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.)

| Credential Manager | | - 0 | | |
|----------------------------------|--|--|--|--|
| $ ightarrow \uparrow$ 🗃 = User A | kc > Credential Manager 🗸 🖸 🔎 Search | 1 Control Panel | | |
| Control Panel Home | Manage your credentials | | | |
| | View and delete your saved logon information for wet | osites, connected applications and networks. | | |
| | Web Credentials | Windows Credentials | | |
| | < | > | | |
| | Back up Credentials Bestore Credentials | | | |
| | Windows Credentials | Add a Windows credentia | | |
| | competr | Modified: 2/20/2020 😔 | | |
| | Mars | Modified: 1/29/2020 | | |
| | Printserver | Modified: 1/29/2020 | | |
| | Internet or network address: Printserver | | | |
| | User name: burch_r@wvwc.edu | | | |
| | Password: | | | |
| | Edit Remove | | | |
| | Certificate-Based Credentials | Add a certificate-based credentia | | |
| See also | No certificates. | | | |
| User Accounts | | | | |
| | | A LL CONTRACTOR AND A LCCC. | | |

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.

| Credential Manager | | - 🗆 × | | | | |
|--------------------|---|---|--|--|--|--|
| ⊢ → + ↑ 🖲 = User A | cc > Credential Manager マ む | 🔎 Search Control Panel | | | | |
| Control Panel Home | Manage your credentials | | | | | |
| | View and delete your saved logon inform | nation for websites, connected applications and networks. | | | | |
| | Web Credentials | Windows Credentials | | | | |
| | Back up Credentials Bestore Credentia | ds - | | | | |
| | Windows Credentials | Add a Windows credenti | | | | |
| | No Windows credentials. | | | | | |
| | Certificate-Based Credentials | Add a certificate-based credentia | | | | |
| | No certificates. | | | | | |
| | Generic Credentials | Add a generic credenti | | | | |
| | virtualapp/didlogical | Modified: 1/29/2020 | | | | |
| | SSO_POP_Device | Modified: Today | | | | |
| | | | | | | |
| See also | | | | | | |
| User Accounts | | | | | | |

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.

| Add a Windows Credential | | | | | | 1211 | | \times | | |
|---|--|-----------|----------|---------------|----|-------|--|----------|--|--|
| $\leftarrow \rightarrow$ \checkmark \uparrow \circledast Cred \Rightarrow Add a Windows | ~ | U | O Search | Control Panel | | | | | | |
| Type the address of the wel Make sure that the user name and pa Internet or network address | Type the address of the website or network location and your credentia Make sure that the user name and password that you type can be used to access the location. Internet or network address | | | | | | | | | |
| (e.g. hijserver, server.company.com). User name: | YourUsernar | ne@wvwc.e | du | | | | | | | |
| Password: | | • | | | | | | | | |
| | | | | - | _ | | | | | |
| | | | | QK | Ca | ancel | | | | |
| | | | | | | | | | | |

MacOS

1) In Finder, select $Go \rightarrow Utilities$.

| é | Finder | File | Edit | View | Go | Window | Help | |
|---|--------|------|------|------|----|--------------|--------|-------------------------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | Se | elect Startu | o Disk | <u>ት</u> ፝ |
| | | | | | | Recents | | <mark></mark> ፚ፝፞፞ቖF |
| | | | | | ß | Document | s | 企業O |
| | | | | | | Desktop | | ΰ₩D |
| | | | | | 0 | Download | s | \C ₩L |
| | | | | | â | Home | | ት <mark>ዝ</mark> ዘ |
| | | | | | | Computer | | ΩжС |
| | | | | | 0 | AirDrop | | ት ЖR |
| | | | | | | Network | | ŵжк |
| | | | | | 0 | iCloud Driv | /e | ት ዝ |
| | | | | | Ą | Applicatio | ns | ŵжА |
| | | | | | × | Utilities | | <mark><mark>ት</mark> መ</mark> |
| | | | | | Re | cent Folde | rs | ► |
| | | | | | Go | o to Folder | | ዕዝG |
| | | | | | Co | onnect to S | erver | жк |

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.

| 🧶 🔿 🔷 🕂 🛈 | | | | Q print | 8 |
|--|--|--|----------------|---------|----------|
| Keychains login iCloud System System Roots | PRINTSERVER-W Kind: network passw Account: burch_r Where: smb://printse Modified: Today, 1:5 | VWCPrint vord erver.wvwc.edu 0 PM | | | |
| | Name | ^ Kind | Date Modified | Expires | Keychain |
| | PRINTSERVER-WVWCPrint | network password | Today, 1:50 PM | | login |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Category | | | | | |
| All Itoms | | | | | |

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.

| 0 | Enter your na 'PRINTSERVE Connect As: | me and password for the printer ER-WVWCPrint". • Registered User |
|---|---|--|
| | Name: | Using an Apple ID burch_r |
| | Password: | ••••• |
| | 🔽 Rememt | per this password in my keychain |
| | | Cancel |