# **Clearing Saved Login Credentials**

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This guide explains how to troubleshoot when login credentials from a previous user are preventing a new user from accessing aACE. It is intended for beginning users.

When a new employee will be using a previous team member's account for accessing aACE, the workstation used may cause difficulties. If that computer has stored the old login credentials, FileMaker will use this info to auto-login with the old account.

The steps for resolving this issue depend on how exactly you are accessing aACE:

• Using a Launcher — Follow *only* the instructions below for Manually Clearing Stored Credentials.

Note: Using the shift-click method on a launcher file will not work.

• Using 'Show Hosts' in FileMaker — Follow either the instructions below for Interrupting the Automatic Login Process or for Manually Clearing Stored Credentials.

You can resolve this trouble during the login process or by manually clearing stored credentials.

### Interrupting the Automatic Login Process

When you access aACE as a local file set, you can use the keyboard to force the login dialog to display and to enter new user credentials.

#### Mac

Double-click the fmp12 file and immediately hold down the **Option** key.

At the login dialog, enter the new credentials. If you mark the flag to 'Save password in Keychain Access', these new credentials will become the default user account on the workstation.

#### PC

Hold down the **Shift** key while you double-click the fmp12 file.

At the login dialog, enter the new credentials. If you mark the flag to 'Save password in Credential Manager', these new credentials will become the default user account on the workstation.

## **Manually Clearing Stored Credentials**

When you access aACE with a launcher, you must use the following steps for Mac or PC to remove the previous user's login credentials.

#### Mac

- 1. In the Finder list of Applications, double-click **Utilities**, then double-click **Keychain Access**.
- 2. In the Keychains used for login, click the column heading Kind to sort the list.

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Keychains iclored System System Roots	ACEsoft Boise Kind: AirPort network password Account: aACEsoft Boise Where: AirPort Modified: Feb 7, 2019 at 12:28:00 PM				
	Name	Kind	Date Modified	Expires	Keychain
	📰 VeriSign Class 3 Public Primary Certification Authority - G4	certificate		Jan 18, 203	System Roots
	VeriSign Class 3 Public Primary Certification Authority - G5	certificate		Jul 16, 2036	System Roots
	📴 VeriSign Universal Root Certification Authority	certificate		Dec 1, 2037	System Roots
	📴 Visa eCommerce Root	certificate		Jun 23, 202	System Roots
	Visa Information Delivery Root CA	certificate		Jun 29, 202	System Roots
	📴 VRK Gov. Root CA	certificate		Dec 18, 202	System Roots
	XRamp Global Certification Authority	centricate		Dec 31, 203	System Roots
	ACEv5v0	FileMaker Pro Advanced password	Today, 10:09 AM		login
Category	k demo.aacesoft.com	FileMaker Pro Advanced password	act 16, 2018 at 1:08:19		login
All Itama	/ DEMO_aACEv5v0	FileMaker Pro Advanced password	Jin 22, 2019 at 1:22:22		login
All items	∠ dev.aacesoft.com	FileMaker Pro Advanced password	9ep 17, 2018 at 10:23:13		login
Z Passwords	∠ dev.aacesoft.net	FileMaker Pro Advanced password	Jan 28, 2019 at 10:09:13		login
Secure Notes	handoff-decryption-key-D488F360-8A3B-4F72-A562-73F25692FB	0A Handoff Decryption Key	Feb 11, 2019 at 9:32:12		login
My Certificates	2 handoff-own-encryption-key	Handoff Encryption Key	Today, 10:23 AM		login
🖗 Keys	Microsoft Office Credentials	MicrosoftOffice15_2_Data:live:cid	Mar 1, 2019 at 8:10:55 AM		login
Certificates	com.apple.kerberos.kdc	private key			System
	com.apple.systemdefault	private key			System
	iMessage Encryption Key	private key			login
	com.apple.kerberos.kdc	public key			System
	e com.apple.systemdefault	public key			System
	IMessage Encryption Key	public key			login
	accounts.google.com (mamavincere9@gmail.com)	Web form password	Nov 8, 2017 at 11:33:30		iCloud
	accounts.google.com (scot.hanson@aacesoft.com)	Web form password	Nov 2, 2018 at 8:40:40		iCloud
	🧟 accounts google.com (storyscot@gmail.com)	Weh form nassword	Nov 2 2018 at 8:40:40		iCloud

- 3. Scroll through the list to locate the credentials with the Kind noted as "FileMaker..." passwords.
- 4. Find the entry named "aACE" or "aACEv5v0", right-click it (or Control+click), and select **Delete...**
- At the confirmation dialog, click **Delete**.
  The next time you access aACE, the login dialog will display.

#### PC

- 1. Click the Windows icon / Start button, then type "**Credential Manager**" in the search field and press **Enter**.
- 2. In the Credential Manager dialog, click **Windows Credentials**.
- 3. In the list of Generic Credentials, find the entry named "FMP: aACE" or "FMP: aACEv5v0", click the down arrow for that line to expand the details, then click **Remove**.

Credential Manager				-	
← → → ↑ 🐻 > Control Panel > User Accounts > Credential Manager			~ Ŭ	Search Control Panel	
Control Panel Home	Manage your credentials				
	Manage your credentials				
	View and delete your saved logon information for w	ebsites, connected applications and networks.			
	Web Credentials	Windows Credentials			
	Back up Credentials Restore Credentials				
	Windows Credentials	Add a Windows credential			
	No Windows credentials.				
	Certificate-Based Credentials	Add a certificate-based credential			
	No certificates.				
	Generic Credentials	Add a generic credential			
	FMP: aACEv5v0	Modified: Today 🔿			
	Internet or network address: FMP: aACEv5v0				
	User name: your.name				
	Password: ••••••				
See also	Persistence: Local computer				
User Accounts	Edit Remove				
	FMP: DEMO_aACEv5v0	Modified: 2/6/2019 🚫			

4. At the confirmation dialog, click **Yes**. The next time you access aACE, the login dialog will display.