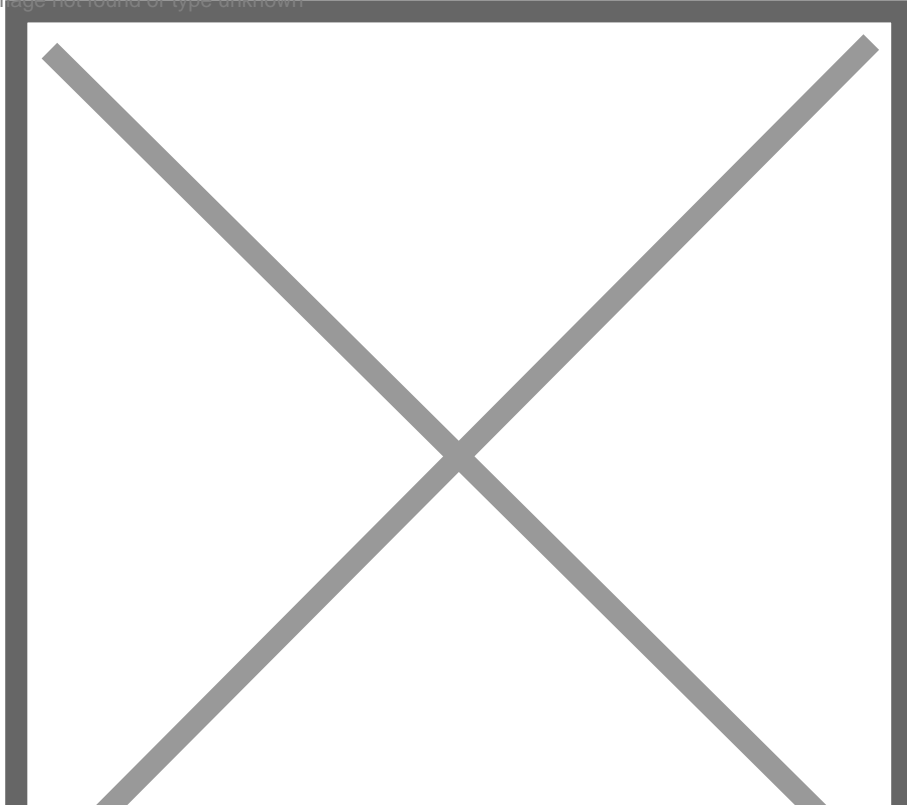


X-Creds Fix

Login as Ladmin and open System settings > Users & Groups

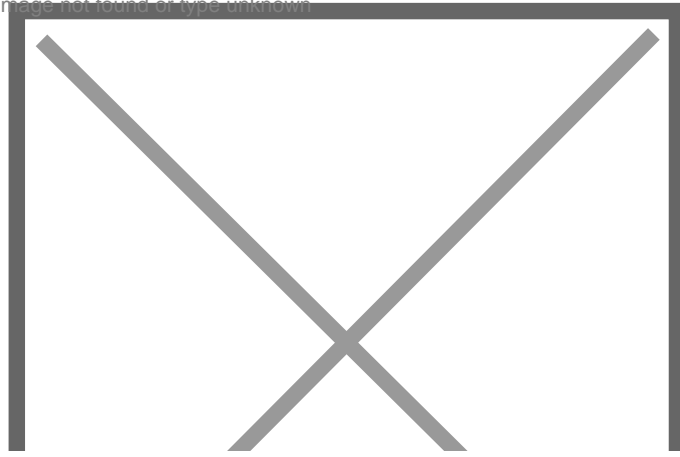
Click on the ? next to the user that needs to be fixed

