Change Password on University Apple Computer: How-To Guide

Clark University

Since ITS-supported Apple computers are now encrypted and authenticated with your Clark credentials, it is essential that when you are requested/required to change your university password, you do so on your Mac device to make sure it changes on both the computer and within the Clark system.

Determine MacOS

1. In the upper right corner of the screen, check for either a FileWave icon.
   a. FileWave icon:
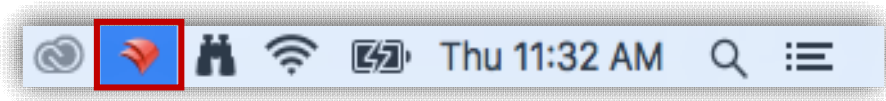
   b. Kandji icon:

2. If you see a FileWave icon, your device is operating on **MacOS Catalina**.
3. If you see a Kandji icon, your device is operating on **MacOS Monterey**.
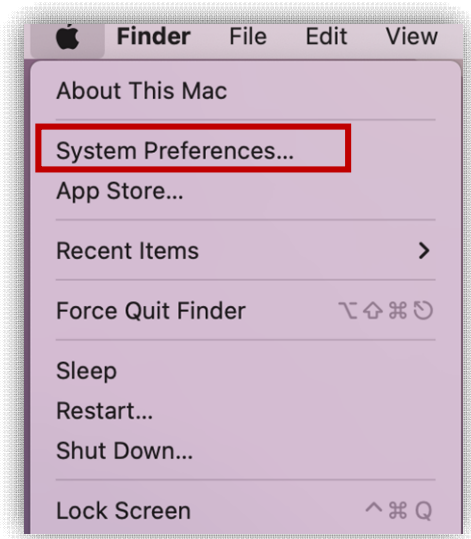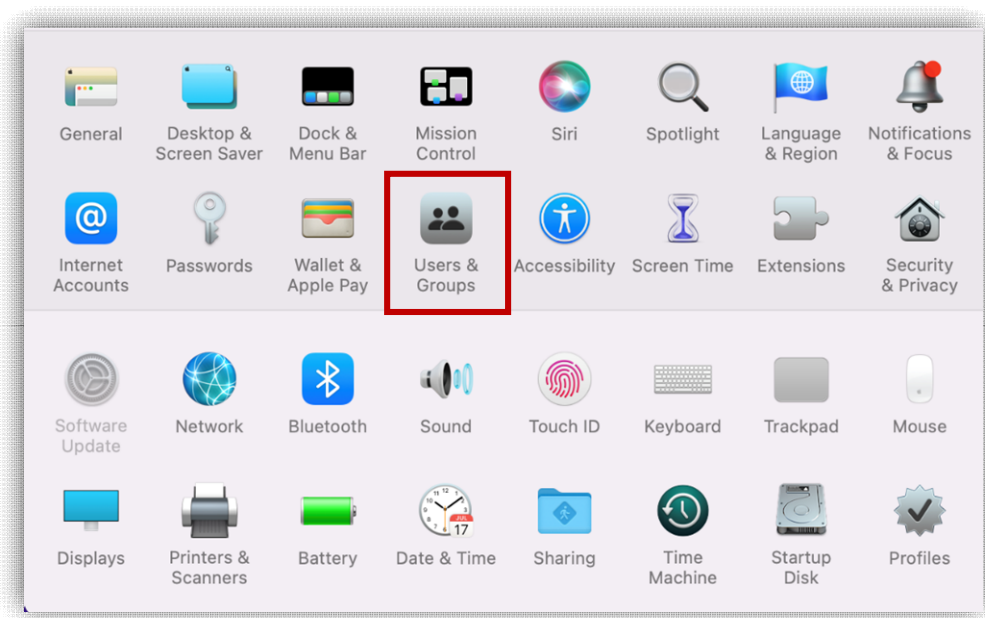
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MacOS Catalina – Reset Password on Campus

