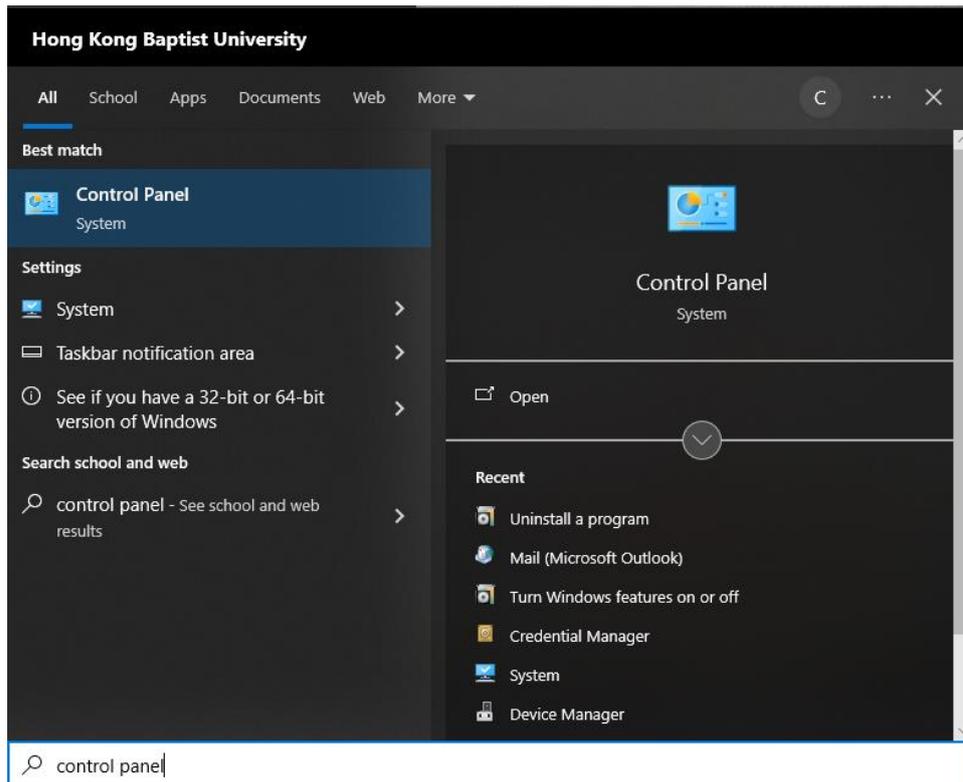
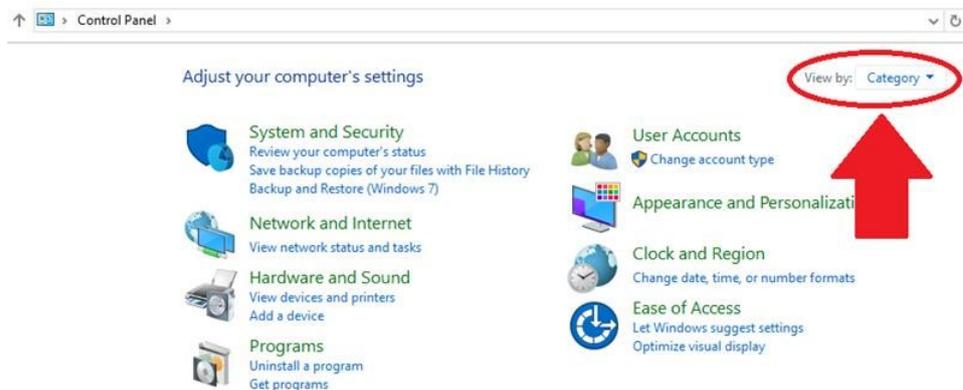


