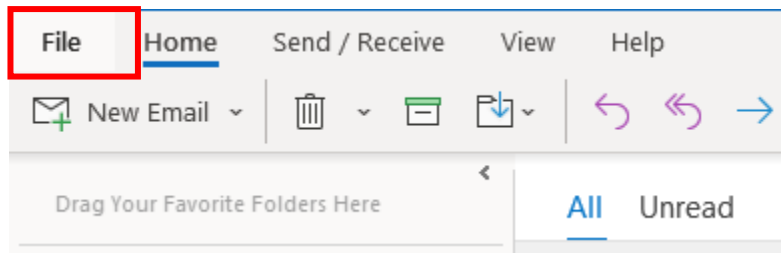
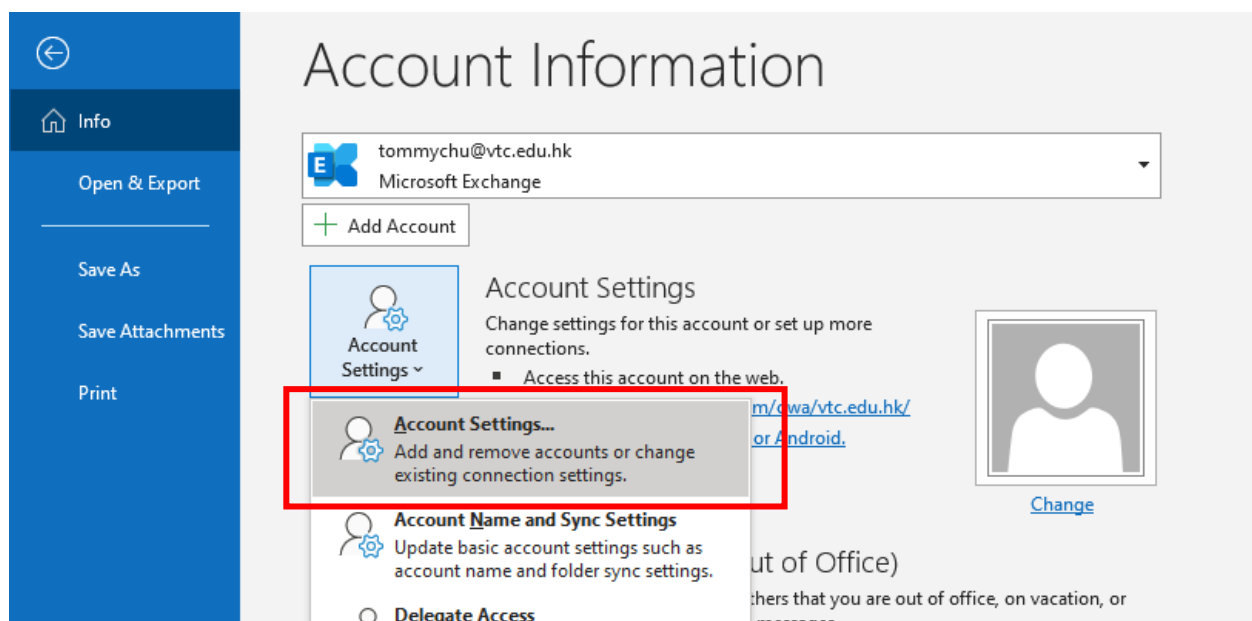


Issue: After departmental account has changed password, outlook disconnect departmental account from server.

