

# IT Services Help Guide

## Fixing login issues on personal devices

Because the device may be remembering our old Microsoft 365 tenant it may be trying to login to your old account from before the migration. This guide will start with fixing this on smartphones & tablets in the first section and cover laptops in the second section.

**Important: please make sure you know all of your passwords, both for school and personal accounts, before proceeding with any steps that ask you to uninstall the app or delete data. If you do not know your passwords and follow those steps will need to recover your account.**

### Section 1: Phones/Tablets

There is no one solution that works for everyone, however we have found three methods that seem to consistently work. Please try method 1 and method 2 first as they are the simplest and only move to method 3 if you are still having issues.

#### **Method 1 (iPhone/iPad only): Use settings app to force your phone to forget the account**

Sign out of your school account on everything Microsoft related as per method one, but do not sign back in yet. Then do the following steps.

**Important: please make sure you know all of your passwords, both for school and personal accounts, before proceeding!**

1. If you don't already have the OneDrive app installed, download it from the App Store.
2. Open your **Settings** app.
3. Scroll down to **Apps**.
4. Find the OneDrive app.
5. Turn on the option to reset credential data.
6. Now open the OneDrive app.
7. It should load the app and reset settings for all Microsoft apps.
8. Now when you sign in to your apps it should work correctly.

## Method 2: Sign out and back in

Locate and sign out of every Microsoft 365 app that may be signed in to, this may include the following:

- Outlook
- Microsoft Authenticator
- Teams
- OneDrive
- Word, Excel & PowerPoint
- Planner, ToDo & Copilot

This is not a full list but it is the most common apps we have seen in use. You may have signed into other Microsoft apps if you have downloaded them. You can ignore non-Microsoft apps such as Edulink as it will not affect this. If you are using Microsoft Authenticator for your school account, it is important to sign that one out and when it asks if you want to sign out on all apps tap yes. Once you have found every app, sign back in to them and it should start syncing with the correct account.

## Method 3: Delete app data and uninstall the app

If method 1 and 2 do not work for you, please try this method. The steps are different for iPhone and Android devices so follow only the parts that apply to you.

**Important: please make sure you know all of your passwords, both for school and personal accounts, before proceeding!**

### iPhone/iPad

1. Open your **Settings** app.
2. Select **General**.
3. Next choose **iPhone Storage**.
4. Pick the **Outlook** app.
5. Select delete app data. This may also uninstall the app for you.
6. If the previous step did not uninstall the app, you will now need to do that.
7. Repeat steps 1 to 6 for every Microsoft app that was signed in to your school account.
8. When you have done this for every Microsoft app, begin to download the apps from the store again.
9. Sign back in to the apps and this time it should sign in correctly and begin to sync.

## Android (Pixel, Samsung, Amazon Fire, OnePlus, etc)

1. Open your **Settings** app.
2. Select **Apps**.
3. Pick the **Outlook** app.
4. Next, choose **Storage**.
5. Tap on **Clear Cache**.
6. Tap on **Clear Data**. This may also uninstall the app for you.
7. If the previous step did not uninstall the app, you will now need to do that.
8. Repeat steps 1 to 7 for every Microsoft app that was signed in to your school account.
9. When you have done this for every Microsoft app, begin to download the apps from the store again.
10. Sign back in to the apps and this time it should sign in correctly and begin to sync.

## Section 2: Laptops (Windows)

As there are two main ways to access your school account from home this section will be broken down into different subsections covering those methods.

Before proceeding with either method, you must do this first:

1. Open the **Settings** app from your start menu.
2. Search for **Access work or school** and click on that when it finds it.
3. If you see your school account signed in, sign it out.  
If you see any other accounts, or no account, leave them as they are.
4. Check to see if this has fixed your issue, if it has not fixed it then proceed with either Method 1 or Method 2 below depending on how you access your Microsoft 365 apps.

**Important: please make sure you know all of your passwords, both for school and personal accounts, before proceeding!**

### Method 1: Web apps

If you access Microsoft 365 via the web browser please follow these steps. Please note these instructions have been created with Microsoft Edge and Google Chrome in mind, if you use a different browser some of the steps may be different.

1. On the web browser, click the **"three dots"** menu at the top right.
2. Select **Settings** from the menu.

3. In menu on the left select **Autofill and passwords**.
4. Look for the one that says either **Microsoft password manager** or **Google Password Manager** and select it.
5. Look for anything that may be related to Microsoft 365. The most common one is **microsoftonline.com**
6. Select it and you will be asked for your device's password, this is a security measure to ensure it is you trying to access it.
7. Once in you should see all the passwords it has remember for the website. Delete any school accounts that you see on this screen.
8. Close the browser, reopen it and then try again. This time it shouldn't remember any old logins.

## Method 2: Desktop apps

If you have downloaded the desktop apps and signed in to them that way follow these steps. Please skip any steps that refer to apps you don't have installed.

1. Open one of the Microsoft desktop apps, any should be fine (**Word, Excel, etc**).
2. Click **File** at the top left.
3. Click on **Account** at the bottom left.
4. If it shows you are signed in to your school account, click the small **sign out** link where it shows who is currently signed in.  
If it does not show your school account then you can move to the next step.
5. Now check the **Outlook** app if you were using it, you may need to sign out of that app separately.
6. Next check the **OneDrive** app, again only if you were using it. This can be found with all the tiny icons at the bottom right near your clock. It is a blue cloud shaped icon.
7. Right click on it, look for the **gear icon** and go to **Settings**.
8. Click on **Account** and select "**Unlink this PC**".
9. Finally, if you have **Teams** installed. Click the icon at the top right for yourself, this will usually be a circle with your initials in it. Click **Sign out** at the the top right.
10. Once you have confirmed all apps are signed out, you should now be able to sign back in to everything.