

Why won't Outlook save my Exchange mailbox password?

Article Number: 245 | Rating: 2/5 from 1 votes | Last Updated: Thu, Apr 23, 2015 at 11:40 AM

Sometimes, Microsoft Outlook will not save an Exchange mailbox password even when the 'Save Password' option is selected. This is usually caused by your computer being not joined to the same domain as the Exchange server.Â If your Exchange server was on-site, both your computer and the server would have the same domain, but with a hosted Exchange account, your Exchange server is on a different domain than your computer. To match up your computer and your server: Go to the Start menu Go to the Control Panel Click 'User Accounts' If you are using Windows XP: Select the User Account you use Select 'Related Tasks' Select 'Manage My Network Passwords' If you are using Windows Vista: Click 'Manage Network Passwords' If you are using Windows 7: Click 'Manage Your Credentials' Remove the existing saved credentials for Exchange, if they exist Click 'Add' In the 'Server' field, enter: *.outitgoes.com Enter in your email address for User Name Enter in your password for Password Click 'Add' again In the 'Server' field, enter: *.exchange-outitgoes.com Enter in your email address for User Name Enter in your password for Password Save all your new details

Posted - Fri, Mar 13, 2015 at 11:42 AM.

Online URL:

<https://www.heartinternet.uk/support/article/why-won-t-outlook-save-my-exchange-mailbox-password.html>