JAMF CONNECT – DOCUMENTATION

Overview

Jamf Connect is a new service provided by UTA and Jamf to streamline and modernize authentication, password management, and user management for Apple-based computers.

In an increasingly mobile workforce, with employees working from various locations on a multitude of devices, organizations need to be able to manage and secure those devices and their company information without the challenges of binding to on-premises Active Directory. With Jamf Connect, a user can unbox their Mac, power it on, and access all their corporate applications after signing on with a single set of cloud-identity credentials.

Jamf Connect provides three essential functions:

- Modern Authentication with the University Azure Active Directory System
- Account Creation on the Mac Device
- Password Synchronization Between macOS, Azure Active Directory, and Traditional Active Directory Located on the Protected Network within UTA.

This will provide a seamless experience for clients and will eliminate your password issue Service Now tickets, even for off-campus users.

Requirements

- Computers with macOS 10.14.4 or later. Computers will be required to be upgraded if you intend to use this product and service.
- Active Faculty, Staff, Student, or Affiliate account.
- A newly reimaged Mac computer OR an existing Mac with a functioning Active Directory domain binding. Broken binds can cause issues with the initial setup and password to account synchronization.

Expectations of Setup and Use

- Configuration Profiles will be automatically installed at the computer level.
- Jamf Connect packages will be installed from UTA's Jamf management system.
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- At least one reboot will be required and will happen automatically within fifteen minutes after installation.
- On-Prem domain binding will be disconnected and redirected to Azure Active Directory after the reboot.

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- The first log-in with the computer will require a selection of either an existing account takeover (recommended) or the selection of creating a new account.
- The first time logging in WILL require multiple entries of the client password. This is part of the setup process and initial syncing of user account information.

Client Usage

Jamf Connect has been designed to provide an easy interface for performing required functions such as logging in and password changes. The first-time log-in is simple, but the following steps will act as a guide to set client machines up for use.

The Jamf Connect installation is completely automated and has no user interactive portions of the setup. A restart is required, so if you are triggering the installation from Self Service, please ensure that all data, documents, images, etc., are properly saved or backed up. The computer will be forced to reboot after a fifteen-minute wait. Once the initial setup is complete and the computer has been rebooted, the following log-in screen will be presented.
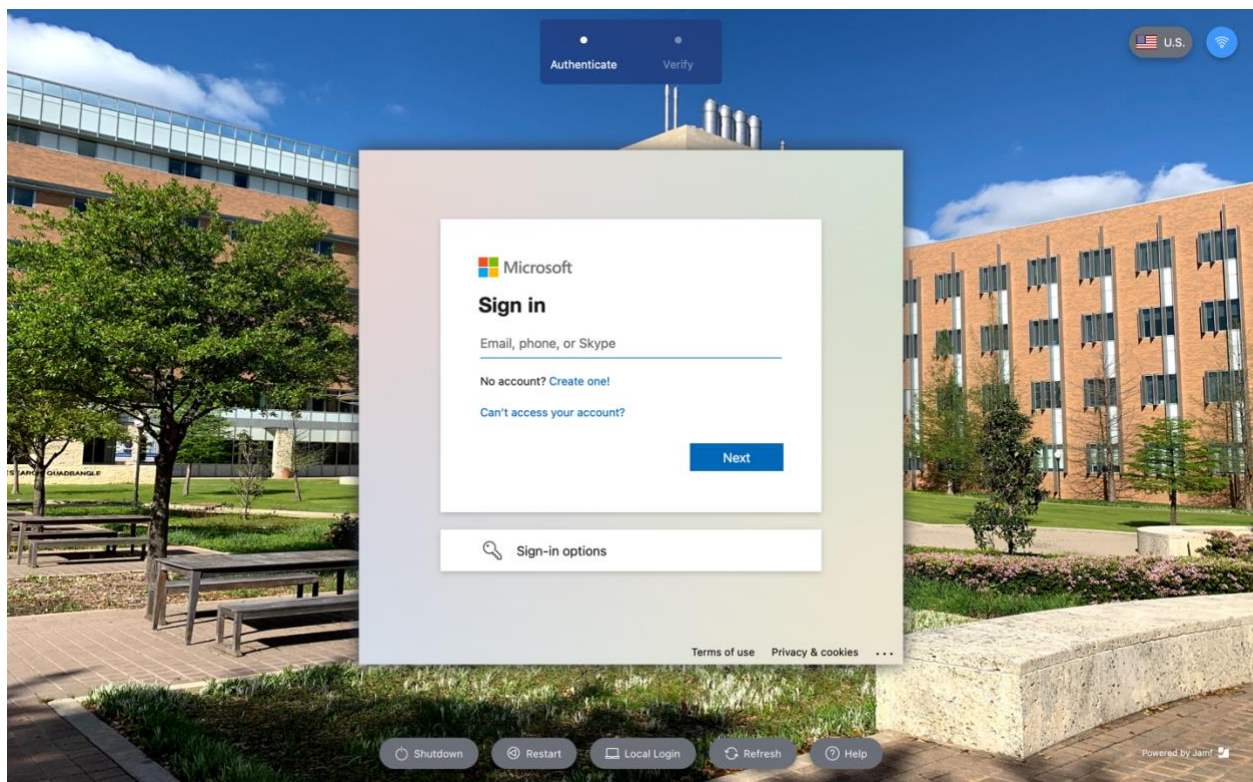

