What should I do on my university Mac after I reset my NinerNET password?

Tell Me

Does your Mac have Apple Enterprise Connect installed? Look for the Enterprise Connect icon in the Mac tool bar...

or in your Applications folder...

Off Campus Reset
If you are off campus, you will need to connect to VPN before attempting to sync your local Mac and NinerNET passwords

<table>
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<tr>
<th>Yes, I have Apple Enterprise Connect installed...</th>
<th>No, I do not have Apple Enterprise Connect installed...</th>
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Follow the below steps to sync your local Mac and NinerNET passwords using Apple Enterprise Connect after resetting your password through PW Manager

1. From your university Mac computer, reset your NinerNET password using PW Manager
2. Click the Apple Enterprise Connect icon in the Menu bar and select Reconnect
3. Click OK on the Incorrect credentials box

Off Campus Reset
If you are off campus, you will need to connect to VPN before attempting to sync your local Mac and NinerNET passwords
4. In the Enterprise Connect application box, enter your NinerNET username and your new password and click the **Sign In** button.

5. A secondary Enterprise Connect box will open

6. A Password in sync box will open - click **OK**

7. If a box to “Enter your name and password for the server “filer.unc.edu.”” opens, enter your NinerNET username and your new password. Check the **Remember this password in my keychain** and click **Connect**

8. Close the Enterprise Connect window

Follow the below steps to sync your Mac keychain and NinerNET password after resetting your password through PW Manager

1. When you change your NinerNET password with PW Manager, you may prompt you to update the keychain with the new password.
2. Enter the old password.

3. Enter your new password, when prompted.
4. This process may be repeated each time you update your NinerNET password.

**Troubleshooting**
If you forgot your old password, go to Self Service and select the First Aid section. You can find Self Service in your dock or in the app screen.

Open the Keychain Repair option to delete the keychain password. This will cause your computer to restart and when you login, use your newly updated NinerNET password, you can create a new keychain and enter the new password. Then follow the above steps for future passwords.

**Beware**: If you stored any passwords in your keychain, they will be deleted.

**Related FAQs**

- **Troubleshooting**
  Contact the IT Service Desk if you cannot login or cannot remember your old password.
• How do I upgrade my university Windows 10 computer to Windows 10 version 1607?
• What should I do on my university Mac after I reset my NinerNET password?
• What should I do on my university Mac when logging in for the first time?
• What is Apple Enterprise Connect?
• How do I find my university iPad passcode?