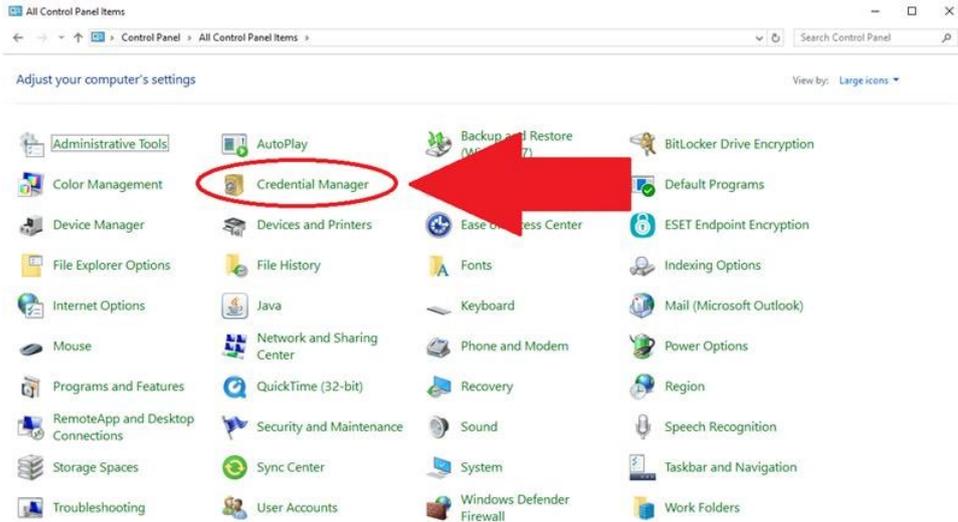
1.) Please click on the bottom right corner

2.) Please type "**Control Panel**" directly, and the search results should appear immediately.

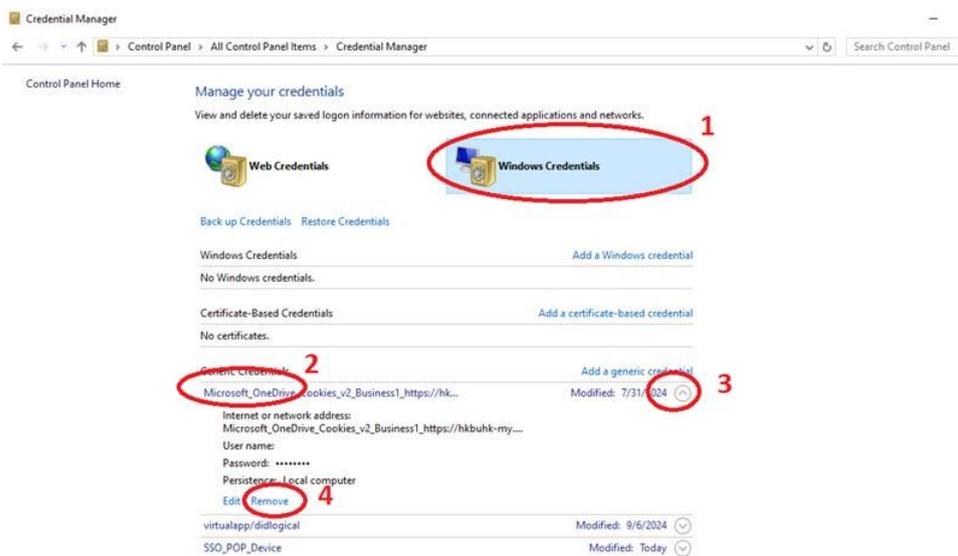


3.) Please go to "**Credential Manager**". If it's showing by Category, change the view by to "**Large Icons**".





