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

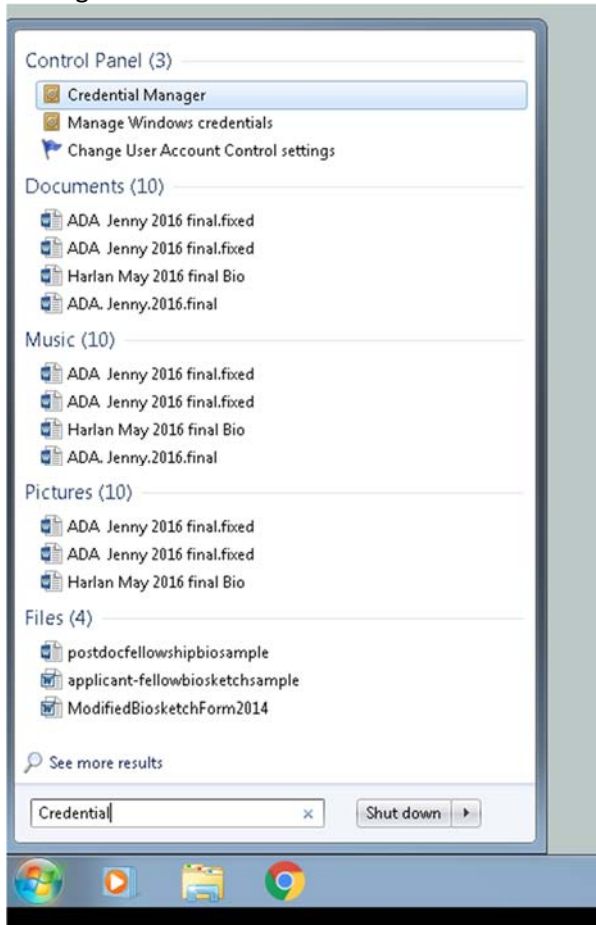**Step 2:** Windows 7 (Start Menu Icon is a rainbow) 

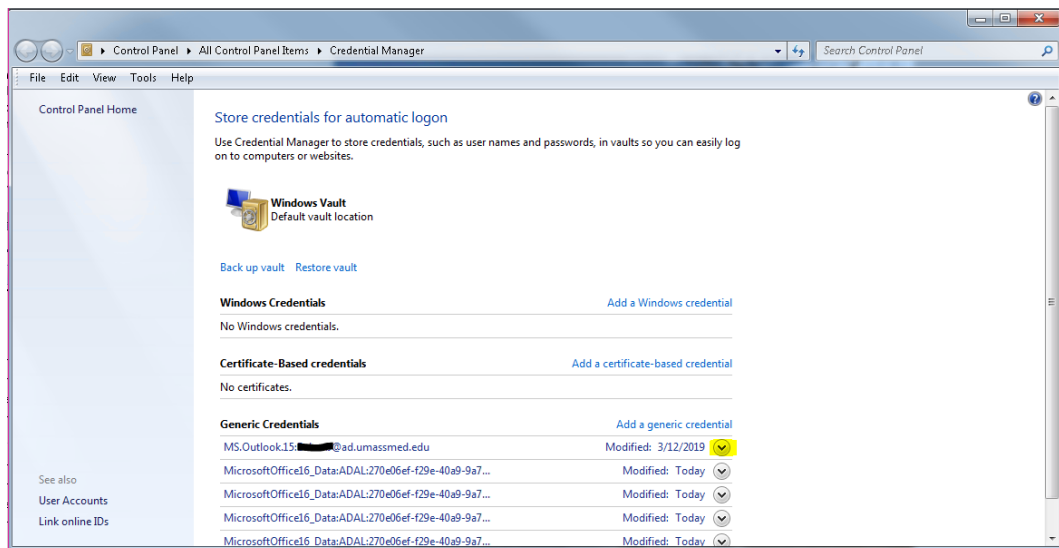**Step 2:** Windows 10 (Start Menu Icon is white) 

