New Self Service Tools for APPLE OSX Users

Introducing “Casper Suite Self Service”

The Casper Suite's Self Service portal and app offer users the ability to self-service the installation of applications, update software, as well as setup and configure their own OSX device without delay or disruption. ITM will continue to manage and provide security configurations. Accessible 24 hours a day, and providing an automated process, Casper Suite Self Service, will greatly speed up and streamline routine support requests while preserving user autonomy.

Once Casper is installed, APPLE OSX Users may notice the following “Login Status” as a small pop-up window in the corner of the screen.

![Login Status](image)

APPLE OSX Users will find “Self Service” in the Applications directory though Finder, or the Launch Pad.
Currently there are a limited number of applications available, this catalogue will grow over time as more applications are packaged and added to the Casper Server.

Simply click the install button on an Application to have it installed on your Mac, a progress bar and any warnings about system restarts are displayed during the installation.

The Maintenance category currently has three options;

1. **Apple Updates**: Lets you update your Mac without the need for Administrator rights.
2. **Maintenance**: Is a general debug option that will run “Fix Disk Permissions”, “Fix ByHost Files” and flush the System and User Cache to free up some disk space.
3. **Update Casper Policy**: This option will update the Casper Server with hardware and OS information that is used to determine group membership and which applications should be deployed to your Mac. This option will mainly be used as required by ITM Support Staff.
Finally, the Printing category has the UC Mac Printing queue available for users to install. This queue will need to be installed once per user on shared Macs.

“Self Service” will also let you know when new items (such as new applications) are published from the Server and become available to install.