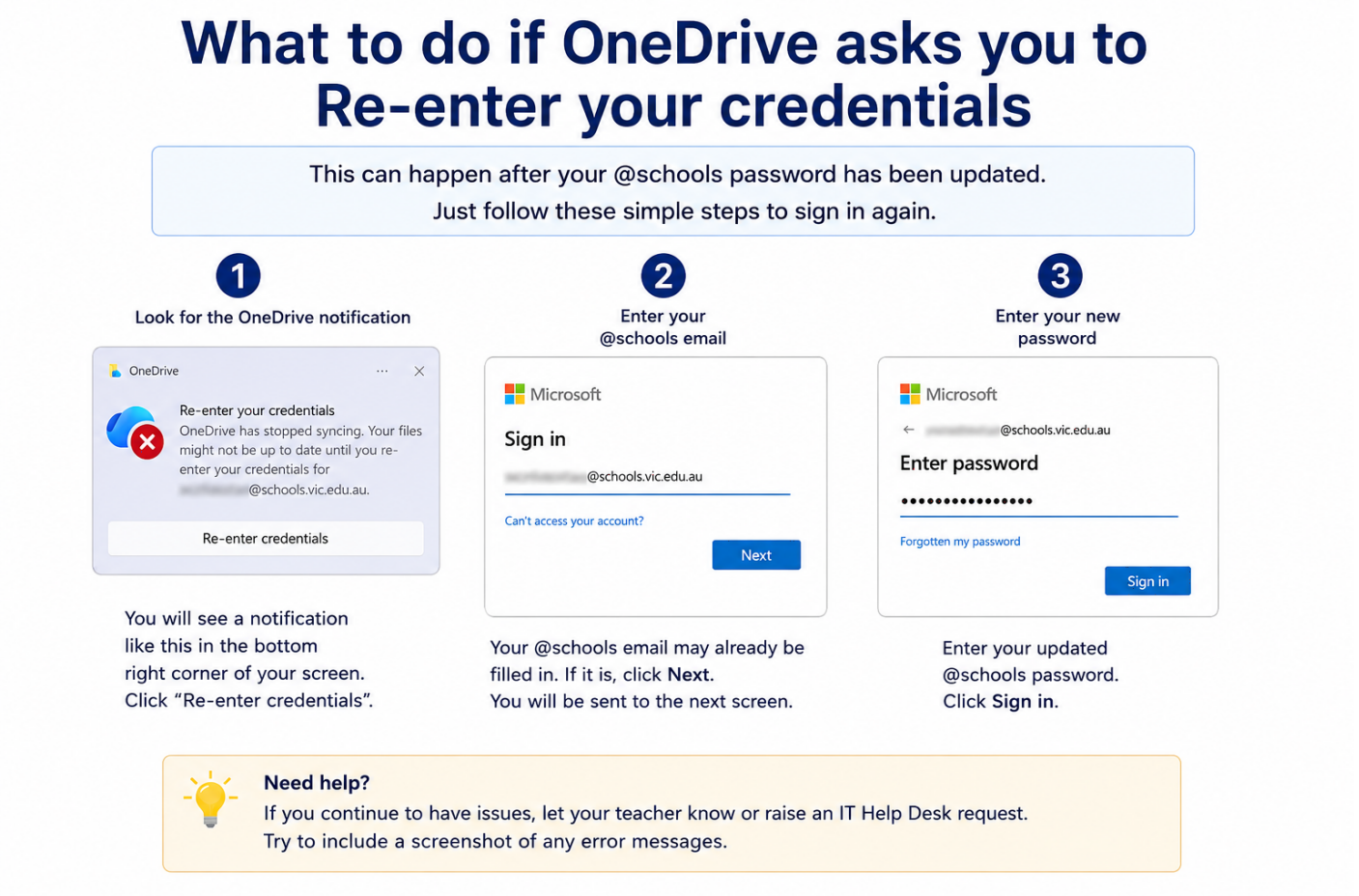
Re-enter Credentials After Password Change