Clients will now use their email to log into their computer(s) rather than the traditional NetID's. This allows their macOS machines to share the same log-in experience that other applications have, making it a more familiar process.

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Logging In

Immediately after a user has entered their Azure log-in information and password, they will be presented with another new dialog box asking for their Azure password again. This will be used to synchronize with their new/existing local account that has been removed from the UTA Active Directory Domain.
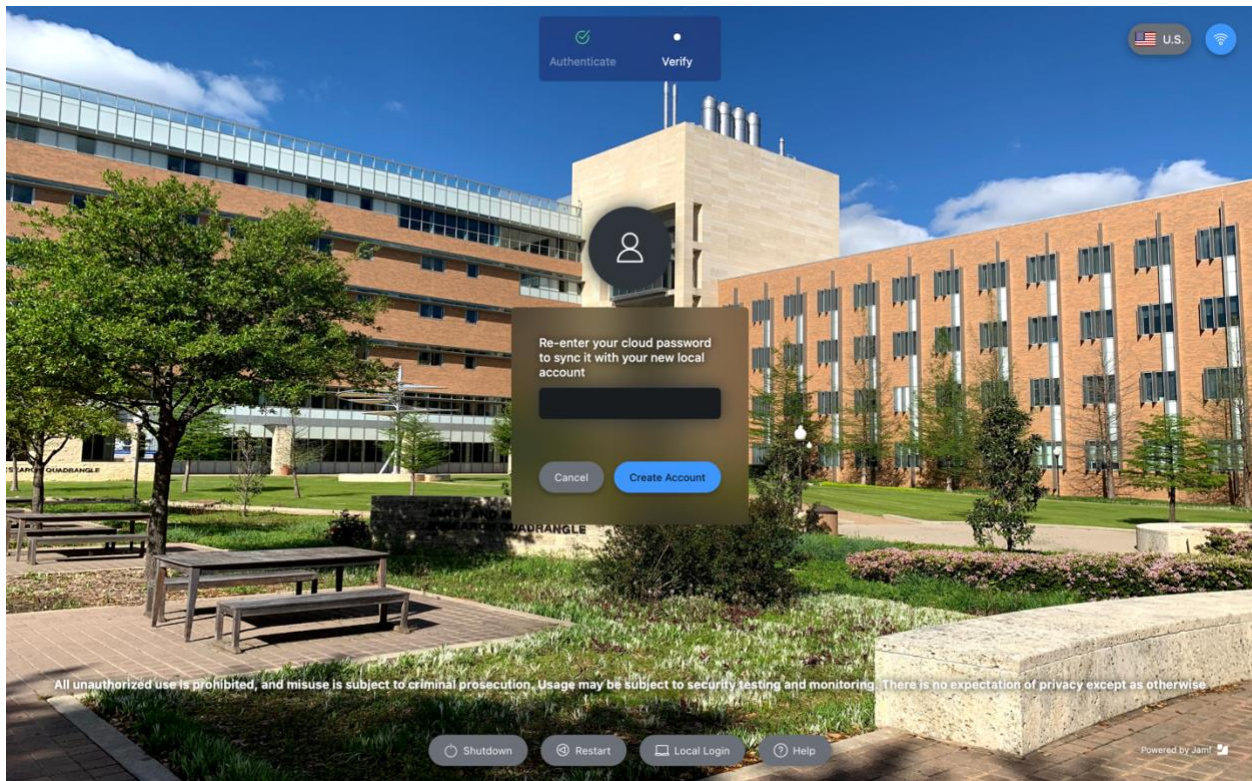

