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Enabling the Character Viewer and Phonetic Alphabet - OS X Yosemite

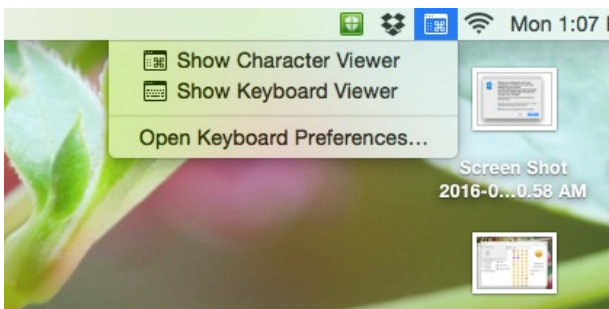
The newer versions of OS X hid a few key system features, including the Character Viewer and Phonetic Alphabet list item therein. Below are the steps to first enable the Character viewer, then enable the phonetic characters, in [OS X Yosemite](#).

Enabling the Character Viewer:

1. Go to the Apple menu and open Systems Preferences.
2. Click the Keyboard option.
3. In the Keyboard window, check the option Show Keyboard and Character Viewers in menu bar at the bottom of the window.

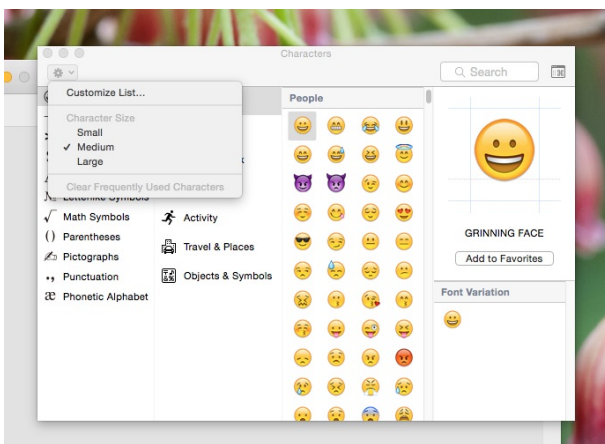


The Character Viewer will now be present in the menu bar as shown below:

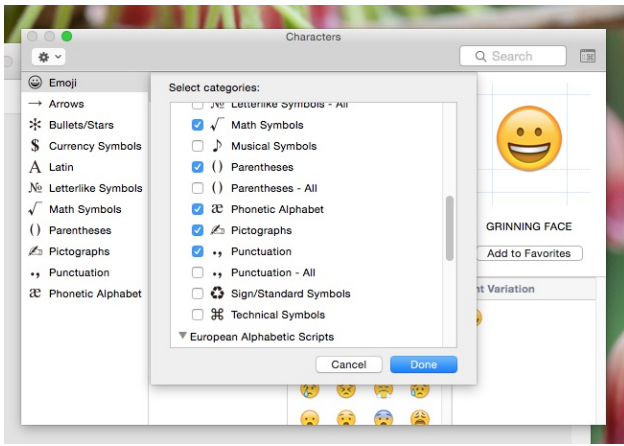


Enabling the Phonetic Alphabet Characters:

1. Select Show Character Viewer from the menu item shown.
2. Hold the Option key, and click the settings button in the top-left of the new window.



3. Choose Customize List from the drop down menu.
4. Scroll down and select Phonetic Alphabet as shown below:



5. Click Done.

Keychain Access asks for keychain

Posted on [September 21, 2015](#) by [gutierrezm](#)

Learn what to do if Keychain Access asks for your keychain password after you've changed your login password.

If you change your account's password using your Mac OS X Install disc (or if your network-based account password is changed due to a network admin forcing a password change), your default keychain password (which uses the same initial password as your user account) does not change. Because of this, you will be prompted to enter a keychain password each time an application requires authentication that your keychain would normally provide. Note: This doesn't happen if you change your account password using Accounts preferences. If you want your default keychain to be unlocked automatically when you log in, synchronize your Keychain Access and account login passwords by doing this:

1. Open Keychain Access (you can get to it by choosing Utilities from the Go menu in the Finder).
2. From the Edit menu, choose Change Password for Keychain "login."
3. Type the *former* password of the account that you are currently logged in to, then click OK.
4. If you entered the correct password, a new window appears; enter the original password again in the Current Password field.
5. In the New Password field, type the password that matches your current account password.
6. Re-enter the newer password in the Verify field, then click OK.

If you don't remember your original (former) account password

If you don't remember your original password, you'll need to delete the keychain. Deleting a keychain also deletes all the password data saved in that keychain.

1. In Keychain Access, choose Preferences from the Keychain Access menu.
2. If available, click the Reset My Default Keychain button. This will remove the login keychain and create a new one with the password provided.
3. If Reset My Default Keychain is not available, choose Keychain List from the Edit menu.
4. [Delete](#) the "login" keychain.

The next time you log in to the account, you can save your current password in a keychain.

