

Instructions for clearing your Starbridge credentials from the Windows password vault

This can be used to fix the follow problems:

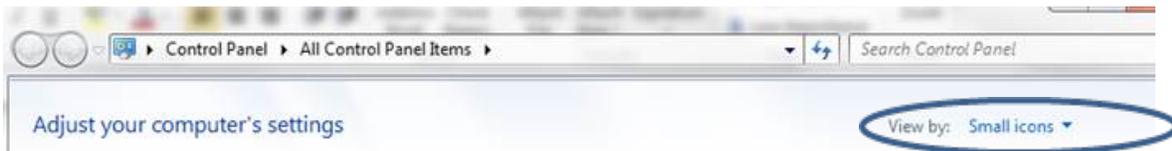
- You have recently reset your computer and email passwords, but you keep getting prompted for your email password in Outlook
- You are unable to see availability on a co-worker's calendar – you should be able to see free/busy for any co-worker's calendar

Click the Start button 

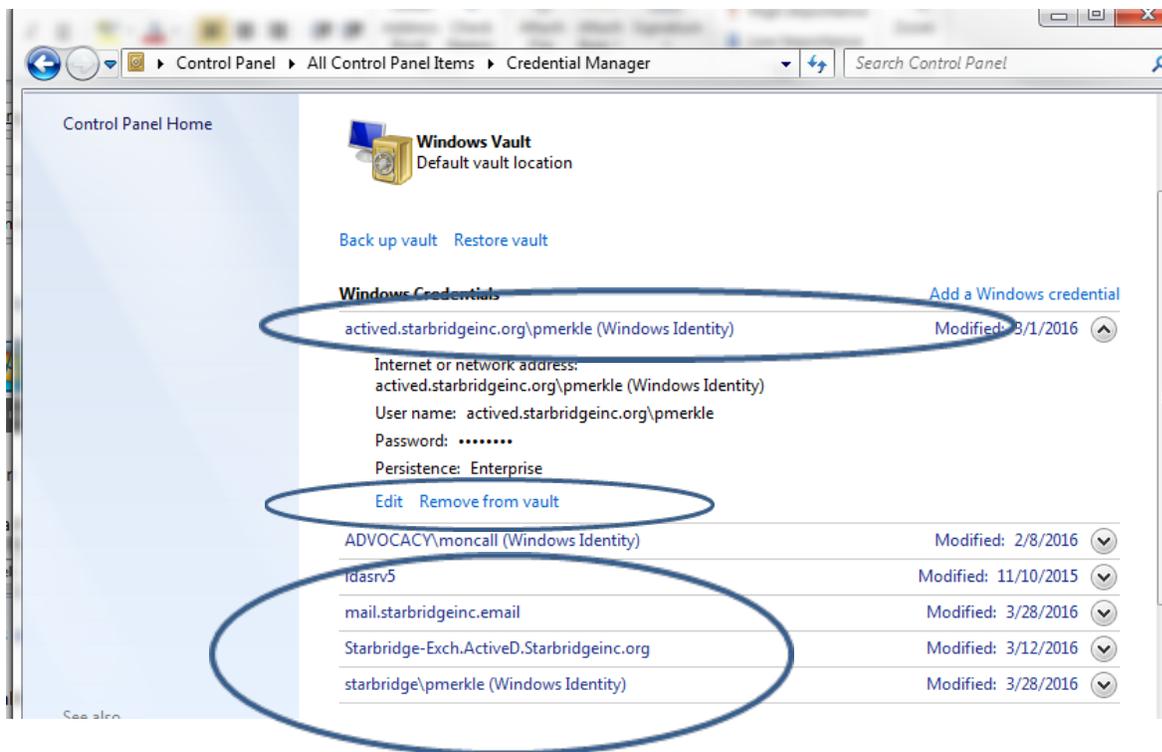
Select Control Panel 

Select Credential Manager  [Credential Manager](#)

If you don't see Credential Manager, you probably need to change the Control Panel view. Be sure it is set to Small Icons



Once you are in Credential Manager, expand any entry for a Starbridge account and select “remove from vault”. In my view below, I would need to update 4 entries.



After you have done this, restart your computer.

Log back in and open Outlook.

You should be prompted for credentials for email. Be sure that the account listed is "starbridge\xxxxx" (this will be **your** username, e.g. starbridge\pmerkle)

If you don't see starbridge\xxxxx, select "use another account" and enter the username of "starbridge\xxxx" (again, use **your** username) Enter your password and check the box for "remember my credentials."