

PANTAI / PHSP EMAIL ERROR IN MS OUTLOOK – WORK AROUND



1. Problem Description

- Outlook repeatedly requests for password
- Outlook displays a sign-in window
- Emails cannot be sent or received
- User receives a message such as "Enter Password" or "Need Password"

2. Possible Root Cause

- Microsoft 365 account password has expired (password expires every 3 months) - Pantai email
- Incorrect password entered
- User recently changed their password
- Internet connection issue
- Outlook sign-in session has expired

3. Resolution

- Verify the password is correct
- Update the password if it has expired – Pantai Email Only
- Sign in again using the latest password
- Restart Outlook
- Restart the computer if necessary

4. Steps of User Guide

Step 1 — Check if Your Password Has Expired (Pantai Email)

- Try signing into Microsoft 365 using your work account (Pantai email).
- If prompted to change your password, follow the instructions, and create a new password. (Follow user guide Windows Login Password Expired)

Step 2 — Enter the Latest Password

- When Outlook prompt to fill in password, enter your current Microsoft Office 365 password. (Pantai Email)
- Phone authentication. (Pantai Email)
- Ensure Caps Lock is turned off.
- Click **Sign In**.

Step 3 — Close and Reopen Outlook

- Close Outlook completely.
- Open Outlook again.
- Check if emails are syncing normally.

Step 4 — Restart the Computer

- Save your work.
- Restart the computer.
- Open Outlook and sign in again if prompted.

Step 5 — Verify Email Function

- Send a test email to yourself.
- Confirm that new emails can be received.

5. Escalate to IT Support If error still not resolved

- Password is correct but Outlook still asks for it repeatedly
- User cannot reset or change the password
- Account is locked
- Outlook cannot connect after password change
- Multiple password prompts continue appearing after successful sign-in
- User is unable to send or receive emails after completing the above steps