

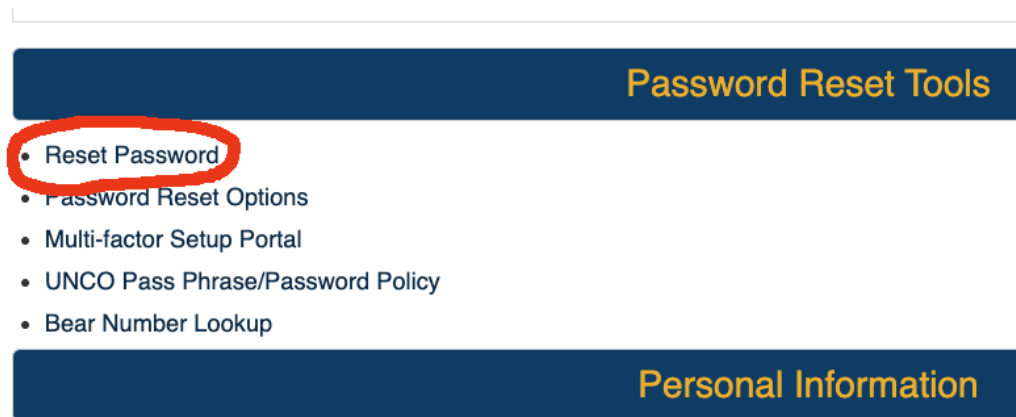
Intune Password Reset Instructions

All Intune-enrolled UNCO Mac users must follow the following instructions to reset their password

1. The first step for UNCO Mac users will be to reset their password via the Microsoft password reset link available at:

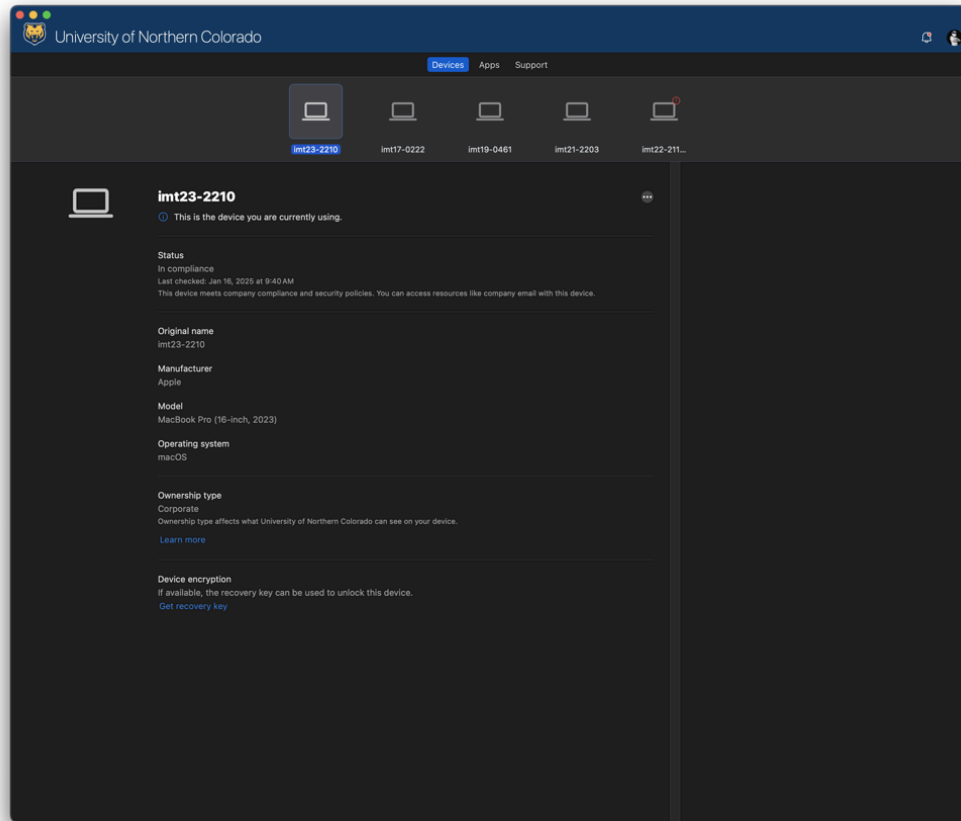
<https://passwordreset.microsoftonline.com/>

This link is available in URSA under the Password Reset Tools tab:

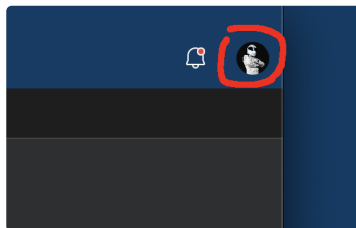


Alternatively, users can sign into the Company Portal application on an Intune-enrolled Mac and invoke the password reset prompt through the account icon.