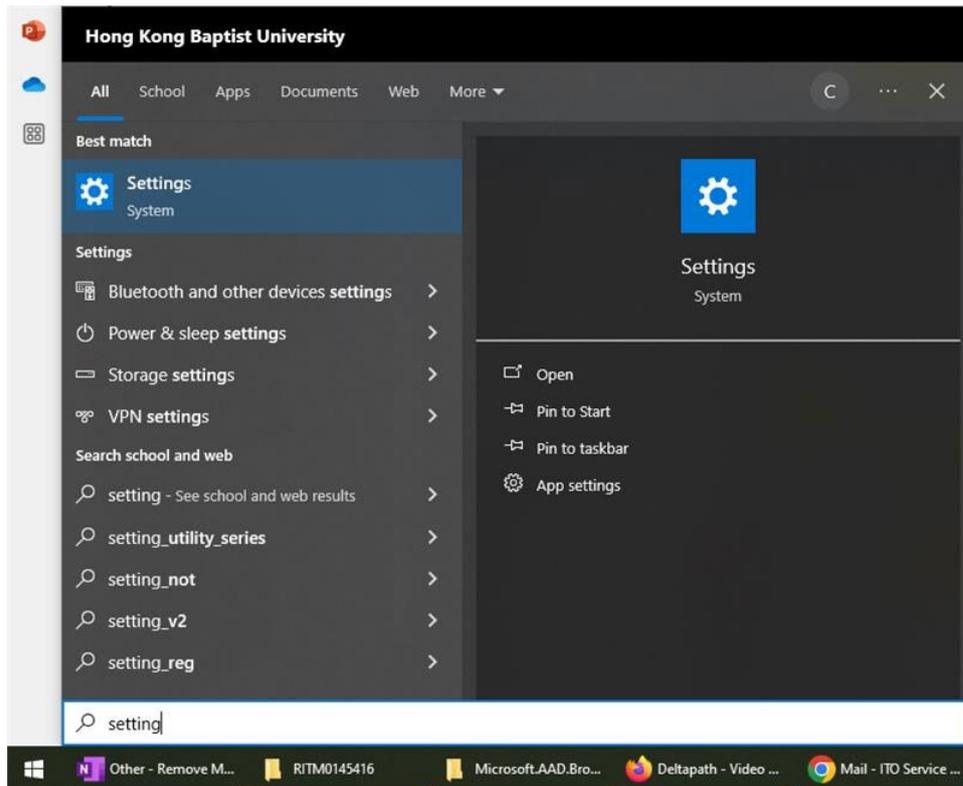
4.) REMOVE the accounts that shows with "Microsoft", "Office".



5.) Open Settings:

Click on the Start button or press the Windows key on your keyboard.

Select Settings (you can also press Windows + I to open Settings directly).

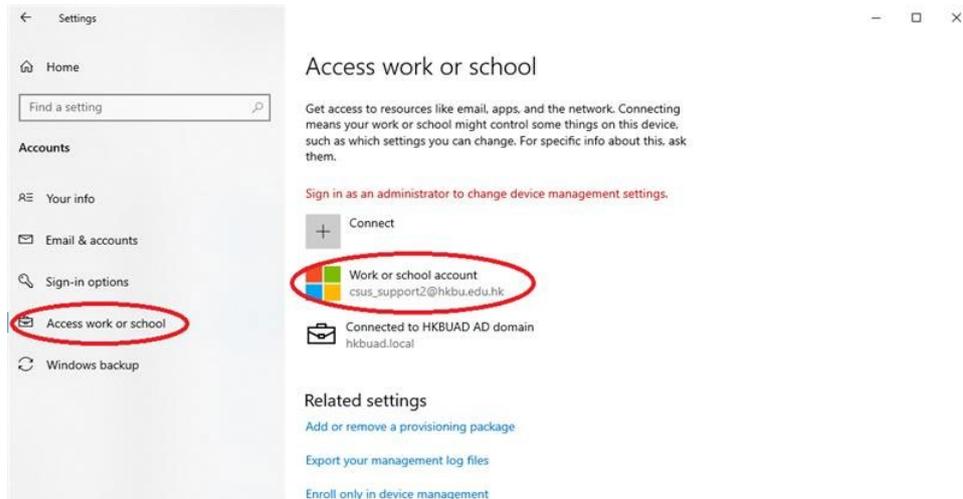


6.) Go to Accounts



7.) In the Accounts section, select **Access work or school** from the list.