1. Make sure your Apple computer is connected to the university network (either with a wired connection or through Wi-Fi).
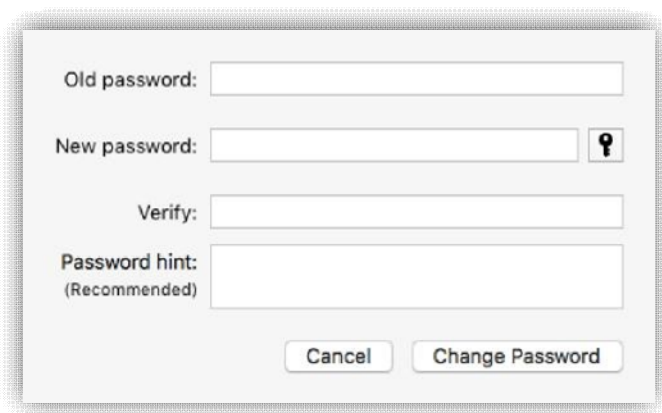2. Click the apple icon in the upper left corner of the screen and select *System Preferences.*

3. Click on the *Users & Groups* icon.

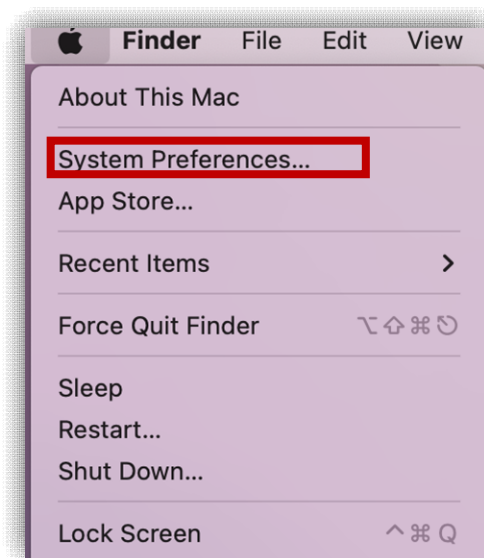4. Click the ***Change Password*** button.

5. Enter your current password and your new password (twice, to verify that you typed it correctly).
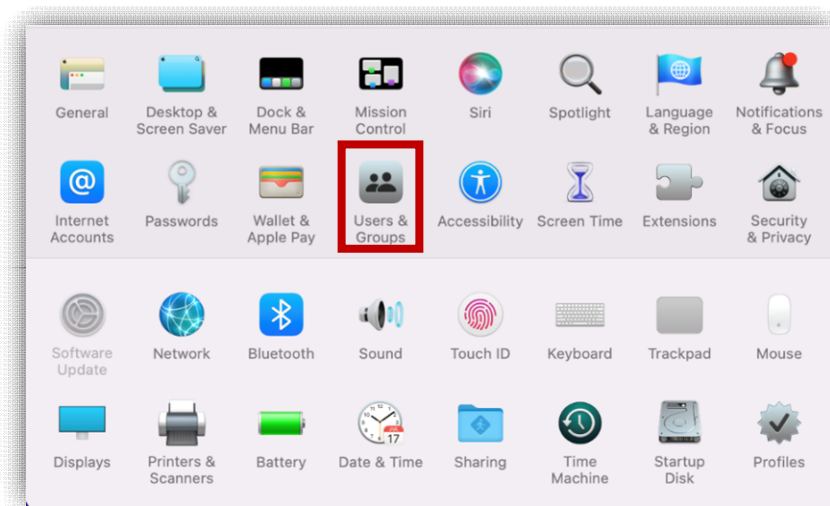

6. Click the ***Change Password*** button to make the change.
7. Restart the computer. Once the Apple device turns on again, log in with your new password.

