

Outlook keeps prompting me to login

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Follow the below instructions if you keep getting prompted to log into Outlook.

Instructions:

The username field should look as shown below



If the username doesn't look like the image above click on "Use another account" and type in ead*(your CWL username)* then your CWL password.

If you continue to get the prompt open a browser window and go to <https://www.myaccount.ubc.ca/myAccount/> and try and login using your CWL username and password.

At this point if you are unsuccessful in logging into your CWL account please call the help desk at 250-807-9000 so we can walk you through resetting your CWL password and getting you logged into Outlook.

For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

Posted by: Paul Crang - Tue, Nov 17, 2015 at 5:40 PM. This article has been viewed 6516 times.

Online URL: <https://knowit.ok.ubc.ca/article/outlook-keeps-prompting-me-to-login-362.html>