Avoiding Account Lockouts after an HKS Password Change – Mac OS X

When you’ve had an HKS password change, the new password conflicts with any previously-stored passwords on your Mac. Repeatedly trying to log in with the new password results in an account lockout.

This document explains how to update the password saved in Keychain Access or remove your stored password entirely.

Before You Begin

Update your HKS email password on your mobile device:

Instructions for iPhone, iPad, iPod Touch
Instructions for Android

Editing Login Credentials in Keychain Access

1. In the menu bar at the top of your screen click the magnifying glass icon . A spotlight search launches.

2. In the search bar, begin typing Keychain Access. A search result list will automatically appear.

3. Click on either the first or second Keychain Access links that appear.
The Keychain Access window appears.

4. If your window only has the Category heading in the left sidebar, click the **View** menu option in the menu bar at the top of your screen. The View menu appears.

5. Click the **Show Keychains** option. The Keychains section will now show up in your sidebar.
6. As any problem with lockouts will likely arise from those passwords stored in your **Login keychain**, select that one from the list under your Keychains heading if it is not selected already.

7. Click the lock 🗝️ icon in the upper left corner of the window with your Keychain selected in order to unlock it for alteration. A Keychain Password dialog appears.

8. In the **Password** field, type the **password for your keychain**, which should be the same that you use to logon to your account on your Mac unless you altered it through Keychain Access previously.

9. Click **OK**. Your keychain will now be unlocked.
10. Select a **relevant HKS login entry** from those listed within the window. Something like mail.hks.harvard.edu would be something you want to edit to reflect your new password. Make sure that you check any entry you think might have your old HKS credentials.

11. Double-click the **entry**. An Attributes window for the entry appears.

12. Click the **Show password** checkbox toward the bottom of the window. A Keychain Access Password dialog appears.

13. In the **Password** field, type the **password for your keychain**.

14. Click the **Allow** button. The Attributes window for the entry reappears, but this time with your original HKS password showing.
15. In the **Show password** field, delete your old password and type your new HKS password.

16. Click the **Save Changes** button in the lower right corner of the window. The Keychain Access window reappears.

17. Repeat Steps 10 through 16 for each entry that contains your old HKS login credentials.

18. Once finished, click the lock icon again to lock your Keychain and prevent any more changes from happening.

**Removing Login Credentials in Keychain Access**
1. In the menu bar at the top of your screen click the magnifying glass icon  . A spotlight search launches.

2. In the search bar, begin typing **Keychain Access**. A search result list will automatically appear.

3. Click on either the first or second **Keychain Access** links that appear.
The Keychain Access window appears.

4. If your window only has the Category heading in the left sidebar, click the **View** menu option in the menu bar at the top of your screen.

   The View menu appears.

5. Click the **Show Keychains** option. The Keychains section will now show up in your sidebar.
6. As any problem with lockouts will likely arise from those passwords stored in your **Login keychain**, select that one from the list under your Keychains heading if it is not selected already.

7. Click the lock 🗝 icon in the upper left corner of the widow with your Keychain selected in order to unlock it for alteration. A Keychain Password dialog appears.

8. In the **Password** field, type the **password for your keychain**, which should be the same that you use to logon to your account on your Mac unless you altered it through Keychain Access previously.

9. Click **OK**. Your keychain will now be unlocked.
10. Select a relevant **HKS login entry** from those listed within the window. Something like mail.hks.harvard.edu would be something you want to edit to reflect your new password. Make sure that you check any entry you think might have your old HKS credentials.

11. Right-click the **entry**. A menu appears.

12. Click the **Delete [name of entry]** option. A Confirmation window appears.

13. Click **Delete**. The entry is deleted from Keychain Access.
14. Repeat Steps 10 through 13 for each entry that contains your old HKS login credentials.

15. Once finished, click the lock icon again to lock your Keychain and prevent any more changes from happening.

Making Keychain Access Quickly Accessible

1. If it is not open already, open Keychain Access. The Keychain Access window appears.

2. Select the **Keychain Access** option in the menu bar at the top of your screen. The Keychain Access menu appears.

3. Select the **Preferences** option. The Preferences window appears.

4. Select the **Show keychain status** in menu bar checkbox. The Keychain Access icon will appear in your menu bar immediately. Clicking on it will reveal a menu that allows you to quickly open Keychain Access.