Mac Keychain Update After a Password Reset

29th June 2017 by IMS

Problem:

After the password change, staff members that use Macs will need to perform additional steps, to update their keychain password.

Background Information:

Purpose of keychain on a Mac is to help you save and retrieve information like website passwords, credit card numbers, WiFi passwords and secure notes. All keychain data is stored on the hard drive of your computer. It is safely stored because the keychain data itself is an encrypted database. To unlock the keychain, you will need to know your keychain password which is also your login password.

Note: This information is not automatically updated when your password is changed via the Nest or by IMS helpdesk.

Solution:

First change your login password. Go to The Nest > Quick links > Staff Portal > Change Password or use this link. Then update the keychain password by completing following steps:
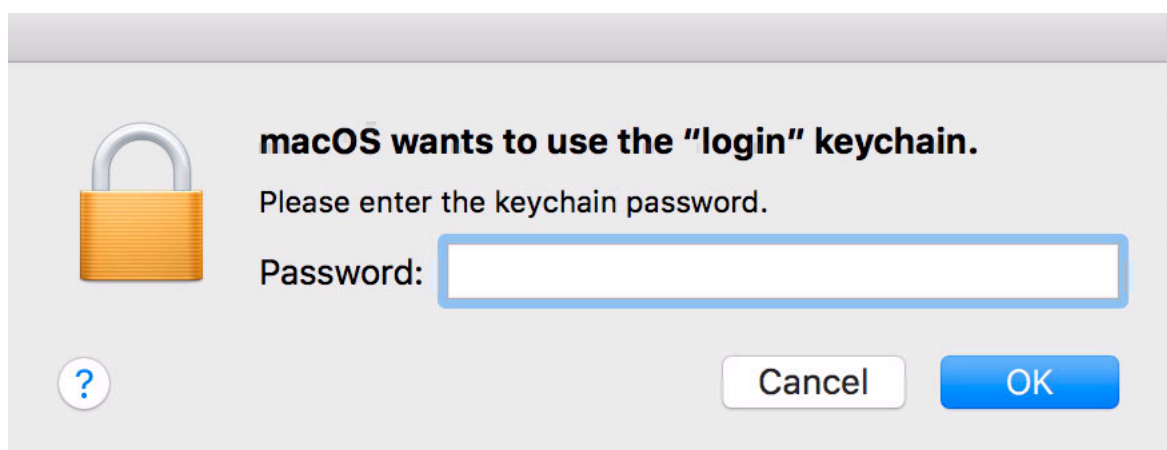
Note: These steps can only be carried out while on Unitec campus and your computer is connected to Unitec network.

1. Restart or logout of your Mac.
2. Log in with your new password.
3. You will be presented with the following prompt.
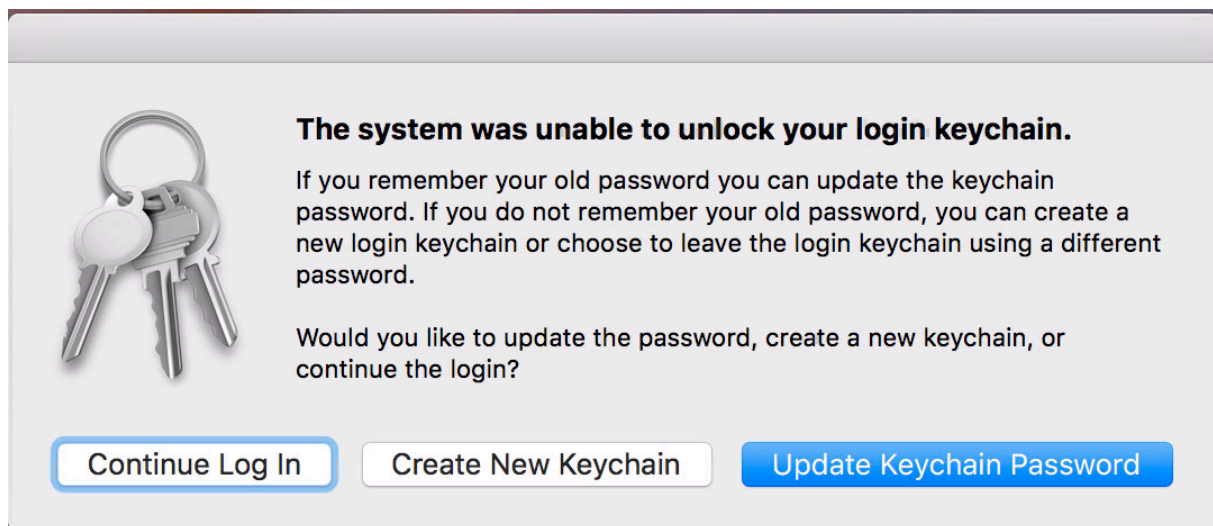
4. If you can remember your old password, click on "Update Keychain Password"

5. You will see the following prompt:

At this point you will need to enter your <mark>old password.</mark>

Your keychain password is now up to date.

If you **cannot** remember your previous password you can click "Create New Keychain" option..

(Please note that if you select this option you will lose all saved passwords from your keychain as well as any secure notes. This means you will have to re-enter all of the passwords you have previously saved (i.e: Home Network, Outlook, OneDrive passwords etc).