

# How To: Upgrading to Catalina (End User)

Use this document when upgrading an end user device to MacOS Catalina 10.15

The expected time required to perform this upgrade is ~45 minutes, please plan accordingly.

## Prior to performing this upgrade

You must back up any data saved locally to your machine. We recommend using OneDrive for this backup.

Before you begin:

1. Confirm you have the upgrade available in Self Service
  - a. If the upgrade does not appear after logging in to Self Service and browsing to macOS Updates, please open a macOS update issue at the [Lynn University Service Center](#)
2. Back up any data you have saved locally (It is recommended to use your Lynn University OneDrive device).
3. Connect your device to a power source for the entire upgrade.
4. Do not plan to relocate or use your device during this upgrade.
5. Connect your device to the network using a hardwired connection (Ethernet cables can be requested from IT Support Services).
  - a. It is not recommended to perform this upgrade over a wireless connection.
6. If you are performing this upgrade on a MacBook Pro and not a desktop iMac, do not close the clam shell until the upgrade has completed.

## Encountering Issues

**!!!Please note!!!** There are some known issues with this upgrade from Self Service that are not consistent nor predictable. The anticipated time for completion of this upgrade is approximately 45 minutes. If you attempt the upgrade from Self Service and it has taken more than one hour to complete, please open a macOS Upgrade issue in the [Lynn University Service Center](#) detailing the issue you are experiencing. If you are not able to open an issue, please email us at [supportservices@lynn.edu](mailto:supportservices@lynn.edu) or call us at 561.237.7979 and choose option 3.

## Step-by-step guide

Please be sure to back up any files saved locally on your device prior to performing this upgrade!

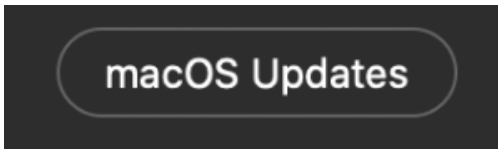
1. Open a **Spotlight Search** by clicking the magnifying glass located in the top right corner of the screen.



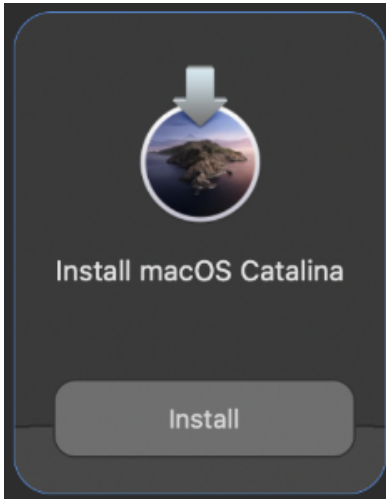
2. Enter **Self Service** into the search and hit enter to launch the app.



3. Click **macOS Updates** under the Bookmarks section on the left.



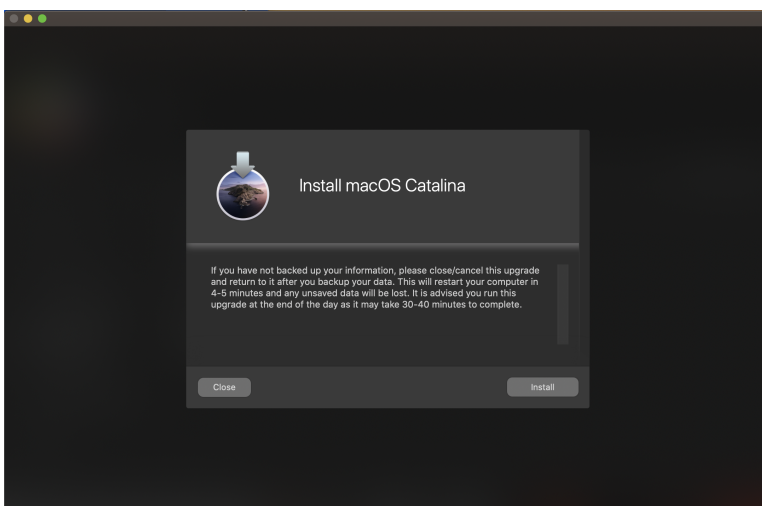
4. Click **Install** on the Install macOS Catalina option.



5. Once the Install button has been hit you will be prompted with the following window.

#### Installation Warning

If you have not backed up your information, please close/cancel this upgrade and return to it after you backup your data. This will restart your computer in 4-5 minutes and any unsaved data may be at risk of being lost. Please return to the top of this document for information on how to back up your data using OneDrive for Business. It may take up to 45 minutes to complete this upgrade, please plan accordingly.



6. Once you are confident that your information is securely backed up, click **Install** to begin the macOS Catalina Installation.

### Log In

Your machine may ask you to log in and then begin to update again. This is an expected behavior, please login if prompted. This will not happen for every user.

7. Once the macOS Catalina installation is complete, please login and confirm your application function normally and you are able to perform the tasks associated with your job duties.
  - a. If there are applications that do not function as expected, please check Self Service for available updates.
  - b. If no updates are available or your application does not work after updating the application, please open a macOS upgrade issue in the [Lynn University Service Center](#) and provide specific details about the issue you are experiencing.

### Relocated Items

After the installation there will be a shortcut folder on your desktop called "Relocated Items". This folder can be moved to the trash.



During the last macOS upgrade or file migration, some of your files couldn't be moved to their new locations. This folder contains these files.

#### **Files needing new locations**

Some of your files had been in a location that is now incompatible with macOS security settings. These files were moved to the Security folder for your review.

If there are any files you want to keep, you can move them to a new location, as long as it is different from their location before the upgrade or migration.

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