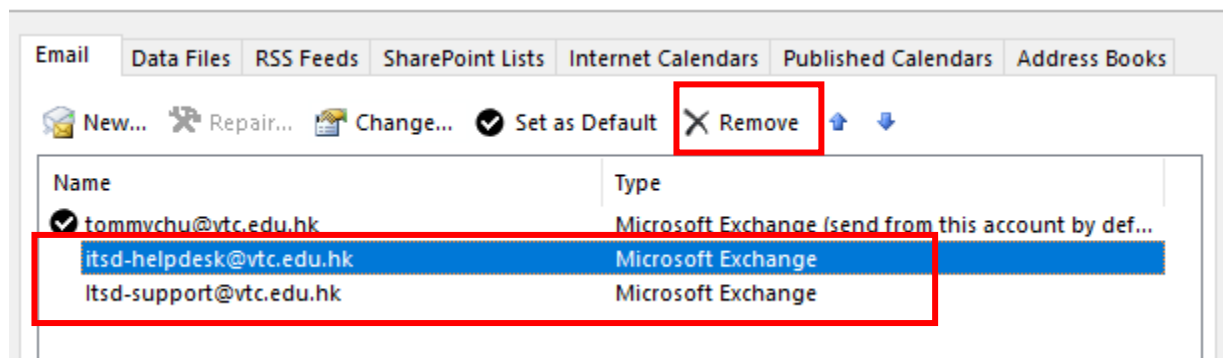
1. In Outlook, go to File



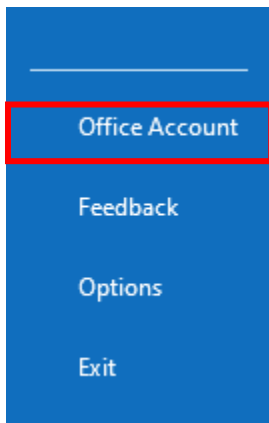
2. Select Info >Account Settings > Account Settings



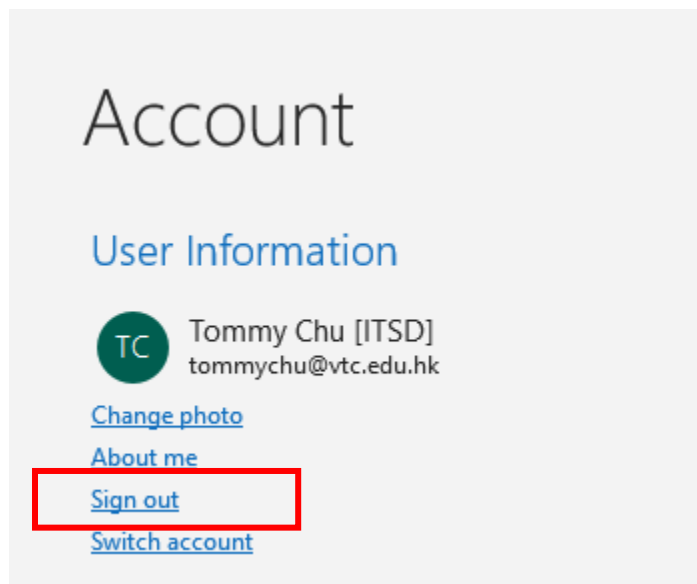
3. Select and remove all other account excepts your staff account. Close the box when you are finished.



