

Troubleshooting Outlook for Windows

Fixing issues accessing your new CUNY mailbox

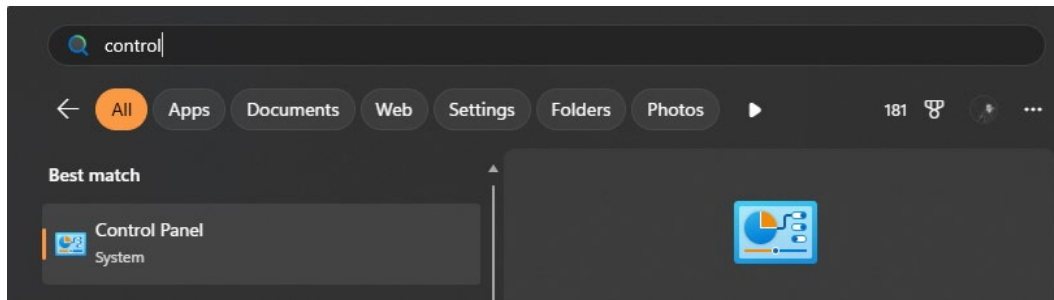
If you're having trouble accessing your new CUNY mailbox in Outlook for Windows, follow the steps below in order. This resets your Outlook profile, clears saved CUNY credentials, and removes old cached data so Outlook can reconnect cleanly.

Step 1: Close Outlook

Make sure Outlook is fully closed before continuing.

Step 2: Open Control Panel

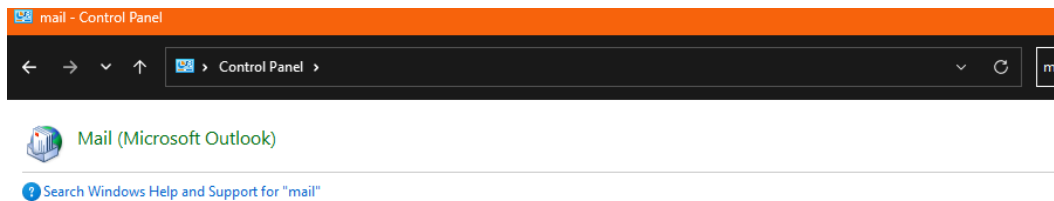
Click the Start Menu and search for “Control Panel,” then open it.



Search for “Control Panel” from the Start Menu

Step 3: Search for “Mail”

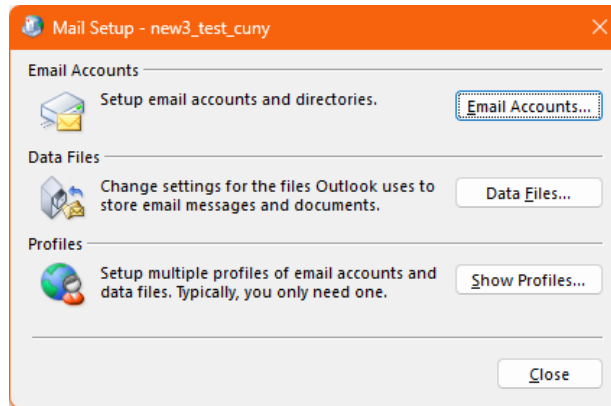
In the top-right search box of Control Panel, type “Mail” and select “Mail (Microsoft Outlook)” from the results.



Search “Mail” in Control Panel

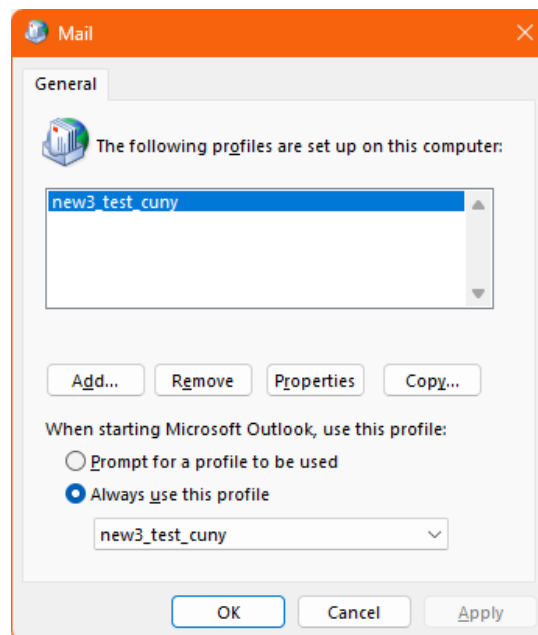
Step 4: Remove existing Outlook profiles

In the Mail Setup window that opens, click “Show Profiles.”



Mail Setup window — click “Show Profiles...”

