

Reset your password if you know your old password - macOS

Step 1: Before resetting your password

- Go to **System Preferences > ACME**
 - Verify that [your computer is Bound and Communicating](#).
 - In the **Settings tab**, check that you have **Local Admin Rights**.
- You must know your previous password.
- [Clearing any saved Amazon account passwords](#) will help prevent account lockouts.
- We recommend you save any unsaved work as this process requires you to reboot or log out.
- If you have a computer with Touch ID available, you must re-enroll your fingerprints.

If these options are not available, take your computer to [your nearest IT Support location](#).

Step 2: Reset your Amazon password

1. Go to the [Amazon Password Tool](#).
2. Fill in the requested information, making sure to follow the instructions under **Password Rules**.
3. Click **Next**.

Step 3: Update your disk password

1. Open **System Preferences > Users & Groups**.
2. At the bottom of the window, click the **Lock icon**.
3. Enter your new password when prompted. The computer should accept the new password and not your previous password.
4. **Reboot your Mac.**
5. At the disk password screen, **select your account**, then enter **your old password** > Press **Enter**.
Note If your old password doesn't work, try **your new password**.
6. Enter your **Amazon login** and **new password**. If you cannot log in with your new password, you may need to [update your disk password manually](#).

Step 4: Fix your keychain

You will be prompted to choose between the following 2 options:

- **Create New Keychain: (Recommended)** This option deletes all of your saved passwords and Secure Notes. You must re-enter passwords for websites and apps when you access them.
- **Update your Keychain password:** This option requires your old Amazon password, but lets you keep your other saved passwords. You must [manually update each saved password](#).

Important If you are not prompted between these 2 options, you will need to [manually reset your keychain](#).