Image not found or type unknown



Click on Delete user

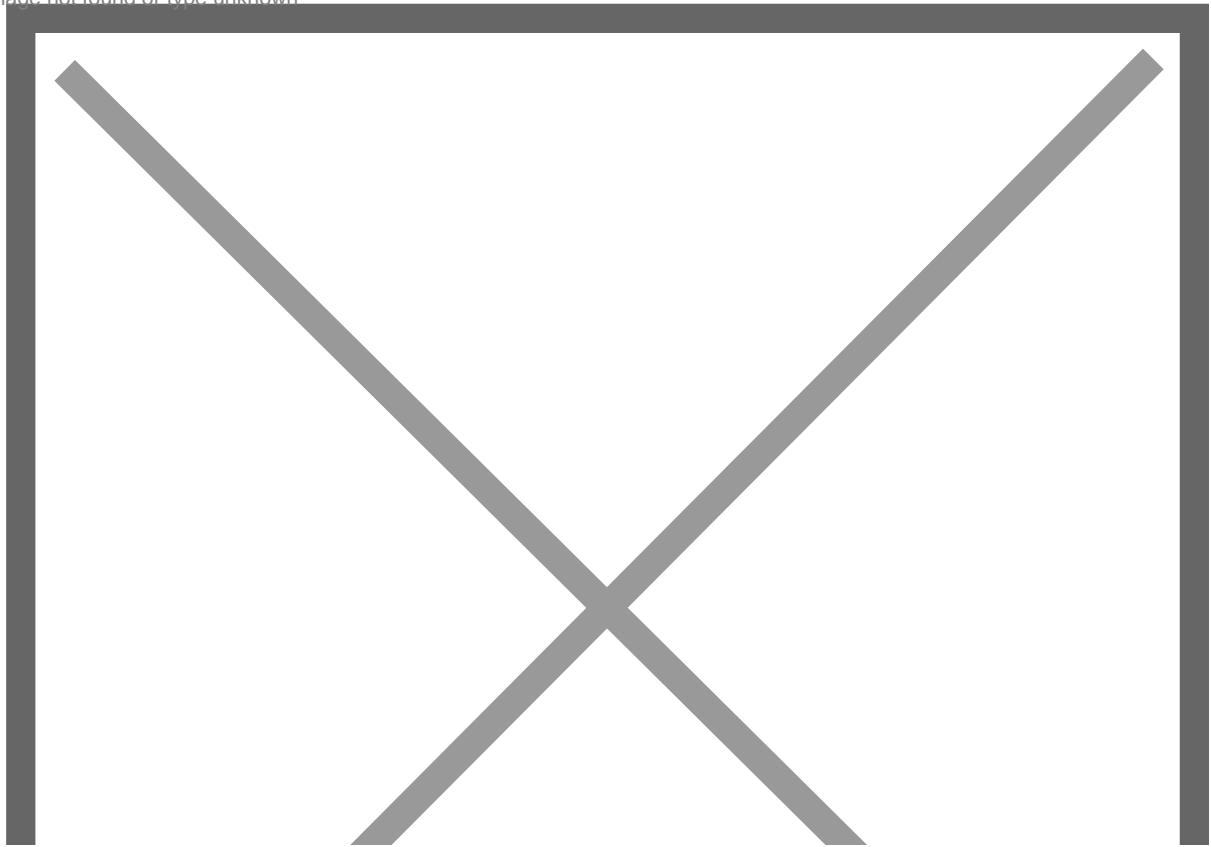
Image not found or type unknown



Select the option to Not change the home folder.

**BE VERY CAREFUL DURING THIS STEP, A MISTAKE COULD LOSE ALL OF THE
USERS LOCAL FILES**

Image not found or type unknown



After deleting the user, open finder and navigate to the computer's disk

Image not found or type unknown

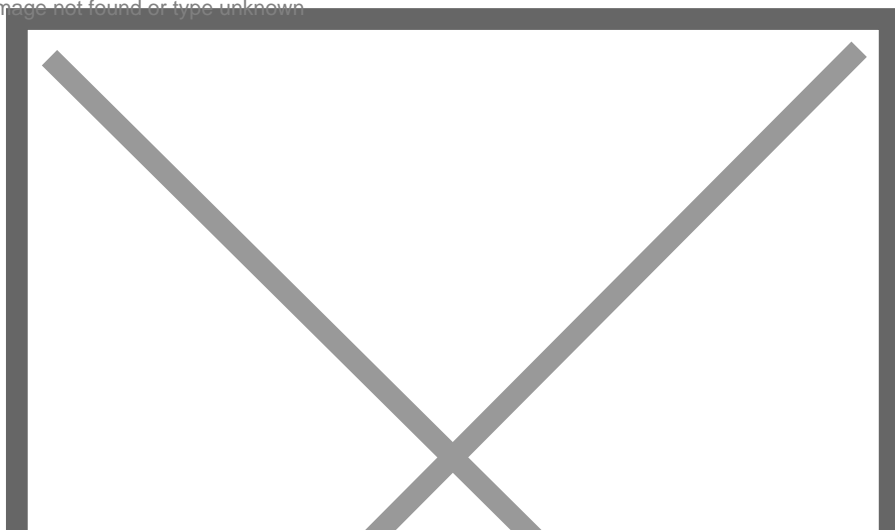
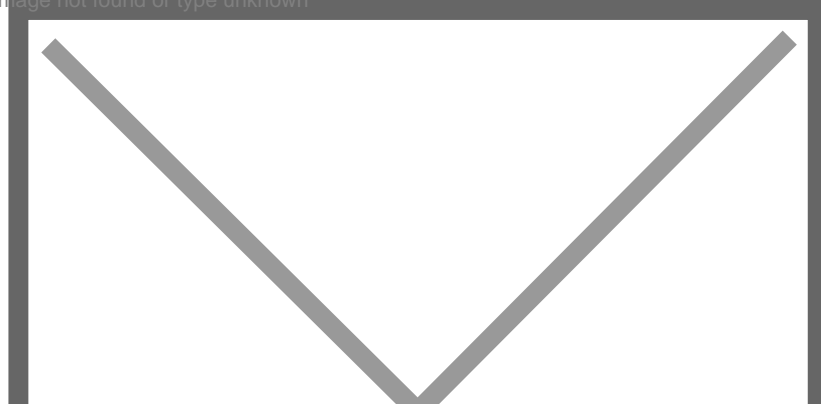


