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.

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Name				Туре	Туре				
🕏 tommvchu@vtc.edu.hk				Microsoft Ex	Microsoft Exchange (send from this account by def				
itsd-helpdesk@vtc.edu.hk				Microsoft Ex	Microsoft Exchange				
ltsd-support@vtc.edu.hk			Microsoft Ex	Microsoft Exchange					

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



5. Sign out all accounts until no account shows.

Account				
User Information				
TC Tommy Chu [ITSD] tommychu@vtc.edu.hk				
Change photo				
About me				
<u>Sign out</u>				
Switch account				

6. Close Outlook.

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

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

Credential Manager				3 <u>822</u>		×
- 🔿 🕆 🗖 Vontro	ol Panel > All Control Panel Items > Credential Manager		ٽ ~	Search Control Panel		Q
Control Panel Home	Manage your credentials				0	2
	View and delete your saved logon information for websites, connect	ted applications and networks.				
	Web Credentials	Vindows Credentials				
	Back up Credentials Restore Credentials					
	Windows Credentials	Add a Windows credential				
	outlook.vtc.edu.hk	Modified: 12/6/2019				
	VTC\itsd-helpdesk (Windows identity)	Modified: 12/6/2019 🕑				
	TERMSRV/10.49.52.129	Modified: 4/25/2019 🕑				
	TERMSRV/kms04.vtc.edu.hk	Modified: 11/27/2018 📀				
	Certificate-Based Credentials	Add a certificate-based credential				
	No certificates.					
	Generic Credentials	Add a generic credential				
	MS.Outlook.15:itsd-helpdesk@outlook.vtc.edu.hk:PUT	Modified: 12/6/2019 📀				
	MicrosoftOffice16_Data:ADAL:311f2558-8922-4699-a40	Modified: Today 🚫				
See also	MicrosoftOffice16_Data:ADAL:311f2558-8922-4699-a40	Modified: Today 😔				
User Accounts	MicrosoftOffice16_Data:ADAL:311f2558-8922-4699-a40	Modified: Today 😔				
1977 - 1979 - 1977 - 197	MicrosoftOffice16 Data:ADAL:311f2558-8922-4699-a40	Modified: Today				

Generic Credentials	Add a generic credential
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 📀

 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.

🖅 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	regedit.exe ~
	OK Cancel <u>B</u> rowse

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.