



# How to clear your Exeter login details in Windows Credential Manager

After changing your University of Exeter password, you need to edit or remove any cached login credentials on your computer to prevent your University of Exeter IT account from becoming locked out.

This problem occurs because your old University password is stored in Windows Credential Manager for applications such as **Outlook** and **Lync**, and these applications will automatically and repeatedly attempt to log you in with this old password, which then locks your account.

Note: this also applies to any **personal** computers that you use to access your university Outlook and/or Lync accounts.

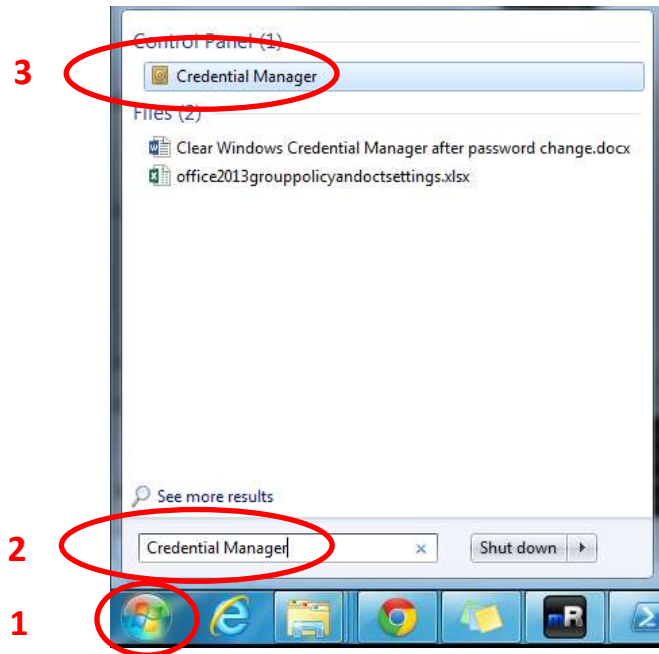
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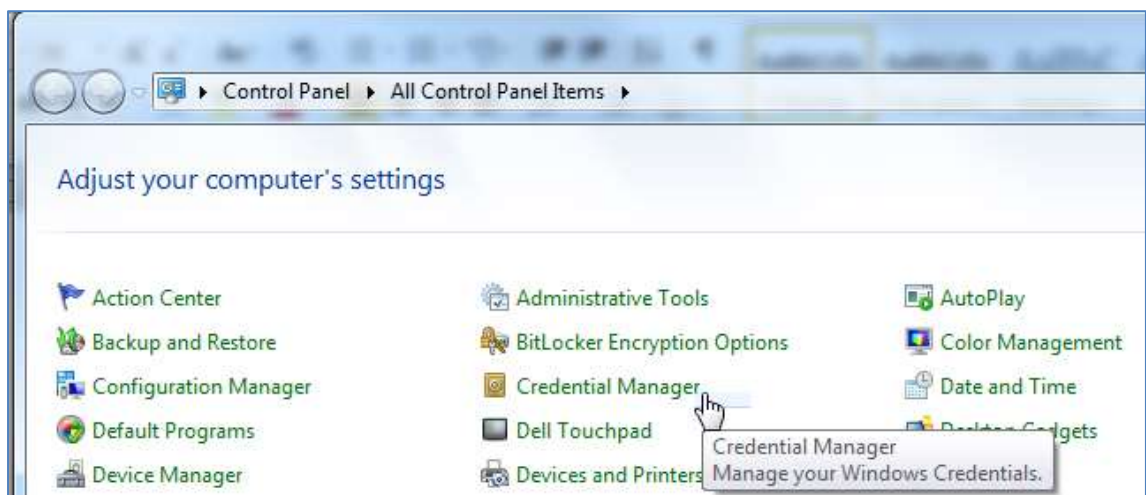
# 1. Accessing Credential Manager in Windows 7

Once you have logged in to Windows 7 :

