

## Outlook - force new logon

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### Keywords

E-Mail Outlook credentials password prompt

### Solution (public)

It may happen that Outlook cannot log on to the mailbox properly when the program starts. Either the credentials are requested frequently or the application does not start properly. The reason for this can be, for example, the change of the password or changed Windows login data after booking an Office 365 license.

Then it is necessary to delete the access data stored in the windows system and to provoke the query of the access data specifically.

- Close the application Outlook
  - Search for "Credential Manager" in the search box in the Windows task bar and launch the application.
  - Select "Windows Credentials". Screenshot Windows Credentials Manager
  - In the list of credentials you will find an entry starting with "MicrosoftOffice". Select it by clicking on it.
- The login details will now be displayed and you will be given the option to edit or delete the credentials. Screenshot Windows Credentials Manager - Microsoft Office Entry
- "Remove" the entry.
  - Start Outlook and enter your credentials as stated in our FAQ about setting up your mailbox in Outlook.