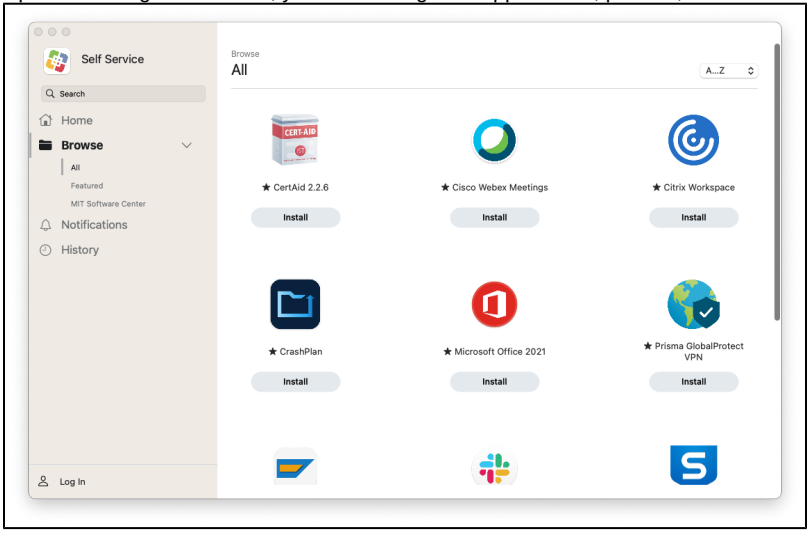
Jamf Pro - Self Service

Jamf Pro - Self Service

When the Jamf Pro software is installed on a Mac, the Self Service app is installed into the Applications folder. Self Service allows end users to install applications made available by their IT administrator.

To access the Self Service application, browse to Macintosh HD->Applications->Self Service or press command-space and type "Self Service".

Upon launching Self Service, you will see a grid of applications, printers, and commands your IT administrator has made available.



Simply click "Install" on any of the available applications to install them. You do not need to be an administrator on the computer to install applications from Self Service.

Optionally, you may log in with your Kerberos name and password by clicking the "Log in" button in the lower-left corner. You don't need to log in unless instructed to by your administrator.



Common programs

Several common programs are made available to all users in Self Service by default. These can be found under the "MIT Software Center" section of Self Service and include:

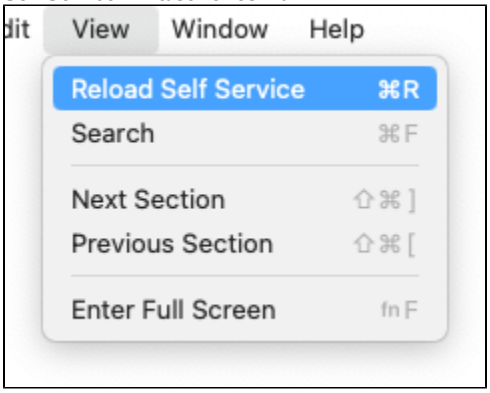
- CertAid
- Webex Meetings
- Citrix Workspace
- CrashPlan (Formerly Code42)
- Microsoft Office 2021

- Prisma GlobalProtect VPN client
- Slack
- Sophos Antivirus
- Tableau Reader
- Zoom

Note that individual departments may choose to restrict access to some of these programs for their users, and make others available in addition.

Troubleshooting

If you don't see the items you expect, you can refresh the display by selecting "Reload Self Service" from the View menu. Quitting and reloading Self Service will also refresh it.



Contact

If you are an IT administrator and would like help adding or removing apps from Self Service for your end users, contact the End User Computing team at euc-help@mit.edu.