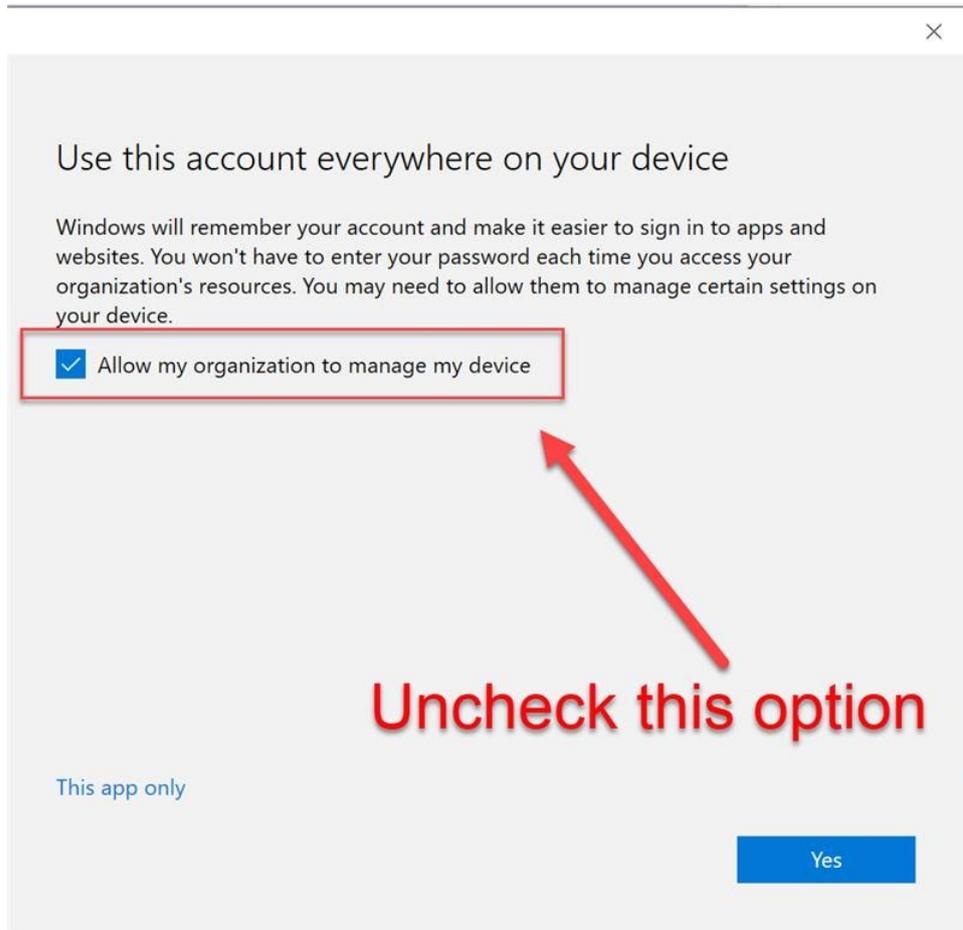
Remove the "work or school account"