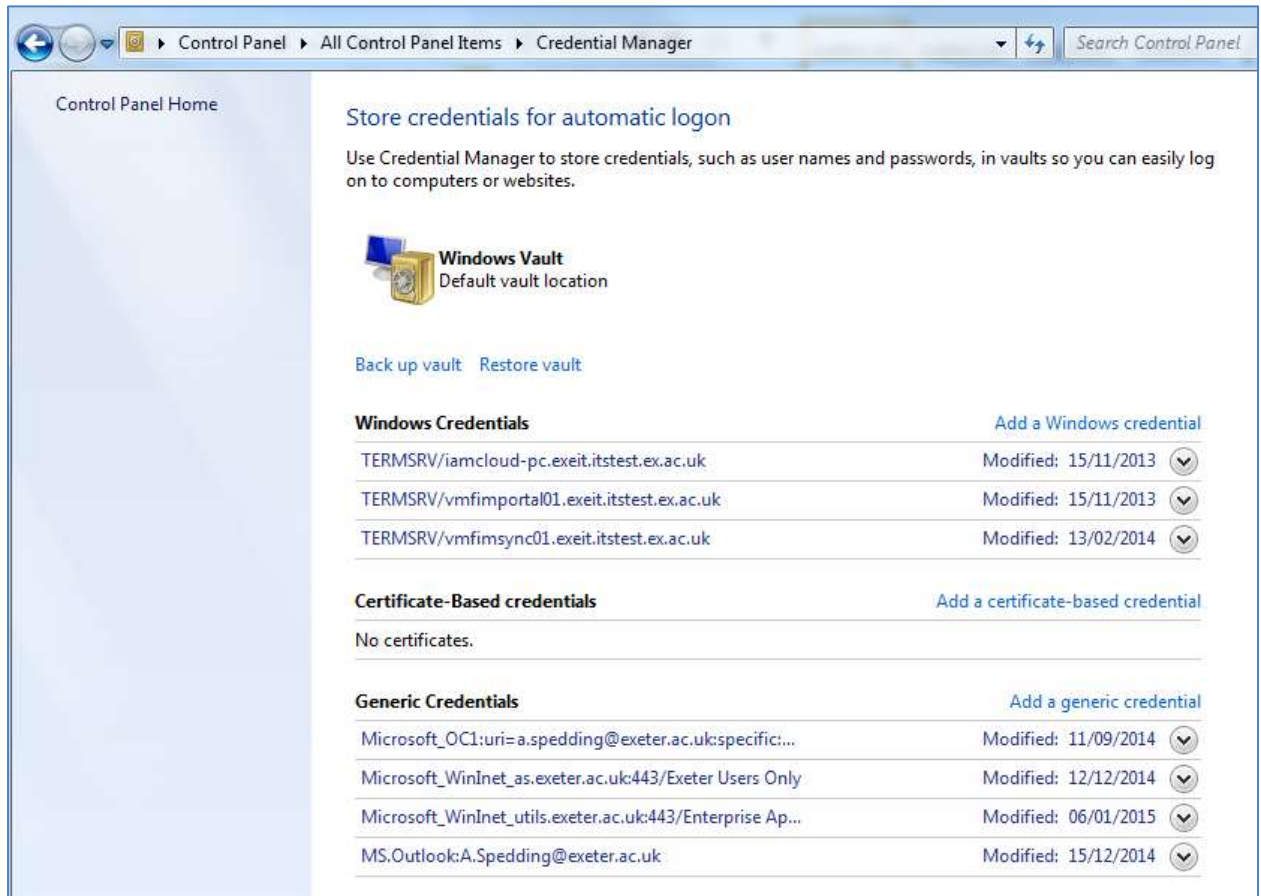
1. Click on **Start**
2. Search for “Credential Manager”
3. Then click on the **Credential Manager** icon at the top of the panel to open it.



Alternatively you can open **Credential Manager** from the Control Panel :



This will then open the **Credential Manager** :

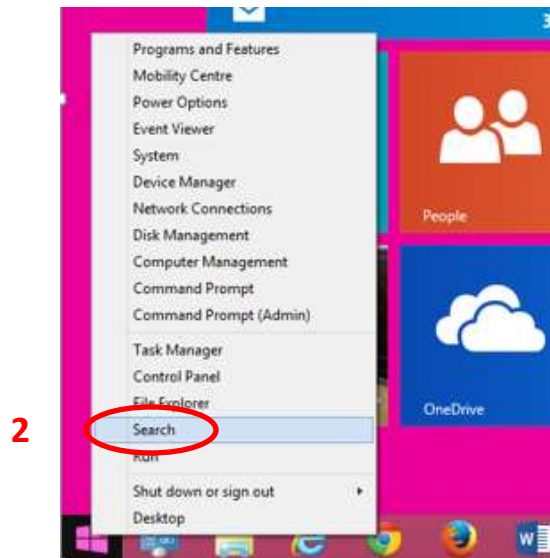


Now go to Section 3 below.

