

GSD. Outlook - Office Application Keeps Prompting to Authenticate

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General Information:

Possible symptoms/errors:

Users want to know what to know about Device in Quarantine after Outlook Installation on Mobile Device

Alternative names of the system:

Outlook 2016

IMPORTANT NOTICE:

n/a

Solution:

This article describes how to resolve an issue where user keep getting a window to authenticate or enter their credentials like email & password repeatedly. It can happen to any Office application e.g. Word, Excel, PowerPoint or Outlook as follows:

Details:

1. The primary way of fixing this issue is to repair user Office 365 client. To do this, follow the steps on How to Repair Microsoft Office article.

NOTE: Local admin rights are needed before repair can be performed. Link on requesting local admin rights is also indicated on the article.

2. After the repair has been completed, restart your computer.

3. Once your machine has booted up, reopen any O365 application and the issue should have been fixed.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A