

KAUST IT Guide: How to upgrade macOS on your KAUST Devices

Things you will need:

- KAUST Apple Desktop or Laptop
- Stable internet connection
- Stable power source
- For any further questions or support. Please contact the **IT Service Desk** at **910** or **012 808 0910**, or visit [VITA.kaust.edu.sa](https://vita.kaust.edu.sa) to log a ticket with our **IT Service Desk**.



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1. On your desktop, click on the 🔍 **Spotlight Search Bar** and type to search for the **Self-Service** Application.
2. In the **Self-Service** App, search for **macOS Sequoia**
3. Details of the macOS will be displayed, click the **Upgrade** button begin the upgrade.
4. To proceed, enter your **KAUST Account username** and **password** and click continue.
5. The device will begin to upgrading with a visual progress bar. Once completed, click the **OK** button to finish the upgrade.
6. The process will take up to **30 minutes**, during this time **DO NOT** disconnect your device from the **internet** or **power source**.
7. Upon completion, your device will restart.

