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

Yes, I have Apple Enterprise Connect installed...  No, I do not have Apple Enterprise Connect

Follow the below steps to sync your local Mac and NinerNET passwords using Apple Enterprise Connect after resetting your password on the NinerNET website for password and account management

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

Incorrect credentials

Your username or password is incorrect. Please re-enter your username and password and click Sign in.

OK
In the Enterprise Connect application box, enter your NinerNET username and your new password and click the Sign In button.

A secondary Enterprise Connect box will open and click Enter your old NinerNET password OK. A Password in sync box will open - click OK.

Follow the below steps to sync your Mac keychain and NinerNET password after resetting your password on the NinerNET website for password and account management:

1. When you change your NinerNET password, your Mac may prompt you to update the keychain with the new password.
2. Enter the old password.
3. Enter your new password, when prompted.

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 apps screen.

Open the Keychain Repair option to delete the keychain password. This will cause your computer to restart and when you login, using the 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.
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**.

![Password Entry Screen](image)


**Troubleshooting**

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

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**Related FAQs**

- How do I upgrade my University Mac to the latest operating system?
- Why do I have a Relocated Items folder after upgrading to macOS Catalina?
- How do I know what operating system I am running?
- How is my new University Mac different from my old Mac?
- How do I access my H:, S: or J: Drive on my university Mac computer?