4. Go to File > Office Account (at the bottom left)

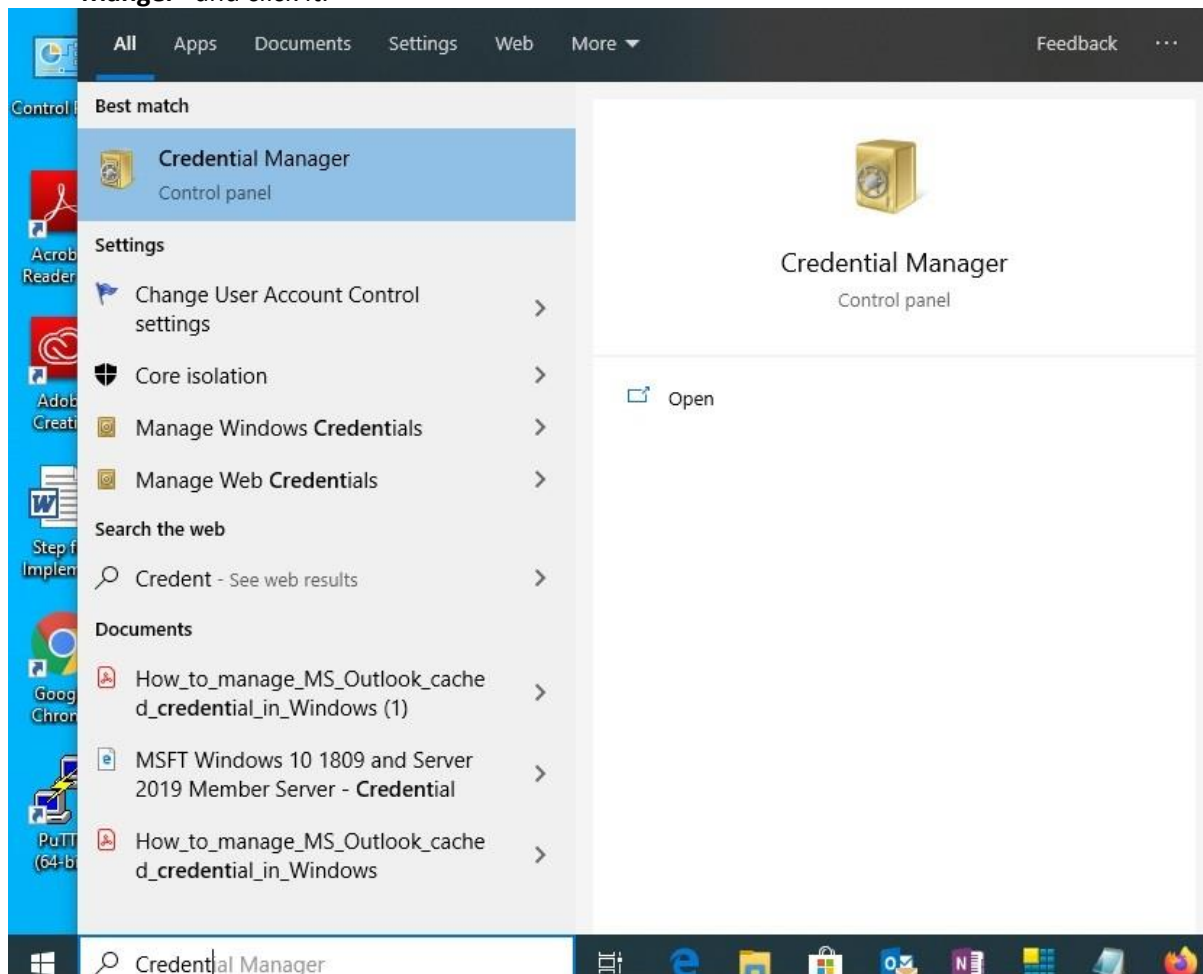


5. Sign out all accounts until no account shows.

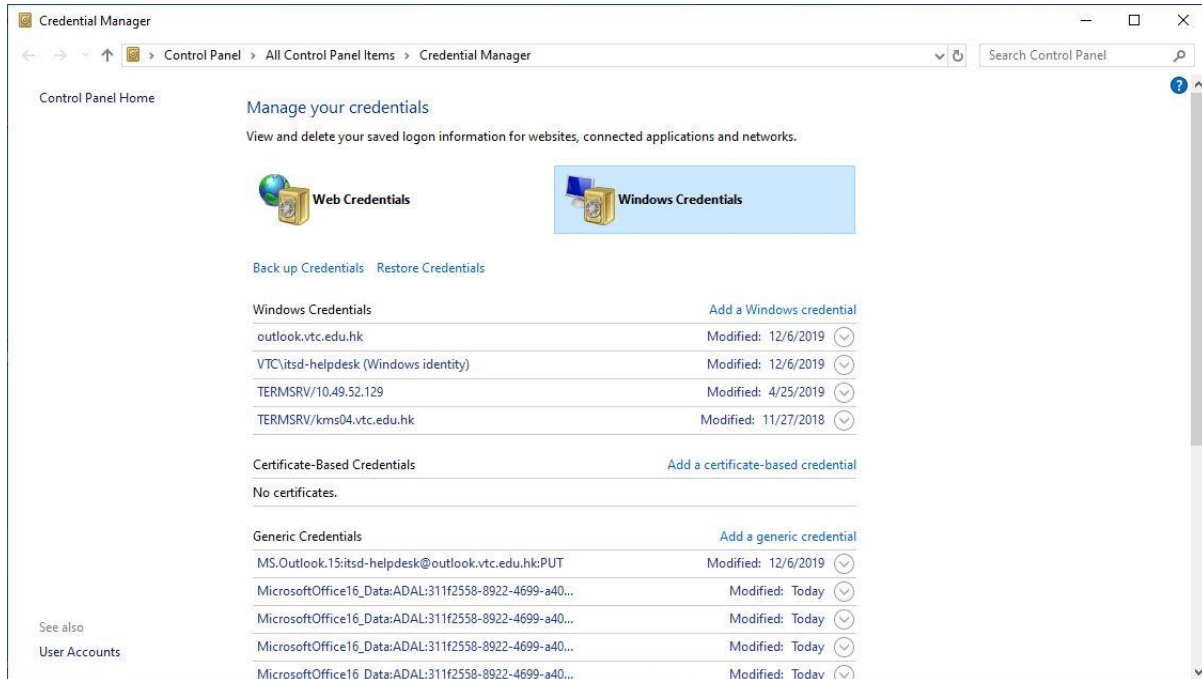


6. Close Outlook.

- Click the Windows ICON on the left bottom corner of your Desktop, then type “**Credential Manger**” and click it.