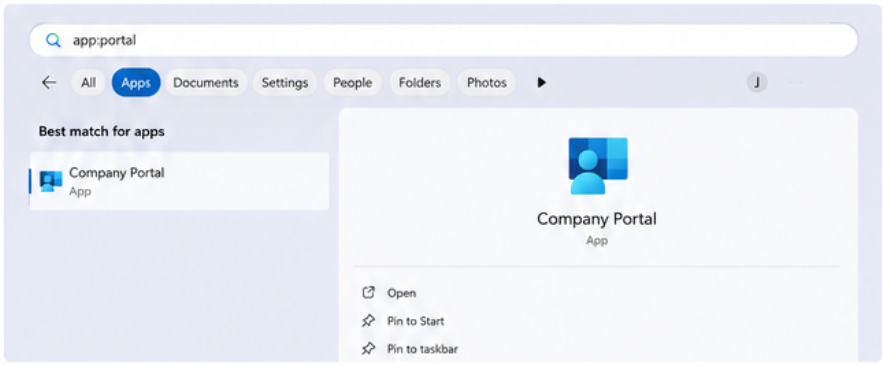
Further Troubleshooting – Sign out and back in using Company Portal

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**.

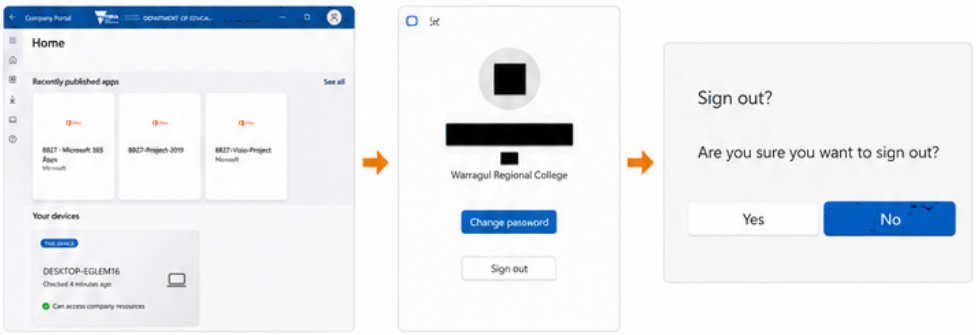


2 Sign out

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

Scroll down and click **Sign out**.

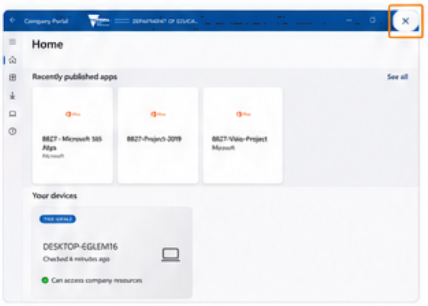
Click **Yes** to confirm.



3 Close Company Portal

After signing out, close the Company Portal app.

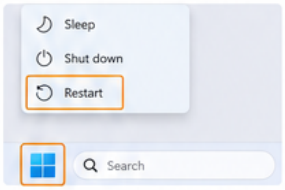
Click the **X** in the top right corner.



4 Restart your device

Restart your device to refresh your sign-in.

Click **Start > Power > Restart**.

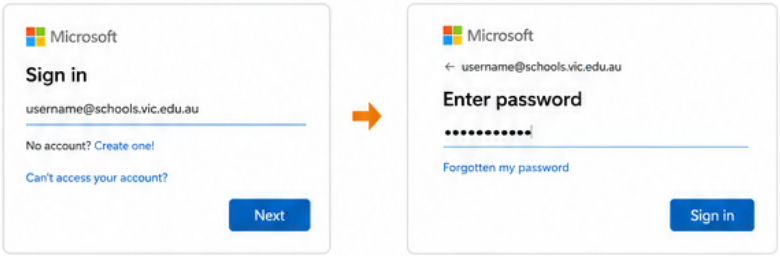


5 Sign back in

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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