

Macintosh AD/GCN Password Reset Cheat Sheet

Keychain is Mac OS X's built-in password manager. To use an analogy, think of your keychain as an old-fashioned diary with a lock on the cover. The "pages" inside can be used to store items such as network certificates, and saved passwords for web sites, network print queues 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 credentials using the Self-Service Password Reset page (SSPR). The SSPR is not able to communicate directly with the Keychain, so the user must update his or her Keychain password manually after each and every password reset.

The following steps are required in order to keep your keychain properly synchronized with your UNC network credentials:

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 at <https://reset.uncg.edu/>, preferably while on campus and 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, which in turn will make it possible for you to log into your Mac from off campus.
5. After the login window has been cleared, you should 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 is the password that was last used to lock your keychain, and will unlock your keychain. Enter your **NEW** password in the remaining fields. Your keychain 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 Keychain Access.app, located in the /Applications/Utilities folder.
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", "UNCG-FacultyStaffStudent" or "eduroam". 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.

If you follow these steps each time you perform a password reset, you can avoid future keychain synchronization issues.

Additional notes:

- **If you are using a Macintosh workstation joined to the AD/GCN environment, please do not use the UNCG-Wireless or eduroam legacy wireless networks for any reason.** Machines joined to the legacy wireless networks are directly 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.
- If after following the steps outlined in this document you are still unable to synchronize your keychain with your current UNCG network credentials, please contact the ITS Service Desk at 256-8324 (6TECH) to create a service ticket, and I will be happy to assist further.