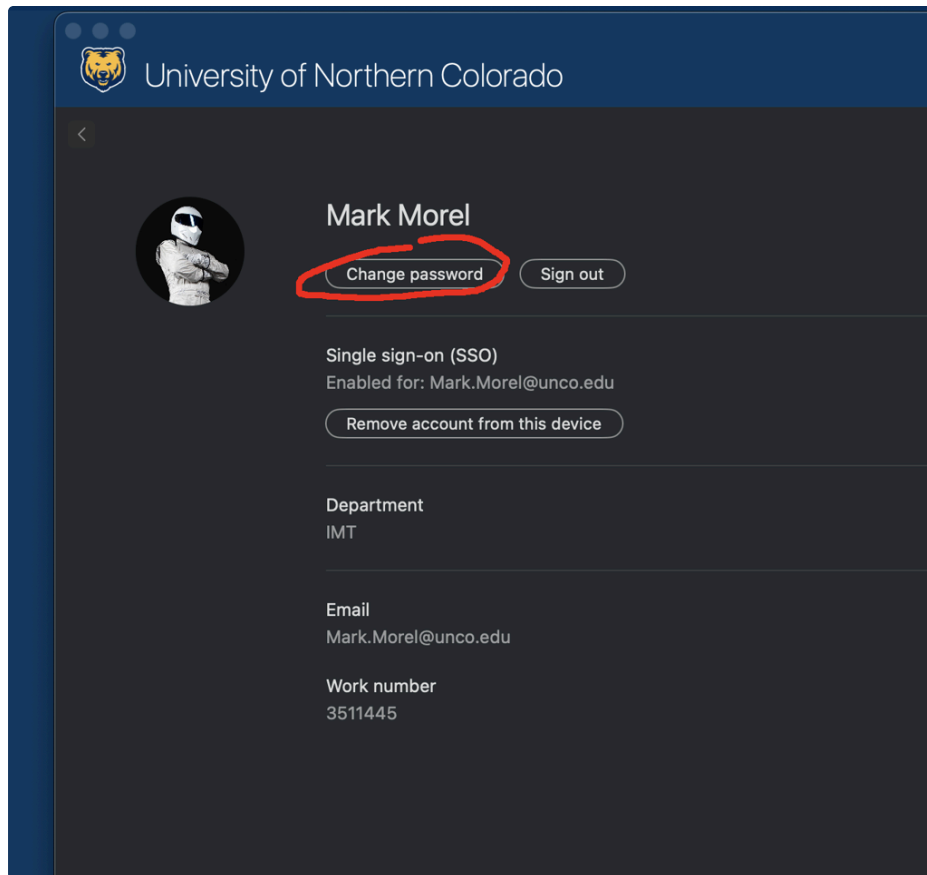
- a. Open Company Portal and sign in.



