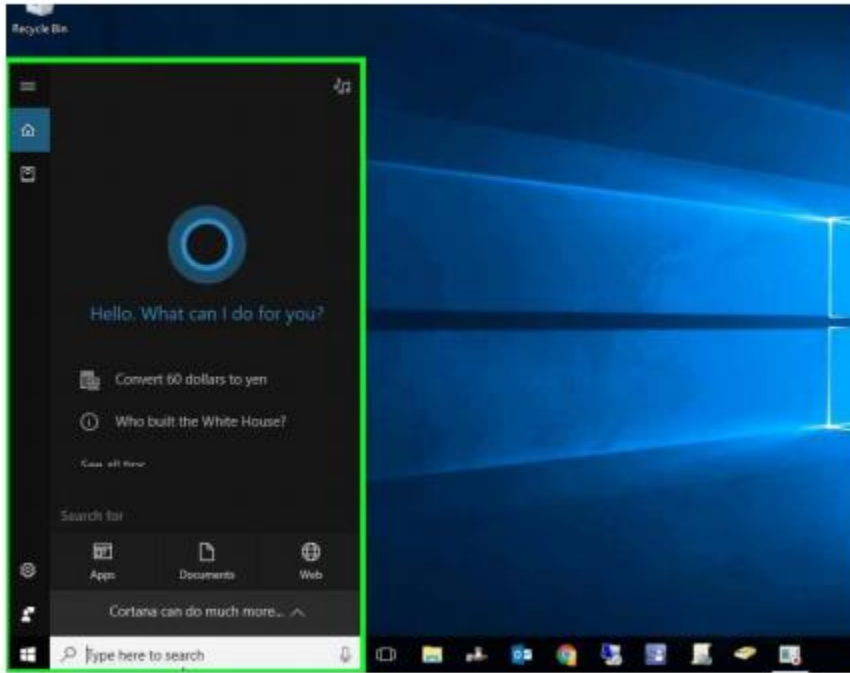
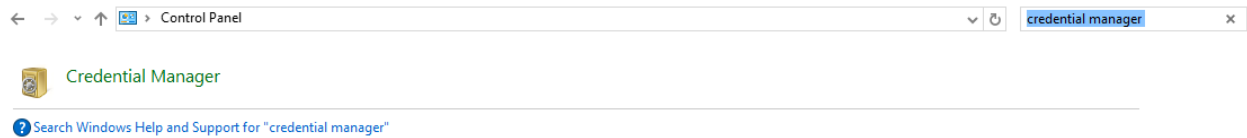


While attempting to set up your mail after removing you mail profile and you encounter a failure to connect to server error please follow the steps below to resolve the issue.

Navigate to Control Panel by searching "Control Panel" In the bottom left search field on your computer



Search for "Credential Manager" in the control panel



Select Windows Credentials



Web Credentials



Windows Credentials

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

Windows Credentials

[Add a Windows credential](#)

TERMSRV/MCLIB_001

Modified: 9/15/2017

Certificate-Based Credentials

[Add a certificate-based credential](#)

No certificates.

Generic Credentials

[Add a generic credential](#)

MicrosoftOffice16_Data:ADAL:ff5452fc-d937-4b95-a34...

Modified: Today

MicrosoftOffice16_Data:ADAL:ff5452fc-d937-4b95-a34...

Modified: Today

MicrosoftOffice16_Data:ADAL:ff5452fc-d937-4b95-a34...

Modified: Today

MicrosoftOffice16_Data:ADAL:ff5452fc-d937-4b95-a34...

Modified: Today

MicrosoftOffice16_Data:ADAL:ff5452fc-d937-4b95-a34...

Modified: Today

MicrosoftOffice16_Data:ADAL:ff5452fc-d937-4b95-a34...

Modified: Today

virtualapp/didlogical

Modified: 2/1/2018

Remove any Microsoft Office Generic Credentials





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

Windows Credentials

[Add a Windows credential](#)

TERMSRV/MCLIB_001

Modified: 9/15/2017

Certificate-Based Credentials

[Add a certificate-based credential](#)

No certificates.

Generic Credentials

[Add a generic credential](#)

MicrosoftOffice16_Data:ADAL:6678f662-4050-4246-ad...

Modified: Today

Internet or network address:

MicrosoftOffice16_Data:ADAL:6678f662-4050-4246-ad14-07b460...

User name:

Password:

Persistence: Local computer

[Edit](#)

[Remove](#)

MicrosoftOffice16_Data:ADAL:6678f662-4050-4246-ad...

Modified: Today

MicrosoftOffice16_Data:ADAL:6678f662-4050-4246-ad...

Modified: Today

MicrosoftOffice16_Data:ADAL:6678f662-4050-4246-ad...

Modified: Today

When the "Yes" "No" prompt appears please select yes



Are you sure you want to permanently delete this Generic credential?

Internet or network address:

MicrosoftOffice16_Data:ADAL:6678f662-4050-4246-ad14-07b46037a6a1@@@2.00...

User name:



If you delete the wrong credential the worst that can happen is that you have to re-enter your password to something.

Open outlook and it will go through the steps to create your profile the "Auto Account Setup"

But this time it will ask you for your password