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...

![Enterprise Connect icon in the Mac tool bar](image1)

or in your Applications folder...

![Applications folder with Enterprise Connect icon highlighted](image2)

---

**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>
<thead>
<tr>
<th>Yes, I have Apple Enterprise Connect installed...</th>
<th>No, I do not have Apple Enterprise Connect...</th>
</tr>
</thead>
</table>

Follow the below steps to sync your local Mac and NinerNET passwords using Apple Enterprise Connect after resetting your password on the [NinerNET](https://www.example.com) website for password and account management

1. From your university Mac computer, reset your NinerNET password using the [NinerNET](https://www.example.com) website
2. Click the Apple Enterprise Connect icon in the Menu bar and select Reconnect

![Reconnect screen](image3)

3. Click **OK** on the Incorrect credentials box

![Incorrect credentials screen](image4)
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. Enter your old NinerNET password and click OK.

Troubleshooting

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

Beware: If you stored any passwords in your keychain, they will be deleted.
7. If a box to "Enter your name and password for the server "filer.uncc.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

Troubleshooting
Contact the IT Service Desk if you cannot login or cannot remember your old password.

Related FAQs

- How do I know what operating system I am running?
- How is my new University Mac different from my old Mac?
- How do I upgrade my university Windows 10 computer to version 1803?
- How do I upgrade my University Mac to the latest operating system?
- How do I access my H:, S: or J: Drive on my university Mac computer?