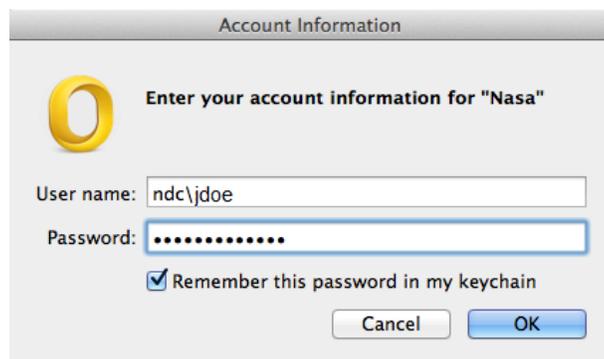


The Keychain in Mac OS X is Apple's password management system which stores passwords for applications, servers and Web sites. When accessing password-protected items that are Keychain-aware, the Keychain provides the password so you do not have to type it again. A Keychain is created automatically the first time you log into your Mac OS X account and the default Keychain is the same password as your NDC network password. The Keychain is unlocked automatically when you log into Mac OS X and is labeled as the "login" Keychain in the Keychain Access menus.

Sync Keychain Password with Network Password

On NASA issued Macs, users log in using their NDC network account credentials. However, when a user changes their NDC network password, the Keychain does not automatically change as well.

Keychain sync problems occur when the password used to log into the machine is not synced with the Keychain password. The Keychain does not unlock for use with password management. Therefore, the user is able to log onto the machine, but applications that use the Keychain system return an error message stating that the application requires use of the "login" Keychain and will prompt for the Keychain password. When you are prompted, select the checkbox Remember this password in my keychain to ensure the Keychain login password syncs with your NDC network credentials.



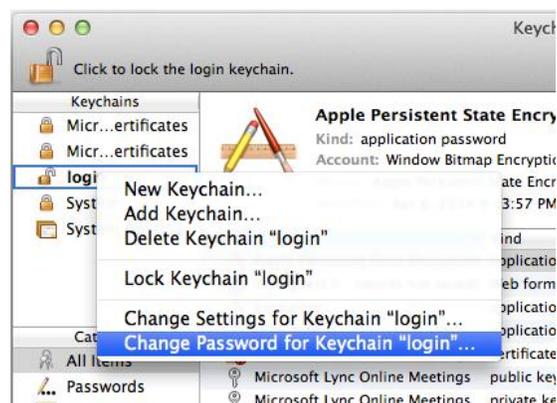
If a user clicks Cancel, the warning message displays again. If a user clicks Cancel a second time, the message disappears and the application continues to open. However, if the warning message is cancelled, saved password information will not be available while using the application.

When a Keychain sync error occurs, the user must change their Keychain password to match their NDC network password.

Change the Keychain Password

1. Click **Finder | Go | Utilities | Keychain Access**. The Keychain Access dialog box displays (shown right).
2. In the **Keychains** list (upper left of the window), right-click on **Login** | Select **Change Password for Keychain "login"...**

A window displays prompting you to enter your **Current Password**, a **New Password**, and to **Verify** the new password.

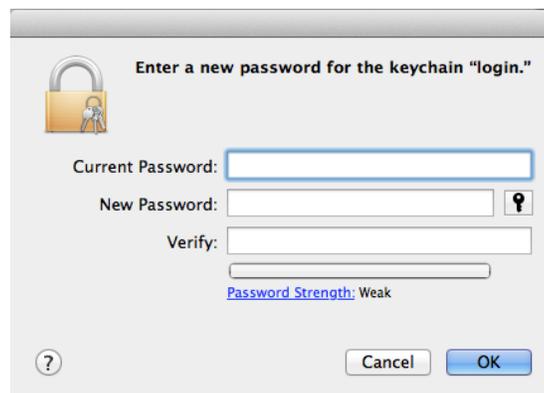


Keychain Password Management – Macintosh OS X

3. Enter your current Keychain password in the **Current Password** field.

Remember: the "current" Keychain password is the password previously used to log into the machine, before your most recent NDC network password change.

4. In the **New Password** field, enter your new NDC network password as the Keychain password | Type it again in the **Verify** field. | Click **OK**.