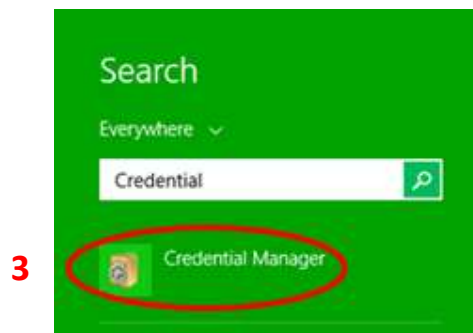
## 2. Accessing Credential Manager in Windows 8

Once you have logged in to Windows 8 :

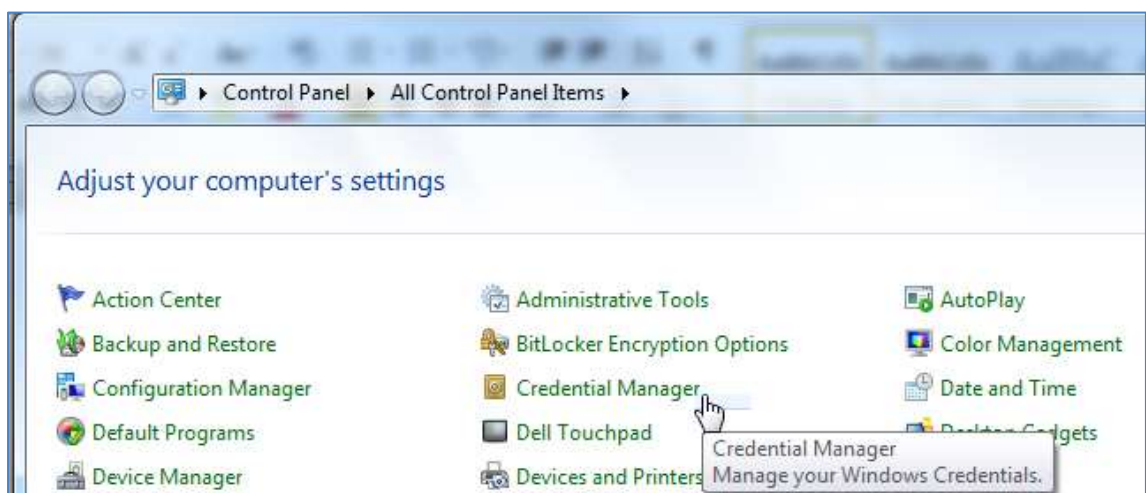
1. Right-click on the white window **Start** icon at bottom left of your screen
2. Click on "Search"



3. Enter "Credential Manager" then click on the **Credential Manager** icon at the top of the panel to open it.





Alternatively you can open Credential manager from the Control Panel :



Then Click on **Windows Credentials** :

**Manage your credentials**  
View and delete your saved log-on information for websites, connected applications and networks.

 **Web Credentials**  **Windows Credentials**

[Back up Credentials](#) [Restore Credentials](#)

**Windows Credentials** [Add a Windows credential](#)

No Windows credentials.

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**Certificate-Based Credentials** [Add a certificate-based credential](#)

No certificates.

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**Generic Credentials** [Add a generic credential](#)

MicrosoftAccount:user=andy.spedding@hotmail.co.uk	Modified: 05/01/2015	⌵
MicrosoftOffice15_Data:live:cid=7f7fac121d0773c1	Modified: 05/01/2015	⌵
MicrosoftOffice15_Data:orgid:a.spedding@exeter.ac.uk	Modified: 14/04/2014	⌵
virtualapp/didlogical	Modified: 03/01/2015	⌵

