

# macOS Sierra Upgrade Instructions

## macOS 10.12



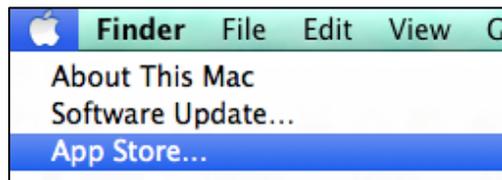
The following document should assist you with upgrading your current Mac operating system to macOS Sierra 10.12. This is the finalized release from the Information Technology division. Please, carefully read and apply the following steps before installing the new macOS on your Mac desktop or laptop.

**Note:** The upgrade will take approximately **2 hours** to complete.

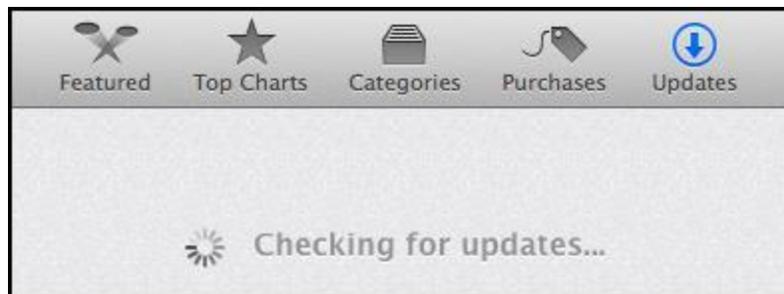
### **Before getting started:**

- **Backup all important files.** It is recommended to store files on your **HomeFile** or a **CommonFile** network shares or to use **Box** to store your files in the cloud. Please, review our site for information about the [File Storage Security](#) policy.
- Install Office Updates:
  - Open **Word**, **Outlook**, or **Excel**
  - Select **Help** from the menu
  - Select **Check for Updates**
  - Install all new updates to ensure that your office applications are ready for Sierra.
- Remove any old files that you no longer need.

- Confirm that you are an **Administrator** on your computer. Apple Menu -> System Preferences -> Users & Groups -> Look for the word Admin listed under your account.
- Uninstall old applications that you no longer use.
- Check your operating system level.
  - Click the apple icon in the upper-left hand corner of your screen and select **About This Mac**.
  - Your OS must be 10.7.5 or higher.
- Verify that you have at least 9 GB of disk space before beginning the upgrade. Detailed systems requirements can be found [here](#).
- Set your computer to **never sleep**.
  - Click the apple icon in the upper-left hand corner of your screen and select **System Preferences**.
  - Then select **Energy Saver**. You can set this back after the upgrade is complete.
- Detach all external hard drives and flash drives from your computer.
- Attach your computer to a wired network connection with an Ethernet cable. **Do not attempt to upgrade with a wireless connection.** Turn off Wi-Fi.
- Quit all applications. And launch the **App Store**.



- Allow the system to check for available updates.



- Any available updates will be displayed.
- Find the **macOS Sierra Installer** download.



- Click the appropriate button to start the upgrade. The macOS Sierra installer will begin to download and you may be prompted to Sign-in to the App Store.
  - **Note:** If you already have an Apple ID, skip the Apple ID account creation steps.
  - If you don't have an Apple ID, select the **Create Apple ID** button, click **Continue**. Then follow the prompts to create your Apple ID. (See detailed instructions below.)

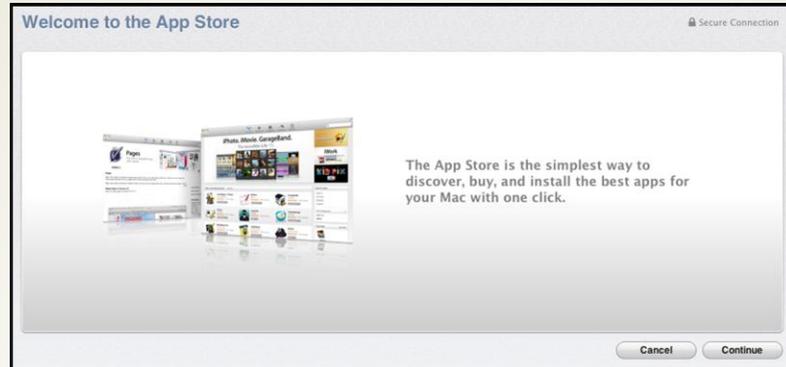


## Steps to create an Apple ID:

If you don't have an Apple ID, select the **Create Apple ID** button, click **Continue**.

Fill in the details for your account.

