

This is an email I started to send to Call2000, my school's IT help department, but I know they won't help since this involves a computer owned by me personally, and I already asked them earlier and they refused.

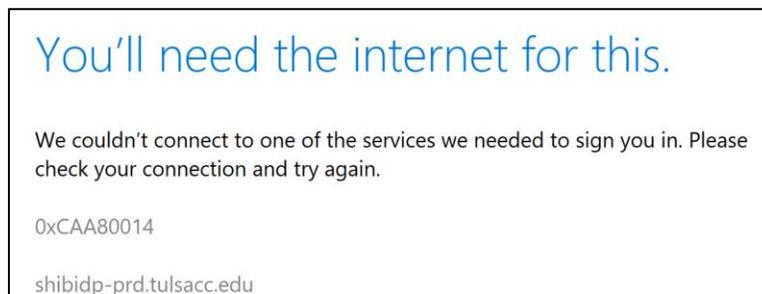
After I was required to change my password, many things are going wrong on my own laptop with regard to Office and Windows 10 products.

**The main thing that I want to fix is so that I can directly edit my OneDrive files for the school's account using MS Word or Excel without having to constantly download and remembering to upload again.** I'm mentioning all these other things since they might give a clue to what is going on.

My password expired over Spring Break, so I reset it. However, many things that used to work fine no longer worked. I even tried changing my password again in hopes that it would solve these problems, but no such luck.

I can log into MyTCC (an umbrella application that uses Single Sign-on to allow us to start various applications without logging in again), and I can get to BlackBoard (our Learning Management System), email, and OneDrive using MyTCC. I can also access my email through my iPhone's TCC account.

However, ever since the password change, I cannot log into any Office 365 product with my TCC account on my laptop (I am running Windows 10 and have it automatically perform all updates for Windows and for Office). After it asks for my account and I enter my email it always immediately says this:

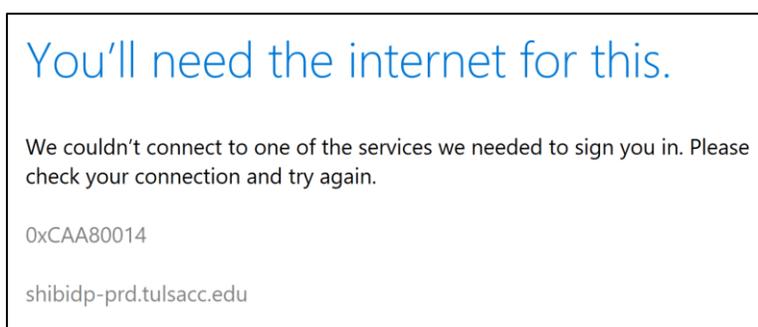
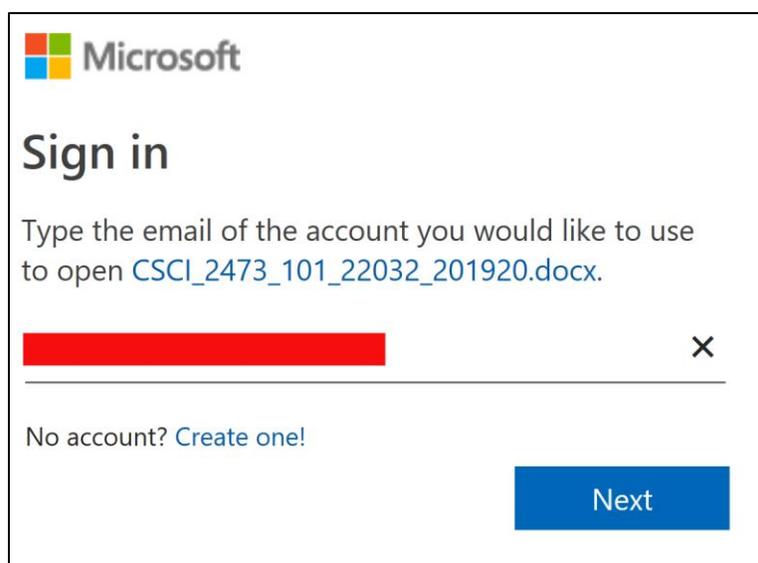
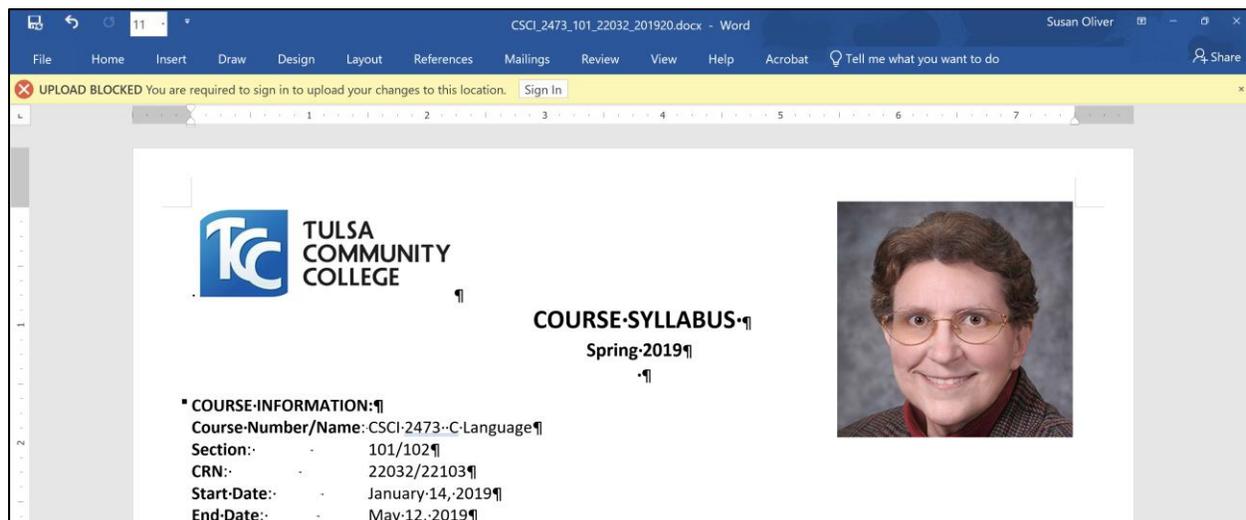


