How do I renew my university Mac into JAMF?

Tell Me

JAMF is used to manage university Macs. Sometimes devices need to have manual action in JAMF because of a problem. If devices are not in JAMF, they do not meet the Guideline for Security of Endpoints creating a security risk.

To manually renew a university computer for JAMF:

1. Search and launch Self Service

2. In the Featured category, click Renew

3. After a few seconds, you will see the following dialogue box - click Proceed

UNC Charlotte Certificate Renewal

• Thank you for renewing. We will walk you through the renewal process.
• It requires a couple of steps, but will not take long.
• No restart is required.
• During this process you may see your screen flash a few times and your wallpaper may change.

Should you need assistance, please contact the Service Desk or call 704-687-5500

Please click Proceed to start.
4. You will see the following Note regarding multiple alerts you will see during the process - click OK

### Note

You may see multiple alerts like this. Please click OK if you do.

5. You will be shown the following instructions - click Let's Begin

6. After approx. 20 seconds, the Device Enrollment box will open in the upper right of your screen - when it appears, click it

7. In the Allow Device Enrollment prompt, click Allow
8. In the following prompt, enter your NinerNET password and click Enroll

9. You will see a series of boxes and a Checking Status timer while the enrollment completes - when complete, click OK on the Success! prompt

10. If there were problems with the renewal, you will see the following message - contact the IT Service Desk

Related FAQs

- What should I do on my university Mac after I reset my NinerNET password?
- How do I start a remote macOS support session with OneIT?
- What should I do on my university Mac when logging in for the first time?
- How do I sync my NinerNET password on my university-owned Mac computer?
- How do I renew my university Mac into JAMF?