1. This document will explain how to remove cached (saved) credentials from Windows 7, 8, 8.1 & 10 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. Click on the Start menu, then search for **Control Panel**. Under User **Accounts**, find an option called **Credential Manager**. You should see an option for Web Credentials or Windows Credentials. Select **Windows Credentials**.

3. Search through the list of credentials under **Generic Credentials** and identify any that are listed as “**Microsoft Office**” or “**Outlook**”. If you find one, click on it and click **Remove** to remove the credential. The next time you launch a Microsoft Office application, you may be asked to re-enter your current credentials, but your old credentials should no longer be saved.