After the password has been entered, the process of "demobilization" will occur behind the scenes. Your users will not see any of this process happening but will be presented with another dialog asking them which account is theirs, listed by NetID.

Note – At this time, the FDE and OIT accounts are protected from the account takeover process.

Users will select their NetID account if this computer has been converted from an Active Directory computer or asked to create a new account if this is the first time a user has logged into the computer. In the example, user 'cotterce' has logged into this computer previously, so the account needs to be converted to a Jamf Connect (demobilized) Azure AD account.

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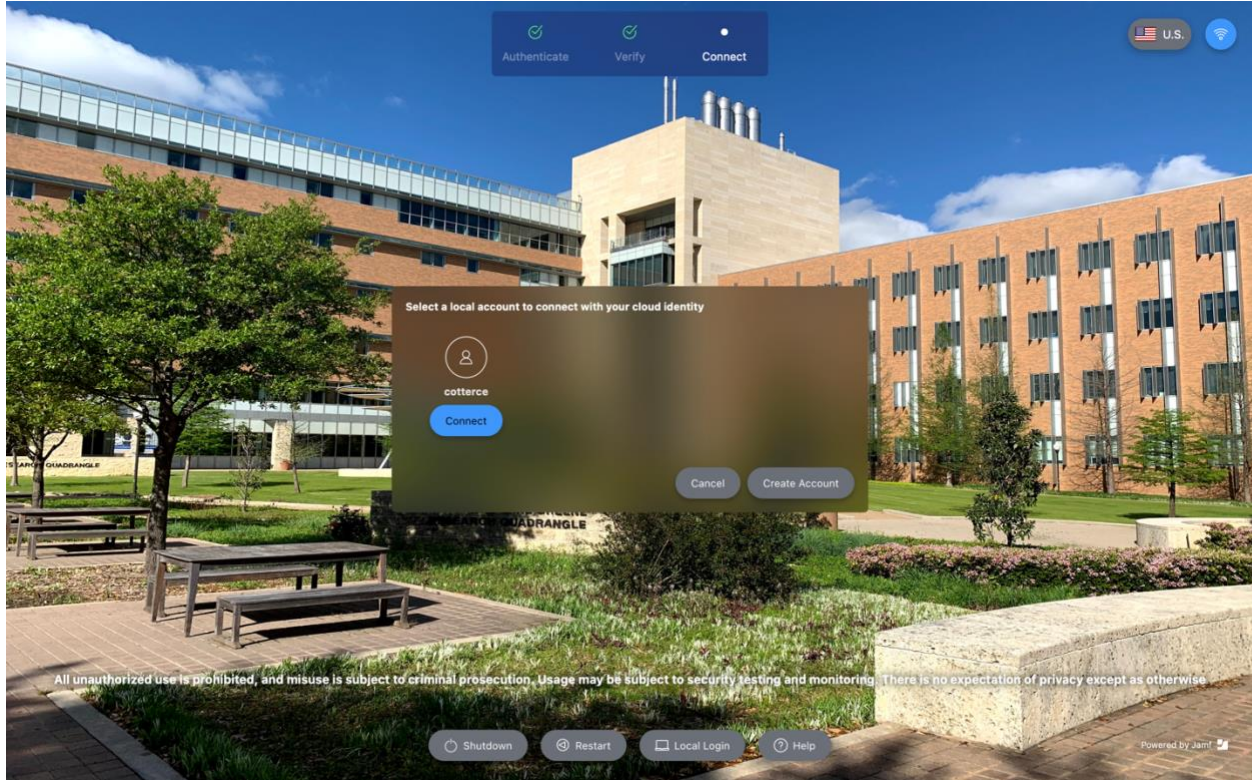
If you are presented with the following, please enter in the password for the account that has previously been used. This could be a NetID or a local account that the user has created or been using previously.
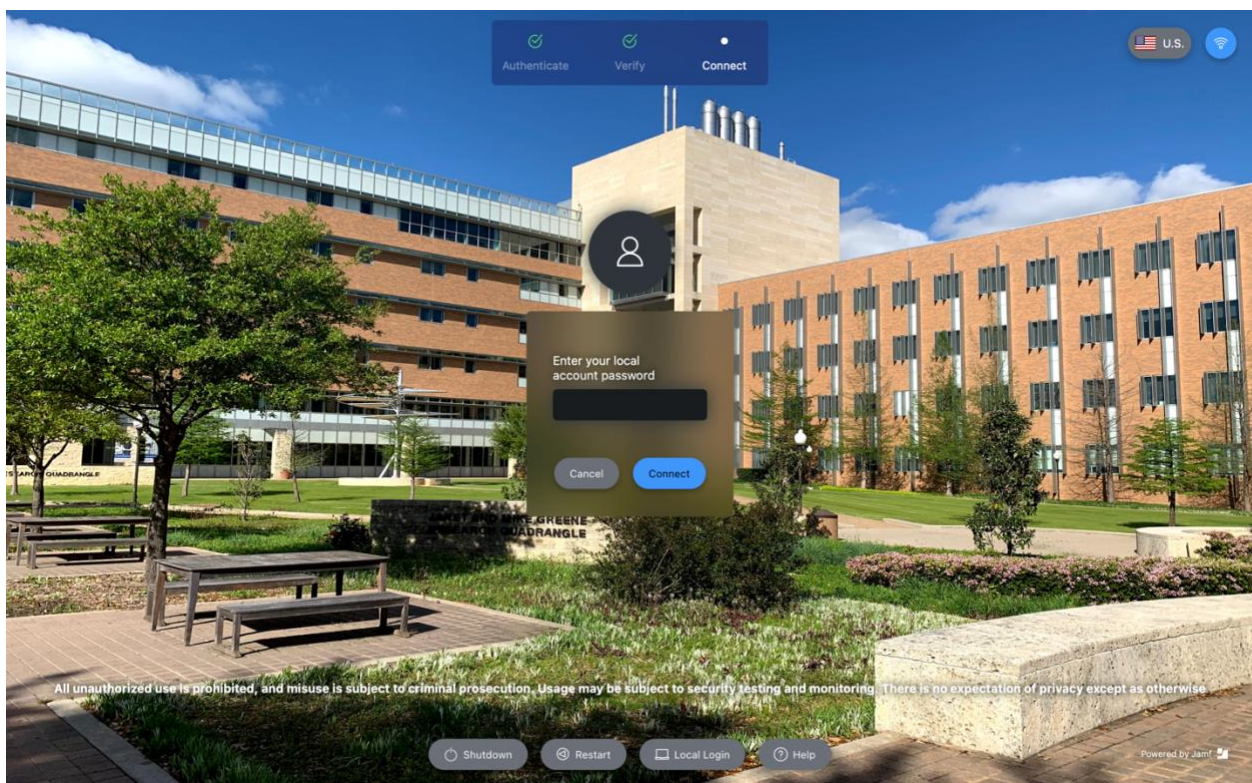
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Depending on your configuration needs or existing setup, you may be presented with