

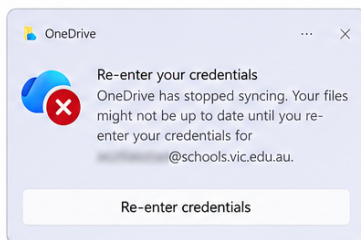
# Re-enter Credentials After Password Change

## What to do if OneDrive asks you to Re-enter your credentials

This can happen after your @schools password has been updated.  
Just follow these simple steps to sign in again.

1

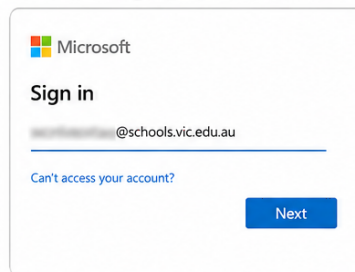
Look for the OneDrive notification



You will see a notification like this in the bottom right corner of your screen. Click "Re-enter credentials".

2

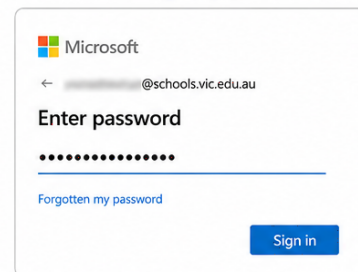
Enter your @schools email



Your @schools email may already be filled in. If it is, click **Next**. You will be sent to the next screen.

3

Enter your new password



Enter your updated @schools password. Click **Sign in**.



### Need help?

If you continue to have issues, let your teacher know or raise an IT Help Desk request. Try to include a screenshot of any error messages.

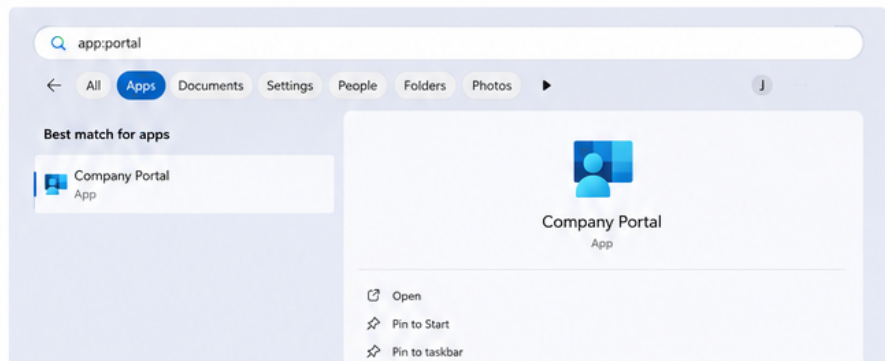
# Further Troubleshooting – Sign out and back in using Company Portal

If you are still having issues, you can sign out of Company Portal and sign back in. After a device restart, all services should be logged back in.

## 1 Open Company Portal

Click the Start menu, search for **Company Portal** and open the app.

Or find it in your Start Menu under **All apps**.

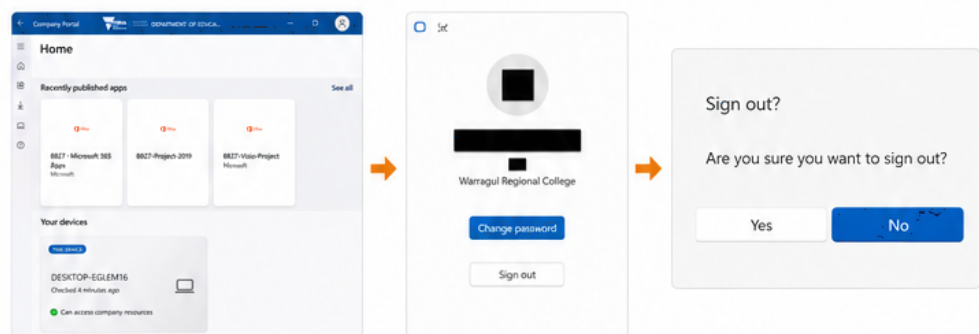


## 2 Sign out

In Company Portal, click your account icon in the top right corner.

Scroll down and click **Sign out**.

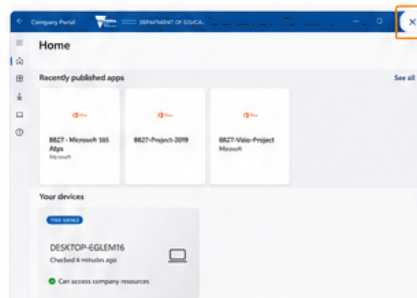
Click **Yes** to confirm.



## 3 Close Company Portal

After signing out, close the Company Portal app.

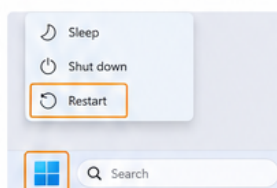
Click the X in the top right corner.



## 4 Restart your device

Restart your device to refresh your sign-in.

Click **Start > Power > Restart**.

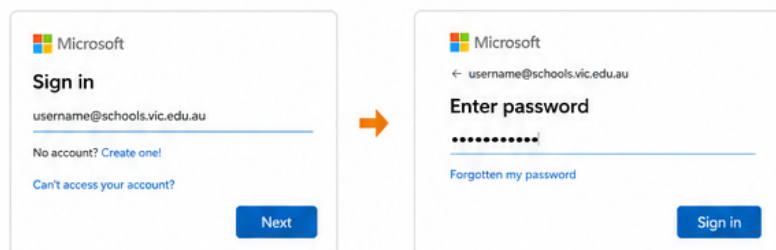


## 5 Sign back in

After your device restarts, open Company Portal again.

You will be prompted to sign in.

Enter your @schools email and password.



### You're all set!

After signing back in and restarting your device, all services should be logged back in and working correctly.



### Still having problems?

If you continue to have issues, let your teacher know or raise an IT Help Desk request. Try to include a screenshot of any error messages.

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