

Password Problems on Mac OS X Tiger

Due to changes in the way Mac OS X Tiger handles security some users may experience error messages when connecting to their home directories or shared folders. This document will help to troubleshoot these problems. We encourage you to please review this document before contacting the Help Desk however if you continue to have problem please contact us at x4642.

First Steps when having password problems:

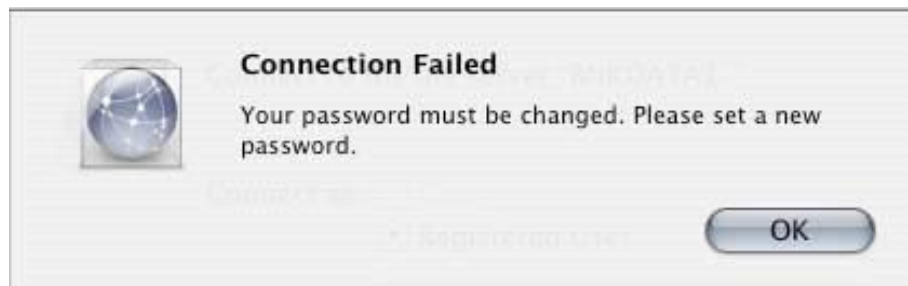
- Check your CAPS LOCK key. All passwords are case sensitive.
- Ensure that you are using the correct password. E-Mail and Novell passwords are different.
- Confirm that your username is correct. If you share your computer with colleagues their usernames might be saved.

Other Problems and Solutions:

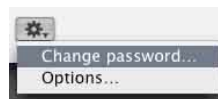
The CLEAR TEXT Warning: If you see an error (pictured below) warning you about clear text passwords you can safely ignore it by clicking "Continue"



Changing your password: If you recently changed your Novell password or it was changed by CIS you will see the error shown below when logging in.



To change your password click OK and you will be returned to the logon screen (see below). From this screen click on the small gear (outlined in red) icon pictured below.



From the gear icon click “Change Password”

In the Change Password window enter your old password and choose a new password. Re-type the new password to verify it. Please remember passwords must be over 6 six characters and should contain letters and numbers.



Once you change your password you will be returned to the login screen (see below). From this screen enter your new password and username.



Once your password has been changed you will be able to login into the network and access your files. If you continue to have password problems or have any additional questions please contact the Help Desk at **x4642** or ***helpdesk@bankstreet.edu***