

Managing Your CougarNet Password

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

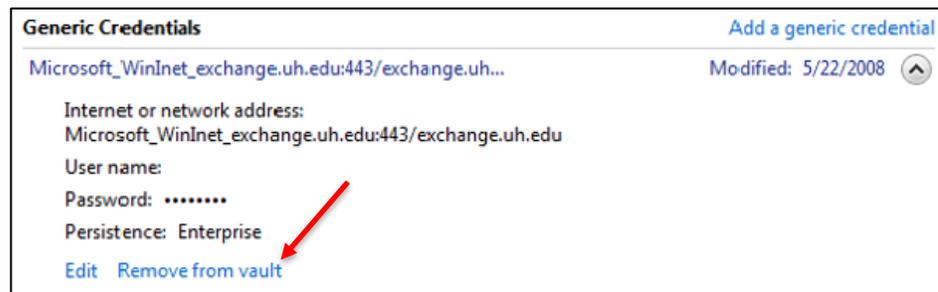
- Your O365 exchange mailbox needs credentials to allow Skype for Business to sync conversation history and voicemail.
- You changed your CougarNet password on one device; your other devices require the new password, so change them immediately.
- You are using SFB or Outlook on an off-campus network.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

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.



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. **Note:** Depending on your version of Office, you may just need to click Remove.



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.