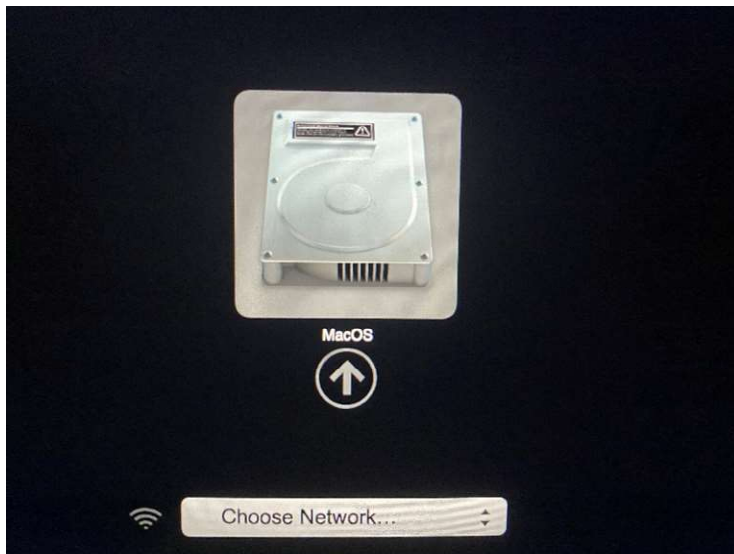


Reimaging your Apple computer

IMPORTANT!

- 1) Make sure all your data is backed up. This process will erase your entire hard drive and all information will be erased. Please read the directions before proceeding.
- 2) Start the computer into the macOS Recovery utility

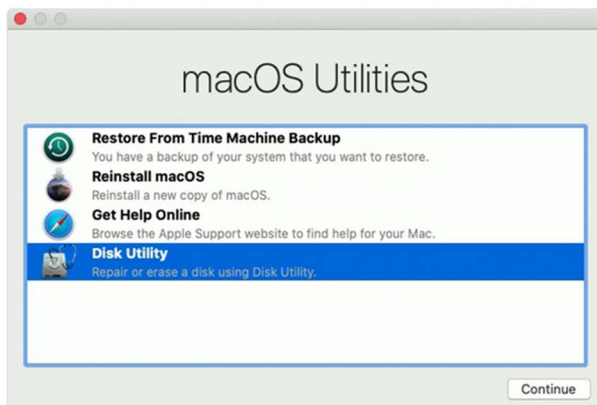
To start the macOS Recovery, turn on or restart your Mac and immediately press and hold the Option key. After a minute or so, you should see a screen that looks like this. It will say Macintosh HD or MacOS. Could be different if you named the hard drive something else.



- 3) Now press Command (⌘) and the R on your keyboard.