Image not found or type unknown



Navigate to Macintosh HD > Users

Find the users old folder and Rename it, taking off the (Deleted) from the name

Image not found or type unknown

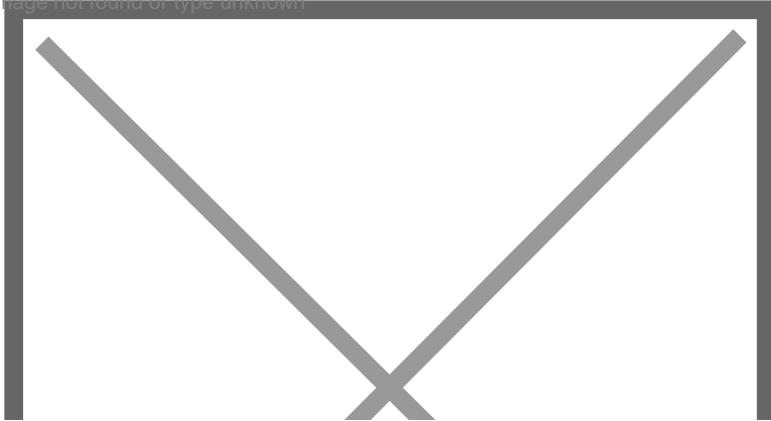
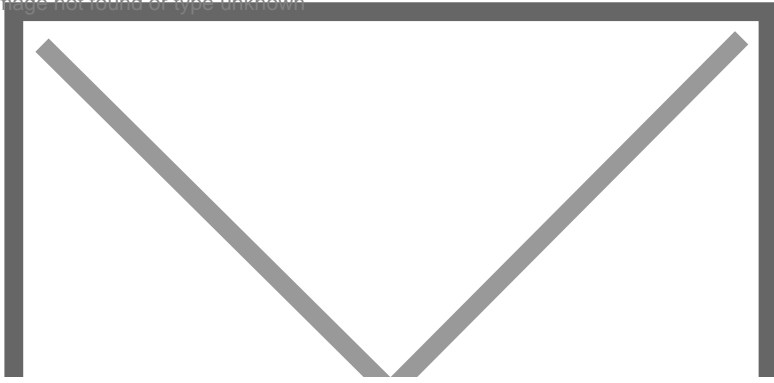
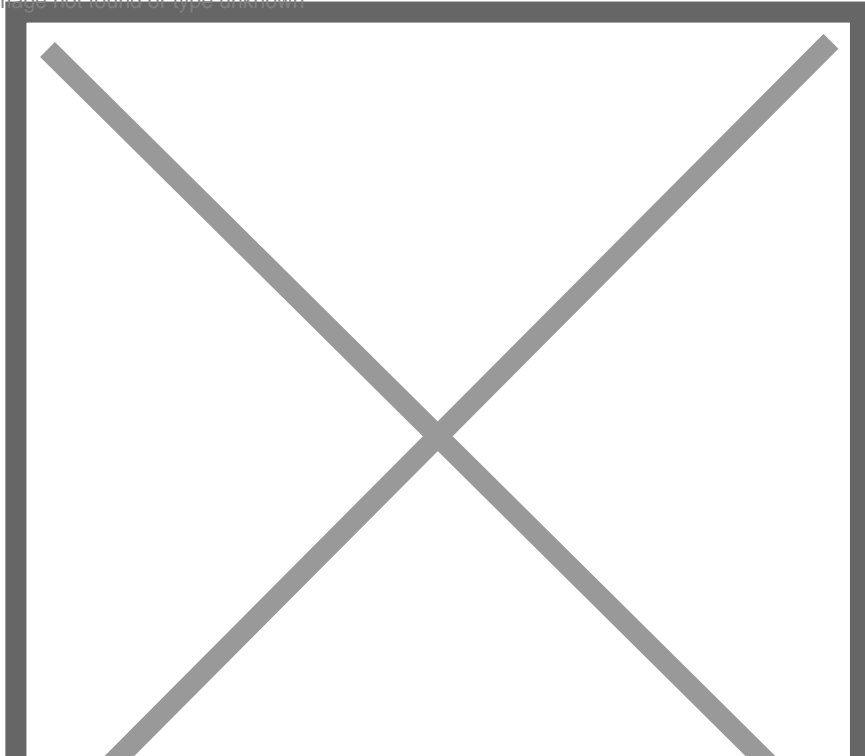


