

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 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 to 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:

- 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.

Generic Credentials

[Add a generic credential](#)

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
[Edit](#) [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 CXX600 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.

