

macOS Catalina Upgrade

Overview

It's important your Mac stay updated to the latest operating system supported by the district.

- Software compatibility. Ensure all software used for class works as expected.
- Security. Apple constantly releases new security patches to keep you safe.
- Features. Each OS release offers new features and performance improvements.

The latest supported macOS version is Catalina.

Installation requirements:

- At least 20 GB disk space free.
- Mac plugged into power.
- All applications closed.

The upgrade will take about an hour to complete. During this time you will not be able to use your Mac. Follow the directions below to begin.

i The macOS Catalina installer is about 8.7 GB. Note if your home Internet plan has a data cap or bandwidth limits it may be difficult to to upgrade. If you have any concerns about being able to upgrade from home please open a help desk ticket by emailing helpdesk@shakopee.k12.mn.us

Need more help?

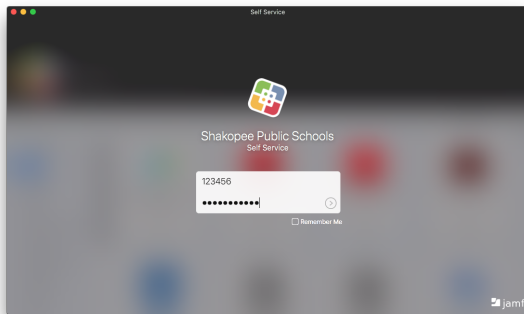
If this article does not help resolve the issue, please submit a ticket.

[Create a new ticket via Web Helpdesk](#)
[Create new ticket via email](#)

Step-by-step Guide

1

Open Self Service and log in with your district username and password.



2

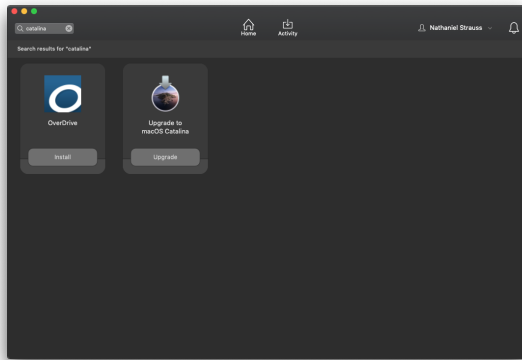
Before continuing make sure your Mac meets the installation requirements:

- Please ensure all work is saved.
- Be sure your Mac is plugged into power.
- Mac has at least 20 GB disk space free.

If you need assistance freeing up disk space please contact the help desk.

3

Select Upgrade to macOS Catalina.



4

The macOS Catalina installer will be downloaded. This file is about 8 GB and usually takes between 20-30 minutes to download.

If you are on a slower wireless connection it may take longer.



5

If your Mac does not meet the upgrade requirements you will see an error message. Make sure your Mac is plugged into power and has at least 20 GB of disk space free.

For additional help please contact the help desk (helpdesk@shakopee.k12.mn.us).

6

Once the installer successfully downloads it will prepare your Mac to upgrade and automatically reboot to complete the install process.



7

The actual install takes about an hour. Once completed your Mac will boot up and you can log in again.

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