

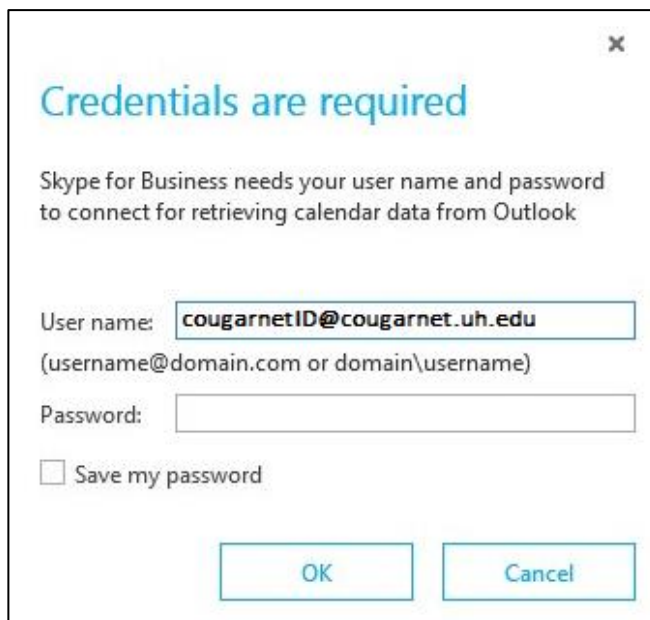
## Managing Your CougarNet Password

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A dialog box requesting your CougarNet password might appear for several reasons:

- Your O365 exchange mailbox needs credentials to allow Skype for Business to sync conversation history and voicemail.
- You changed your CougarNet password on one device; your other devices require the new Password, so change the immediately.
- You are using Skype for Business or Outlook on an off-campus network.
- Skype for Business or Outlook was open overnight during maintenance to the Skype for Business/Exchange servers.
- Your CX600 displays a yellow triangle, which means no Exchange integration.
- It is your first-time signing-in to Skype for Business.

If one of the above situations proves true, a Skype for Business or Windows Security dialog box similar to the one below might repeatedly appear requesting your CougarNet password.



**Credentials are required**

Skype for Business needs your user name and password to connect for retrieving calendar data from Outlook

User name:   
(username@domain.com or domain\username)

Password:


Save my password


Here are some tips to prevent the dialog box from repeatedly appearing:

- In the username field, type your **CougarNetID@cougarnet.uh.edu**.
- If you have ever selected Remember my credentials and you use Windows 7, perform the following: open **Control Panel** -> **User Accounts** -> **Credential Manager** and delete the entry for Outlook by clicking Remove from vault.

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Generic Credentials	<a href="#">Add a generic credential</a>
MS.Outlook.15:cmeenava@CougarNet.UH.EDU	Modified: 5/10/2017 
Internet or network address: MS.Outlook.15:cmeenava@CougarNet.UH.EDU	
User name: cmeenava@CougarNet.UH.EDU	
Password: .....	
Persistence: Enterprise	
<a href="#">Edit</a> <a href="#">Remove from vault</a>	



If the yellow yield sign still appears or if your phone displays Exchange Integration Not Available, sign-out of your phone and allow your computer to sign-in to the phone. To sign-out of the phone:

- Press the **Menu** button.
- Select **Switch User**.
- Select **Yes**.
- Enter your **CougarNet password** in the dialog box on your computer.

If your CX600 phone is not tethered to a computer via USB (this is the case with all Mac users) or if the phone is not attached to a computer, you will always see a yellow yield sign on your phone.