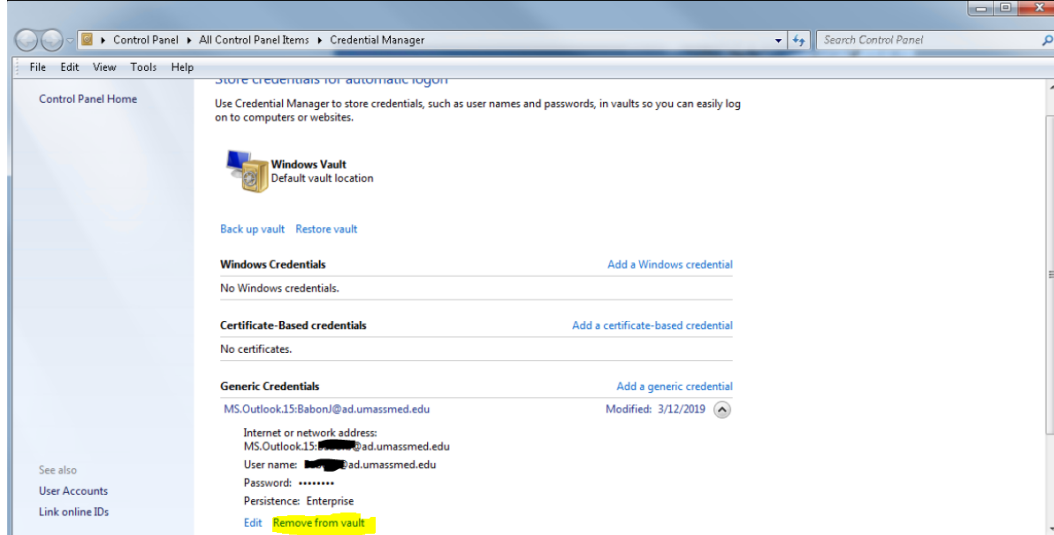## Windows 7 Credential Manager Walkthrough

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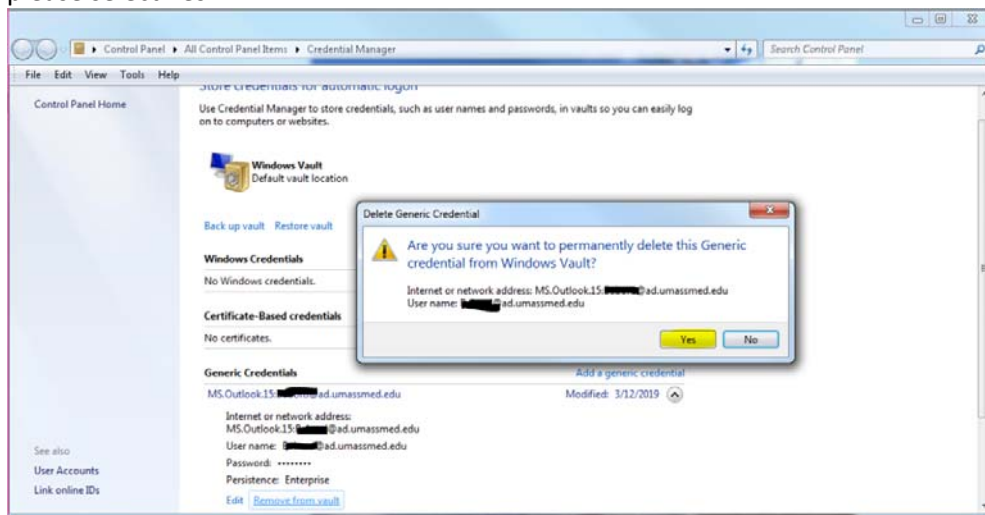


**Step 2b:** When the Credential Manager window opens click the arrow next to the MS.Outlook15:UserID@ad.umassmed.edu

***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



***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: userid@ad.umassmed.edu you must replace this entry with your full e-mail address. FirstName.LastName@umassmed.edu

