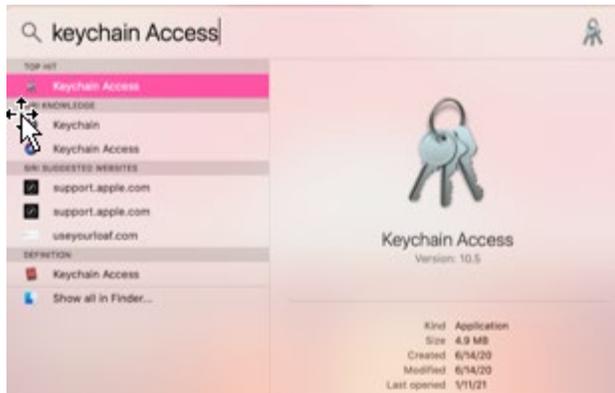


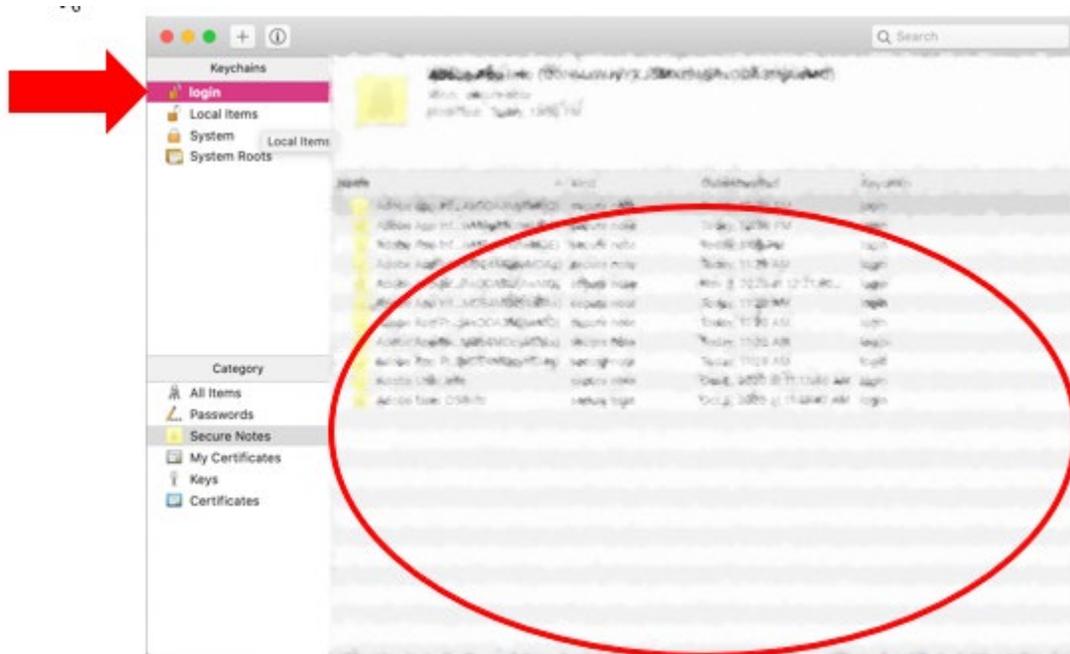
How to Fix “Hold for Authentication” Printing Error on Mac



Part 1 of 2:

1.) Click the **Control Key** and the **Space Bar** at the same time. This should open “Spotlight Search.”

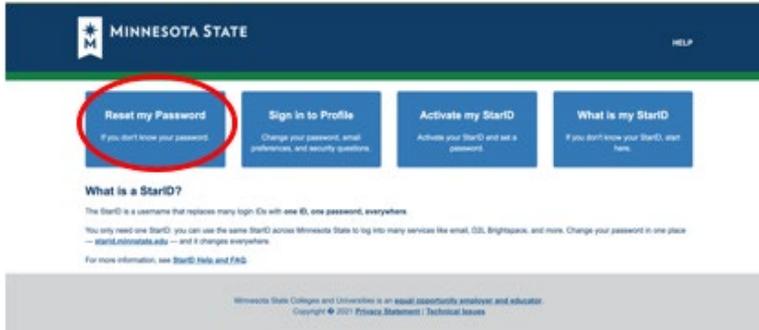
2.) Type in **Keychain Access**. The icon will look like a ring of keys.



3.) Once in Keychain Access, click on the **Login** tab in the left side bar.

4.) Delete everything in that section. Empty your trash after.

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Part 2 of 3:

- 1.) Go to starid.minnstate.edu
- 2.) Click on **Reset my Password**.



- 3.) Click the option **I know my email address** and type in your student email address. (i.e firstname.lastname@winona.edu)

This will send a code which you will type into the box under **I have a verification code**.

- 4.) Change your password. Wait 5-10 minutes for your new password to sync with your account. (Password can take up to an hour to sync.)

NOTE: The new password will be used to login to your laptop and online services like D2L and eServices.

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Part 3 of 3:

1.) Go to **System Preferences** and click, **Printers and Scanners**. The icon looks like a little printer.



2.) Right click anywhere in the white space in the list of printers and then click on **Reset printing system**, and then **reset**. This will clear all saved printers so you will have to re-add any printers you would like, even at-home printers.



NOTE: If you need help adding printers please visit learn.winona.edu and view “Getting Started Videos” on the home page.

3.) After adding your desired printers, try printing your document again. This time, a pop-up box asking for your password should appear. Type in your new password.



If these steps don't resolve the issue, please go to the DLC desk located in the Kruger Library 105 or Tech Support located in Somsen 207.