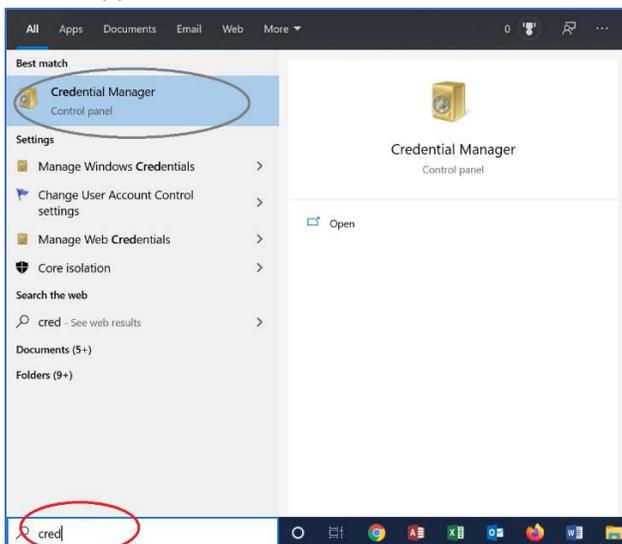


Removing Stored Credentials in Windows 10 and MacOS

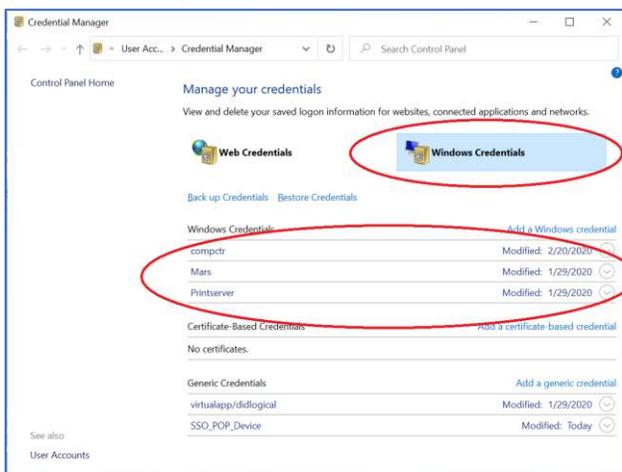
Whether a student uses Windows 10 or MacOS, the operating system has the option to store credentials. One of the common uses of this feature is to store the username and password for the print server on campus, so that the entry of this information is not required for every network session. The problem is that neither OS is very good at prompting the user if the stored credential is wrong, and this can result in the user's account being locked out. To prevent this, you should remove stored network credentials from your system whenever you change your campus password, and then resave the updated credentials during their first use. Below are instructions on how to accomplish this for each OS.

Windows 10

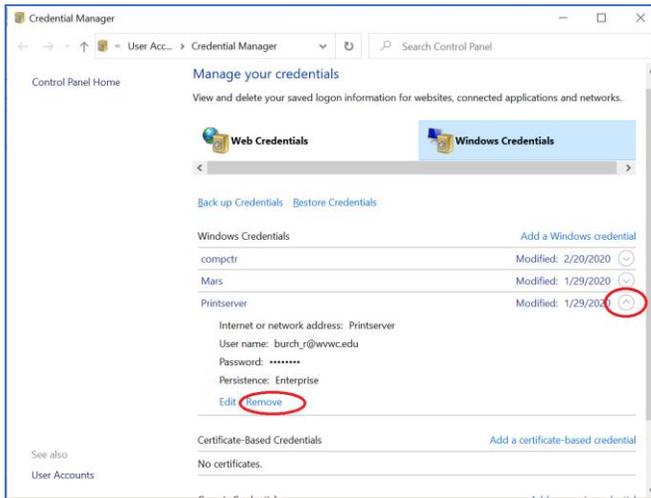
- 1) In the Windows search bar, type **Credential**, and you should see “Credential Manager – Control Panel” appear in the best match section. Click this link to launch the Credential Manager.



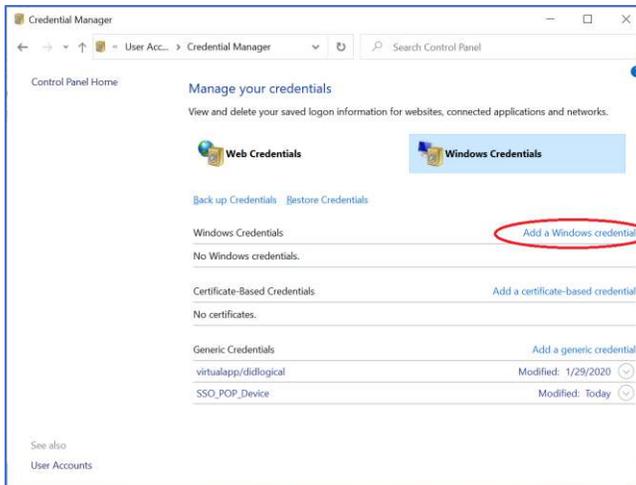
- 2) Select the **Windows Credentials** tab, and you should see any stored server credentials at the top. In the example below, there are three sets of server credentials stored, one for “compctr”, one for “Mars”, and another for “Printserver”.



