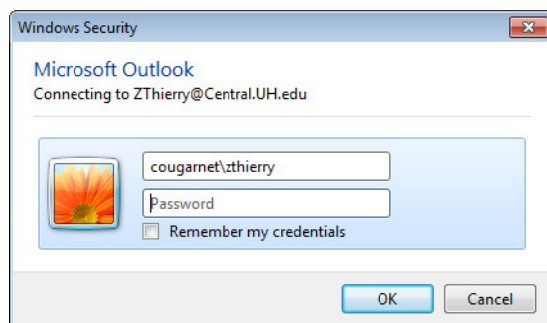


Managing Your CougarNet Password

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

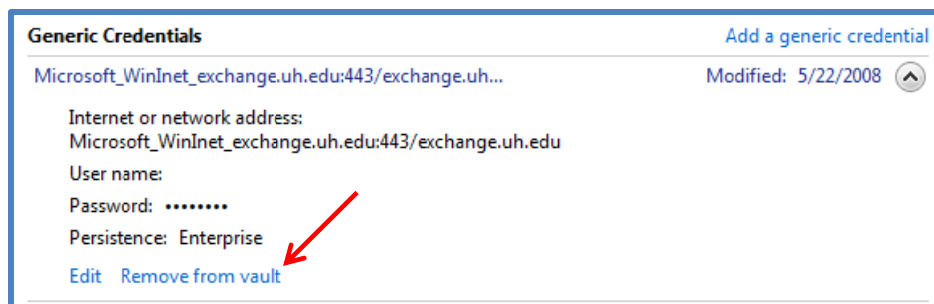
- You changed your CougarNet password on one device; your other devices require the new password, so change them immediately.
- You are using Lync or Outlook on an off-campus network.
- Lync or Outlook was open overnight during maintenance to the Lync/Exchange servers.
- Your CX600 displays a yellow triangle which means no Exchange integration.
- It is your first time signing-in to Lync.

If one of the above situations proves true, a Lync 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:

- Never select **Remember my credentials**.
- In the username field, put **cougarnet** before your CougarNet ID.
- 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**.



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.