

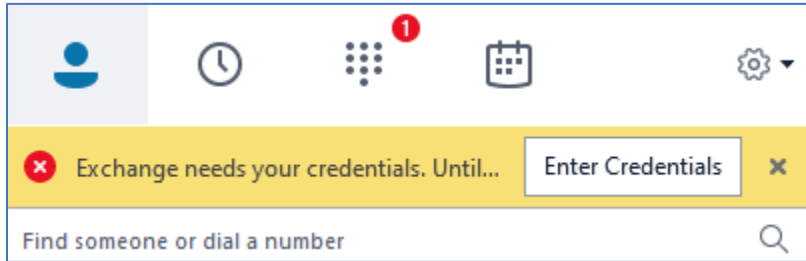
Updating your County account password in Skype on your home computer

These instructions are for County users with Skype for Business installed on their home computer and who have recently changed the password for their Dakota County user account (See [County User Accounts](#)).

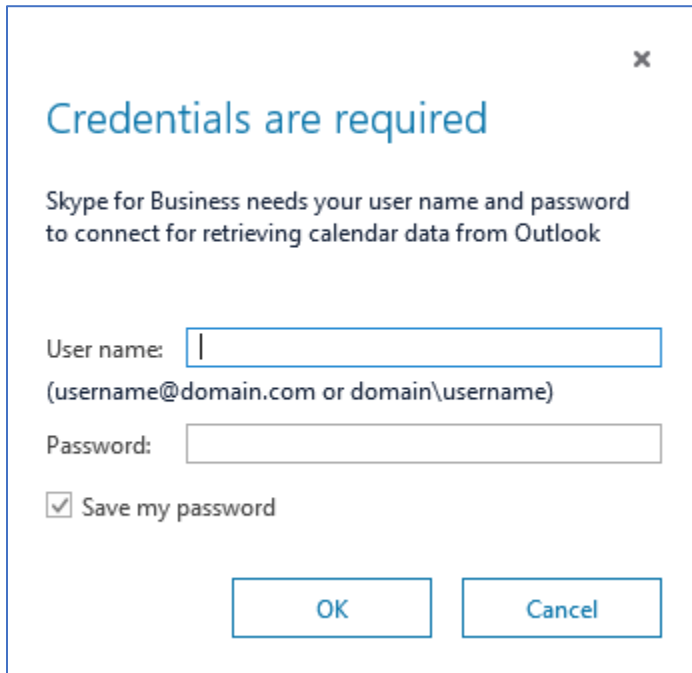
Skype for Business on County computers should update account settings automatically without requiring any action on the part of the user.

INSTRUCTIONS

1. **Open Skype for Business.** You should immediately see a yellow banner near the top of the Skype app stating that Exchange needs your credentials, as follows:

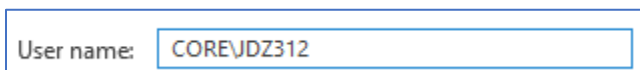
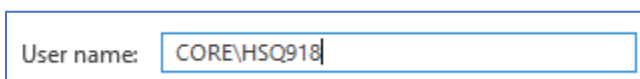


2. Click the **Enter Credentials** button. The **Credentials are required** dialog box should appear as follows:

A screenshot of a dialog box titled "Credentials are required" with a close button (x) in the top right corner. The text inside reads: "Skype for Business needs your user name and password to connect for retrieving calendar data from Outlook". Below this is a "User name:" label followed by a text input field. Underneath the input field is the text "(username@domain.com or domain\username)". Below that is a "Password:" label followed by a text input field. At the bottom left, there is a checked checkbox labeled "Save my password". At the bottom center, there are two buttons: "OK" and "Cancel".

3. Enter your information in the **Credentials are required** dialog box that appears:
 - In the **User name** field, enter your domain followed by a backslash and your 5-digit Dakota County user ID

EXAMPLES:

A screenshot of the "User name:" label and text input field from the dialog box. The input field contains the text "CORE\JDZ312".A screenshot of the "User name:" label and text input field from the dialog box. The input field contains the text "CORE\HSQ918".

User name:

- In the **Password** field, enter the new password for your Dakota County account
 - Make sure the **Save my password** box is checked
4. Click **OK** in the **Credentials are required** dialog box to apply the change. The box should disappear.
- If your password was ACCEPTED**, Skype will resume normal functioning.
- If your password was REJECTED**, the yellow banner prompting for credentials will reappear in the Skype window. Go back to Step 2 to try again.

If you encounter any problems or related questions, feel free to contact the I.T. Help Desk via email (helpdesk@co.dakota.mn.us) or by phone at (651) 438-4346.