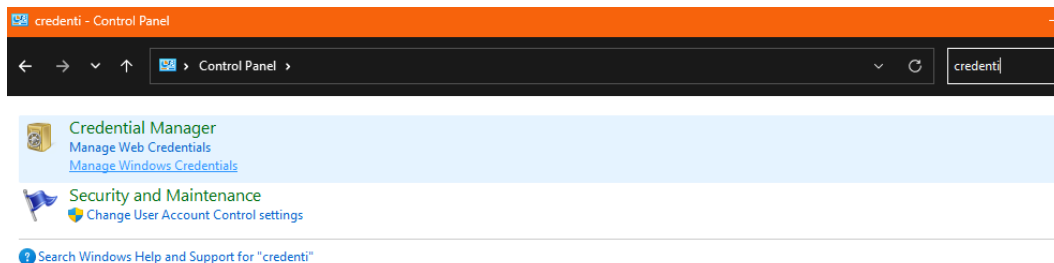
- Select each profile in the list, click Remove, and repeat until the list is empty.
- Click OK.



Remove all profiles from the list, then click OK

Step 5: Clear saved CUNY credentials

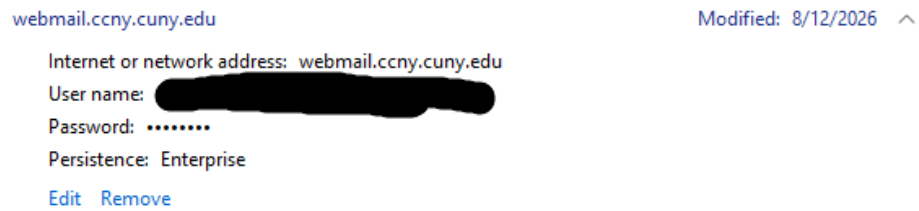
Open Control Panel again and search “Credential Manager” in the top-right search box.



Search “Credential Manager” in Control Panel

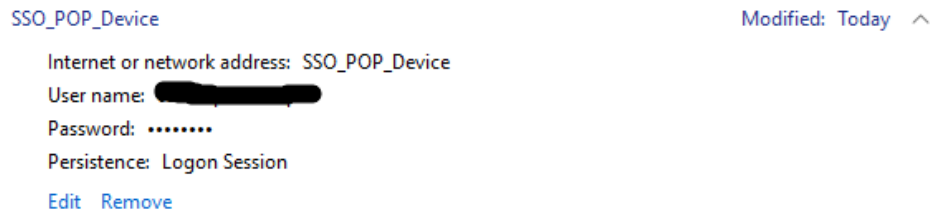
- Select “Manage Windows Credentials.”
- Delete any entry that references:

- webmail.ccny.cuny.edu



Remove any entry for webmail.ccny.cuny.edu

- SSO_POP_Device



Remove any entry for SSO_POP_Device

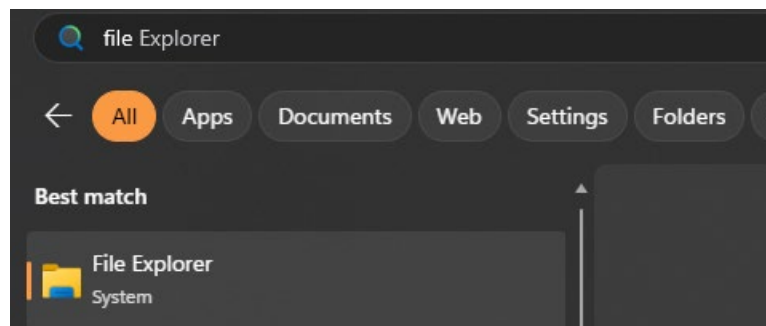
- Any other entry containing ccny.cuny.edu or login.cuny.edu

Step 6: Close the window

Close the Credential Manager window.

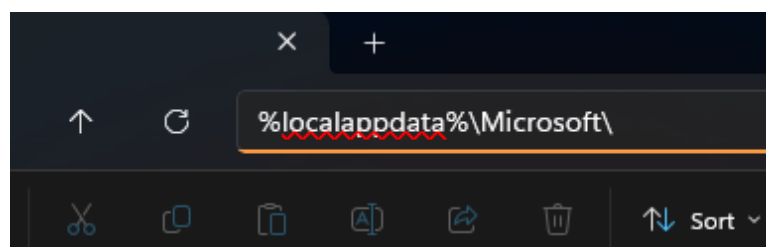
Step 7: Clear cached Outlook data files

Open the Start Menu and search for “File Explorer.”