Image not found or type unknown



Return to System settings > Users & Groups

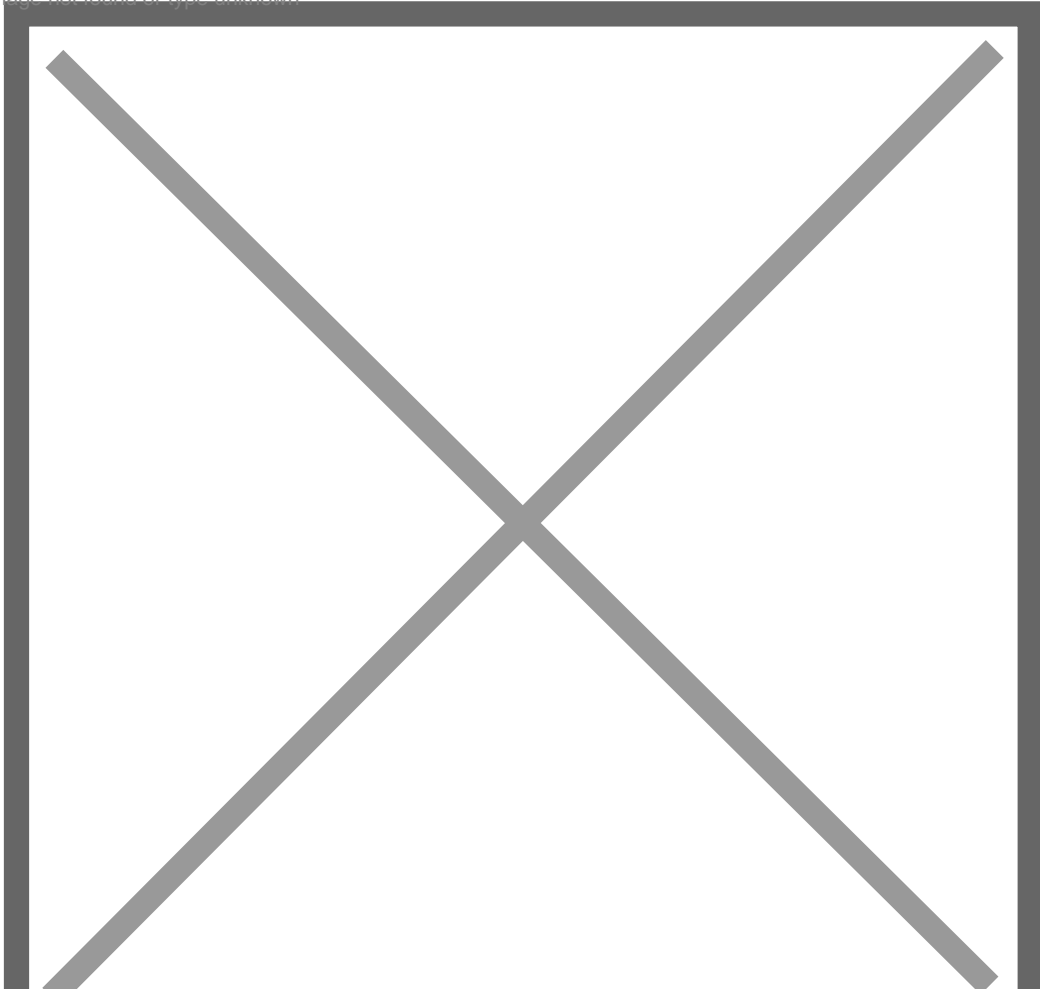
Image not found or type unknown



Click “add user” And fill in the information to match their old account.

- Make sure the Account name field matches the name of the home folder or their files will not be there when they log in.
- The password field should be their current AD password.

Image not found or type unknown



When finished, Create the user and you are done. Log out of Ladmin and make sure they can log in.

Revision #2

Created 3 February 2025 15:19:47 by Ethan Dancy

Updated 3 February 2025 15:20:12 by Ethan Dancy