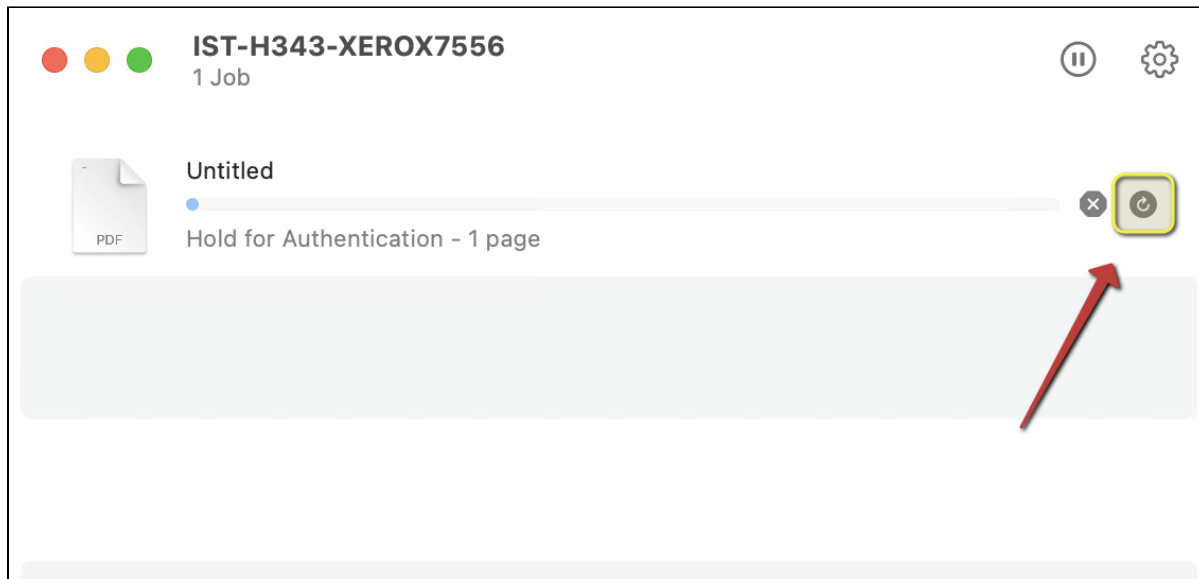


# Mac "Hold for authentication" error

You may get the "hold" error if you have an old password saved in your keychain or, occasionally, if a kerberos error occurs in the printing process. Here are the steps to resolve:

1) Click the circular arrow icon to re-send the print job and prompt for new credentials



2) In the credential box, use "AD\<netid>" for the username, and your netid password. You can check the box to store these credentials in the keychain for future printing, but you'll need to repeat this process when you change your netid password.

