1. This document will explain how to remove cached (saved) credentials from Mac OS 10.8 and higher for your Microsoft Office O365 installation. This may be needed if you are continuously receiving requests for authentication using old credentials that no longer exist (e.g. authentication from UTORexchange pre-migration to O365).

2. Many cached credentials are stored in the Keychain. You can find the Keychain Access Tool in the Applications > Utilities folder. Once found, launch Keychain Access and select the Passwords category.

3. Scroll down the list of entries and locate any entries for Microsoft Office or Outlook and remove them from the list. This should remove any old credentials from your device. The next time you launch your O365 application, you may be asked to input your current credentials (to be saved in your Keychain).