Repeated lockouts after changing Email password

If you get continual lockouts after changing your Active Directory password, there are several possible reasons. Two of the most common are using other devices to access your email and stored passwords in the credential manager of windows.

The following webpage has suggestions about the best way in which to change your email password. [http://www.einstein.yu.educenters/cancer/default.aspx?id=39576](http://www.einstein.yu.educenters/cancer/default.aspx?id=39576)

There is also a video tutorial on how to change your email password in OWA located here: [http://www.screencast.com/t/dc6yUQb2u](http://www.screencast.com/t/dc6yUQb2u)

Suffice it to say that you need to put ALL devices (phones, tablets, laptops, computers, etc) that use your YUAD credentials in any way (email, YUWireless, banner, etc) either on airplane mode or turned off completely. iPhones will ask for the new password when they come off airplane mode, if you are using the built-in email program. Android phones will do the same depending on the email program you use. The “best” way to be sure nothing will lock you out after changing your password is to have each device delete the email account (exchange email is kept on the server anyway), and not be connected to the network/wireless until you are finished changing the password. This includes any machines that may connect to YUAD from home.

Alternately the wiper tool can be used on windows machines to achieve the same results as below. This can be downloaded at [https://gallery.technet.microsoft.com/scriptcenter/Clear-Cached-CredentialsPassword981564bf](https://gallery.technet.microsoft.com/scriptcenter/Clear-Cached-CredentialsPassword981564bf).

If you have any questions regarding this, please consult your DBIT or the helpdesk.
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Windows Credential Manager
Take these steps to first backup, then delete all your saved passwords (you will need to resave any passwords you normally do not need to enter).

In Windows 7:

1. Left click on the start ball in the lower left corner of your screen
2. Either click on Control Panel, or expand the Control Panel menu
3. Select User Accounts
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4. Click the Menu item on the left hand side of the dialog labeled “Manage your credentials”

5. Select “Back up vault” under the Windows vault Icon
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a. Click the Browse button in the resulting window

b. Select a directory where you would like to backup your windows logon information and make sure you are INSIDE that folder (you can create a new folder if you wish)
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c. Type the name of the backup file

d. Click the save button
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e. Click the Next button

f. Press CTRL+ALT+DEL

g. Enter a password twice (the same one)

h. Press Next

6. To Delete the current credentials
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a. Click the down arrow to the right of each entry

b. Click the “Remove from vault” link
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c. Click “Yes” to confirm and the credential will be gone

d. Repeat a-c with EACH saved credential

7. Reboot your computer

Windows 10

1. Left click on the start in the lower left corner of your screen
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2. Put your mouse in an empty space and type Credential, then press enter

3. Select Windows Credentials by clicking on it
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4. Select Back up Credentials by clicking the link.

5. Click the browse button to select the folder/file you want to save your backup to.

a. Select a directory where you would like to backup your windows logon information and make sure you are INSIDE that folder (you can create a new folder if you wish)
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b. Type the name of the backup file

c. Click the save button
d. Click the Next button
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e. Press CTRL+ALT+DEL

f. Enter a password twice (the same one)
g. Press Next

6. To Delete the current credentials
   a. Click the down arrow to the right of each entry
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b. Click the “Remove” link

c. Click “Yes” to confirm and the credential will be gone

d. Repeat a-c with EACH saved credential

7. Reboot your computer