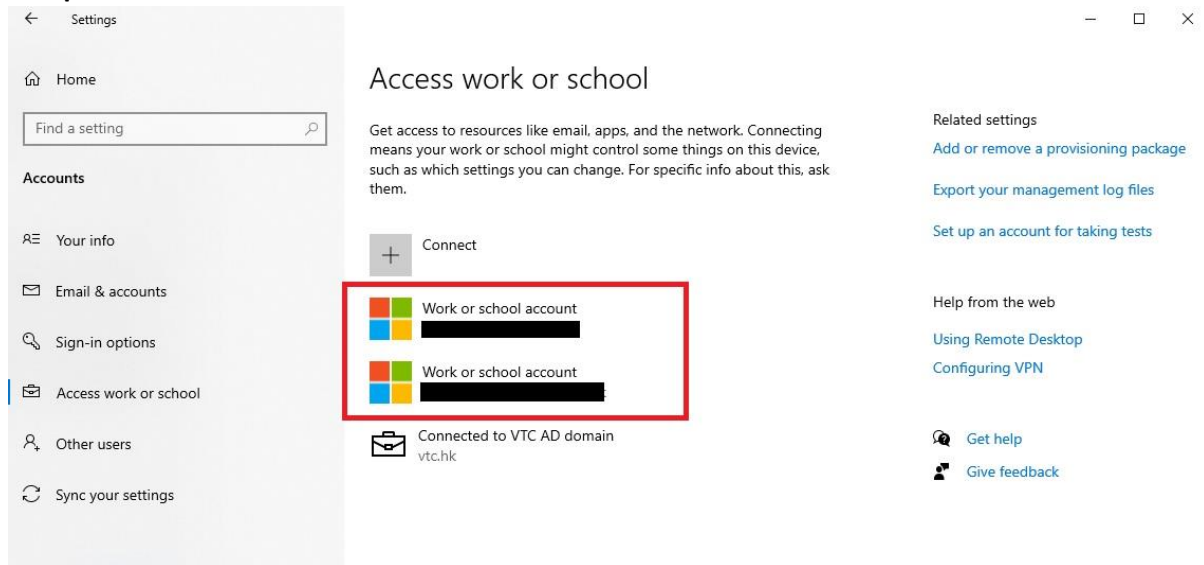


8. After you enter the **Credential Manager**, select **Windows Credentials**, under the **Generic Credentials** section, expand any items with the name start with “**MS.Outlook.15.....**” and “**MicrosoftOffice16.....**” the click the **Remove** button.

