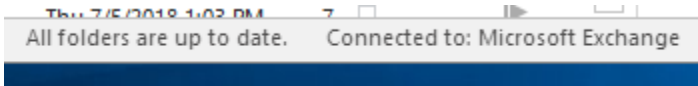


Credential Manager

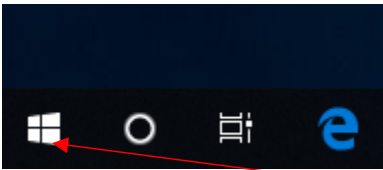
When changing your password, you need to go into the Credential Manager and remove the current cached password for your Outlook account. It is a simple process, so please try this before you call the Help Desk. If your Outlook is currently running, close it.

If you see the message at the bottom of your screen that the Exchange is "Disconnected", then you do need to go through this process. It should look like this:

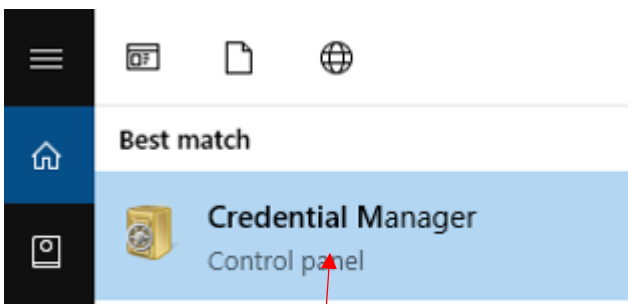


There are several ways to open the Credential Manager, which is located in the Control Panel.

Windows 10



In **Windows 10**, click on the Window (lower left corner), start typing Credential Manager and the Best match will show up.



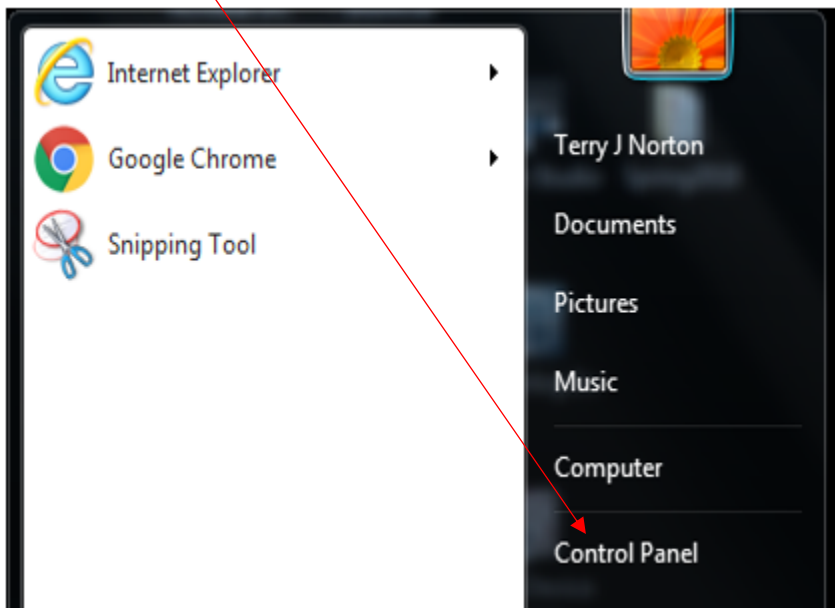
Click Credential Manager.

Windows 7

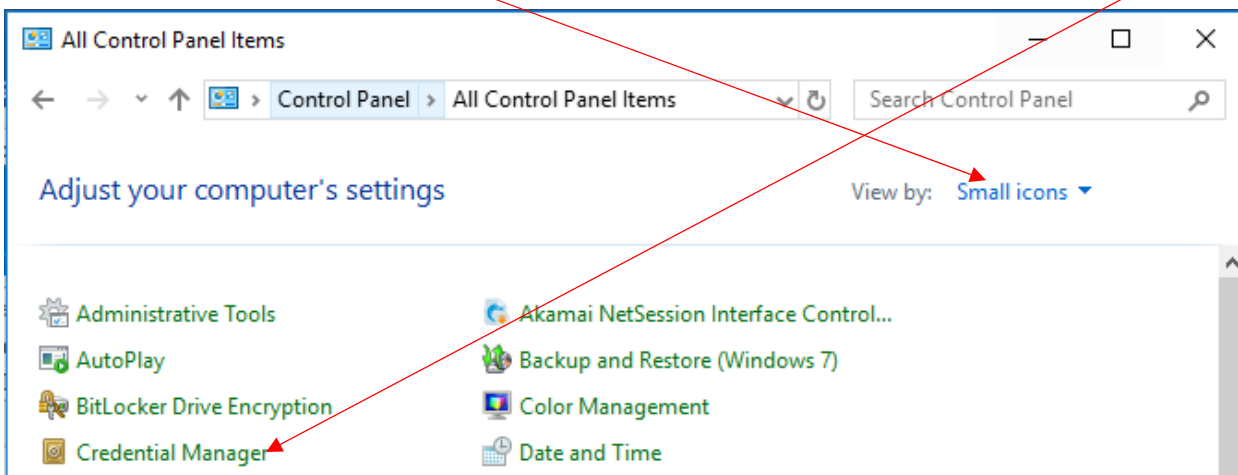
For **Windows 7** users, first click the Windows start icon.



Then select Control Panel (listed below your display name).



By default, the Control Panel opens up in the View by: Category mode, which does not show the Credential Manager. Click on the Category and select Small icons. Once this is open, you can now click on the Credential manager.

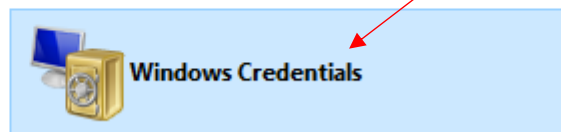


Windows 7 and 10: Steps After Opening Credential Manager

Once you have the Credential Manager open, you need to show the Windows Credentials, Click on this.


[Manage your credentials](#)

View and delete your saved logon information for websites, connected applications and networks.



Find the Generic Credentials, click on the down arrow to expand the Credential, choose Remove.

Generic Credentials [Add a generic credential](#)

MicrosoftOffice16_Data:SSPI:tnorton@whitworth.edu Modified: 7/3/2018 

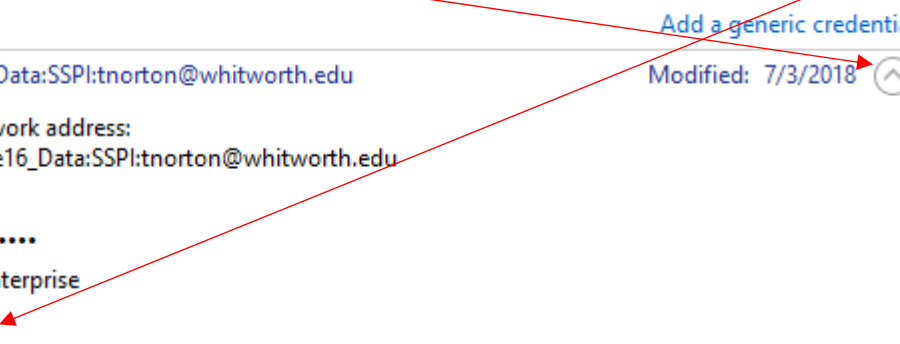
Internet or network address:
MicrosoftOffice16_Data:SSPI:tnorton@whitworth.edu

User name:

Password:

Persistence: Enterprise

[Edit](#) [Remove](#)



That's it, close the Credential Manager / Control Panel, and start your Outlook.