Complete a MacOS Self-Upgrade on your Clark Mac

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ITS recommends printing these instructions or having them available on another device as you go through this process. The approximate time to complete this upgrade is **4 hours**.

Before You Upgrade

Back up your data

As with any significant change to your computer, it is very important that you back up your data. You can place important files in OneDrive, place them on an external hard drive, or use any other backup method you're comfortable with. If you have further questions about backing up your computer, please contact the ITS Help Desk.

Choose your timing wisely

An operating system upgrade can take time. We recommend setting aside a full day for the process. While the active time you will be working on this will be minimal, it's important that you understand that you may not have productive access to your computer during your upgrade day.

Any large upgrade of a computer presents a small chance for problems. If a problem occurs, ITS may need to intervene, and that may take some time. So, we strongly recommend choosing a time where you do not have **a critical need for the computer within a business day** of the upgrade in the event that something goes wrong. For example, we would not recommend upgrading your computer the day before travel or during the weekend before an important conference.

Confirm that you have enough space

Confirm that you have at least **26GB of free space** required to perform the upgrade. If you don't have enough space, you may need to offload some files to OneDrive or an external hard drive. Alternatively, you could delete unused applications. If you need assistance, please contact the Help Desk.

To check your available free space:
1. Click the "Apple" menu in the upper left corner:
    a.
2. Click *About this Mac*
3. Click the *Storage* tab
4. Under *Macintosh HD* (or similar name), the available space is shown.

Upgrade Your Operating System (OS)

To perform the upgrade, follow these steps:
1. Close all open applications
2. Click the Apple icon in the upper left corner
   a.
3. Click **System Preferences**
4. Click **Software Update**
   a.
5. An upgrade button should appear allowing you to upgrade to Monterey. Click the upgrade button and follow the onscreen instructions.

After You Upgrade

Sophos

Sophos Antivirus may require a few extra steps to work normally after the upgrade. You will likely see security notices about granting Sophos full-disk access and a network extension permission on your Mac. Please follow the directions in the linked document to adjust settings in System Preferences and grant permissions for Sophos to run properly. After the requested permissions are granted, Sophos may continue to show errors until your computer has been rebooted multiple times. Sophos requires multiple reboots to fully upgrade itself to the latest available antivirus version.

Applications

You may find that some applications on your system have a gray crossed-out circle on them, indicating they will no longer run.
If you identify such an application, you will need to download and install an updated version of that software that supports macOS 12 or higher. Please let us know if you experienced this so we can advise other users.

Example of application no longer running