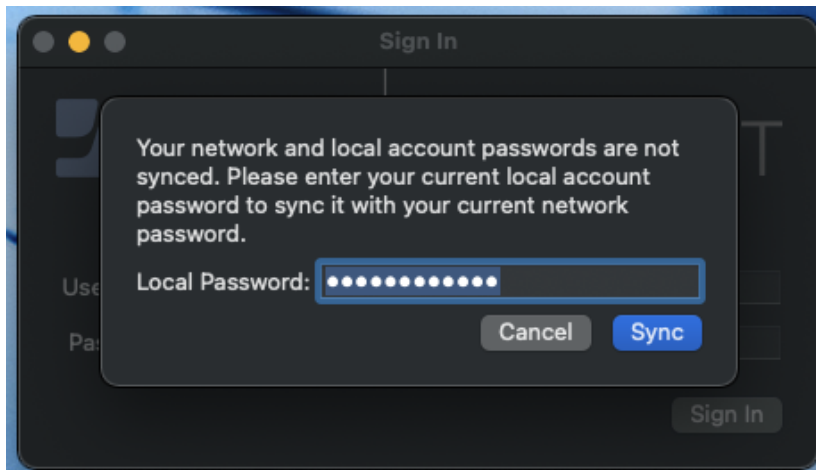
Done



Authenticate with your new account password in Jamf Connect.



Enter your old password into Jamf Connect to sync your local account password and your Filevault password with your new Azure Active Directory password.



Common Questions

Will my data be lost when I convert to Jamf Connect?

No. Your mobile Active Directory account will be automatically converted to a local account and sync'd to your Azure Active Directory Account by Jamf Connect. However, it is always a good idea to have a current backup of your data. UNC recommends using OneDrive for storing important data and never recommends leaving data on a single, offline source.

Will I need to be connected to a WiFi network or the Internet to log into my computer?

No. Once you have successfully logged into your account through Jamf Connect for the first time, it will allow you to sign into your account locally, offline. The "Local Login" icon at the bottom of the Jamf Connect screen will allow this. Additionally, users can manage their network connection from the upper righthand corner of the Jamf Connect login screen.

Is Jamf Connect necessary?

Jamf Connect is necessary to complete the goal of centralization of login services to Azure AD, which is an important part of UNC's future goals for how it implements technology on campus. Additionally, it will serve to reduce the number issues our Mac users have with credential management, which is an issue that has impacted the use of Apple computers on campus for the past decade.

If you experience issues with Jamf Connect or signing into Azure Active Directory or any of UNC's technology services, please contact the Technical Support Center at 970-351-4357. Thank you.