After installing Office 365 apps on a personally owned Mac some users get an error that says:

View Only. Your account doesn't allow editing on a Mac. To learn more, contact your admin about your Office plan

This article lists possible solutions to the issue.

First verify that you are using the proper account:

1. Click Use Another Account and sign in with Eastern email address and password
2. Alternately, click the Activate button in Word and sign in with credentials.

If that does not work, you can attempt to clear credential caches and reactivate office 2016 for the Mac:

You can attempt to clear credential caches and reactivate office 2016 for mac to see if there is any improvement.

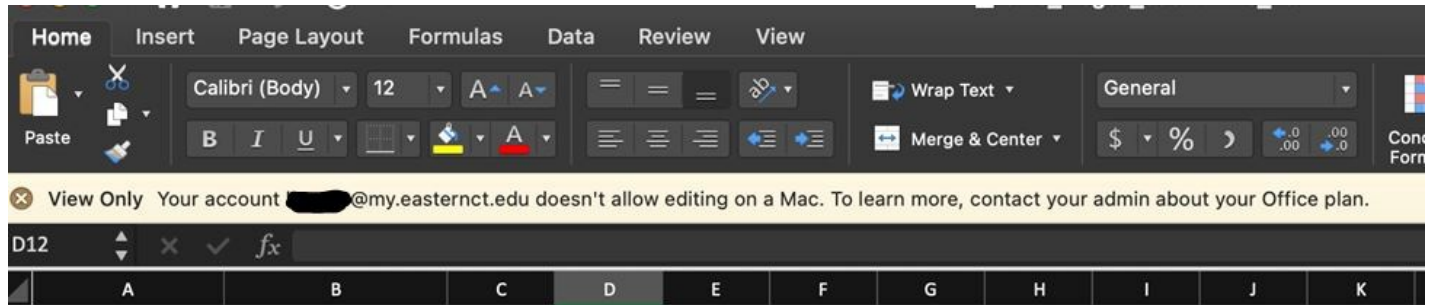
1. Open finder > applications > utilities > keychain access and remove the following application passwords.
 - o Unknown
 - o Microsoft office identities cache 2
 - o Microsoft office identities settings 2
 - o search for all occurrences of adal in the keychain and remove all those entries if present.
2. Open finder > click go on the top menu bar> go to folder> input the following path: ~/library/containers/
3. Right-click each of the folders below if present, and then click move to trash.
 - o ubf8t346g9.ms
 - o ubf8t346g9.office
 - o ubf8t346g9.officeoswebhost

If that doesn't work the last option is to [try uninstalling office 2016](#) for mac completely then [re-install](#) and re-activating office 2016.

Your Account Doesn't Allow Editing on the Mac error

Users of the desktop version of MS Excel on the Mac have issues using certain features producing the error:

View Only Your account username@easternct.edu doesn't allow editing on a Mac. To learn more, contact your admin about your Office Plan.



The issue is often resolved by following the steps below:

1. Launch each Office app installed on your Mac, click on the application name (eg Word) menu and choose Sign Out. Then quit the application.
2. In the Finder, click on the Go menu and choose Go to Folder
3. In the box, type: ~/Library
4. Click on the Group Containers folder
5. Locate the following three files/folders and drag them to the Trash
 - o UBF8T346G9.ms
 - o UBF8T346G9.Office
 - o UBF8T346G9.OfficeOsfWebHost
6. Empty the Trash and launch an Office application to check if you can now edit documents.


If that does not solve the problem, follow Microsoft's support guide below to remove any lingering licensing info before attempting to re-authenticate:

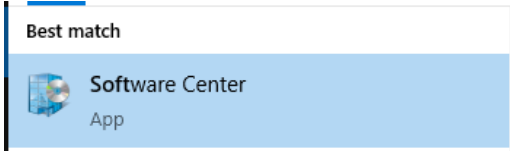
- [How to remove Office license files on a Mac \(microsoft.com\)](#)

NOTE: These instructions are only for Eastern owned PC desktops and Mac products. If you have an Eastern owned PC laptop, please fill out the Software Request Form in [Article 221: Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms](#)

The Software Center is a program on your PC that allows you to receive software and updates from ITS. It enables us to keep you up to date and allows you to install certain software yourself. Mac users have a different application for this purpose called Self Service.


On a PC:

- Click the search icon on the Windows search bar 
- Start typing the words: Software Center
- Click on Software Center



- Select the application you would like to install from the list, and then click the Install button
- The status will change to Installed once the installation is completed. You can now use your program

On a Mac and iOS:

- Using the search tool  in the upper right corner, search for the **Self Service** application. From the search result, click the Self Service icon to launch the application.
- If prompted, enter your **username** and **password**. *Your username is the part of your Eastern email before the @easternct.edu, not your full email.*
- Locate or search for the application you want to install.
- Click Install under the logo for the application
- The status will change to reinstall when the installation is completed. You can now use the application.