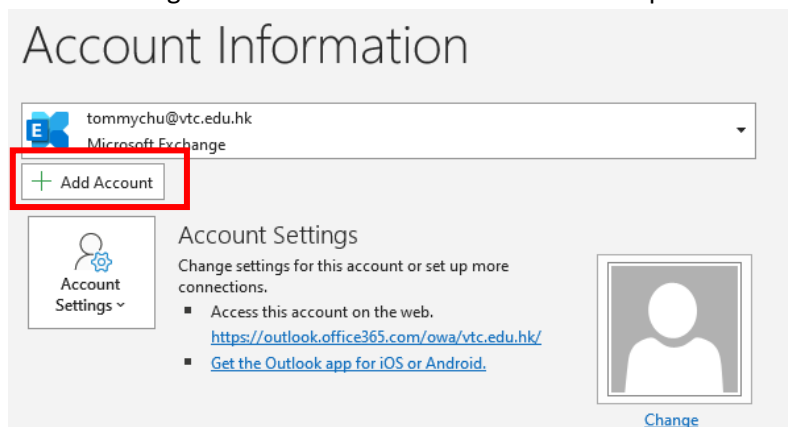


Generic Credentials		<a href="#">Add a generic credential</a>
MicrosoftOffice16_Data:SSPI:200288203@stu.vtc.edu.hk	Modified: 10/20/2021	⌵
MicrosoftOffice16_Data:SSPI:t-stephensze@stu.vtc.ed...	Modified: 10/20/2021	⌵
MS.Outlook.15:info@outlook.vtc.edu.hk:PUT	Modified: 3/3/2021	⌵
MS.Outlook.15:itsd-helpdesk@outlook.vtc.edu.hk:PUT	Modified: 10/20/2021	⌵
MS.Outlook.15:itsd-support@outlook.vtc.edu.hk:PUT	Modified: 10/5/2021	⌵
MS.Outlook.15:itsd-support@webmail.vtc.edu.hk	Modified: 11/22/2021	⌵
MicrosoftOffice16_Data:ADAL:590f50e9-f19c-49e1-94a...	Modified: 9/6/2021	⌵
MicrosoftOffice16_Data:ADAL:590f50e9-f19c-49e1-94a...	Modified: 9/6/2021	⌵
MicrosoftOffice16_Data:ADAL:590f50e9-f19c-49e1-94a...	Modified: 9/6/2021	⌵
MicrosoftOffice16_Data:ADAL:590f50e9-f19c-49e1-94a...	Modified: 9/6/2021	⌵
MicrosoftOffice16_Data:ADAL:590f50e9-f19c-49e1-94a...	Modified: 9/6/2021	⌵