### 3. Clear your University of Exeter credentials

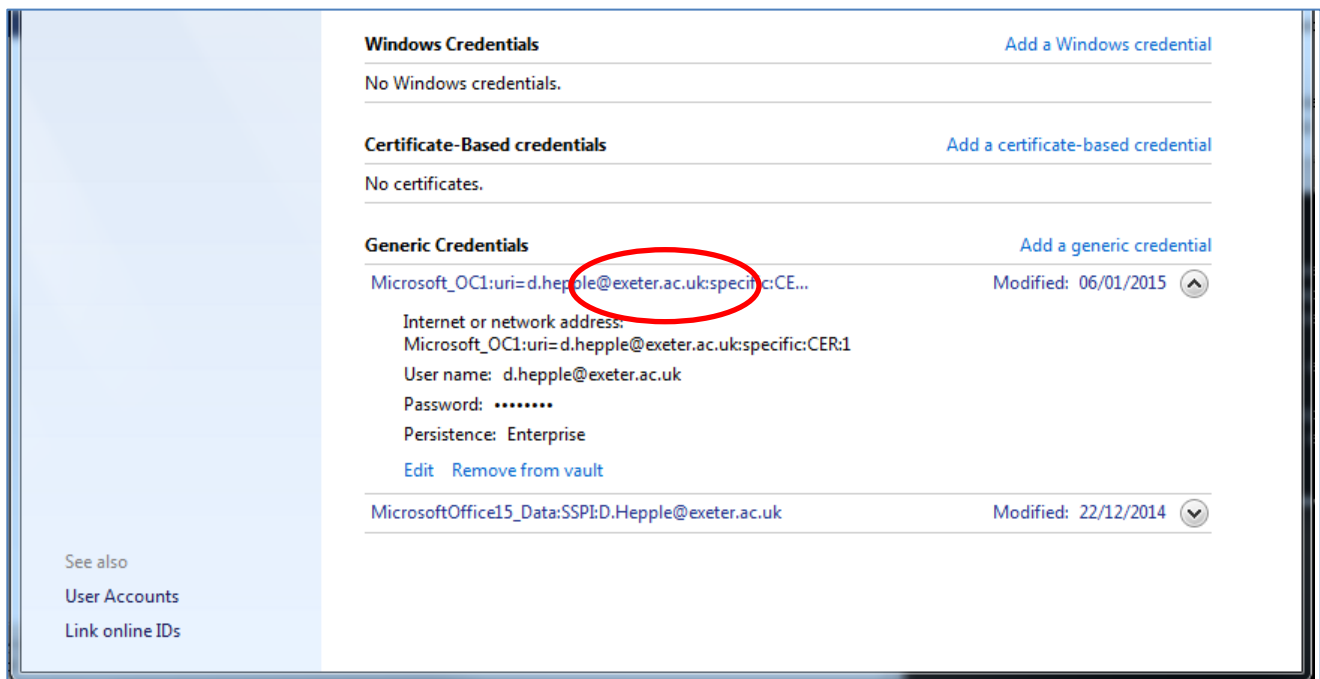
Credential Manager will show you all cached/saved login credentials on your computer.

You need to examine all the **Generic Credentials** to find those relating to **exeter.ac.uk** or **ISAD**

The following table explains what some of the common Generic Credentials actually are:

Credential Name (Prefix)	Description
Microsoft_OC1...	Lync 2010
MicrosoftOffice15_Data...	Office 2013 – including Outlook 2013 & Lync 2013
MS.Outlook...	Outlook 2007 or 2010

Under **Generic Credentials**, you need to either remove or edit **all** credentials that show **exeter.ac.uk** or **ISAD**, as shown in the example below:



#### Remove Credentials

If you decide to remove a credential, then the application that is storing this will simply re-prompt you to enter your login details the next time you open it.

1. Click on the dropdown arrow for each Exeter credential
2. Click **Remove from vault** under the credential
3. Click **Yes** to confirm.
4. Repeat this process for each **exeter.ac.uk** or **ISAD** credential.
5. Once all of them have been removed, you must restart your computer.

## Edit Credentials

Alternatively, you can edit each one of your Exeter credentials to store your new password.



1. Click on the dropdown arrow for each Exeter credential
2. Click **Edit**
3. Enter your new password as shown above
4. Click **Save**.
5. Repeat this process for each **exeter.ac.uk** or **ISAD** credential.
6. You must then restart your computer to ensure your applications refresh their credentials properly.

If you still get failed login attempts after editing these credentials, repeat the process but remove all the **exeter.ac.uk** or **ISAD** credentials rather than editing them.

If you need any further assistance with any of these processes please contact the [SIDesk](#)