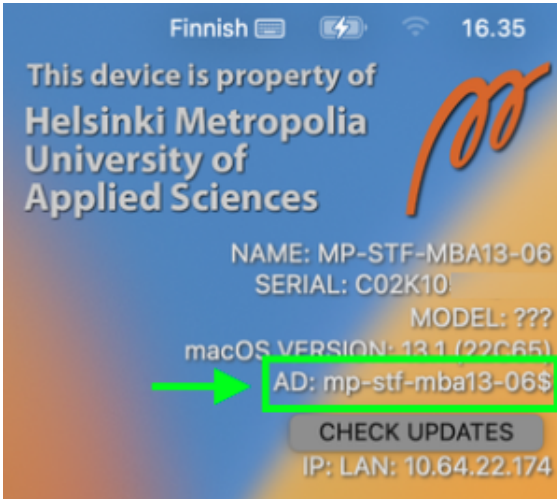


# Login problems on Mac Workstations

## Verify that there is a valid network address

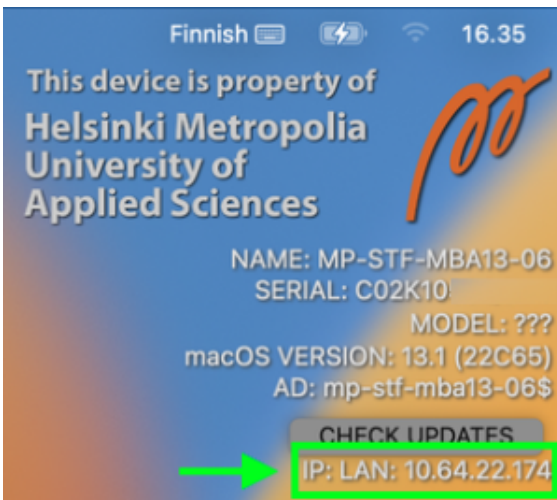
When computer is successfully connected to Metropolia network there is an address starting with 10 at IP:LAN segment of the login window.



If IP:LAN shows a bunch of question marks then computer's network is not connected properly and login will not be successful.

## Varmista koneen yhteys AD-hakemistopalveluun

Computer name should be seen in the AD: field.



If there is a bunch of question marks then computer's binding into AD is not in order and login will not be successful.

There may be a red dot in the upper region of the screen which means there is a temporary error with the connection.



The red dot should disappear after a while and after that login should be successful.

If you cannot see the computer's name in the AD-field or the red dot does not disappear please contact Helpdesk Service by phone.

## Choose a correct keyboard layout for login window

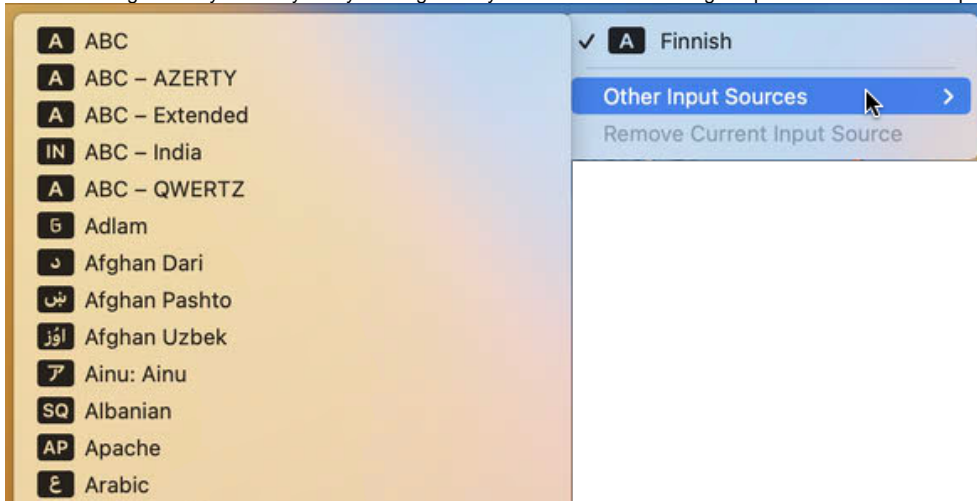
Before logging in verify that the keyboard layout at login window is correct for special symbols set you may be using.

By default the keyboard layout in Macs is Finnish (Swedish have the same layout).

You can verify the current keyboard layout from the top part of the screen:



You can change the keyboard layout by clicking the keyboard icon and choosing the preferred one from the popup menu named "Other Input Sources".



This change is only temporary, the keyboard layout defaults to Finnish after computer restart.

## Beware of illegal characters

**Please ensure that your password does not contain any illegal characters!**

When logging in, Mac considers these characters as illegal in user password:

^	(Caret, circumflex)
¨	(Diaeresis, umlaut)
'	(Apostrophe, quote)
*	(Asterisk, star)

If you have any of those characters in your Metropolia account password then you need to change your password to such that does not include any of those characters.

You can test the keyboard output by typing your password to the field "Name" in login window. However, to protect your account security you should do this only when nobody else can see what you are typing.

## Active Directory login macOS differs from Windows

Also note that Macs may require the user has changed password at least once before login is allowed (the initially created account password may not be enough).

This is not yet confirmed but still changing your password may be the easy solution for login problems with Macs.

## Password change is the proposed solution

So if you have verified that your current password does not contain any illegal characters and still you cannot login to Mac you should change your password anyway.

Guide for changing your Metropolia password is in the following link:  
<https://tietohallinto.metropolia.fi/display/itservices/Changing+your+password>