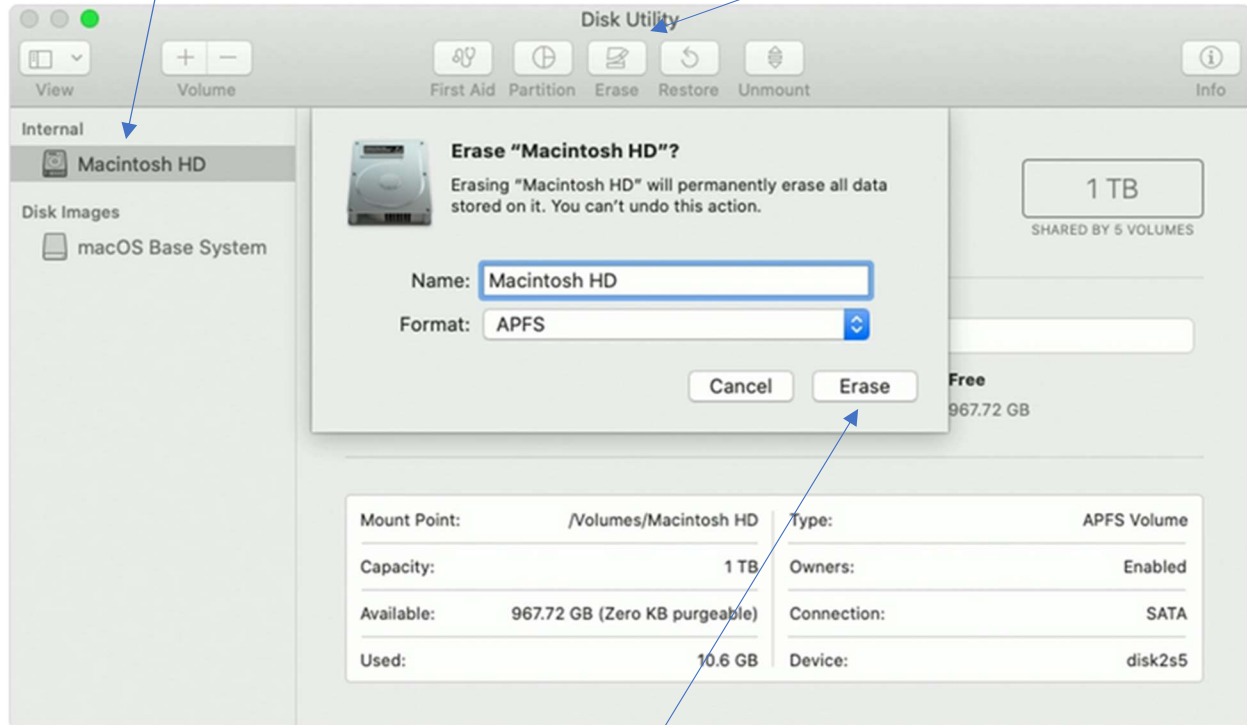
The screen below should appear after a minute or so.

- 4) Click on Disk Utility, then click Continue



5) Click on Macintosh HD or whatever the name of your HD is called. 6) Then click on Erase.

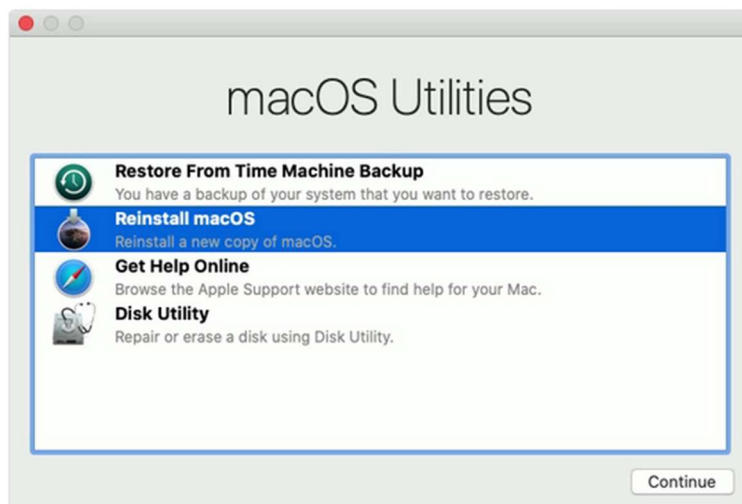
Do not change the format



7) Click Erase

Once the erase is completed click Done

8) Now close the Window and it should bring you back to the screen below



9) BEFORE YOU PROCEED, YOU NEED TO CONNECT TO A WIRELESS CONNECTION

Click on the wireless connection in the upper right-hand corner, choose your wireless connection and connect to your wireless access point. Once you have an internet connection, continue you the next step.

10) Click on the Reinstall macOS, Click Continue



It will bring you to either an Install Mojave or Catalina Screen, the click Continue.



11) Follow the On-Screen Instructions

Select Macintosh HD and Click Continue



This will reinstall a fresh copy of the Mac OS. It will take a while depending on your connection speed.