the requirement to enable FileVault. Click "Enable Now" to enable it and Jamf will escrow the key into itself for future needs.
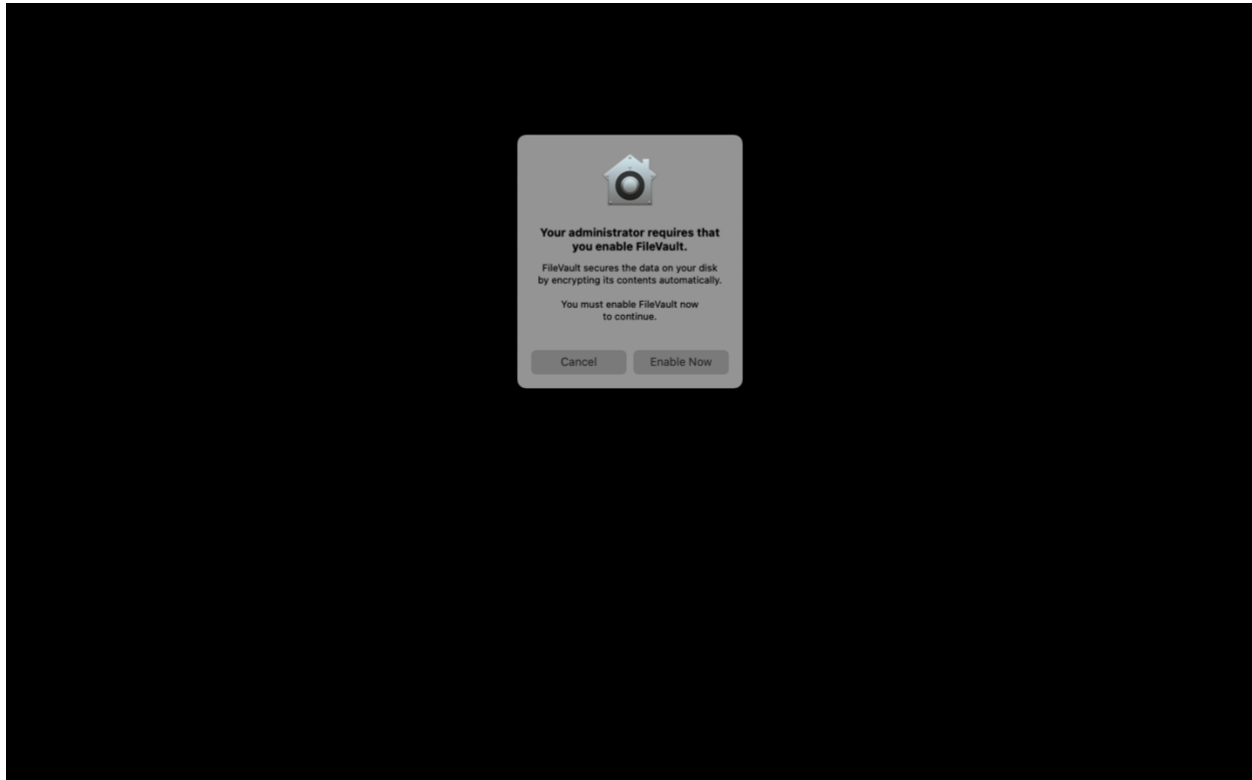
Once this step is completed, you will be taken to the Finder Desktop. One item of note, when a client shuts their computer down and FileVault is enabled, they will either use their NetID and password to start the computer or on newly reimaged machines where an account takeover was not performed, they will use their Azure email WITHOUT the @uta.edu. An example of this would be 'first.last' instead of 'first.last@uta.edu.'

