How do I upgrade my University Mac to the latest Monterey operating system?

Tell Me

Info

Please see this FAQ to determine your current operating system version. Some older Macs may not be eligible for the upgrade and the software will not appear in Self Service. Older models not eligible include:

- iMac, mid- and late 2014 and early 2015
- MacBook Air, mid-2013 and early 2014
- MacBook Pro, late 2013 and mid-2014
- MacBook, early 2015

Monterey will be released to managed Macs starting Jan. 24, 2022. See this Apple website for more details about the latest operating system.

- The upgrade process may take up to one hour so choose a time that is convenient to you.
- Laptops: The installation can be completed on or off-campus; please make sure your laptop is plugged into power.
- Desktops: It's recommended that you start the installation before leaving the office for the day; the installation will likely take an hour to complete and it may involve several reboots.
- If you have issues, contact the IT Service Desk at ext. 7-5500 or help.uncc.edu.
1. **Open Self Service.** You can find Self Service in the dock or in your applications window.

![Self Service](image1)

2. **Find the macOS Monterey upgrade**

![macOS Monterey](image2)

3. **Click Install**

![macOS Monterey Install](image3)

4. **Please allow installation to complete without putting your Mac to sleep or closing its lid.** Your Mac might restart and show a progress bar or blank screen several times.

5. **You can verify you are on Monterey by Clicking the Apple menu in the corner of your screen** and choosing **About This Mac.** The version of your operating system appears beneath “macOS” or “OS X” in the window that opens.

6. **If you have any questions or problems,** contact the IT Service Desk.

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**Related FAQs**

- **How do I start a remote macOS support session with OneIT?**
- **What should I do on my university Mac after I reset my NinerNET password?**
- **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?