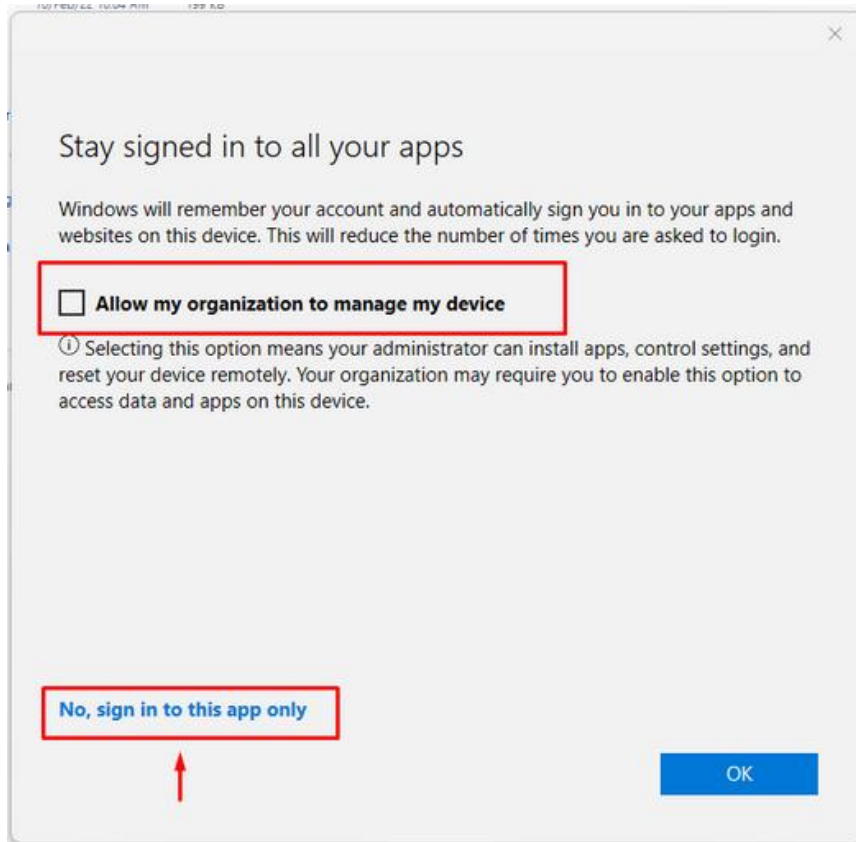
9. Go to Windows Settings > Accounts > Access work or school. Remove all Work or school account **except** "Connected to VTC AD domain".



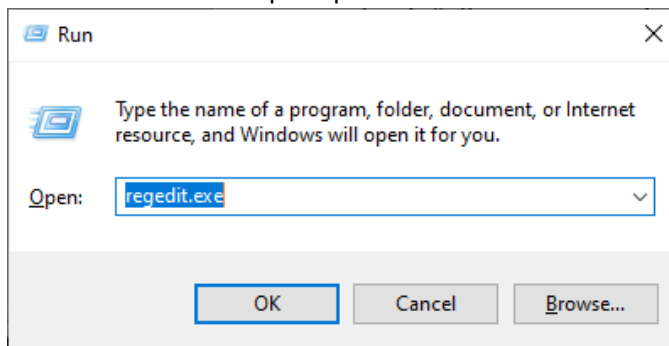
10. Start Outlook and sign in with your staff account.  
11. You can now go to File > Info > Add account to add departmental account.



12. Uncheck “Allow my organization to manage my device” and click “No, sign in to this app only” if below window prompt.

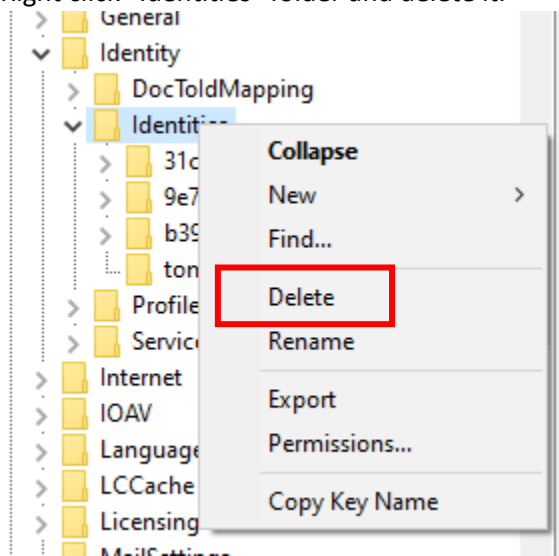


13. If you still cannot sign in departmental account, please repeat step 4 to step 8.  
14. Press “Win + R” key to start Run. Type in “regedit.exe” then press OK.  
15. Press “Yes” if an alert prompt.



16. Go to HKEY\_CURRENT\_USER\Software\Microsoft\Office\16.0\Common\Identity

17. Right click "Identities" folder and delete it.



18. Reboot PC.

19. Repeat step 10 to step 12.

20. If you still cannot sign in departmental account, please repeat from step 4 to step 12.