Known Issue: Outlook Continuously Prompting for Password (Windows)

If the Outlook client for Windows continuously prompts for password and doesn't seem to accept your correct password, follow the below steps to correct the issue.

Step-by-step guide

The cause of this issue is allowing your Yale Microsoft account to link to your Windows profile on your computer. To resolve:

1. Click the Windows Start button and click on the Gear icon on the left to open the Settings window:

2. Click on "Accounts" from the list.

3. Click on "Access work or school" from the left-side menu.

4. Click to select your Yale email address and click "Disconnect."

5. Close and Reopen Outlook and sign in with your Yale email address and password. On the next page, be sure to un-check the checkbox to allow Windows to manage the account and click this app only (on the left) to continue. If you allow the account to be linked, the issue will occur again.
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