

Keychain Access Issues (Mac)

Your Keychain password does not update automatically when you change your Mac account password.

As a result, you'll need to re-enter your password each time an application requires authentication from Keychain. Typically, this happens in Safari.

You can avoid this by synchronising your Keychain Access and account login passwords.

From a UAL computer

If you are on campus, you can fix your keychain issues using Self-Service.

Your Mac should be connected to the UAL network via an Ethernet cable.

01. Go to **Finder > Applications**. Open **Self-Service**.
02. Log in with your **UAL username** and **password**.
03. Under **Categories** (right-hand side), click on **IT Support Tools**.
04. Click on **Delete All Keychains On Macs** script.
05. Find "**Delete all Keychain on Mac**". Click the **install** button.
06. When the status bar disappears, the installation has completed.
07. **Restart your mac** for the changes to take effect.

From a non-UAL computer

01. Open **Finder**. Open the **Go menu > Utilities > Keychain Access**.
02. Click the **Edit** menu and choose '**Change password for Keychain "login"**'.
03. Enter your **previous account password**, then click **Ok**.

If you can't remember your previous account password you'll have to delete the keychain:

- In **Keychain Access**, choose **Keychain list** from the **Edit** menu.
- **Delete** the "login" keychain.

04. If you entered the correct password, a new window appears. Enter your **previous password** again in the Current Password field.
05. In the New Password field, enter your **current account password**.
06. Re-enter your **current password** in the Verify field, then click **Ok**.