

# Mac OS

## How do I install a program or updates on a "frozen" Mac?

Steps:

1. Log in to the computer as Student.
  - Once the Desktop appears, click the frozen bear-face icon at the top right of the screen.
  - Click the LOGIN item.
  - Type the user name.
  - Enter the password.
  - Click the selection for BOOT UNFROZEN. Click the "OK" button.
  - The computer reboots unfrozen, allowing changes.
2. Log in as AIS.
  - See if there are Software Updates to install.
  - Click on the blue icon in the tray.
  - Install any other updates that you are asked to perform.
  - Check for updates to Symantec.
  - Double-click the gold shield icon to check that definition dates are from this month.
  - Reboot computer to copy changes to all accounts.
3. Log in as Student to test your work.
4. When the installation/changes finish, you have to refreeze the computer.
5. Once the Desktop appears, click the frozen bear-face icon at the top right of the screen.
6. Click the LOGIN item.
7. Type the user name and password as in step 1.
8. Click the selection for BOOT FROZEN. Click the "OK" button.
9. The computer reboots frozen.
10. Shut down the computer once it has rebooted.

Matt, 5/3/2012

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