Jamf Connect Utilities

Once the client has logged in using their Azure credentials and they are presented with their working desktop, they will be able to use their computers as they always have. There is a new procedure for Jamf Connect Macs and password modifications. As part of the installation process, a new icon is installed on the menu bar. This will provide essential functions regarding passwords and expiration information. Clicking this icon will be the principal place for password changes and resets.

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As shown in the example following, clicking on the icon presents you with a few different options:

Connect – Clicking connect will manually instruct Jamf Connect to connect to Azure AD. This will connect you to and needed Azure resources that you might need.

Change Password – Use this option to change your password. Clicking it will open a dialog to change your password with the UTA Active Directory domain, which will then synchronize to Azure approximately fifteen minutes later.

Reset Password – The reset password option is there to help your users with password issues. It will open the same dialog as the Change Password option but will focus on the reset password option located at the bottom of the webpage. None of these options require you to be on the UTA wireless or wired network to use.

Get software – This will open the Jamf Self Service application so users can download software from there as they always have.

Get help – This option opens the UTA Help Desk website where a user can enter a ticket or chat with a Help Desk Agent.


After your first login or a password modification has occurred (changed or reset), Jamf Connect will prompt for either just the updated password or both NetID and password. Password updates will take a few minutes to reflect after a password modification has occurred and the UTA Active Directory Domain has synchronized with the Azure Active Directory domain. Keep in mind that the UTA Active Directory (on-prem) is still the source of authority, which then synchronizes with Azure Active Directory every 10-15 minutes.
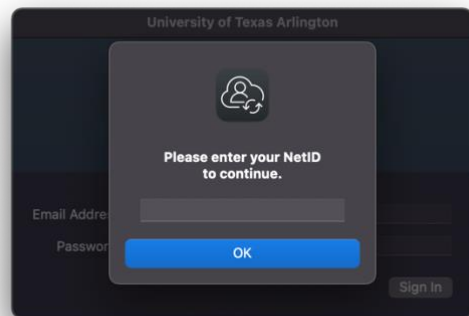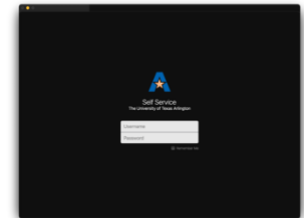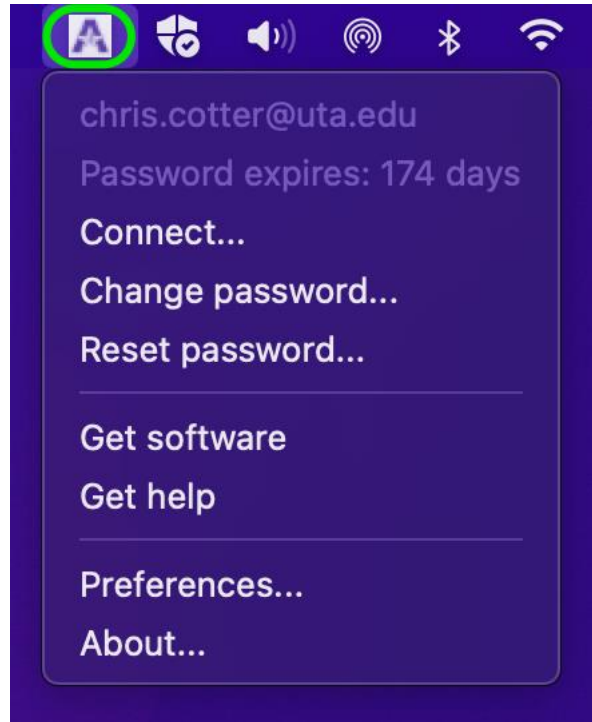
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As stated earlier, password updates and resets are usually not an immediate process, but instead delayed up to 15 minutes. No keychain prompts or issues are to be expected. Jamf Connect handles the keychain information changes automatically.

