Schools of Distance Education

Computer check-up for students using Mac OS X 10.10 (Yosemite) devices
The check-up summary

Start of each term
1. Check your internet connection
2. Clean your computer
3. Update your system software
4. Ensure your email is working
5. Ensure your printer is working and you have sufficient paper and toner
6. Back-up your files
7. Check that your microphone, speaker and camera are working

End of each week
1. Ensure your anti-virus software is up-to-date
2. Run a full virus scan of your computer
3. Back-up your files

End of each month
1. Run a disk clean-up
2. Update your system software

End of each term
1. Ensure your printer is working and has sufficient supplies for next term
2. Clean your computer

Read on to find out more
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At the start of each term

1. Check your internet connection

1. Turn your computer on and log in.
2. Open your internet browser (such as Safari or Firefox) and navigate to Google (www.google.com.au).
   a. If the Google search page opens, search ‘Education Queensland’ in Google. If you see a list of results and can navigate to one of those pages, you have an internet connection.
   b. If you see an error or Google does not open, you do not have an internet connection. Try:
      i) ensuring the address you typed in to the browser is correct
      ii) accessing another internet page such as the ABC (www.abc.net.au).
      iii) connecting to the internet using another device, such as a different laptop or iPad, using your wireless network
      iv) click the wi-fi icon towards the top-right of the menu bar
   c. If you still cannot connect to the internet, other settings in your browser may be incorrect. The documentation from your internet service provider (ISP), such as Telstra or Optus, should explain those settings. However, it may be best to contact your ISP for assistance.
   d. If you still cannot connect to the internet, try restarting your wireless router. Remove the power cable from the router, wait 10 seconds then reconnect the power cable.
Allow five minutes for the connection to re-establish. Then try connecting to the internet again.

e. If you still cannot connect to the internet, contact your ISP.

2. Clean your computer

Remove bloatware

Your computer may be using software—installed with or without your permission—that poses a security or privacy risk, or unnecessarily slows your computer or internet access.

This software is known as bloatware. Bloatware may involve adware, unwanted toolbars and search bars on your browser, or free system-cleaning utility programs such as Mackeeper.

These types of software are often installed as part of the installation process for other programs you have downloaded from the internet.

Thousands of new programs are offered on the internet every day. Knowing which of these are safe is difficult. You need to be careful.

The best way to protect your Mac from unwanted applications being installed without your knowledge is to restrict the applications that can be installed, to applications purchased from the Mac App Store.

To protect your Mac from unwanted apps, follow these steps.

1. Open ‘System Preferences’ by clicking the Apple icon at the top-left of the screen and selecting ‘System Preferences’ from the drop-down menu.
2. The ‘System Preferences’ window will appear. Select the ‘Security & Privacy’ icon.

3. The ‘Security & Privacy’ window will appear. Click the ‘General’ tab and then check the option ‘Mac App Store’ under the ‘Allow apps downloaded from:’ heading.
   a. If the options are greyed out and you are unable to change the selection, click the padlock icon to unlock the options.
b. You will need to enter an administrator’s password to do this.

c. Click the padlock icon to make the changes.

d. Select ‘Mac App Store.’

e. Click the padlock icon again.

**Before you download any new program**, follow these steps.

1. Conduct a Google search of any new program before downloading and installing it to see if other people have identified it as a threat.

2. If you install programs downloaded from the internet, carefully read the installation information to avoid installing extra, unwanted programs.
3. If you receive a warning about installing an application you are unsure of, cancel the installation.

If your Mac is slow to start up, it may have unnecessary programs set to run when you log on. To identify the programs that are set to run at log in, follow these steps.

1. Open ‘System Preferences’ and select the ‘Users & Groups’ icon.

2. In the ‘Users & Groups’ window, click ‘Login Items’.
3. The window will display the programs that open automatically when you log in. If you are unsure what each program does, perform a Google search of each program’s name. To stop a program from starting when logging in, highlight the program in this window and click the ‘–’ icon.

![Login items window](image)

**If you are seeing a large number of advertising windows pop-up automatically**, or if you see a new search or toolbar in your browser, you may have an unwanted program installed.

If the unwanted program is an add-on to your browser and is slowing your browser down, you may be able to disable or remove it from the ‘Preferences’ menu in your browser.

1. Open Safari.
2. On the menu bar, click ‘Safari’, then ‘Preferences’ from the drop-down menu.
3. Select the ‘Extensions’ icon, then click the add-on you need to disable from the left-hand panel. In the example below, the add-on is called DuckDuckGo.

![Extensions panel with DuckDuckGo add-on highlighted](image)

4. Click the ‘OFF ON’ button to disable all extensions. Or click the ‘Uninstall’ button to remove the selected extension.

![Uninstall button highlighted](image)

5. A pop-up window will appear. Confirm your action by clicking the ‘Uninstall’ button.

![Uninstall confirmation window](image)

You might want to remove a program. To do that, follow these steps.

1. Click the ‘Launchpad’ icon, located on the dock.
2. Find the icon for the program you wish to remove.
3. Place the mouse pointer over the icon and hold the mouse button down until the icons all start to jiggle. If the application can be deleted from the launchpad, it will display an ‘x’ on the top-left of the icon.

