Topic: How to fix printing on a Mac when a non StarID username and/or password was used

1. Find the magnifying glass on the menu bar and then type **Keychain Access** in the search field.
2. Double click the Keychain Access icon and then find and remove any saved passwords that pertain to printing. As you can see from the example below, the printer CloudPrint-BW includes **network password** in the second column. You can highlight the lines that pertain to your printing and use the delete key on your keyboard. You will also be asked to confirm the deletion.

![Keychain Access screenshot](image)

3. You can close the keychain access and proceed to print. You will be prompted to enter your **StarID** username and password. You will need to prefix your StarID with `mnstate\` which is shown in the example below. You can check the box to **remember this password in my keychain** which will add your username and password back to your keychain. Note: if you are still not able to print, check your keychain again and/or restart your computer.

![Enter name and password](image)

4. If you need further assistance, please contact the helpdesk. MSUM IT Helpdesk Livingston Lord Library Room 122 218.477.2603 support@mnstate.edu
For More Information

Please contact Information Technology Services at support@mnstate.edu or 218.477.2603 if you have questions about this material.