

# How to Reset the Workstation Private Key

## Brief Overview

At the very beginning of the boot process, when a user is signed in, Workstation generates a unique key for the user that is being used to encrypt the Apps Integrations access tokens and any personal information.

The private key is stored locally and promises that personal information won't be discoverable by others, even in the event of a database leak.

This article explains how to remove the private key, known as "the salt", from Windows and macOS machines.

## Private Key in Windows Machines

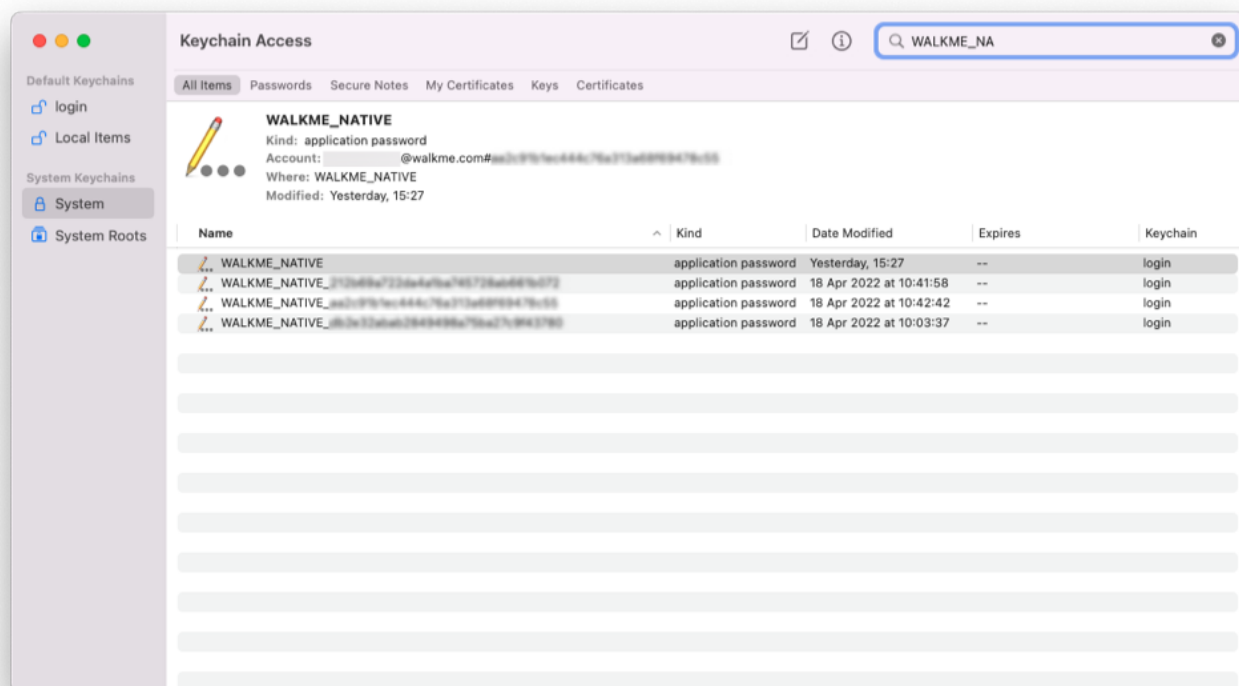
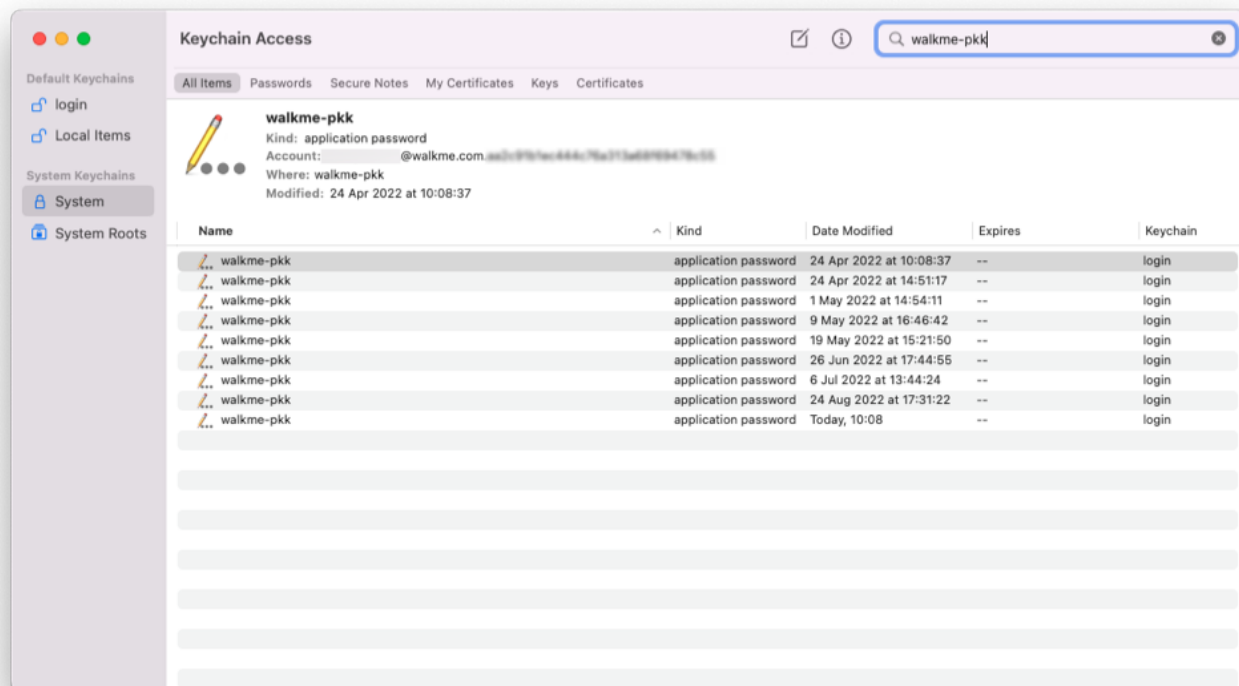
For Windows, Workstation saves the private key in a system application called "Credential Manager". You can access the Credential Manager by following the [Microsoft official guide](#).

### Removing Existing Private Keys in Windows

Private keys are being stored per system, per user in different records.

If a user is signed into a Workstation system that is associated with company A, the moment he/she signs in into company B, there will be two records in the Credential Manager.





Workstation private keys can be removed by following these steps:

1. Make sure that Workstation is closed and the process isn't running (use Activity Monitor to validate)
2. Open the [Keychain Access](#)
3. Remove any record that starts with **WALKME\_NATIVE** or **walkme-pkk**
4. Reopen Workstation (you'll be required to re-sign in)