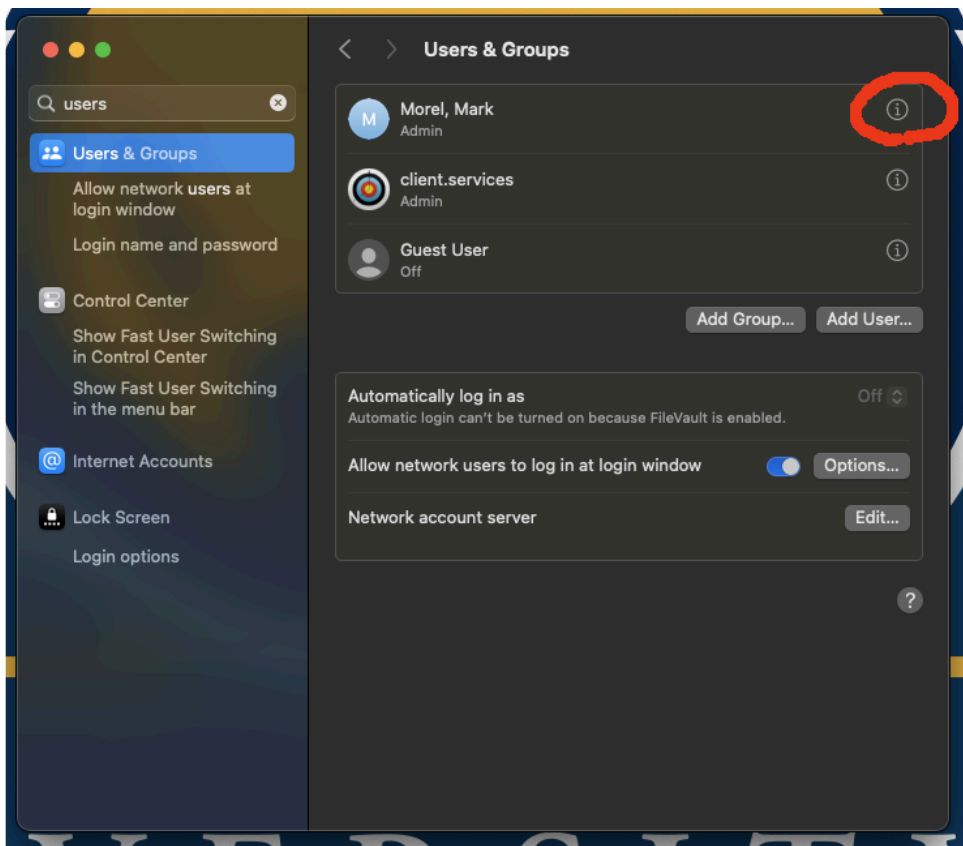
b. Select the user icon in the upper righthand corner of the Company Portal window.



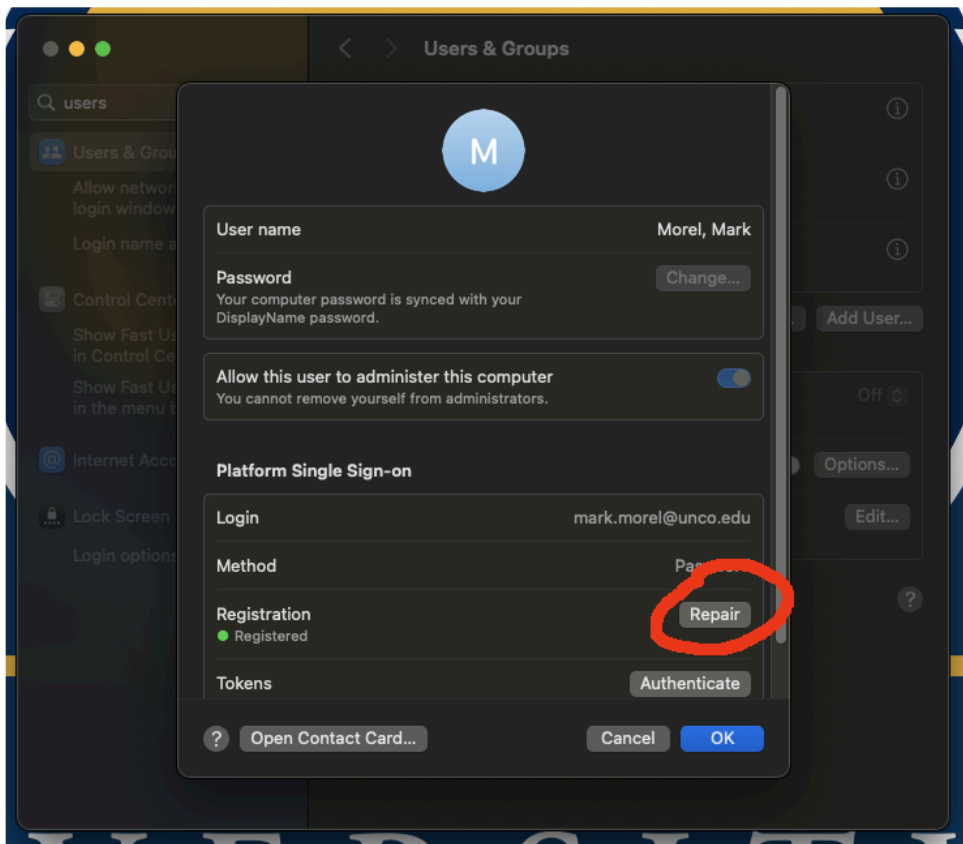
c. Select the Change password button to invoke the Microsoft password reset dialogue.