See the following example as to what to expect regarding a password modification operation.
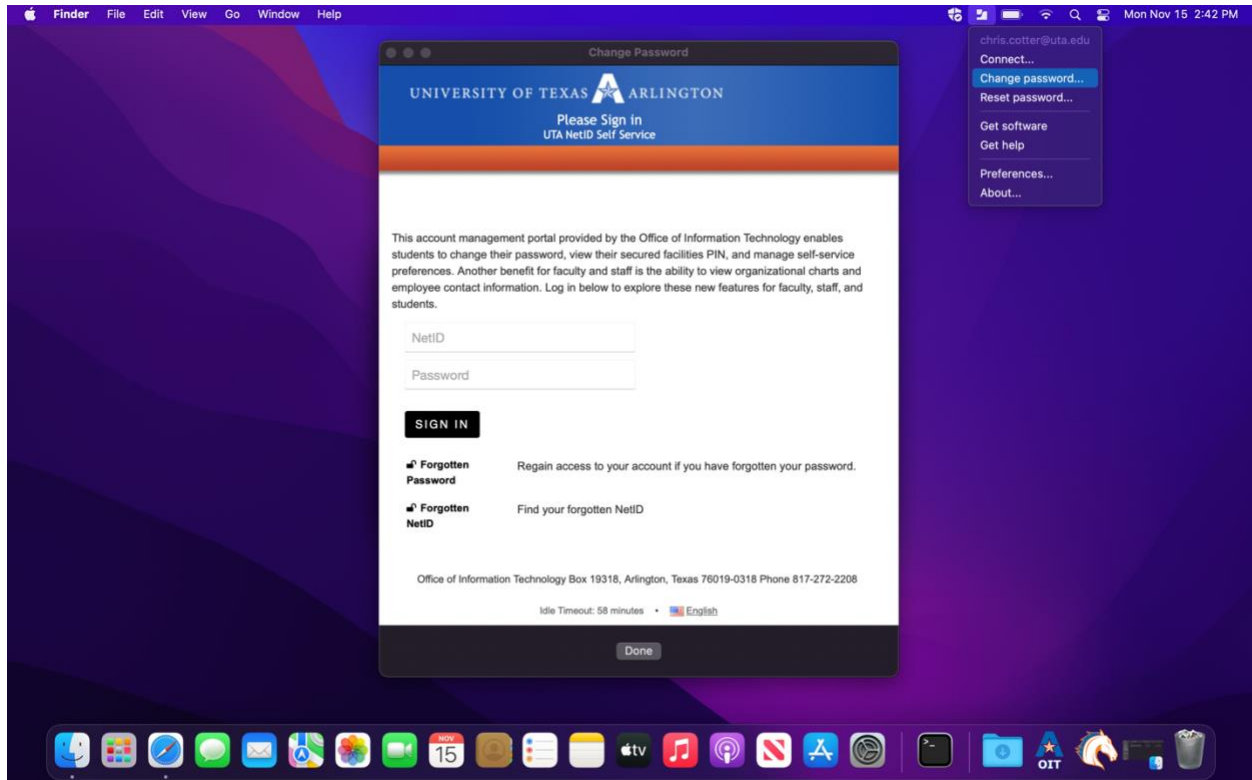
Conclusion

Jamf Connect is an exciting combination of software and services that will ease the burden of password changes. Traditional methods of user authentication have been troublesome for those that are off-campus and have a password-related event that causes a failure to synchronize, potentially causing a macOS computer to fall off the domain and experience a domain trust issue which requires a technician to reengage this connection.

You can be assured to know that regardless of where your clients are moving forward, they will remain connected. If you run into issues, please contact the Jamf Team at **jamfteam@uta.edu**.

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Versioning

- Draft 4 – Updated by Chris Cotter, chris.cotter@uta.edu on 20220207 – Jamf Connect vs 2.8.0.
  - Clarified text in section Jamf Connect Utilities regarding entering NetID entry after first login or password change. Clarified procedures throughout the document. Updated the Requirements section to reflect that a domain bound Mac needs to be domain functional to prevent initial synchronization issues.
- Draft 3 – Updated by Chris Cotter, chris.cotter@uta.edu on 20211206 – Jamf Connect vs 2.7.0.
  - Artwork updated to reflect custom icons.
- Draft 2 – Updated by Chris Cotter, chris.cotter@uta.edu on 20211117 – Jamf Connect vs 2.6.0.
  - Updated text and other writing errors. Removed custom Jamf Connect logo at the suggestions of managers to prevent user confusion. Reworded Azure account information to prevent user confusion about eligibility under the Requirements section of this document.
- Draft 1 – Created by Chris Cotter, chris.cotter@uta.edu on 20211117 – Jamf Connect vs 2.6.0.
  - Initial document writing.

Usage

UTA internal use only. All screenshots and images are specifically for UTA assets only and may not apply to other organizations.