


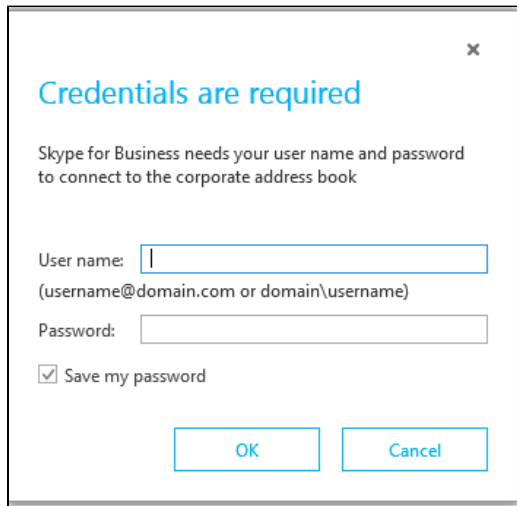
Skype (Lync) prompting for login on college computer

When you login into a college computer **Skype for Business** should **automatically** start and login using your desktop login details as part of **SSO**

 If this does not happen just select '**Skype for Business**' from the Start Menu on the computer

If you get prompted for **additional login details** after Skype has started then something has gone wrong

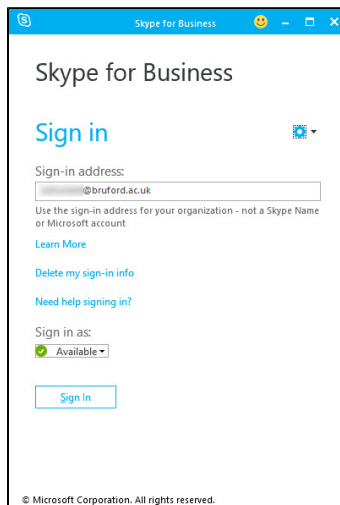
An example of this might look like



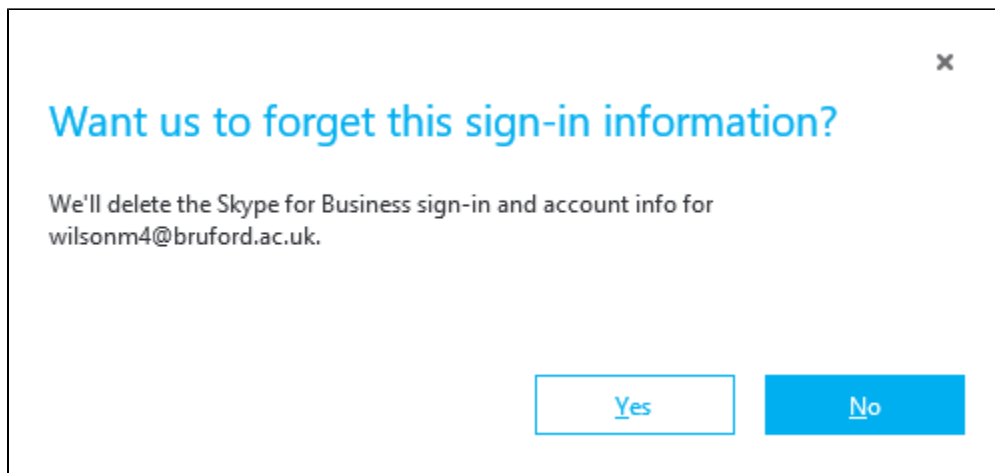
To fix this you need to delete the **cached login credentials** store within Skype

First click on the '**Cancel**' button as trying to login via this prompt will not work even if you provide the correct credentials

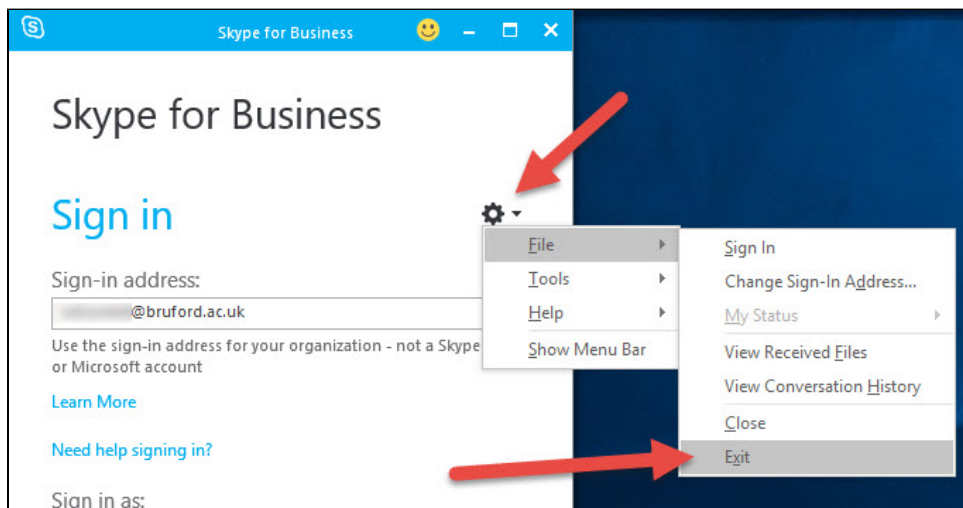
This will take you to the '**Sign in**' screen



Then click on the '**Delete my sign-in info**' link and then on the confirmation '**Yes**' button



Then click on the **'gear'** icon and select **'File'** then **'Exit'**



Now restart **'Skype for Business'** from your start menu and you should be automatically logged in correctly



If you still get prompted, repeat the above steps but also close **Outlook** BEFORE you restart **'Skype for Business'**