



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](#)
- [Removing/Deleting the stored password in Keychain Access](#)

To reset your password please follow the steps in the [Self-Service Password Reset \(SSPR\) Guide](#), then proceed with the steps in this article.

Articles in this document

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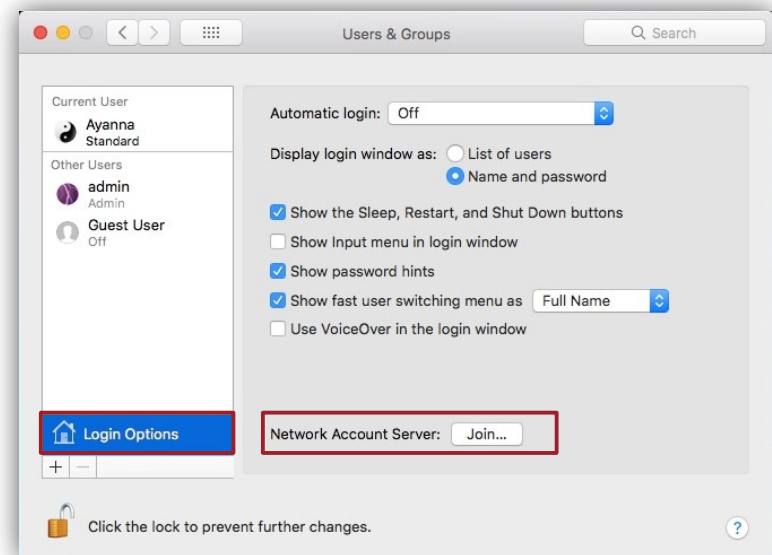
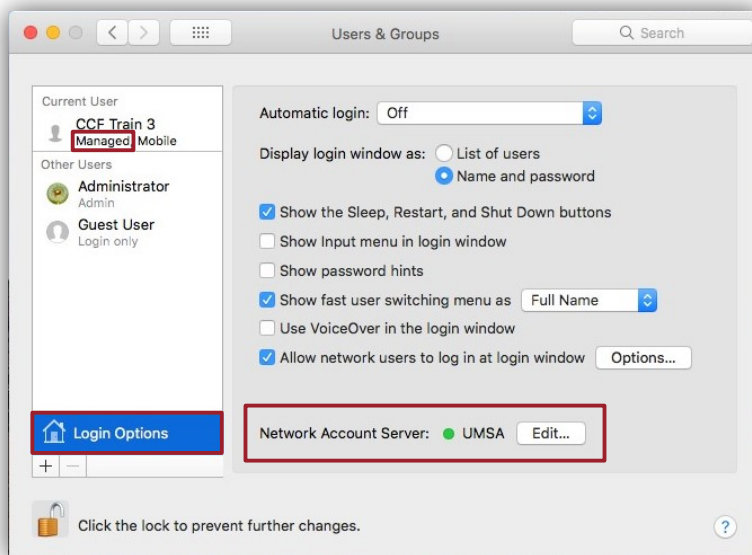
[Removing/Deleting the stored password in Keychain Access](#)

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.

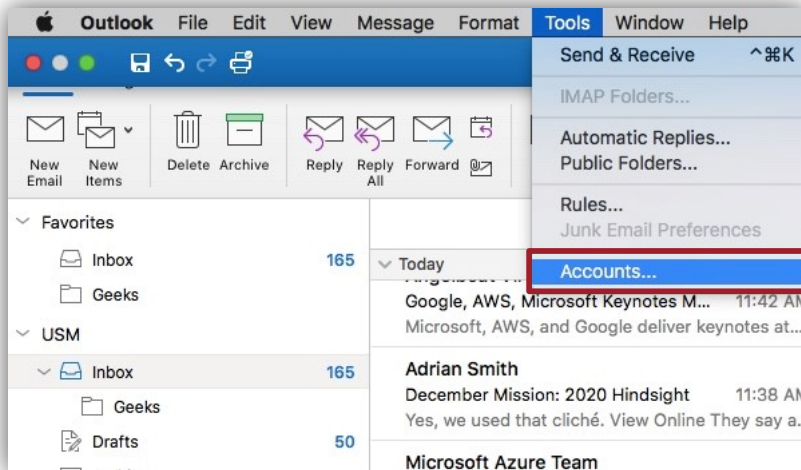
- If you see "UMSA" under the Network Account Server - your Mac has already joined the UMSA Domain. (*bottom left photo*)
- If you do not see anything listed or it says **Join** - your Mac is NOT joined to the UMSA Domain. (*bottom right photo*)

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.

