Domain Joined Mac Computer Password Reset User Guide

How to Reset your MCW Password

The following directions apply only to Macintosh computers joined to the MCWCORP domain also referred to as Microsoft Active Directory. The Password reset process is best done when physically connected within the campus using an Ethernet network cable.

If multiple Macintosh OS X devices are bound to the domain, the best practice is to first execute the password change on a desktop or non-mobile computer. See page 3 for secondary Macintosh OS X devices.

Collaborative Services are supported on Macintosh computers running OS X versions 10.10.5 and 10.11.4 (or higher as updates are released and tested).

Macintosh OS X devices connected to the Collaborative mcwWiFi network can follow these procedures without a physical Ethernet connection.

To maintain synchronization between the MCWCORP domain, Macintosh computer, and User Keychain Access password, follow the process below.

Enter System Preferences under the Apple icon in the upper left hand corner.

- Select **Users & Groups**
- Confirm the Current User is yourself
- Click the **Change Password** button
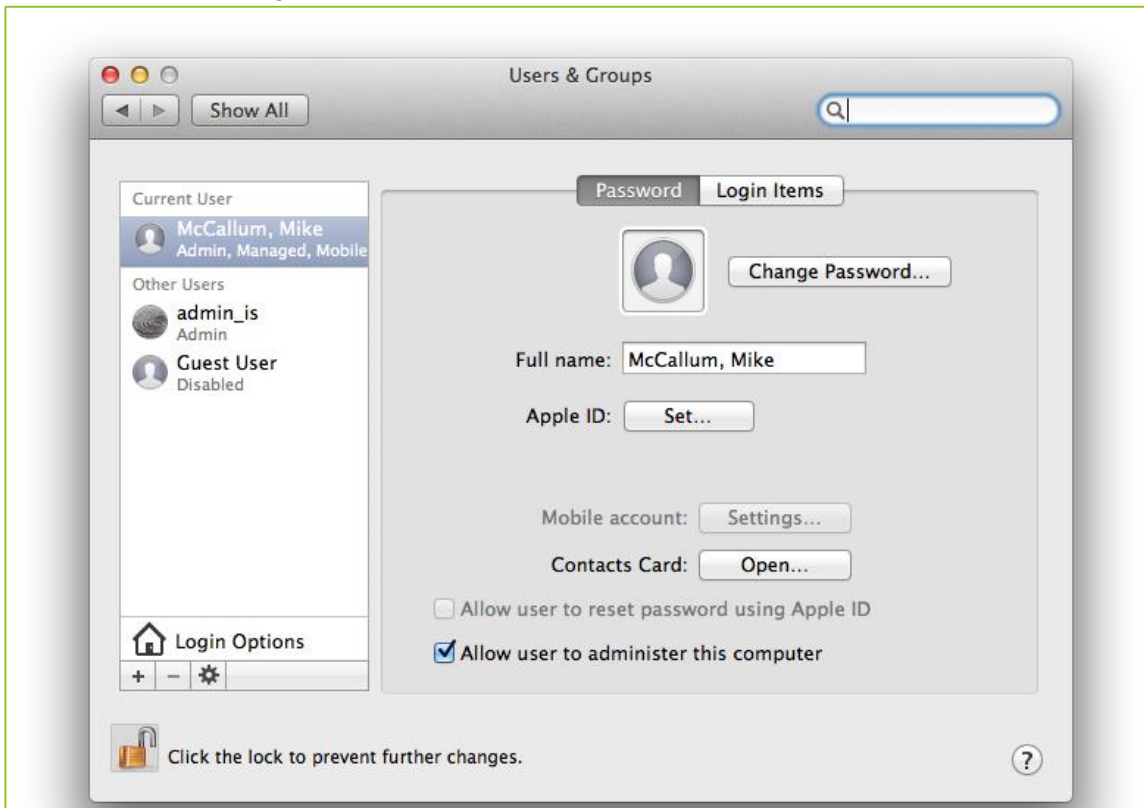
- Enter your current password in **Old password**
- Then enter the new password in the **New password** and **Verify** fields.
- Click **Change Password**
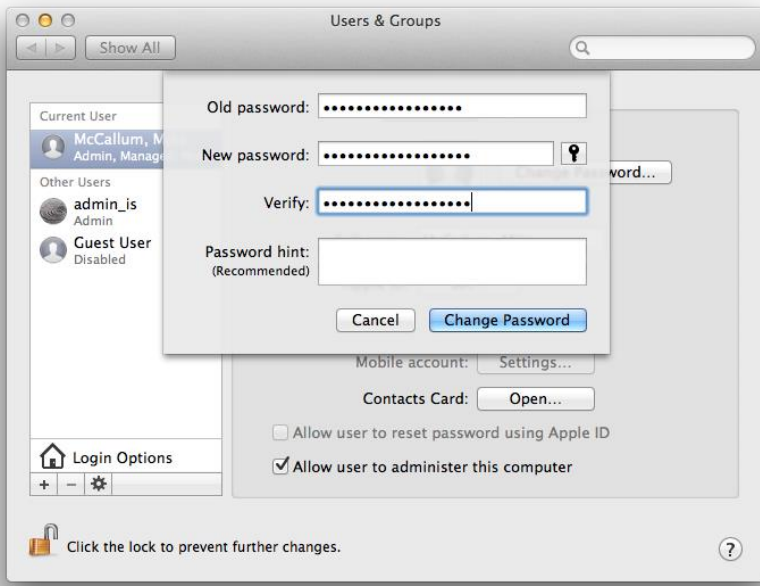
- Logout then log back in using the new password.

