

Issues with Logging into Workzone on Mac

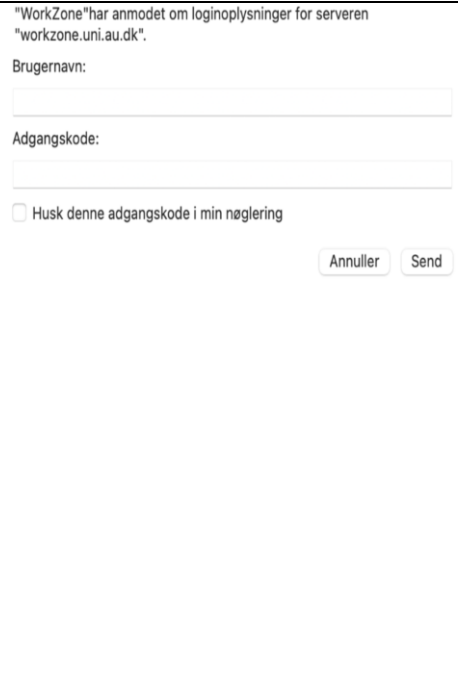
This guide describes how to troubleshoot login issues with Workzone on your Mac. There are three possible solutions for login problems:

1. Check that you are logged into the VPN
2. Save your password in the keychain
3. Change the saved password in the keychain


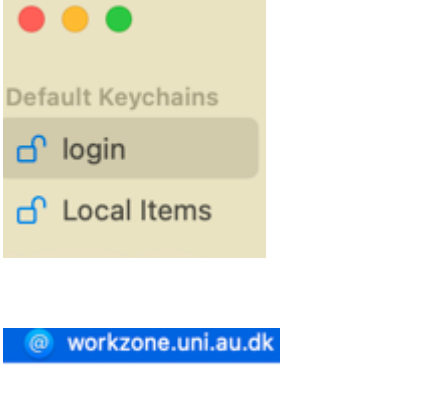
Tjek at du er logget på VPN

Phase	Instructions	Navigation
<p>Check the network connection</p>	<p>Workzone 365 functionality depends on the network connection to the Workzone server via VPN or AU network.</p> <p>If you disconnect from the VPN or switch between different networks, you may experience that your button disappears.</p> <p>Restart your Mac either on AU network or Wi-Fi including VPN. Check that you are correctly connected by starting Workzone in your browser.</p>	

Save your password in the keychain

<p>Login</p>	<p>Open https://workzone.uni.au.dk/app/client/ in the Safari browser</p> <p>As a new user, you will be prompted to log in for the first time with your AUID (auxxxxxx@uni.au.dk) as the username and your computer password as the password.</p> <p>Check the box Remember this password in my keychain. This will ensure that Workzone and Workzone365 in Office automatically remember your password.</p> <p>Click Send and Workzone will now be available.</p>	
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<p>Change the saved password in the keychain</p> <p>If you are not a new user of Workzone but suddenly experience that Workzone is not working, it may be because an old password is saved in the keychain on your Mac. This can happen if you have used Workzone for a period of time and then changed the password on your computer.</p>		
<p>Find the keychain</p>	<p>Press Cmd + space. A search window will open on your Mac. Type Keychain Access in the search field and press Enter.</p>	
<p>Select Login</p>	<p>Click Login in the left column.</p> <p>Find workzone.uni.au.dk (auxxxxxx@uni.au.dk) and double-click on it. You may need to scroll down in the window to find it.</p>	
<p>Change password</p>	<p>A new dialog box will now appear. Check the box next to Show password at the bottom.</p> <p>You will be prompted to log in. Log in with the same password you use for your computer. Click Allow.</p> <p>The password that the computer has saved as your password for Workzone will now appear in the bottom field of the dialog box. Change the password in this box to match the password you use to log into your computer. After you have entered the correct password, click the Save Changes button.</p> <p>You can now open Workzone.</p>	