**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.
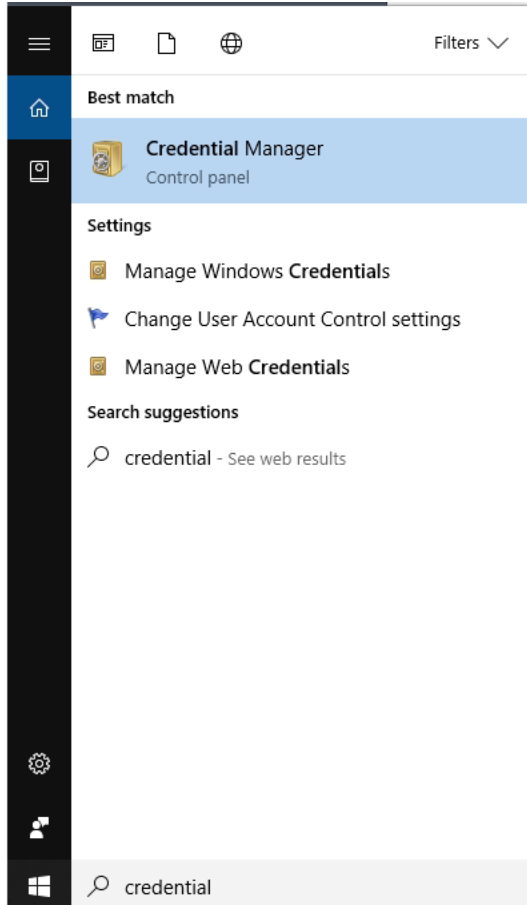Helpdesk Phone: 508-856-8643
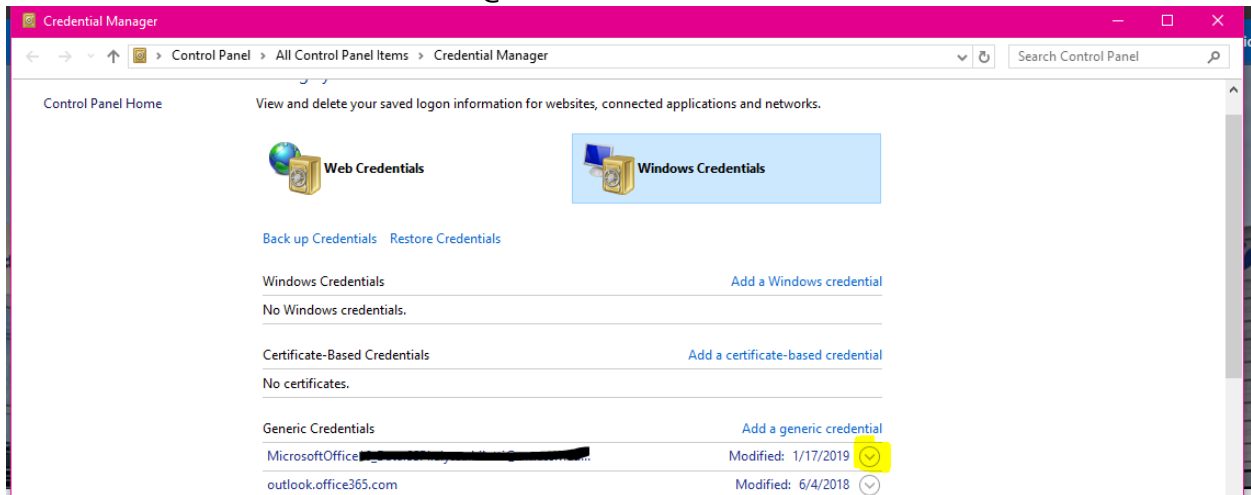Helpdesk E-mail: umwhelpdesk@umassmed.edu
Self-Service Portal: https://umassmed.service-now.com/sp
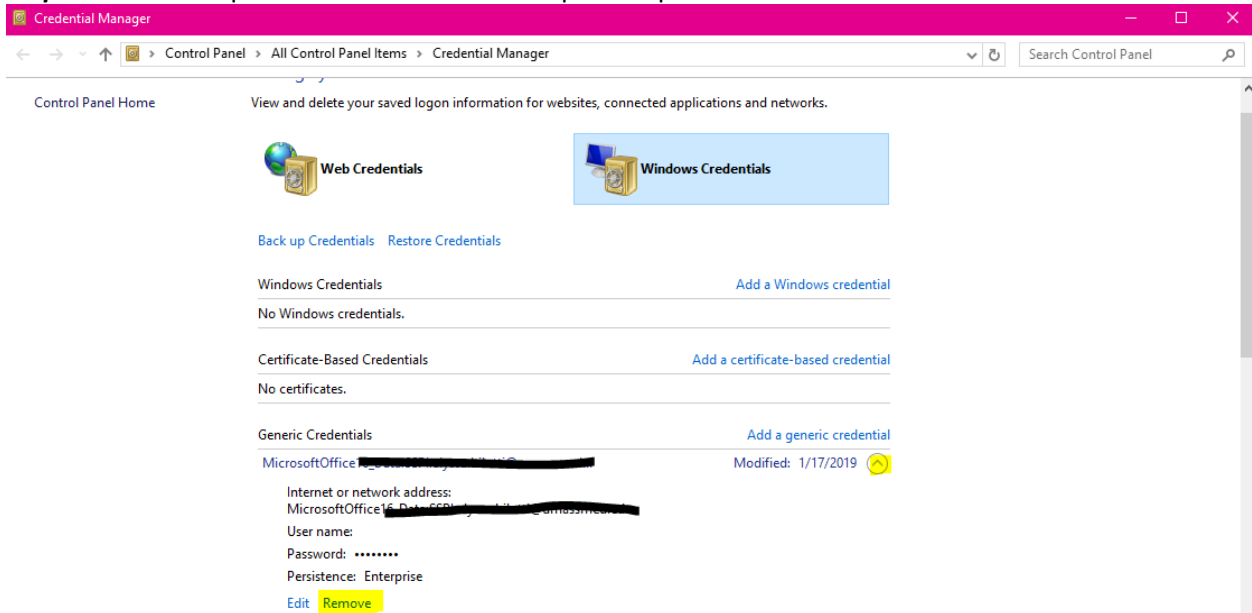
## Windows 10 Credential Manager Walkthrough