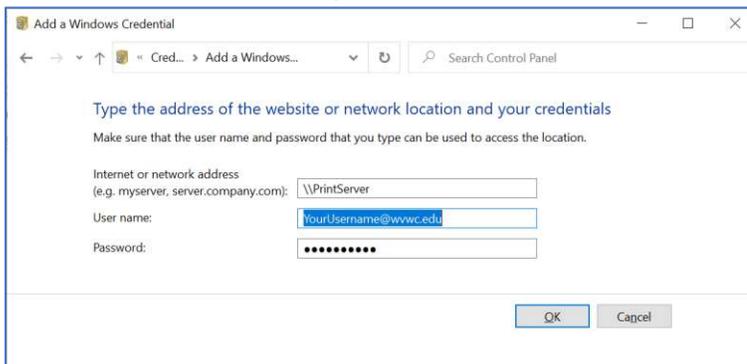
- 3) You should delete each set of stored credentials. To do this, click the drop-down arrow for the credential, then click the **Remove** link. Select **Yes** to confirm the deletion. Again, repeat this process for each stored credential. (In most cases, PrintServer is the only one stored.)



- 4) Once all stored credentials have been removed, you can create your stored credential with your updated password. Click the **Add a Windows credential** link.



- 5) In the network address text box, enter **\\PrintServer**
In the User name text box, enter your full WVWC e-mail address.
In the Password text box, enter your current WVWC campus password. (Same as Blackboard.)
Click the **OK** button to save your credential set.

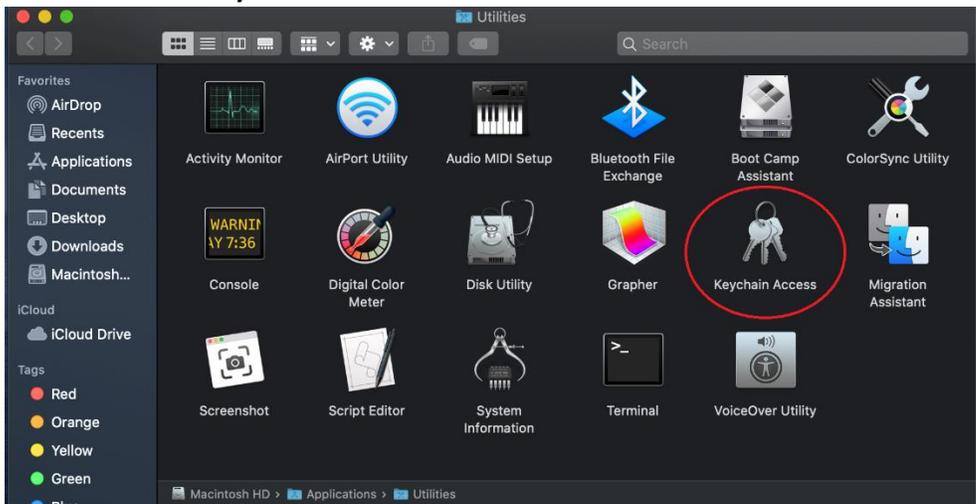


MacOS

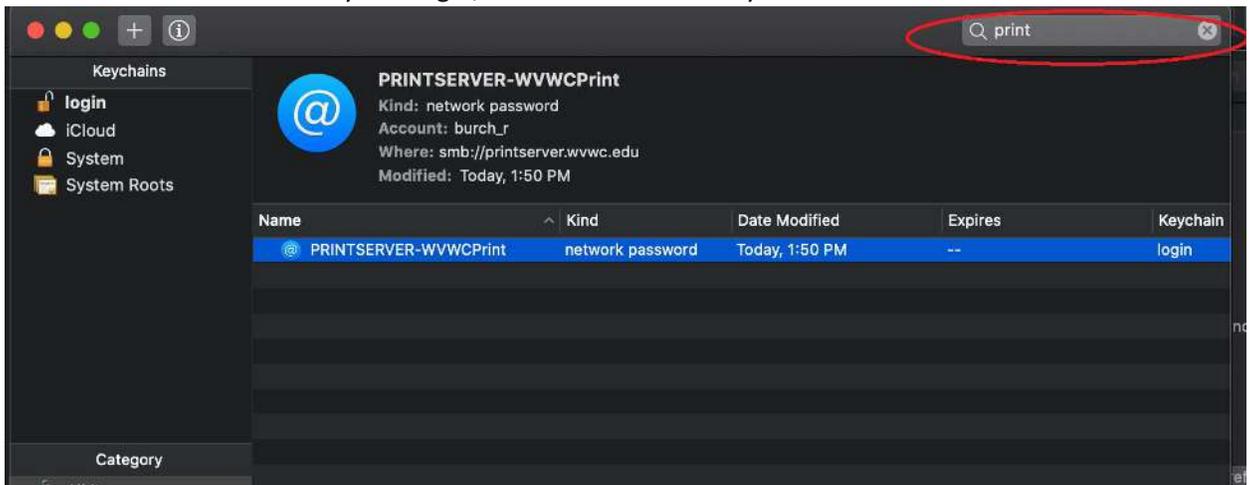
- 1) In Finder, select **Go** → **Utilities**.



- 2) Double-click the **Keychain Access** icon.



- 3) In the search field, type **print**, and you should see the stored credentials for PrintServer. Select the PrintServer credentials by clicking it, then hit the **delete** key.



- 4) The next time that you print to WVWCPrint, you will be prompted for your server credentials. Remember to check the box for **Remember this password in my keychain**. Simply enter your WVWC username and password, just as you would to log in to Blackboard.



The image shows a macOS system dialog box for printer authentication. The dialog has a dark background and a printer icon on the left. The text inside reads: "Enter your name and password for the printer 'PRINTSERVER-WVWCPrint'." Below this, there are two radio buttons under "Connect As:": "Registered User" (which is selected) and "Using an Apple ID". There are two text input fields: "Name:" with the text "burch_r" and "Password:" with a masked password of 12 dots. At the bottom, there is a checked checkbox labeled "Remember this password in my keychain" and two buttons: "Cancel" and "OK".