

Keychain issues after changing your NEUport password

Keychain is the security system in OS X which keeps track of your passwords for certain apps and services. Examples of these services include Skype, Dropbox, Ebay, etc... Typically, your Keychain Access password is the same as your login password. However, issues can arise after you change your password in NEUport. Although the Login Window will accept your new password, **Keychain** is not aware that your password has changed since it does not talk directly to NEUport / Active Directory. After you change your NEUport password, you will be presented with a dialog box the next time you try to log in that reads:



Option 1: Update Keychain Password (best option)

If you remember your previous login password, click on the button **Update Keychain Password** and then enter your previous password. By entering the previous password, you have authenticated your identity with Keychain and it will update its password to match your current NEUport password. Your saved passwords will remain in the keychain.

Option 2: Create New Keychain

If you do not remember your previous password, click on the button **Create New Keychain**. This will erase your old passwords to those apps and services you may have previously asked the computer to save. This means that if you try to use services you previously saved the password for (such as Skype or Dropbox), you will be prompted to enter the password for that service since the computer doesn't remember what they were.

Option 3: Troubleshooting keychain dialog boxes

If you click on **Continue Log in**, you may be prompted by a series of dialog boxes after logging in. To stop these dialog boxes from appearing, you will have to manually force the computer to create a new keychain.

One way to create a new keychain is to run the **keychain fix** app. This is located in either **Applications** or **Applications —> Utilities** on Mac computers maintained by the HelpDesk. If you have trouble launching the app, right-click on the app and select **Open**. If you do not have the **keychain fix** app on your computer, you can follow the steps below:

In the **Finder**, hold down the **Option** key while clicking on the **Go** menu. Keep the **Option** key held down and navigate to the menu item **Library**. **Library** is normally hidden unless you keep the **Option** key held down.

In the **Library** folder, open the **Keychains** folder. You should see a folder whose name is made of up a series letters and numbers. Move this folder to the desktop and restart the computer. After restart, you should not see any more keychain dialog boxes. You may now delete the folder you moved to the desktop. As with the second option, services in which you saved the password previously to (such as Skype or Dropbox) will need you to enter their respective passwords again in order to use them.

