

Self Service Password Reset

# **Password Reset for non-domain** joined Mac OS X

If you recently changed your Office 365/Exchange password, you need to go through the following steps to enter the new password on your computers.





## Note

Whenever you change your expired passwords you also have to update passwords on your local desktops. When you are using the Outlook mail client software on an Apple Mac, your passwords are stored in your local Mac keychain.

Normally when your Office 365/Exchange password is changed or reset, you will be prompted for the new password the next time you open your email client and it attempts to connect to the server, as well as when you try to send a message. You can also be proactive and update your Office 365/Exchange password by doing the following.

- Updating Office 365 password using Outlook for Mac
- <u>Removing/Deleting the stored password in Keychain Access</u>

To reset your password please follow the steps in the <u>Self-Service Password Reset (SSPR)</u> <u>Guide</u>, then proceed with the steps in this article.



## **Articles in this document**

Domain vs Non-Domain Joined Mac OS X

Outlook for Mac

View the information stored in a keychain

<u>Removing/Deleting the stored password in Keychain Access</u>



## Domain vs Non-Domain Joined Mac OS X

To verify if your system is a member of the USMA domain for 10.7 and above: In **System Preferences**, click **Users and Groups**, then click **Login Options**. (You may need to click the *Make Changes* lock symbol and log in to this section of interface.) Look for "Network Account Server:" near the bottom of the window.

- If you see "UMSA" under the Network Account Server your Mac has already joined the UMSA Domain. (*bottom left photo*)
- If you do not see anything listed or it says **Join** your Mac is <u>NOT</u> joined to the UMSA Domain. (*bottom right photo*)

To verify that you are using an Active Directory account (and not a local account with the same username) look for the word "Managed" under the description of the Current User.







## Outlook for Mac

- I. Open Outlook for Mac
- 2. Select the **Tools** menu and then click **Accounts**.



- 3. In the right pane, select the existing password, delete it and enter a new password in the **Password** box.
- 4. Close the **Accounts** window to save the new password.

USM Exchange/Office 365 Account
Account description: USM
Personal information
Full name: Ayanna Patterson
E-mail address: apatterson@usmd.edu
Authentication
Method: User Name and Password
User name: apatterson@usmd.edu
Password



#### View the information stored in a keychain

Keychain Access lets you view the keys, certificates, passwords, account information, notes, or other information stored in a keychain.

- I. In Finder choose Go > Utilities > Keychain Access.
- 2. In the Keychain Access A app on your Mac, if you don't see a list of keychains, choose **View** > **Show Keychains**.

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#### Delete a keychain in Keychain Access

You can delete a keychain. You might want to do this if, for example, you've changed or forgotten the password.

**Important:** If you delete a keychain, all its information is deleted.

- In the Keychain Access app non-point on your Mac, if keychains are hidden, choose View > Show Keychains.
- 2. Select **Exchange** in the Keychains list.
- 3. Right click, select **Delete "Exchange"** (See image on right)
- 4. Click **Delete** (See image below).

Keychain Ac	cess File Edit View Window H	felp	
		Keychain Access	
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Keychains			
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	Name		Reychain
	CommGenter	application password Jun 13, 2019 at 9:47/13 AM	login
	CommCenter	application password Dec 2, 2020 at 3:40:39 AM	login
	Contra-stan	Oct 24, 2010 at 1100 30.	login
	/ Exchange	application password Dec 1, 2016 at 2:54-25 PM	login login
	/ Exchange	application password Jun 30, 2019 at 6:36-36.	login
	fmfd-daemon-aps-token	application pastword Feb 8, 2018 at 10:05:10 PM	login
Category	/ handoff-decrypt_423-CACE0817C014	Handoff Decryption Aug 17, 2020 at 4:07:53	login
All items	/ handoff-decrypt1ED-0A3EFFF920F8	Handoff Decryption Feb 21, 2020 at 12:51:30	login
Passwords	A handoff-own-encryption-key	Handoff Encryption Dec 7, 2020 at 9:26:37 PM	login
Secure Notes	L HP Smart-HPCod-212g@outlook.com	application password Apr 29, 2020 at 12:35:52	login
My Certificates	L. HP Smart-HPCoected-LastUserName	application password Apr 29, 2020 at 12:35:51	login
Keys	L HP Smart-HPID-2/20@outlook.com	application password Apr 29, 2020 at 12:35:52	login
Certificates	🛴 ids: identity-rsa-key-pair-signature-v1	application password Aug 18, 2016 at 12:08:27	login
	ds: identity-rsa-private-key	application password Aug 18, 2016 at 12:08:27	login
	🛵 lds: identity-rsa-public-key	application password Aug 18, 2016 at 12:08:26	login
4.	IDS: k.a.son@icloud.com-AuthToken	application password Sep 8, 2018 at 5:04:08 PM	login
	L. IDS: k.ayannaShotmail.com-AuthToken	application password Feb 6, 2020 at 10:19:06	login
	los: message-protection-key	application pessword Mar 24, 2018 at 11:52:04	login

•		Keychain Access				
Click to lock the I	ogin keychain.					Q Search
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Secure Notes	HP Smart-HPCod-2l2q@outlook.com	application password	Apr 29, 2020 a	t 12:35:52	login	
My Certificates	HP Smart-HPCoected-LastUserName	e application password	Apr 29, 2020 a	t 12:35:51	login	
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	1. ids: identity-rsa-private-key	application password	d Aug 18, 2016 at 12:08:27		login	
	🛵 ids: identity-rsa-public-key	application password	d Aug 18, 2016 at 12:08:26		login	
	LIDS: k.a.son@icloud.com-AuthToken	application password	Sep 8, 2018 at	5:04:08 PM	login	
	/ IDS: k_ayanna@hotmail.com-AuthToke	n application password	Feb 6, 2020 at	10:19:06	login	
	/ ids: message-protection-key	application password	Mar 24, 2018 a	t 11:52:04	login	
	ids: message-prublic-data-registered	application password	Nov 28, 2020 a	t 1:31:12 PM	login	

If you have any further questions, concerns or need assistance with Password Reset for non-domain joined Mac OS X devices please contact the USM-IT Dept. at geeks@usmd.edu

