Known Issues: Office Apps Continuously Prompting for Password (Windows)

If Office Apps (such as Outlook or OneDrive) on Windows continuously prompts for password and doesn't seem to accept your correct password, follow the steps below to attempt to correct the issue.

Step-by-step guide

The cause of these issues may be due to allowing your Yale Microsoft account to link to your Windows profile on your computer. To disconnect your Microsoft account from Windows:

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 the Office App the issue was occurring in (Outlook or OneDrive)
   a. Sign in with your Yale email address and password
   b. On the next page:
      * be sure to un-check the checkbox to allow Windows to manage the account
      * click this app only (on the left) to continue
      * NOTE: If you allow the account to be linked, the issue will occur again.
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