Why won’t Outlook save my Exchange mailbox password?

Article Number: 245 | Rating: 2/5 from 1 votes | Last Updated: Fri, Sep 18, 2026 at 3:57 PM
Sometimes Microsoft Outlook will not save your Exchange mailbox password, even when you select Remember my password. You can resolve this by removing the existing Exchange credentials from Windows Credential Manager and adding them again. Remove and re-add your Exchange credentials: 1. Close Microsoft Outlook.
2. Open Control Panel.
3. Select Credential Manager.
4. Select Windows Credentials.
5. Remove any existing credentials relating to your Exchange mailbox.
6. Select Add a Windows credential.
7. In Internet or network address, enter: *.outitgoes.com
8. In User name, enter your full email address.
9. In Password, enter your Exchange mailbox password.
10. Select OK.
11. Select Add a Windows credential again.
12. In Internet or network address, enter: *.exchange-outitgoes.com
13. In User name, enter your full email address.
14. In Password, enter your Exchange mailbox password.
15. Select OK.
16. Open Microsoft Outlook and try to connect to your mailbox again.

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