**Agree** to the Terms and Conditions for the Apple ID account creation.



The screenshot shows a window titled "Provide Apple ID Details" with a "Secure Connection" indicator in the top right corner. The form contains the following fields and sections:

- Email:** A text input field containing "email@example.com".
- Password:** A text input field containing "Password".
- Verify Password:** A text input field containing "Retype your password".
- Security Info:** A section with the heading "Security Info" and the subtext "For your protection, these questions will help us verify your identity in the future." It contains three dropdown menus, each labeled "Choose One..." and followed by an "Answer" text input field.
- Optional Rescue Email:** A section with the heading "Optional Rescue Email" and the subtext "If you forget your answers, we can use this optional email address to send you instructions on resetting your information." It contains a text input field with "rescue@example.com".
- Enter your date of birth:** A section with the heading "Enter your date of birth." It contains three dropdown menus for "Month", "Day", and "Year".

The screenshot shows a window titled "Terms and Conditions and Apple Privacy Policy" with a "Secure Connection" indicator in the top right corner. The window contains the following text:

Please read and agree to these Terms & Conditions in order to use the iTunes Store. If the billing address of your payment information is not in United States, [click here](#).

A. ITUNES STORE, MAC APP STORE, APP STORE, AND IBOOKS STORE TERMS OF SALE  
B. ITUNES STORE TERMS AND CONDITIONS  
C. MAC APP STORE, APP STORE AND IBOOKS STORE TERMS AND CONDITIONS

THE LEGAL AGREEMENTS SET OUT BELOW GOVERN YOUR USE OF THE ITUNES STORE, MAC APP STORE, APP STORE, AND IBOOKS STORE SERVICES ("SERVICES"). TO AGREE TO THESE TERMS, CLICK "AGREE." IF YOU DO NOT AGREE TO THESE TERMS, DO NOT CLICK "AGREE," AND DO NOT USE THE SERVICES.

A. ITUNES STORE, MAC APP STORE, APP STORE, AND IBOOKS STORE TERMS OF SALE

PAYMENTS, TAXES, AND REFUND POLICY

You agree that you will pay for all products you purchase through the Services, and that Apple may charge your payment method for any products purchased and for any additional amounts (including any taxes and late fees, as applicable) that may be accrued by or in connection with your Account. YOU ARE RESPONSIBLE FOR THE TIMELY PAYMENT OF ALL FEES AND FOR PROVIDING APPLE WITH A VALID PAYMENT METHOD FOR PAYMENT OF ALL FEES. For details of how purchases are billed please visit [support.apple.com/kb/HT5582](http://support.apple.com/kb/HT5582).

Your total price will include the price of the product plus any applicable sales tax; such sales tax is based on the bill-to address and the sales tax rate in effect at the time you download the product. We will charge tax only in states where digital goods are taxable.

All sales and rentals of products are final.

Prices for products offered via the Services may change at any time, and the Services do not provide price protection or refunds in the event of a price reduction or promotional offering.

I have read and agree to these terms and conditions.

- After starting the upgrade/download, if any applications are open, you will be prompted to **Close Other Applications** before continuing with the installation process.



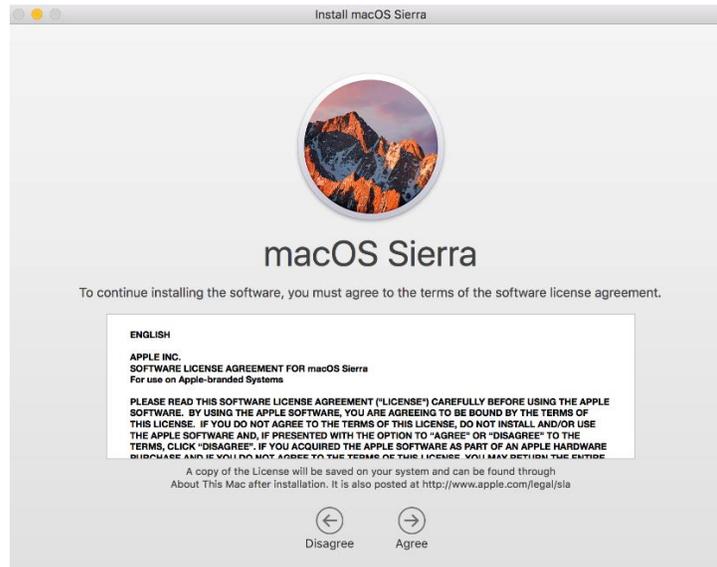
- As the macOS Sierra Installer downloads, you can follow the progress of the download on the screen or on the Launchpad icon located on the dock.



