

Outlook Prompts for Password

1. Can you log in to mail.letu.edu? If yes, restart Outlook.
2. Use your **UserName@letu.edu** email address when prompted for credentials and check the "remember credentials" box. If prompted again, click **Cancel**. If prompted again after **Cancel**, move on to step 3.
3. Verify that prompt for Credentials isn't checked in profile:
 - Start Outlook
 - Choose **File | Account Settings | Account Settings**
 - Select your Exchange account
 - If prompted, in the Password: text box, type your password
 - Click the **Change** button
 - Click the **More Settings** button
 - Select the **Security** tab
 - Deselect the "Always prompt for logon credentials" check box
 - Click **OK**,
 - **OK**
 - Choose **Close**
 - Restart Outlook.

Mac Outlook -- Choose **Tools | Accounts** | type your LETU password in the password field. Close the Accounts window.

4. Clear your cached passwords (Note: you may need Admin rights to do this) - Windows

- **Exit Outlook and Teams.**
- Choose **Start | Control Panel | View by Large Icons (upper right of window) | User Accounts | Manage your credentials (left column)**
- Select all credentials for Microsoft, Outlook, OneDrive, and Teams and choose **Remove from Vault**
- Exit and reboot your computer.

Clear your cached password - Mac

- **Exit Outlook and Teams**
- Select **Finder | Utilities | Keychain Access**
- In the search field, type **Exchange**. Delete all entries for your Exchange account.
- In the search field, type **adal**. Delete all entries who type is MicrosoftOffice.....
- In the search field, type **office**. Delete all entries named Microsoft Office Identities Cache 2 and Microsoft Office Identities Settings 2
- Quit Keychain Access.
- Restart Outlook. You will be prompted to authenticate.

5. Rename the Outlook .ost file (if get error about "cannot open set of folders")

- **Exit Outlook and Teams.**
- From the **Start menu, choose Run**.
- In the Run window, type this path in the Open box **"%LOCALAPPDATA%\Microsoft\Outlook\"**
- Click **OK**
- Find the .ost file and rename it (you may need to Show Hidden Files and Show Extensions to see the file)
- Restart the computer
- Restart Outlook

6. Creating a New Profile (when you create a new profile, you will need to re-add any email account you check including shared departmental accounts)

- Exit Outlook and Lync
- Choose **Start | Control Panel | View by Large Icons (upper right of window) | Mail (may say Mail 32-bit)**
- Click **Show Profiles**
- Click **Add**
- Type the name of the profile e.g. your name and click **OK**
- Enter your name and email if it doesn't default in automatically
- Click **Next** – it should auto configure
- Click **Finish**
- Back in the Mail window – Select your **new profile in the "Always use this profile"** dialog box and click **Ok**.

NOTE: you will need to reopen any .pst or archive files you have.