

Downgrade macOS

Please ensure that all of your files are saved and synced with One Drive. You can double check by going to levi.okta.com > Office365 > One Drive. Once you are certain all data you need is saved, including notes, bookmarks, photos, or anything else you might want to reference, please proceed.

****You are responsible for any data loss as we will not be able to recover data once this process is complete!**

You must be connected to power through entire steps listed below. If you have a network speed that is *less than* 50mbps, it would be best to send your Mac in to local IT to have this done. You can test by using [Fast.com](https://fast.com) or [Speedtest.net](https://speedtest.net)

I will need to delete your Mac's record in our MDM, please message me before beginning the following steps.

Step 1 – Erase Mac of all content and settings (Reformat SSD)

Use this link [Erase and reinstall macOS](#) and follow steps outlined 1 - 6 but **do not** use this to reinstall macOS, **ERASE ONLY**.

Step 2 – Reinstall macOS that came with your Mac

Use this link [Reinstall macOS](#) and follow instructions for how to *“Reinstall your computer's original version of macOS”*. Please note that the original macOS may be something prior to macOS Catalina, please proceed to install whatever comes up.

Step 3 – Install macOS Catalina

For this step you will need to partner with me if macOS Catalina was not automatically available for your Mac in the previous step. Please schedule a time with me to proceed.

Step 4 – Enroll Mac in Levi's Remote Management

As you set up the Mac for the first time, you will select a Language, Region and connect to a WiFi network.

STOP!

After connecting to WiFi, the immediate next screen *should* show ***"Levi's Remote Management"***.

Do not proceed if it shows anything else. Please partner with me directly for further steps. If it does show the ***"Levi's Remote Management"*** then you may proceed to enter your Levi's User ID and Password to continue with set up.

THINGS TO NOTE WHEN SETTING UP:

1. **Enable Location Services** when prompted.
2. On the **Create Account** part of set up, most fields will be filled in. Please type your Full name in the first line. Example: **John Appleseed**
*Do **NOT** change anything else on that step and press continue to proceed*
3. When prompted to choose location select the location closest to your home office from the drop down menu.
4. Enable FileVault will come up, it is VITAL to turn this on and enable. It will ask you to log out > continue to log out > Log in again with User ID and Password

If you have any issues, questions or concerns, please do not hesitate to reach out.