

What to do when you try to connect to Microsoft 365 through Outlook and it repeatedly asks for your password?

When you attempt to establish an Outlook profile or connect to a Microsoft 365 mailbox, Outlook repeatedly asks for your login information while displaying the message "trying to connect...". The following error notice appears if the credentials prompt is dismissed:

*The connection to Microsoft Exchange is unavailable. Outlook must be online or connected to complete this action.*

This issue can arise if the Microsoft Exchange dialogue box's **Security** tab's Logon network security setting is not set to **Anonymous Authentication**.



Learn how to connect Microsoft 365 through Outlook when it repeatedly asks for your password by following the below steps:

#### For Outlook's most recent versions

##### Step 1: Run a Microsoft self-diagnosis tool

You might be a Microsoft 365 customer if you try to connect to an Exchange Online mailbox and receive the issue mentioned above. Additionally, you might already be using Outlook 2013 or Outlook 2016. You can do diagnostics to identify the error that might be causing the error if both conditions are satisfied. The diagnostics will run automated checks and offer potential fixes for the issue they discover. Choose **Diag: Outlook keeps asking for my password** to launch the diagnostic.

**Note:** If you are unable to download, run the Microsoft office 365 diagnostic tool and then connect with Ace Support Team so that we can run it for you.

#### For Outlook versions that are impacted

To resolve this issue, if you are using an older version of Outlook, switch the Logon network security setting to **Anonymous Authentication**. Follow these steps to accomplish this:

Step 1: Close Outlook.

Step 2: Launch Control Panel and click **Start**.

Step 3: Double-click **Mail** in the Control Panel.

Step 4: Select your Outlook profile by clicking **Show Profiles**, and then click **Properties**.

Step 5: Click **Email Accounts**.

Step 6: Click **Change** after choosing your email account.

Step 7: Click **More Settings** in the **Change Account** dialogue box.

Step 8: Choose the **Security tab** in the **Microsoft Exchange** dialogue box.

Step 9: Choose **Anonymous Authentication** from the Logon network security list, then click **OK**.

Step 10: On the **Account Settings** dialogue box, click **Next**, **Finish**, and finally **Close**.

Step 11: To close the Mail control panel, click **OK** after selecting **Close** in the **Mail Setup** dialogue box.

### **Benefits:**

Here're the 4 benefits of resolving the error:

- **Streamlined Workflow:** Connecting Microsoft 365 through Outlook helps you in accessing emails, calendars, contacts, and tasks in one location is made possible by connecting to Microsoft 365 through Outlook.
- **Enhanced Productivity:** You can work uninterrupted for longer periods of time by addressing persistent password prompts, which will increase your productivity.
- **Real-Time Collaboration:** As Outlook is integrated with Microsoft 365, it is possible to collaborate with coworkers in real-time, which improves communication and teamwork.
- **Synchronized Data:** By establishing a connection through Outlook, you can guarantee that your emails, calendar events, and contacts will be synchronized automatically between all of your devices, resulting in a dependable and current experience.

### **Conclusion:**

Using Microsoft 365 through Outlook offers a complete range of features and capabilities that can improve your email management, collaboration, productivity, and security, making it an excellent choice for both people and organizations.

If you're still having trouble connecting Microsoft 365 through Outlook when it repeatedly asks for your password and need more help, feel free to contact us at +1-855-223-4887.