If Outlook doesn't pop up credential box, or it came up and you entered your password, but your mail is not up to date please do the following:

Step 1:Exit Outlook Step 2: Clear Windows Credentials

Step 2: <u>Windows 7</u> (Start Menu Icon is a rainbow)



Step 2: <u>Windows 10</u> (Start Menu Icon is white)



## Windows 7 Credential Manager Walkthrough

Step 2a:Click the start menu and type Credential into the search bar, then select Credential Manager or Manage Windows Credentials



*Step 2b:* When the Credential Manager window opens click the arrow next to the MS.Outlook15:UserID@ad.umassmed.edu

Control Panel 🛛	All Control Panel Items  Credential Manager		<b>- 4</b> ∳	Search Control Panel	٩
File Edit View Tools Hel	p				
Control Panel Home	Store credentials for automatic logon				•
	Use Credential Manager to store credentials, such as user r on to computers or websites.	names and passwords, in vaults so you can easily log			
	Windows Vault Default vault location				
	Back up vault Restore vault				
	Windows Credentials	Add a Windows credential			E
	No Windows credentials.				
	Certificate-Based credentials	Add a certificate-based credential			
	No certificates.				
	Generic Credentials	Add a generic credential			
	MS.Outlook.15:	Modified: 3/12/2019 🕑			
See also	MicrosoftOffice16_Data:ADAL:270e06ef-f29e-40a9-9a7	Modified: Today 🖌			
User Accounts	MicrosoftOffice16_Data:ADAL:270e06ef-f29e-40a9-9a7	Modified: Today 🕥			
Link online IDs	MicrosoftOffice16_Data:ADAL:270e06ef-f29e-40a9-9a7	Modified: Today 📀			
	MicrosoftOffice16 Data:ADAL:270e06ef-f29e-40a9-9a7	Modified: Today 🕟			-



Step 2c: This will expand the selection. Once expanded please click on "Remove from vault"

*Step 2d:* It will ask if you would like to permanently delete this Generic credential from Windows Vault, please select Yes

Control Panel	All Control Panel Items Credential	Manager	- +,	Search Control Panel	P
ile Edit View Tools H	lelp				
Control Panel Home	Use Credential Manager to store co on to computers or websites. Windows Vault Default vault location	name ruggers edentials, such as user names and passwords, in vaults so you ca	n easily log		
	Back up vault Restore vault	Delete Generic Credential		-	
	Windows Credentials	Are you sure you want to permanently credential from Windows Vault?	lelete this Generic		
	No Windows credentials.	Internet or network address: MS.Outlook.15. User name: Manufad.umassmed.edu	ad.umassmed.edu		
	No certificates.		Yes No		
	Generic Credentials	Add a generic o	redential		
	MS.Outlook.15: Monore ad.uma	ssmed.edu Modified: 3/12/2	019 🔿		
	Internet or network address: MS.Outlook.15:84444	umassmed.edu			
See also User Accounts Link online IDs	User name: BetteralDad.umassmed.edu				
	Password:				
	Persistence: Enterprise				

*Step 2e:* Once the credential has been deleted, you can exit the credential manager.

Step 3: Open Outlook

**Step 4:** STOP - A Windows security box will appear asking for your user name and password. The user name will autofill as: <u>userid@ad.umassmed.edu</u> you must replace this entry with your full email address. <u>FirstName.LastName@umassmed.edu</u>

Step 5: Check off remember my credentials

Step 6: Enter your Network/E-mail Password and hit OK.

This should resolve your mailbox and your mail should begin updating.

\*\* Once it has completed updating your if you are missing any calendars or shared mailboxes please restart Outlook as this often reconnects everything.

If you are still having trouble after following these steps, please contact the Helpdesk for further troubleshooting. Helpdesk Phone: 508-856-8643 Helpdesk E-mail: <u>umwhelpdesk@umassmed.edu</u> Self-Service Portal: <u>https://umassmed.service-now.com/sp</u>

## Windows 10 Credential Manager Walkthrough

Step 2a:Click the start menu and type Credential into the search bar, then select Credential Manager or Manage Windows Credentials



*Step 2b:* When the Credential Manager window opens Click on Windows Credentials and then click the arrow next to the MS.Outlook15:UserID@ad.umassmed.edu

Credential Manager					×
← → × ↑ 🙆 > Contro	I Panel → All Control Panel Items → Credential Man	ager	ٽ ~	Search Control Panel	Q
	ر بی				^
Control Panel Home	View and delete your saved logon information	for websites, connected applications and networks.			
	Web Credentials	Windows Credentials			
	Back up Credentials Restore Credentials				
	Windows Credentials	Add a Windows credential			
	No Windows credentials.				
	Certificate-Based Credentials	Add a certificate-based credential			
	No certificates.				
	Generic Credentials	Add a generic credential			
	MicrosoftOffice	Modified: 1/17/2019			
	outlook.office365.com	Modified: 6/4/2018 📀			

🔯 Credential Manager				— C	×
$\leftarrow$ $\rightarrow$ $\checkmark$ $\bigstar$ [ $\blacksquare$ $\Rightarrow$ Contr	ol Panel > All Control Panel Items > Credential M	anager	ٽ ~	Search Control Panel	م
Control Panel Home	View and delete your saved logon informati	on for websites, connected applications and networks.			
	Web Credentials	Windows Credentials			
	Back up Credentials Restore Credentials				
	Windows Credentials	Add a Windows credential			
	No Windows credentials.				
	Certificate-Based Credentials	Add a certificate-based credential			
	No certificates.				
	Generic Credentials	Add a generic credential			
	MicrosoftOffice	Modified: 1/17/2019 ( <mark>&gt;)</mark>			
	Internet or network address: MicrosoftOffice1 <mark>6. DeterCCDiedy of H</mark> User name:	CITICO JITACIA			
	Password: ••••••				
	Persistence: Enterprise Edit <mark>Remove</mark>				

*Step 2d:* It will ask if you would like to permanently delete this Generic credential from Windows Vault, please select Yes

(	Web Credentials Windows Credentials	
Bi	elete Generic Credential X	
W	Are you sure you want to permanently delete this Generic credential?	credential
C N	Internet or network address: Minute Contracts Contracts of the Minute Contrac	credential
G	vsoftOffice16 Data:SSPI:alvssa bilotti@umassmed Modified: 1/17/	credential

*Step 2e:* Once the credential has been deleted, you can exit the credential manager.

## Step 3: Open Outlook

**Step 4:** STOP - A Windows security box will appear asking for your user name and password. The user name will autofill as: <u>userid@ad.umassmed.edu</u> you must replace this entry with your full email address. <u>FirstName.LastName@umassmed.edu</u> Step 5: Check off remember my credentials

**Step 6:** Enter your Network/E-mail Password and hit OK.

This should resolve your mailbox and your mail should begin updating. \*\* Once it has completed updating your if you are missing any calendars or shared mailboxes please restart Outlook as this often reconnects everything.

If you are still having trouble after following these steps, please contact the Helpdesk for further troubleshooting. Helpdesk Phone: 508-856-8643 Helpdesk E-mail: <u>umwhelpdesk@umassmed.edu</u> Self-Service Portal: <u>https://umassmed.service-now.com/sp</u>