MacOS Catalina – Reset Password when Remote

1. Log into the Apple computer using the "old" password (the one being changed).
2. Connect to Clark's VPN.
   a. [Click here for directions on connecting to the VPN](#).
   b. Confirm the computer is connected to the VPN by [clicking here](#) to make sure the Clark logo appears red and white.
3. Click the apple icon in the upper left corner of the screen and select *System Preferences.*

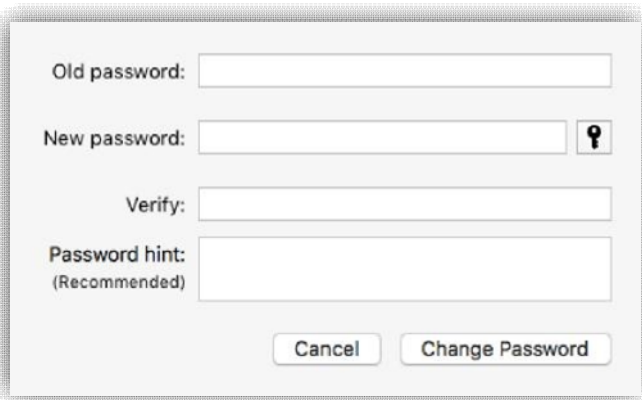4. Click on the *Users & Groups* icon.
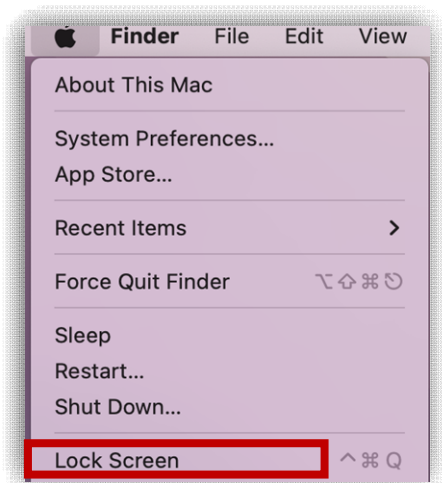
5. Click the **_Change Password_** button.

6. Enter your current password and your new password (twice, to verify that you typed it correctly).

7. Click the **_Change Password_** button to make the change.
8. Click the apple icon in the upper left corner of the screen and select **_Lock Screen._**

9. Sign back into the computer using the new password.

MacOS Monterey – Reset Password on Campus

1. Make sure your Apple computer is connected to the university network (either with a wired connection or through Wi-Fi).
2. In your internet browser, go to https://clarku.edu/password
   a. Click the red *Change Your Password* button
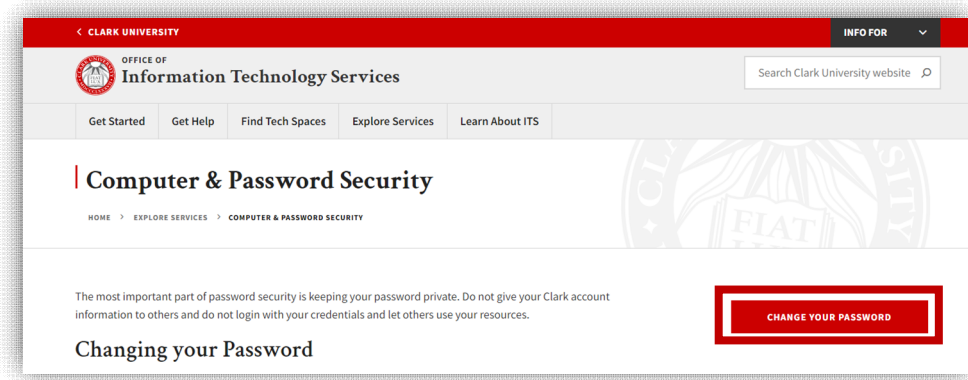
3. Enter your Clark username and initial password—the password you'll be changing.

4. Enter your new password twice. Next, review Clark's Appropriate Use Policy and click the checkbox before clicking **Submit**.