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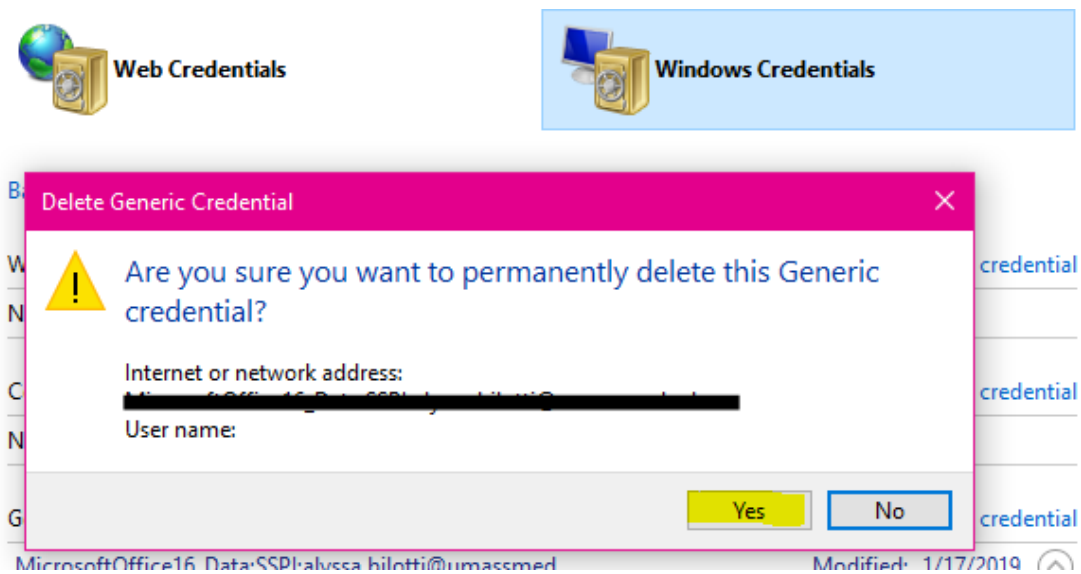


**Step 2b:** When the Credential Manager window opens Click on Windows Credentials and then click the arrow next to the MS.Outlook15:UserID@ad.umassmed.edu

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



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



***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:  userid@ad.umassmed.edu  you must replace this entry with your full e-mail address. FirstName.LastName@umassmed.edu

**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: umwhelpdesk@umassmed.edu
Self-Service Portal: https://umassmed.service-now.com/sp