![Application with 'x' indicator](image)
4. To delete the program, click the ‘x’.

5. If the icon does not have an ‘x’, delete the app by using ‘Finder’. Click the ‘Finder’ icon in the dock.

6. The ‘Finder’ window will appear. Click ‘Applications’ in the left-hand panel.

7. The ‘Applications’ window will appear. In this window:
   a. right-click the program you wish to remove
   b. select ‘Move to Trash’ to remove the program.

You can do this to remove any program from your Mac. Google search the names of any programs you are not sure about to work out whether you need to keep them.
If you are unable to remove an unwanted program with these steps, seek technical support.

**Hard drive clean-up**

To clean-up your hard drive, follow the instructions for the 'Disk clean-up' on page 30 of this guide.

**Clearing internet history and cookies**

To clear your internet cache of stored information, cookies, downloaded files and web browsing history, follow these steps.

1. Open Safari, then click ‘Safari’ in the upper-left of the Menu Bar.
2. Select ‘Preferences’ from the drop-down menu.
3. The 'Preferences' window will appear. In this window, click the ‘Privacy’ tab, then click the ‘Remove all Website Data’ button.
4. A pop-up window will appear. Here, click the ‘Remove Now’ button.

![Pop-up window]

**Empty your trash can**

Open the trash can by double-clicking the trash can icon in the dock.

1. The ‘Trash’ window will appear. Here, do one of the following:
   a. right-click a file, then left-click ‘Put Back’ to restore a deleted file
   b. right-click a file, then left-click ‘Empty Trash’ or ‘Secure Empty Trash’ to permanently delete all files located in the trash can
   c. click the ‘Empty’ button at the top-right to permanently delete all files located in the trash can
   d. confirm by clicking ‘Empty Trash’ button

![Trash window]

2. To empty the trash can quickly, right-click the trash can icon in the dock, then left-click ‘Empty Trash’ from the pop-up menu.

![Trash icon in dock]
3. Confirm by clicking the ‘Empty Trash’ button.

![Image of the 'Empty Trash' confirmation box]

**Computer care**

Keep your computer clean and where possible, dust free. Dust build-up can block your device’s cooling vents, causing it to overheat and become unreliable.

1. Turn your computer off and pull out its power plug.
2. Use a soft, new paint brush and a vacuum cleaner to remove dust and fluff from the keyboard and cooling inlets.
3. Wipe the screen and keys with a screen-cleaning cloth or baby wipe, taking care not to dribble moisture from the wipe.
4. Do not use paper towels or harsh cleaning liquids as these may damage your device.

3. **Update your system software**

1. To update your system software, click the Apple icon from the Apple menu, then select ‘About This Mac’.

![Image of the Apple menu and 'About This Mac' selection]
2. A new window will appear. Click the ‘Software Update’ button (found in the ‘Overview’ tab).

![OS X Yosemite System Report](image)

3. The App Store will open. Select the ‘Updates’ icon at the top-right. If there are any updates, click the ‘UPDATE ALL’ button.

![App Store Updates](image)

**Update Java**

To successfully join an iConnect session, your computer must have the correct version of Java installed.

**NB:** The correct version of Java may not be the newest version available.
Which version of Java do you need?

1. You can find information on what version of Java you need to join an iConnect session by visiting The Learning Place (http://education.qld.gov.au/learningplace) and clicking the ‘System requirements’ link under the help section.

2. The Learning Place’s systems requirements page (http://education.qld.gov.au/learningplace/help/system-requirements.html) will open. This page confirms the current supported version: Java 8.66.
3. To check which version of Java is installed on your device, open ‘Systems Preferences’.
4. Click the ‘Java’ icon.

![Java icon in System Preferences](image1)

5. Click the ‘About’ button under the ‘General’ tab.

![About Java version](image2)

The version should read at least ‘Version 8 Update 66’.

Please regularly check The Learning Place to keep up-to-date with changes in the version of Java required to operate iConnect.

If the version of Java on your device is not the same as the version required for iConnect, install the correct version.
Installing the right version of Java

2. Click the ‘Free Java Download’ button.
3. A new page will appear. Click the “Agree and Start Free Download” button.
4. Open your “Downloads” folder and double click on the Jre-8u73-maxosx-x64.dmg file to start the install.

5. Follow the on-screen instructions.
4. Ensure your email is working

Ensure the computer is connected to the internet.

1. Open your web browser (such as Safari).
3. Sign in using your MIS username and password.
4. If you cannot open webmail, ask your teacher to lodge a support request with the Department of Education and Training Service Centre.

5. Ensure your printer is working and you have sufficient paper and toner

Send a test print to your printer by undertaking these steps.

1. Ensure your printer is installed to your computer.
2. Ensure your printer is turned on and connected to the computer, or to your home network.
3. Open 'System Preferences'.
4. Open 'Printers & Scanners'.

![System Preferences menu with Printers & Scanners highlighted]
5. Ensure your printer icon is online and set as the default printer.