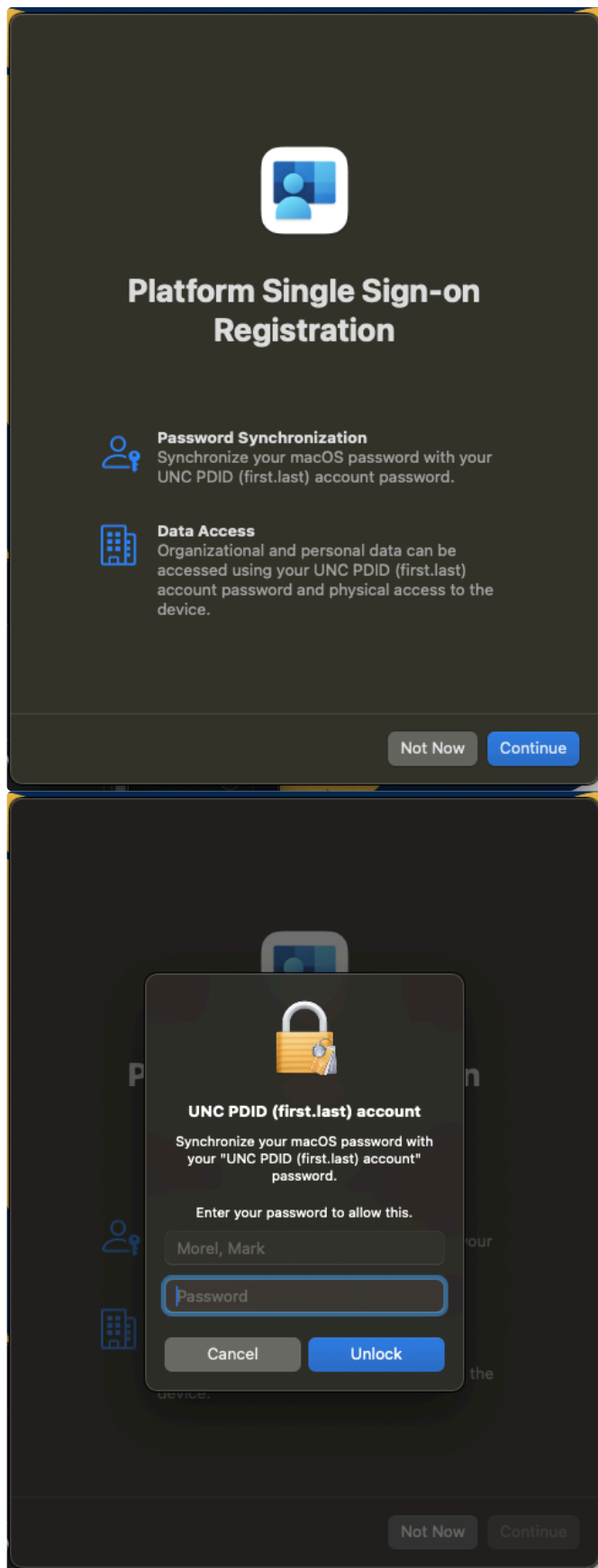
3. Next, users will need to repair the SSO connection by navigating to the Network Account Server section of the Users and Groups tab of System Settings. This function is what synchronizes the new UNCO password with the local macOS user account password, Keychain password, and Filevault password. Previously, this was handled by Jamf Connect.
 - a. From System Settings, open the Users and Groups tab and select the information icon corresponding to the user account.




b. Next, select the Repair button on the Platform Single Sign-on window.



c. Follow the prompts in the SSO Repair workflow to sync the new Entra ID (PDID) password with the local password.



e. After the sync, reboot the computer to make sure the Filevault credentials match the new UNCO password. If they do not, repeat the SSO repair process after giving the computer adequate time to sync the new local password to the Filevault password.

 Please contact the Technical Support Center at 970-351-4357 if any issues with a macOS password reset arise.