Login Screen Issue: Local User and Single Sign-On Password Sync

1. When teachers or students change their Single Sign-On Passwords, sometimes this window will appear when logging into the MacBook. Click on the **Forgot my old local password** button.
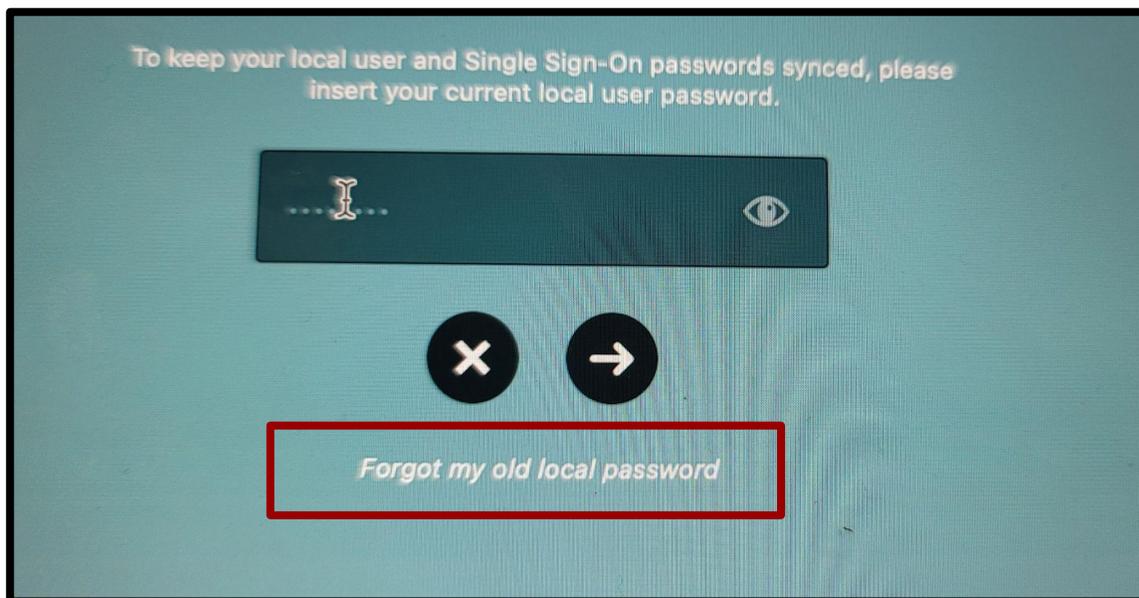
2. Click on the **Reset Password** Button and it should be able to allow the user to login and access the MacBook.
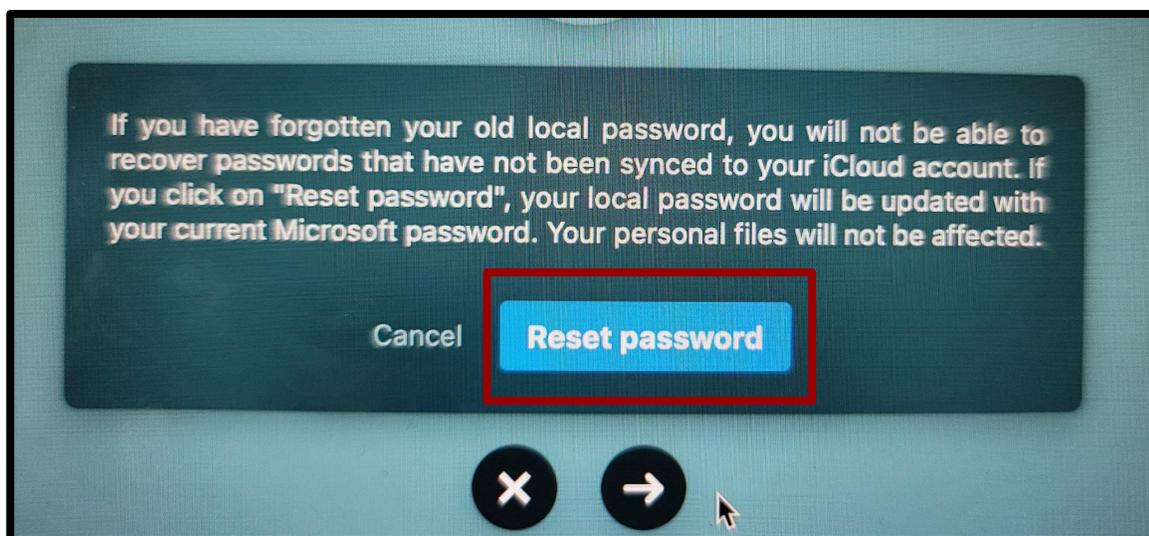
3. **Sync** the new password with Microsoft by following the steps in this QRG.

*If this does not work, turn in a **FWISD Support Hub Service Now ticket** so that campus support can allow access to the MacBook.