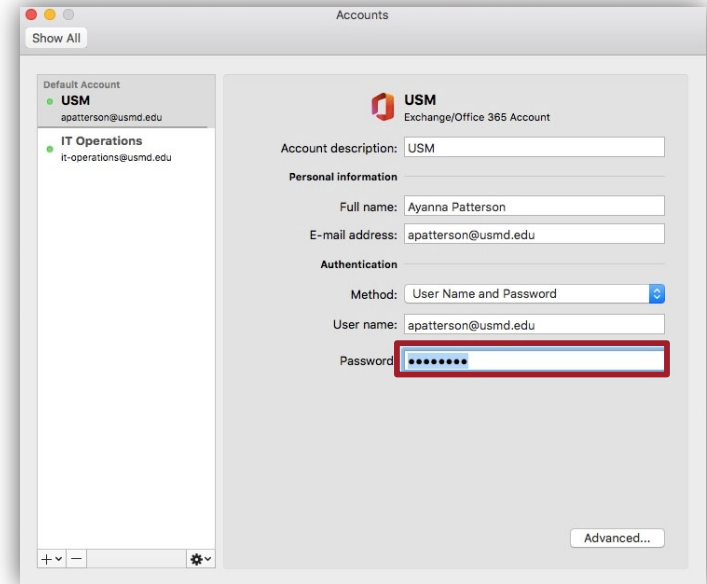


Outlook for Mac

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





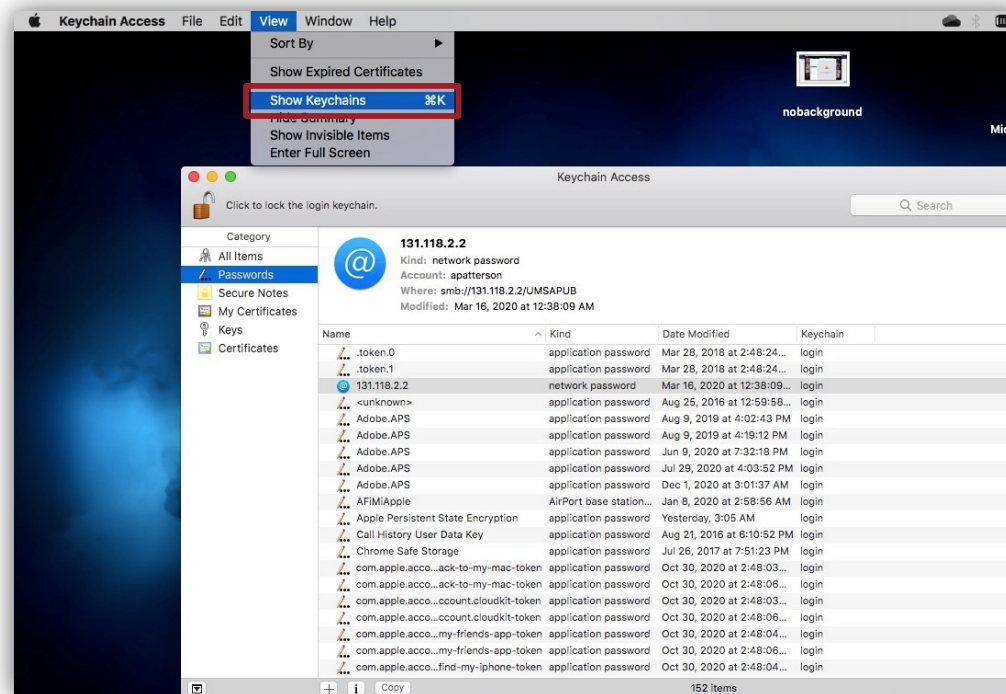
3. In the right pane, select the existing password, delete it and enter a new password in the **Password** box.
4. Close the **Accounts** window to save the new password.



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.

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

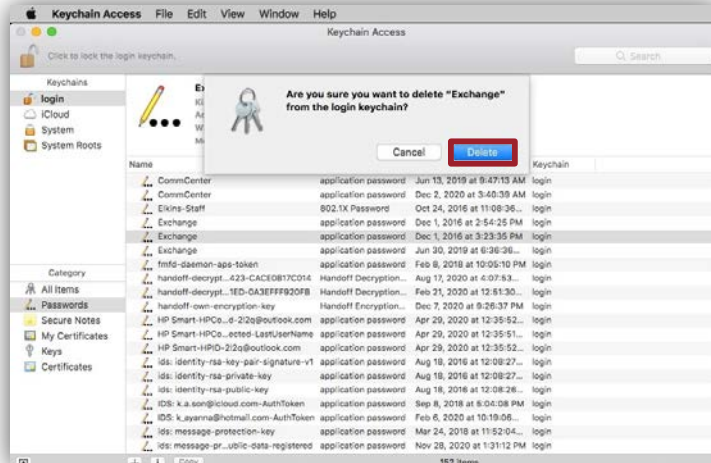
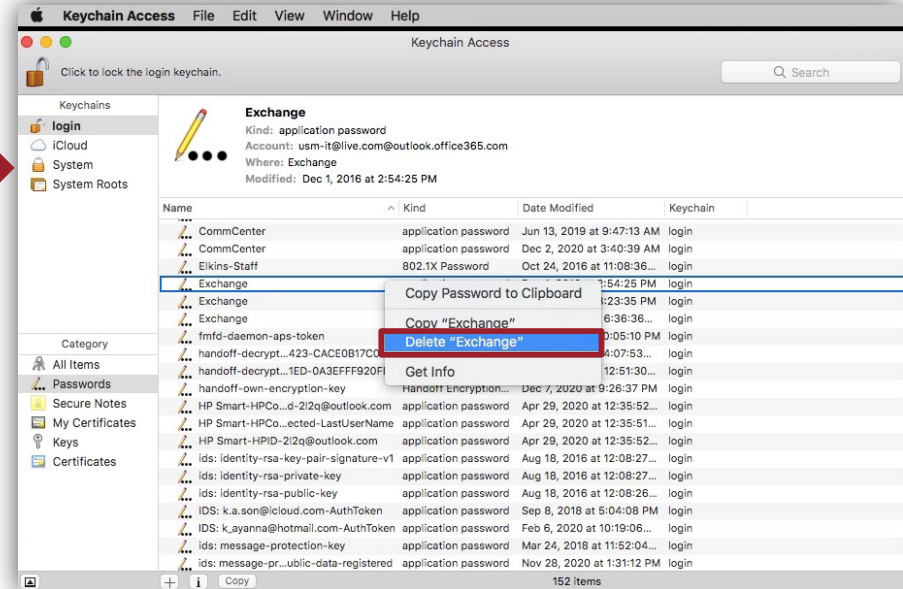


Delete a keychain in Keychain Access

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.

1. In the Keychain Access app  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). 



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



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