But I really am connected to the Internet!

I had to start using my personal account just to access the Office 365 products, but then I tried using the full version of Office at Kivuto's suggestion. I was unable to activate the software at first because it wanted me to log onto TCC's account, but I had the same error as above. I was finally able to activate the full version of Office 2019 using the key.

However, I still cannot get to my email via Outlook 365 or the full version of Outlook 2019 or Windows 10 Mail on my personal computer. I cannot directly log into the On the Hub web store, and Kivuto tried to help me with logging into that. However, I CAN log into the store by going to MyTCC first, so that's not a real issue; I just mention it because it seems to be related to all these other problems.

**Most importantly, I cannot directly edit a file that is in my TCC OneDrive by using any Office product.** This happened with Office 365, and it still happens with the full version of Office 2019. It DOES allow me to log into OneDrive itself that is installed on my PC using my TCC account, but I have to download documents, edit them, and upload them every time I want to change anything that is in my TCC OneDrive (ALL of my TCC assignments and many other documents are in OneDrive). By the way, I have a similar kind of OneDrive with RSU, and I am not having any issues with editing files in by RSU OneDrive, and I've even had the change my password to that lately, so I seriously doubt there is something wrong with my PC. Here is what happens when I try to edit a document that is in TCC OneDrive:



Call2000 told me that I had to go through Kivuto to fix these many problems with my password (those emails are attached). However, **Kivuto has stated that TCC's IT department is responsible for the Standard Integrated User Verification, which Kivuto believes to be the problem.** From some reading I've done on the web, **it might be that I need to clear a cookie or reset a registry value somewhere**, but I don't know anything about which one to change or how to do that. I don't know where to turn at this point except to move all my OneDrive files to my DropBox and stop using OneDrive altogether, but that would be terribly inconvenient since all the school computers use OneDrive and don't use DropBox.

Thanks,  
Suzy

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**From:** Call 2000  
**Sent:** Monday, April 1, 2019 7:54 AM  
**To:** Suzy Oliver  
**Subject:** RE: After password change cannot reset my password in Desktop Outlook

Suzy

Thank you for contacting Call2000. You should be able to log into MyTCC and click on the e-mail link to access your e-mail. If you are trying to use the Outlook version, you will need to contact Kivuto regarding this. Their number is \*\*\*.

Due to security issues, passwords will be required to be changed every 180 days.

KM  
Call2000

**From:** Suzy Oliver  
**Sent:** Saturday, March 30, 2019 1:10 AM  
**To:** Call 2000  
**Subject:** After password change cannot reset my password in Desktop Outlook

Over Spring Break, my password expired, which, by the way, is a horrible time to make a password expire because I was unable to fix it and unable to get help with it until school started again. Anyway, ever since the password change, I cannot access my TCC email now using the desktop version of MS Outlook 365 or using Windows Mail on my personal laptop (owned by me). (I CAN access my TCC email using the online version of MS Outlook 365, but this is not my preferred way of using it.)

When I first start Outlook, I get the attached message. If I click close, it continues opening Outlook and gets my mail on my other accounts. Then I get this same message again if I click on Send/Receive, Send/Receive Groups downarrow, and then on my TCC Inbox. This message says, "You'll need the internet for this," but I do have access to the Internet. It will do this whether I am at home on my Cox Internet account or I am at TCC Metro Campus signed into the TCC Employee account.

Thanks,  
Suzy