

Configuring Login Mode on macOS

Overview

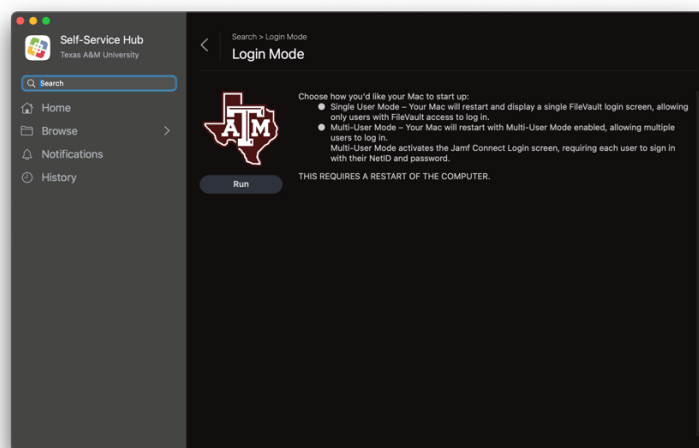
This document provides instructions for IT technicians on how to configure macOS login mode using Jamf Self-Service or directly through Jamf Pro. Technicians can choose between Single User Mode and Multi-User Mode, depending on the login requirements for the device.

Login Mode Options

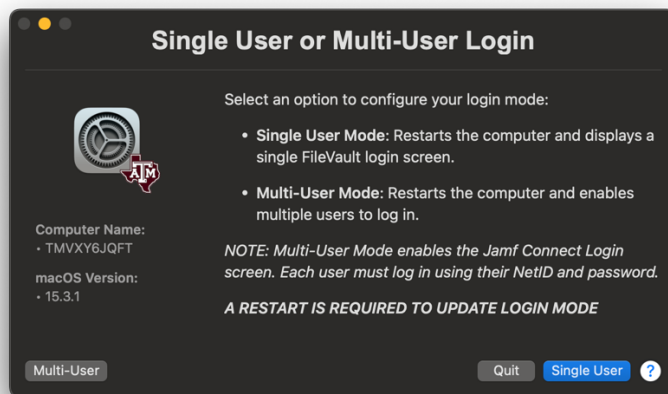
- **Single User Mode**
 - The Mac will restart and display a single FileVault login screen.
 - Only one user can log in before the desktop loads.
 - Ideal for dedicated or assigned devices.
- **Multi-User Mode**
 - The Mac will restart and display the Jamf Connect Login screen, allowing multiple users to log in.
 - Users must sign in using their NetID and password.
 - Best for shared or lab environments.

How to Change the Login Mode via Jamf Self Service

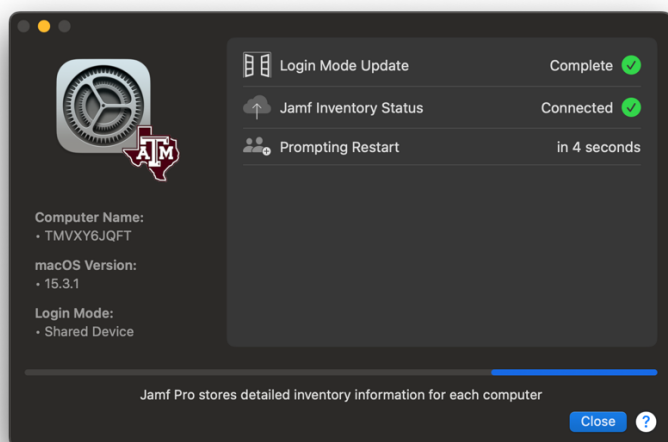
1. Open Jamf Self Service from the Applications folder or Launchpad.
2. Locate "Login Mode" in Self Service.



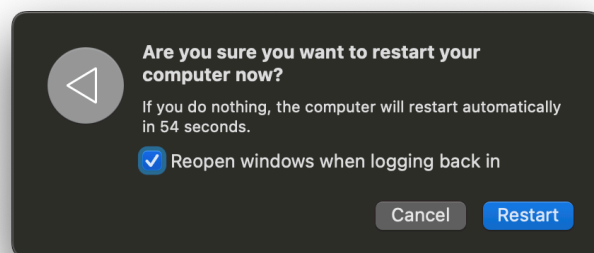
3. Click Run and select one of the following options in the dialog window:
 - **Single User Mode or Multi-User**



4. Click the option to apply the selected mode.
5. The dialog window will show the progress and if there are any errors.



6. The Mac will restart and apply the chosen login mode.



How to Configure Login Mode via Jamf Pro

Jamf Pro users can also configure a Mac's login mode through its inventory record in Jamf Pro:

1. Log in to Jamf Pro.
2. Navigate to Computers > Inventory.
3. Search for the target device using its serial number, asset tag, or hostname.
4. Click on the device to open its inventory record.
5. Go to the User and Location tab.
6. Find the Single or Shared Device dropdown menu.

The screenshot shows the 'Edit User and Location Information' form in Jamf Pro. The form has a dark theme. At the top right, there are 'Cancel' and 'Save' buttons. The form contains the following fields: 'Username' (text input), 'Full Name' (text input), 'Email Address' (text input), 'Phone Number' (text input), 'Position' (text input), 'Department' (dropdown menu with 'None' selected), 'Building' (dropdown menu with 'None' selected), and 'Room' (text input). At the bottom left, there is a 'Device Mode' dropdown menu with 'Shared Device' selected and 'Single User Device' as an option.

7. Select the appropriate mode:
 - Single User – For devices assigned to a single user.
 - Shared Device – For devices intended for multiple users.
8. Click Save to apply the changes.

Troubleshooting & Notes

- If a user cannot log in after switching to Multi-User Mode, verify their NetID and password.
- To revert changes, update the setting in Jamf Self Service or Jamf Pro.

- FileVault encryption must be enabled for Single User Mode to function correctly.
- For Multi-User mode, if the computer does not open to the Jamf Connect login screen after the FileVault login screen. You can check to see if the following Configuration Profile is installed on the computer:
 - Profile Name: Global - Login with FileVault and Jamf Connect
 - If the profile is installed, you can find it here for the computer inventory:
 - Log in to Jamf Pro.
 - Navigate to Computers > Inventory.
 - Search for the target device using its serial number, asset tag, or hostname.
 - Click on the device to open its inventory record.
 - Go to: Management > Configuration Profiles
 - Search for the Configuration Profile name (Global - Login with FileVault and Jamf Connect).