Keychain is Mac OS X’s built-in password manager. Think of it as an old-fashioned diary with a lock on the cover. The pages inside can include network certificates, and saved passwords for web sites and wireless networks.

A common source of confusion for the Mac community in the AD/GCN environment revolves around the Keychain password falling out of sync when the user changes his or her UNCG network passwords using the Self-Service Password Reset page (SSPR) at https://reset.uncg.edu. The SSPR has no way of communicating directly with the Keychain, so the user is required to update his or her Keychain password manually.

Here’s how to manually update your Keychain password:

1. When the time comes to reset your UNCG network credentials, make note of the password you are currently using to log into your Mac. This password will be referred to in this document as your OLD password.
2. Reset your UNCG network credentials using the SSPR, preferably while on campus and while attached to the wired AD/GCN campus network. This password will be referred to in this document as your NEW password.
3. Reboot your Mac immediately.
4. Log into your Mac with the wired Ethernet cable attached using your NEW password. This step is necessary to cache your credentials, and will allow you to log into your Mac from off campus.
5. After the login window has been cleared, you will be presented with a window prompting you to “Continue Log In”, “Create New Keychain” or “Update Keychain Password”. Choose the option to Update Keychain Password. When prompted, enter your OLD password. This will unlock your keychain, and the keychain password will immediately be updated to use your newly reset password. **NOTE:** If your Keychain password has been out of sync for some time and you are unable to remember your old password, there is no way to retrieve it. Your only choice will be to select “Create New Keychain”.
6. Once you reach the desktop, open /Applications/Utilities/Keychain Access.app.
7. In the upper left corner of the window, select the keychain labeled, “login”.
8. Browse through the saved keychain entries and delete any saved 802.1X passwords named “UNCG-GCN-FacStaff” or “UNCG-FacultyStaffStudent”. Also look for and delete any saved password for AD print queues, such as “Dance-13004_DCE321LJ600”, or “Music-12602_MUS220KM751”.
9. Quit Keychain Access.app and rejoin the “UNCG-GCN-FacStaff” wireless network, saving your newly reset credentials to the keychain.

**Additional notes:** You should avoid using the UNCG-Wireless and UNCG-FacultyStaffStudent legacy wireless networks if you are using a GCN-migrated workstation. Period. Machines joined to the legacy wireless networks are exposed to the entire Internet and are vulnerable to countless security threats. Machines joined to the UNCG-GCN-FacStaff wireless network are NOT visible to the outside world and therefore have an extra layer of protection from external security threats.