# Mac Software -- RIT Self Service

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RIT Self Service on macOS devices is a tool to allow end users in CAD to install software or utilities provided by CAD Tech.

## FAQ:

### Where can I find the RIT Self Service application?

The application can be found either on your Dock or in the Applications directory. Look for the RIT Tiger logo.

### How do I install software via the RIT Self Service application?

Launch the application and then look for the software you want to install. Once you locate it, click the **Install** button.
**Note:** Depending on how big the install is, this can take sometime to finish.

Speed is dependent on how fast your Internet connection is. Best to complete this here on campus but can be done at home. No VPN required.

### What if no software is present?

If your catalog is empty, try logging into the Self Service application with your RIT credentials. If this does not change the software that is available for you, please submit a help desk ticket. https://helpdesk.cad.rit.edu

### What should I do if I have issues installing software from RIT Self Service?

Please contact the CAD Help Desk by visiting our website at https://helpdesk.cad.rit.edu and submit a ticket stating your exact issue. One of our technicians will contact you back to assist you.

### Why RIT Self Service?

Some benefits of RIT Self Service:

- Ability to install applications even though you have outstanding updates;
- Ability for CAD Tech to "force" install security patches and updates on Faculty/Staff. This keeps our environment secure and up to date;
- Automatic updates for App Store applications. CAD Tech will no longer need to manually maintain these applications. This is good for the end user due to faster turn around;
- Tighter control over our fleet of computers, tvOS, and iPadOS devices.