

"Keychain" Popping Up (Mac OS X)

Problem:

Keychain issues: user gets constant popups asking for password (and/or in 10.9 and up gets repeated prompts to "unlock Local Items").



Solution:

For 10.5 and 10.6 (If University machine, then OS needs to be updated or removed from circulation as Apple no longer supports it).

- 1) Open your users Home folder (looks like a little house)
- 2) Open the Library folder (note there are several Libraries, make sure you are in the Library in your user's Home folder).
- 3) Open the Keychain folder.
- 4) Delete the file "login.keychain" (do not delete any other files).
- 5) Log out and log back into the computer (a full restart is not necessary)

For 10.7

- 1) Make sure you are in the Finder (should say Finder next to the Apple menu at the top left)
- 2) Click on the Go menu while holding the Option key (this will make your user Library visible)
- 3) Select the Library folder
- 4) Open the Keychain folder.
- 5) Delete the file "login.keychain" (do not delete any other files).
- 6) Log out and log back into the computer (a full restart is not necessary)

For 10.8

- 1) Make sure you are in the Finder (should say Finder next to the Apple menu at the top left)
- 2) Click on the Go menu while holding the Option key (this will make your user Library visible)
- 3) Select the Library folder
- 4) Open the Keychain folder.
- 5) Delete the file "login.keychain" (do not delete any other files).
- 6) Restart the computer

For 10.9,10.10, 10.11 and higher

- 1) Make sure you are in the Finder (should say Finder next to the Apple menu at the top left)
- 2) Click on the Go menu while holding the Option key (this will make your user Library visible)
- 3) Select the Library folder
- 4) Open the Keychain folder.
- 5) Delete the file "login.keychain" and the folder with a long string of random letters/numbers for the name.
- 6) Restart the computer

For further assistance, please visit the ITS4U Help Desk located in NYS 215 or call 203-254-4069 during business hours.

Hours can be found here: [ITS4U Help Desk Hours of Operation](#)