The new password you enter should now match your NDC network password and therefore when you next log onto your Mac, you will not be prompted to enter the Keychain password

IMPORTANT: It is highly recommended you keep track of the login passwords you have stored in the Keychain. This ensures you know which passwords need to be changed if the computer is lost, stolen or compromised. To view stored login passwords, click **Finder | Go | Utilities | Keychain Access**. The Keychain Access window displays (shown above). In the **Keychains** list (upper left of the window), click **Login**. The list of login passwords stored in the Keychain login displays.

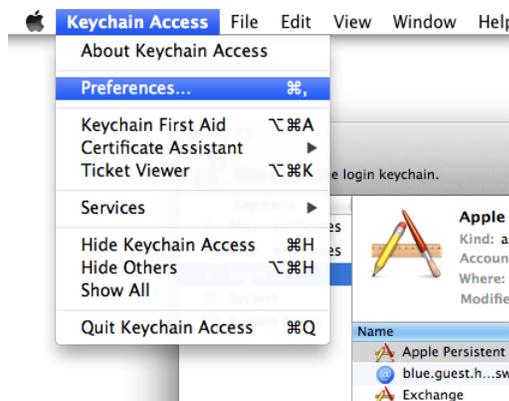
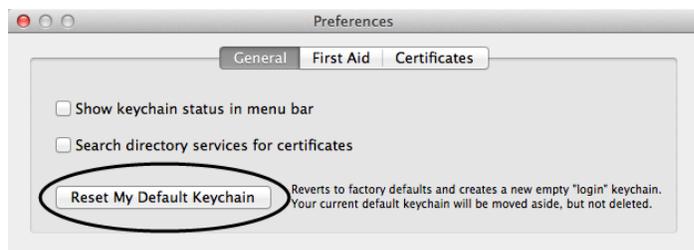
If You Forget Your Keychain Password

If you forget your previous login password, permission errors can prevent changes to Keychain information. If a Keychain file has become corrupt, you will not be able to change it. In these circumstances, it may be necessary to manually delete the Keychain login password by resetting the Keychain.

Reset the Default Keychain

1. Click on **Finder | Go | Utilities | Keychain Access**. The Keychain Access window displays (shown on previous page).
2. From the **Keychain Access** menu, select **Preferences**.

The **Preferences** window displays.



3. Click **Reset My Default Keychain**.

This removes the login Keychain password and prompts you to create a new one.

4. In the **Password** field, enter your NDC Network login password.

This syncs the Keychain password to your current login password.

Keychain Password Management – Macintosh OS X

5. If desired, click the checkbox to enable **Show Password**.
6. Click **OK**.

A window displays stating your Old Keychain password has been renamed.

7. Click **OK**.

If **Reset My Default Keychain** is not available, click **Edit** | **Keychain List** | Click **Show** | Ensure “user” is selected | Click to select the Login Keychain | Click the Minus sign (-) button to delete | The next time you log into your Macintosh, be sure to click the checkbox to Remember this password in my keychain.

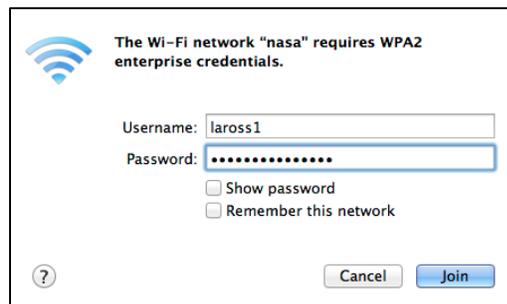
Problems Connecting to the NASA WiFi or NDC Network

If “Remember this network” is enabled when logging into the “NASA” WiFi network, you may have trouble logging into the NASA WiFi or NDC network when you change your NDC network password the next time. To resolve this issue, disable the option to “Remember this network” when logging into “NASA” WiFi.

Disabling “Remember this network” may not be sufficient to correct the issue. If this does not correct it, contact the Enterprise Service Desk (ESD) for assistance.

Disable Remember This Network for NASA WiFi

1. Log into “NASA” WiFi network as usual. The Login window displays (shown right).
2. In the **Username** field, enter your AUID network username.
3. In the **Password** field, enter your current NDC network password.
4. If **Remember this network** is checked, click to disable the checkbox.
5. Click **Join**.



For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

*This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>*