

Outlook Credential Windows Disappears

If a User reports that their Outlook isn't updating and that it needs a password, but the credential window disappears right after opening, then follow these steps:

I recently solved this issue in our environment (Windows 10 Pro with an Office 365 email account) by clicking the Windows button--> clicking the gear icon (settings)--> Accounts --> Access work or School (list on left side)--> If you see your any account under here other than the AD account remove it. Next time you open Outlook it will prompt for the password (actually pop up the prompt). After you enter the password, Outlook is going to ask you if you want to join it to your Windows account. Say skip for now (as if you join it to Windows, eventually the issue will return). This is an issue with two Microsoft systems not playing well together, and Microsoft really needs to find a solution as I receive a support call for this issue at least a couple of times a week. Screenshot below:

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From <<https://answers.microsoft.com/en-us/msoffice/forum/all/my-outlook-says-need-password-when-i-click-it-it/4d7494f9-a7dd-4ce4-959c-e504f397d230?page=1>>

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