Search for “File Explorer” from the Start Menu

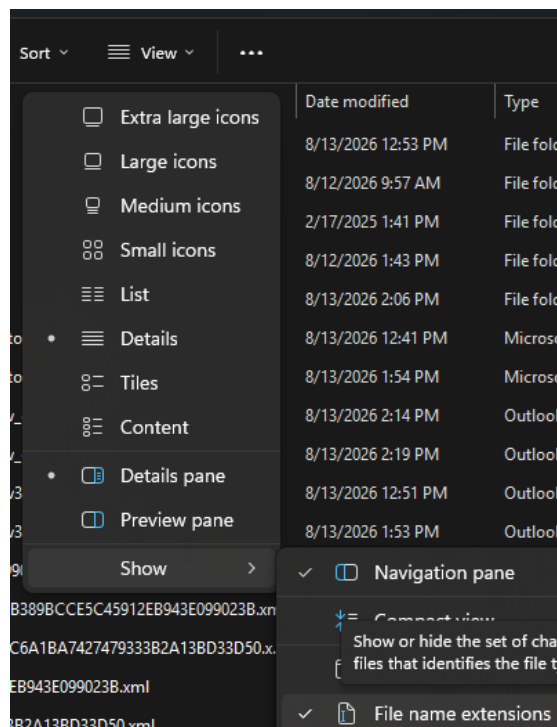
- In the address bar at the top, type: %localappdata%\Microsoft\ and press Enter.



Type %localappdata%\Microsoft\ in the address bar

- Open the IdentityCache folder and delete the files inside it.

- Go back, then open the OneAuth folder. Inside it, open each of these two folders and delete the files within:
 - Accounts
 - Blobs
- Go back, then open the Outlook folder. Delete any files in that folder ending in the following extensions:
 - .xml
 - .nst
 - .ost
- Go back one more time. If a folder named OLK exists, delete it.
- If you don't see file extensions listed, turn them on: in File Explorer, go to View → Show, and check “File name extensions.”



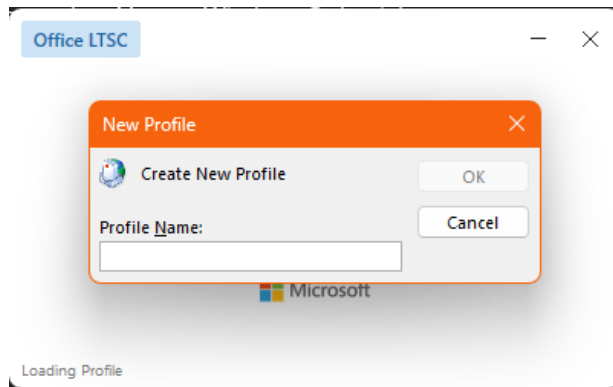
View → Show → File name extensions

Step 8: Close the window

Close the File Explorer window.

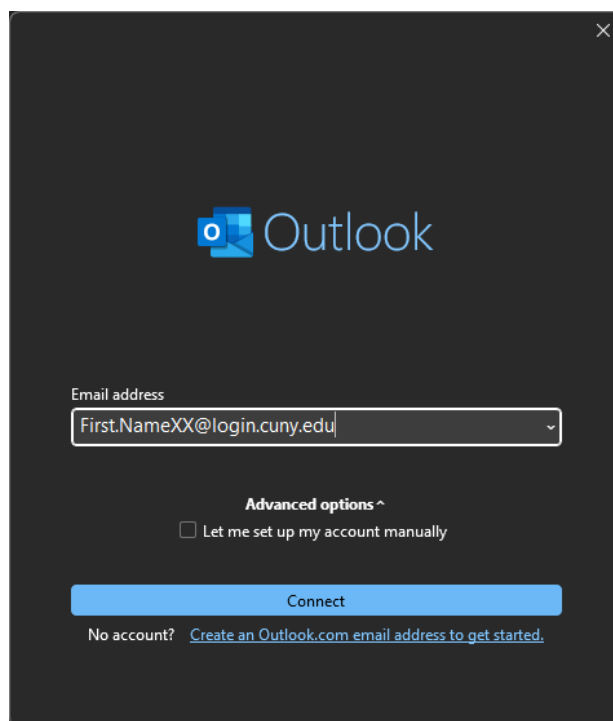
Step 9: Set up Outlook again

Open Outlook. You'll be prompted to create a new profile — enter a name for it and click OK.



Enter a name for your new profile

- Enter your CUNYFirst ID (your CUNY email address) and follow the prompts to log in with your CUNY credentials.



Enter your CUNY email address to sign in

- If everything is successful, your mailbox will begin to populate with your email.

Step 10: Still having trouble?

If you're still encountering issues after completing these steps, contact the service desk at 212-650-7878 or servicedesk@ccny.cuny.edu for additional troubleshooting.