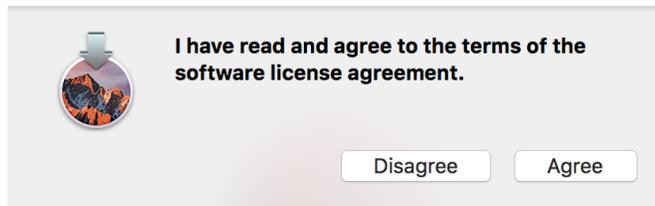
- Click **Continue** to proceed with the installation of macOS Sierra.



- Click **Agree**.



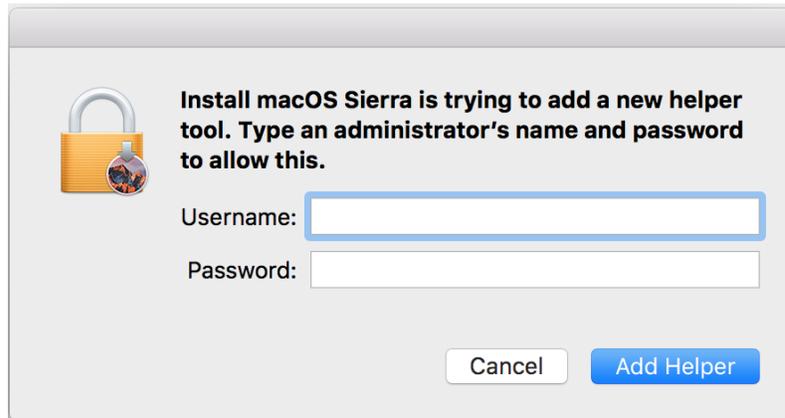
- Click **Agree** again to the licensing agreement terms.



- The macOS Sierra Installer will point to your hard drive: **Macintosh HD**.  
**Note:** If the installer displays anything other than the Macintosh HD, please eject the other drive from your computer and make sure the hard drive is selected before continuing the installation.



- Click **Install** and you will be prompted to authenticate with your current TCU password before proceeding.

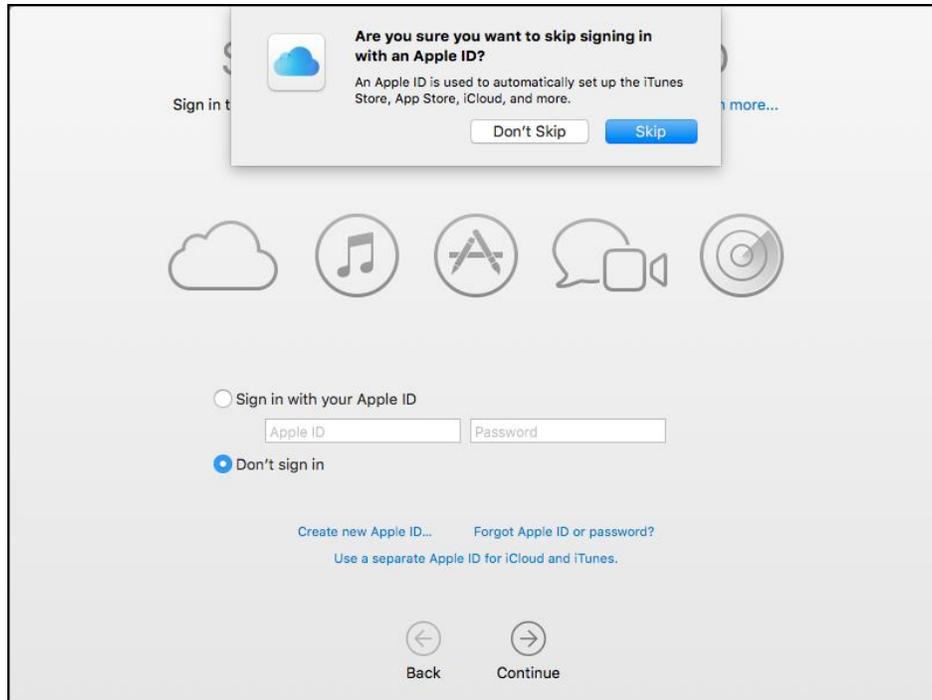


- The macOS installer will read and prep your hard drive for the installation. Your system will restart when the installer prep has completed. Please, allow approximately **2 hours** for the installation to complete.



- After your computer restarts, the installer will begin installing macOS. When the macOS installation has completed, your computer will restart automatically. This is the final stage of the OS X installation process.

- Immediately following the restart, you will be prompted to sign in with your Apple ID. It is recommended that you **do not** sign in at this point. Click the **Don't sign in** radio button. Then click **Continue** and then click **Skip**.



- Proceed through the screens to complete the setup process.