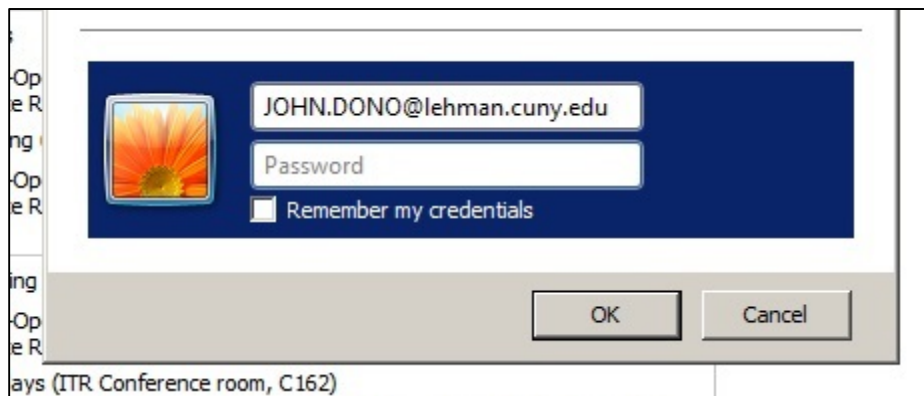


Adjust Outlook Desktop Settings to Suppress Repeated Password Prompts

February 5, 2016

The images in these instructions were obtained using Outlook 2013 and Windows 7 Professional. You may see slightly different prompts depending on your version of Outlook and Windows, and the configuration of your system.

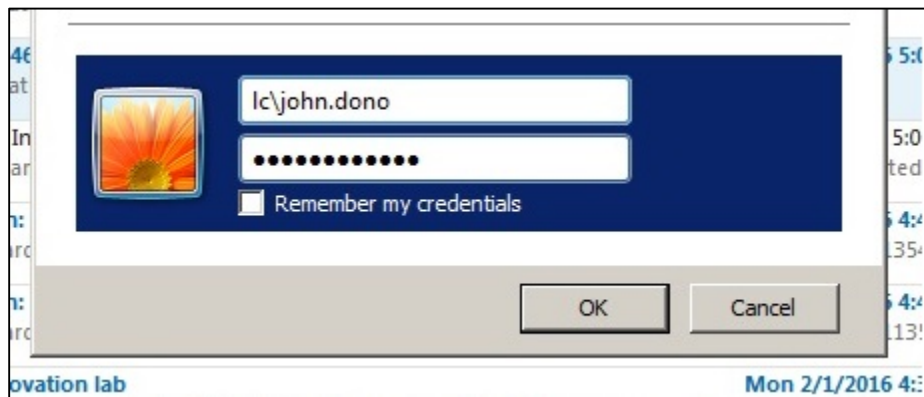
1. You may repeatedly receive a prompt similar to the following despite entering what you know to be the correct password. (You can test your password on the webmail interface – <http://mail.lehman.edu> – or with the Password Manager – <http://www.lehman.edu/sspm>.)



2. To prevent this prompt from being displayed, change the text in the textbox that currently contains your email address to

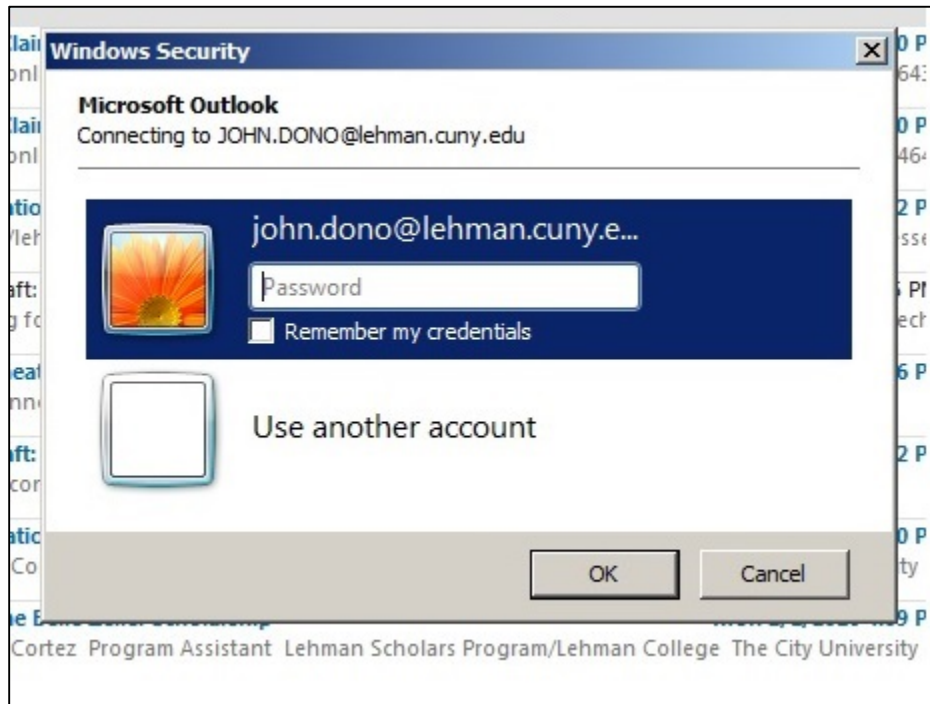
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followed by your Lehman Login (the first part of your email address to the left of “@”). This is generally firstname.lastname. Enter your password. Click on **OK**.



This modification does not change your actual email address. Your email address remains firstname.lastname@lehman.cuny.edu.

3. The first prompt you receive might not allow you to edit the email address.



In this case, enter the correct password and click **OK**. The next prompt should allow you to edit the username field as shown in 2 above.