If the prompt below should appear, proceed as follows:

- Click **Update Keychain Password**
- Enter your *previous* password.
- The computer password and the MCWCORP domain password should now be synchronized.
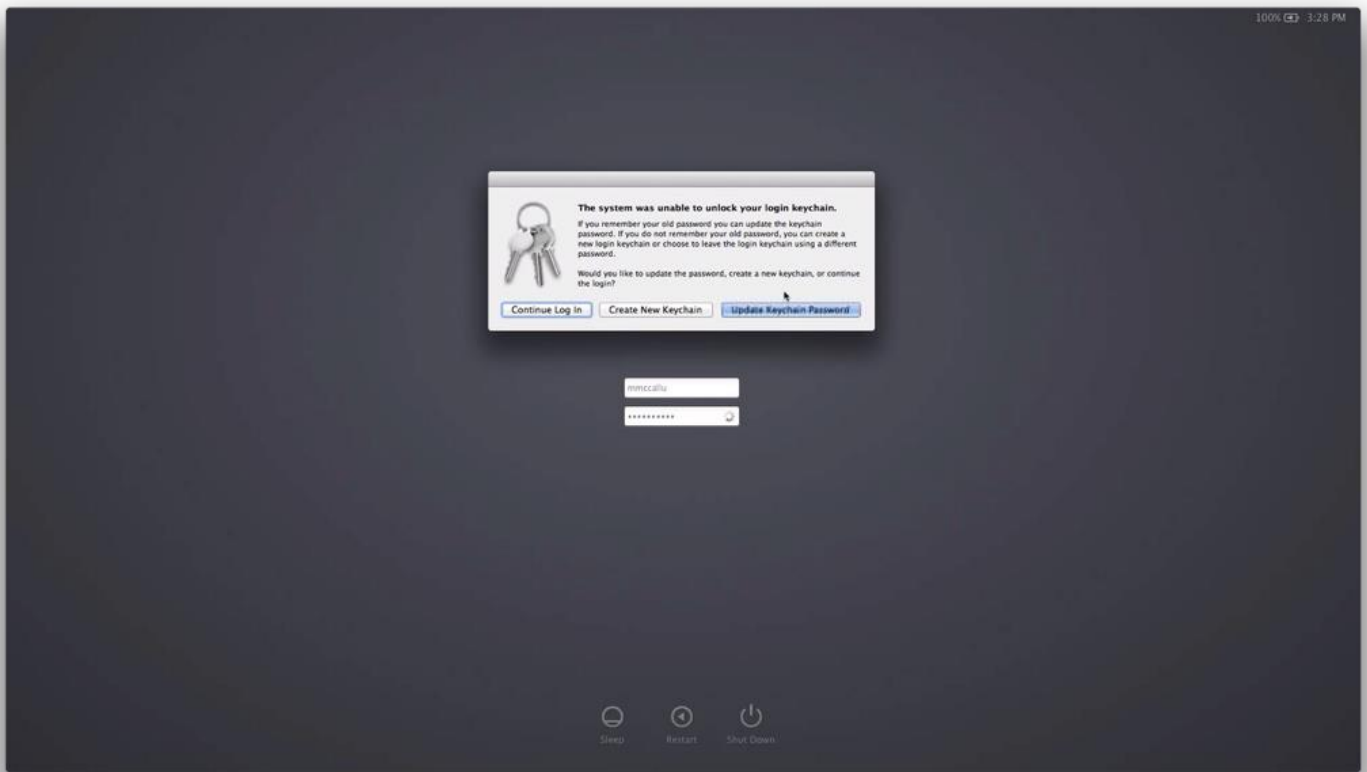
If you do not remember your previous password, select **Create New Keychain**. This option will delete all saved passwords for the user account on this computer.

To log in without changing the Keychain, select **Continue Log In**. Be aware that prompts from the Keychain will continuously pop up. This option should only be used to temporarily access the password.

If the synchronization has not occurred for some time, then it may be necessary to use older previous passwords.

For additional information regarding Keychain synchronization issues, please see: https://support.apple.com/en-us/HT201609.

Log in using the new password

Launch applications and change other access to the new password. Save password if desired. This saves to Keychain, which will not require authentication each time. All MCW Domain services will now utilize the new password. These services include:

- MCW email (supported clients include Outlook and native Apple Mail)
- Server access to your MCW network shared drives (i.e. G:/ and H:/ drives)
- Citrix access

If issues with domain login and Keychain Access synchronization continue, please contact the MCW-IS Service Desk.

Other access and passwords will prompt for the updated password as needed. Confirm your Keychain Access is configured to sync or match the login keychain password to the account password.

Keychain https://en.wikipedia.org/wiki/Keychain_%28software%29

Secondary Macintosh OS X Devices

After the primary OS X device has successfully modified the domain password, other devices can then log on using the new password. The login should not require access to the Users & Groups System Preferences.

How to Get Support

If you have any questions regarding resetting your password via a Mac computer, please contact the MCW-IS Service Desk at (414) 955-4357, option 8 or email help@mcw.edu.