

Knowledgebase > Email, calendar, and contacts > A sign in prompt appears in Outlook and nothing works, what do I do?

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Vincent Wu - 2025-04-03 - Email, calendar, and contacts

There are 2 sign-in prompts that can occur in Outlook that require different methods of entering your CWL. Please follow the respective instructions.



If this Microsoft box appears, sign in with your firstname.lastname@ubc.ca email and your CWL password.

Windows Security	×
Microsoft Outlook	
Connecting to HP@contoso.com	
connecting to more contoso.com	
HR@contoso.com	
Password	
Remember my credentials	
More choices	
R@contoso.com	
Q Use a different account	
ОК	Cancel

If this sign-in prompt appears, select 'More choices' then 'Use a different account'.

In the fields, enter: Username: ead\CWLusername Password: Your CWL password