On a UNSW Mac

5. You can also search for a specific app using the "Search" field.

6. Click on the app listing to view more details.

7. Click on **Install**, and the app will automatically download and install in the background.
    Depending on your network connection, device hardware,

The Self Service app can be found in the Applications folder and is automatically installed when your UNSW Mac is set up.

If you are unable to locate the Self Service app on your UNSW Mac, please contact the UNSW IT Service Centre for assistance: https://www.myit.unsw.edu.au/contact-us

Some apps are only available to users in certain Faculties, Schools, or Departments. You may need to **Log In** to Self Service to see more apps available to install.

If there is an app that you think would be beneficial to be packaged and included in Self Service, please raise a Service Request.

Please ensure you enter in your full **zID@ad.unsw.edu.au** as the username, for example: z1234567@ad.unsw.edu.au

You might also encounter issues if it's been more than 12 months since you last changed your UNSW password. You can change or reset your UNSW password on the UNSW Identity Manager website.

If you are experiencing difficulties with Multi-Factor Authentication (MFA), please see the following guide on the UNSW IT website: Set up MFA using Microsoft Authenticator app.