5. Close the internet browser. In the upper right corner, look for Kandji's butterfly icon and click on it.
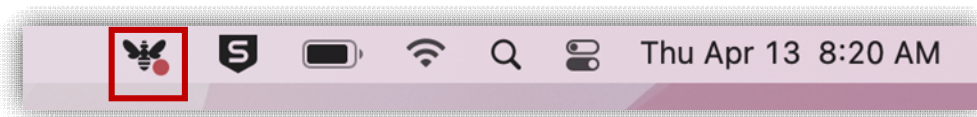
6. Wait for approximately 5 minutes for our systems to recognize your new password.
7. Once the Kandji password window appears, type in your new password and click **OK**.

8. Restart your computer.
9. When the computer turns on again, log in with your Clark username and your new password.
10. You will be prompted to enter credentials for Clark WiFi. Enter your Clark username and new password. Make sure *Remember this informati*on is checked, then click *OK*.


11. From the top toolbar, click *Go* and select *Connect to Server*.
12. Select one of your file shares and click *Connect*.
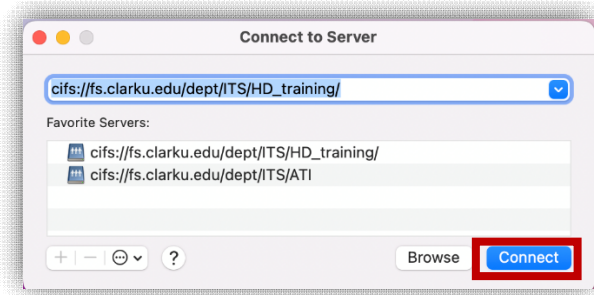
13. When prompted, enter your Clark username and new password, then click *Connect*. After connecting to one file share, you will be able to open any others as you normally do.
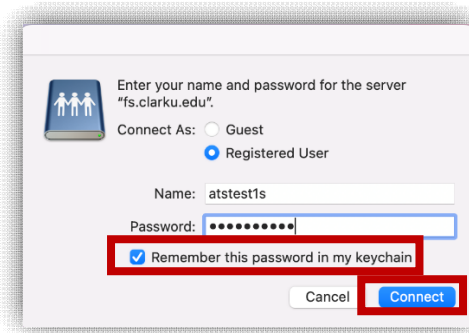
14. Open a test document and print it.
15. In the Printer Queue window, click the restart button.
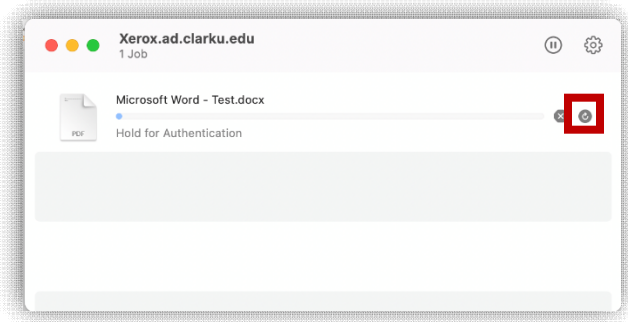
16. Enter your Clark username and new password. Check *Remember this password in my keychain box*, then click *OK*.
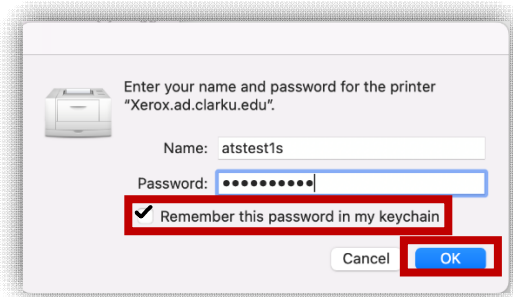
17. Make sure your test page has printed properly.
18. Launch Microsoft apps such as Teams, Outlook, and OneDrive. Please note you will need to re-enter your login credentials with your new password.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.