6. Double-click your printer icon to open its print queue.

7. Click the “Printer” option on the Menu bar. Click the “Print Test Page” option from the drop down menu.
8. If a test page is not printed, check that the printer is on and has paper and toner. Also, recheck its connection to your computer.

9. If you still cannot print, contact your printer support provider.

6. Back-up your files

Have a back-up external hard drive or USB of sufficient capacity to hold your files.

To determine the size of your files saved in your ‘Documents’ folder, follow these steps.

1. Click the ‘Finder’ icon in the dock.

2. Right-click the ‘Documents’ folder in the left panel.

3. Select ‘Get Info’ from the pop-up menu.
4. The ‘Documents Info’ window shows the size of the data in the folder under the General section. Your external backup drive must have more free space than the size of your data.

To check how much free space your external backup drive has, follow these steps.

1. Connect your external back-up drive to the computer’s USB port. An icon for your drive will appear on your desktop.
2. Right-click this icon.
3. Select ‘Get Info’ from the pop-up menu.

4. The amount of free space on your external backup drive is shown under the ‘General’ tab in the ‘Properties’ window.
To copy files in your Documents folder to your external hard drive, follow these steps.

1. Open ‘Finder’.
2. Click the ‘Documents’ folder in the left pane.
3. Select the files you wish to back-up.
4. Right-click these files.
5. Click the ‘Copy’ option on the drop-down menu.
6. Right-click the external back-up drive in the left panel. Click the ‘Paste’ option in the drop-down menu.
7. Allow time for the process to complete before safely ejecting (disconnecting) the external backup drive by right-click its icon and selecting 'Eject' from the drop-down menu.

Back-up your files at least once a week.
7. Check your microphone, speaker and camera

Check your camera and microphone

1. If your camera is connected by USB, ensure it is plugged in correctly.
2. Open your camera application or open the ‘QuickTime Player’ app, which you can find in the launchpad or by searching ‘QuickTime Player’ in Spotlight and clicking ‘QuickTime Player’ in the search results.

3. In the QuickTime menu bar, select the ‘File’ option, then ‘New Movie Recording’.

4. If your web camera and microphone are working, you should see your picture in the ‘Movie Recording’ window. Below the red recording button, you should see some sound activity showing background sound levels. If you cannot see this, seek technical support.
Check your speakers

1. If your speakers are external, ensure they are connected to the correct output socket and turned on.
2. Ensure the volume is turned up on your computer.
3. Open ‘System Preferences’, then click the ‘Sound’ icon.

4. In the ‘Sound’ window, ensure the ‘Output volume’ slider is dragged to the right, the ‘Mute’ option is not selected and the ‘Show volume in menu bar’ is selected.
5. Test the speakers by clicking any of the built-in alert sounds in the ‘Sound’ window. You can also play a song in iTunes to test for sound from the speakers.

6. If these settings are correct and you do not have sound from the speakers, seek technical support.
At the end of each week

1. Ensure your anti-virus software is up to date

Symantec offers the following heavily discounted anti-virus software to school of distance education students. You can use this software with Windows, Mac, Android and iOS devices.

**Norton Security with backup for one device**

Available options at time of printing:

- one year of protection: $9.99
- three years of protection: $29.99.

Find out more on the [Norton by Symantec website](https://phoenix.symantec.com/DETE/index.php?offercode=qlddete14) or the Department of Education and Training’s [iSecurity website](https://isecurity.eq.edu.au/Staff/Onlinesafety/Pages/Software-for-home-use.aspx).

**Which anti-virus software do you have?**

To identify which anti-virus protection you have, open the ‘Launchpad’ and search for any installed anti-virus application.

Here are some of the anti-virus applications you may have installed.

If you have no Anti-Virus program, consider installing one as a matter of urgency.
Alternate anti-virus solutions and definition updates are available from:

- **AVG** (https://support.avg.com/search?l=en_US&retUrl=support&searchText=How+to+update+definitions)
- **Symantec** (www.symantec.com/security_response/definitions.jsp)
- **Avast** (www.avast.com/en-au/support)
- **Kaspersky** (www.kaspersky.com/au/product-updates)
- **McAfee** (www.mcafee.com/au).

To manually update your Anti-Virus definitions, open your Anti-Virus program by double clicking the icon in the Applications folder, and selecting the “update” or “live update” option.

2. Run a full virus scan of your computer

Follow the instructions on your installed anti-virus application.

3. Back-up your files

See the advice on page 22.
At the end of each month

1. Run a disk clean-up
   2. Double-click the ‘Disk Utility’ option.
   3. Select your Computer’s hard drive from the left panel of the ‘Disk Utility’ window.
   4. Click the ‘First Aid’ option, then click the ‘Verify Disk’ button.
5. A pop-up window will appear. Click the ‘Verify Disk’ button to begin the process.

![Verify Disk pop-up window]

6. If the scan reports issues with your hard drive, seek technical support.

![Verify Disk summary]

2. Update your system software

See instructions on page 14.
At the end of each term

1. Ensure your printer is working and you have sufficient supplies for next term

   Ensure your printer has sufficient paper supplies and your ink or toner supply is adequate for the term.

   To check your printer is working, see instructions on page 20.

2. Clean your computer

   See the instructions on page 5.