

Mac & Chromebook | Advanced | 2 min read

Mac: forgotten your Mac password

Forgetting a Mac password is common, and Apple provides official ways to get back in. Which one works depends on how your Mac is set up. Try the gentlest option first.

Before anything else

- Try your password again with Caps Lock off. Try an older password you may have used.
- Check for a password hint. On the login screen, a hint may appear after a few wrong attempts.

Use your Apple Account

If your Mac login is linked to your Apple Account, after several wrong tries you may see an option to restart and show password reset options. Click it, sign in with your Apple Account details and follow the steps. You will be asked to make a new password.

Use another admin user

If another person with an administrator account uses the Mac, they can open **System Settings**, then **Users & Groups**, choose your account, and reset your password. On older versions this is in **System Preferences**.

Use Recovery

If neither works, shut the Mac down. On a Mac with Apple silicon, hold the power button until you see **Loading startup options**, then choose **Options** and **Continue**. On Intel, hold Command and R at startup. Then look in the **Utilities** menu for a password reset option, if it is offered for your Mac.

Important warnings

- A recovery key may be needed if FileVault is on. This is a long code shown when it was set up. Keep it safe.
- Do not choose **Erase Mac** just to get back in. This deletes everything, and without a backup your files will be gone.
- Be wary of websites or people who offer to unlock your Mac for a fee. Only use Apple's own routes.

Afterwards

Make a password you will remember and keep a note of it somewhere safe. Consider a password manager.

When to get more help

Contact us if you do not have your Apple Account details, if the Mac says it is locked by someone else, or if you are unsure which option is safe. Apple may ask for proof you own the Mac, so keep your receipt.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.