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



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

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Control Panel  All Control Panel Items	- 4 Search Control Panel
Adjust your computer's settings	View by: 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.

Control Panel	All Control Panel Items      Credential Manager	Search Control Panel	
Control Panel Home	Windows Vault Default vault location		
	Back up vault Restore vault		
	Windows Credentials	Add a Windows creder	ntia
<	actived.starbridgeinc.org\pmerkle (Windows Identity)	Modified: 3/1/2016 (	
	Internet or network address: actived.starbridgeinc.org\pmerkle (Windows Identity)		
	User name: actived.starbridgeinc.org\pmerkle		
	Persistence: Enterprise		
<	Edit Remove from vault		
	ADVOCACY\moncall (Windows Identity)	Modified: 2/8/2016 (	•
	rdasrv5	Modified: 11/10/2015 (	•
	mail.starbridgeinc.email	Modified: 3/28/2016 (	•
(	Starbridge-Exch.ActiveD.Starbridgeinc.org	Modified: 3/12/2016 (	•
	starbridge\pmerkle (Windows Identity)	Modified: 3/28/2016 (	~

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."