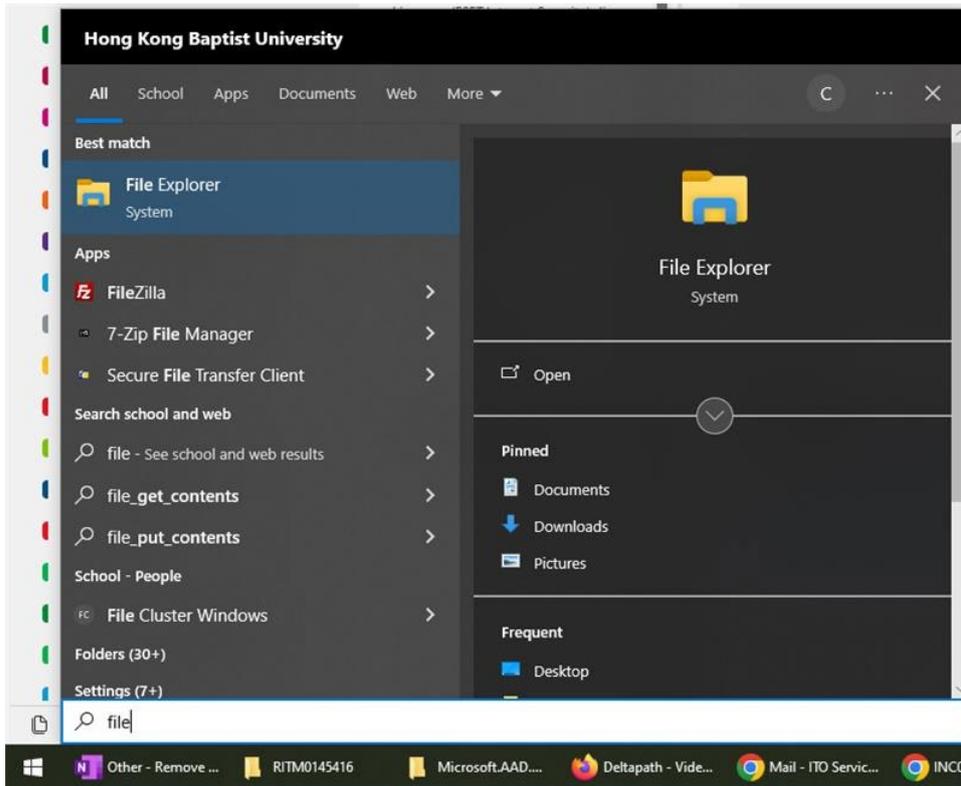
8.) Remove the Account



9.) Restart Your PC and relogin though Word/Excel etc. **DO NOT** tick the Allow box, and select **"This App Only"**.



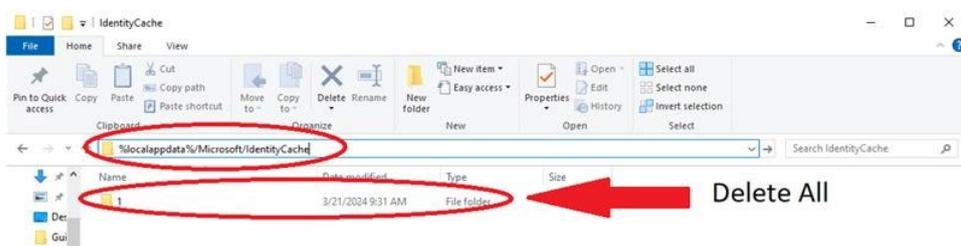
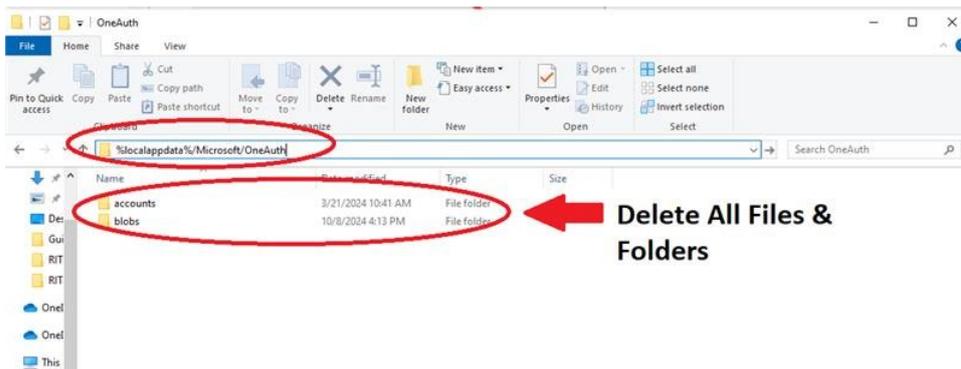
If the issue still persists, please open "File Explorer."



Please copy and paste the two paths below into **File Explorer**, and then delete all the cache files and folders in it.

`%localappdata%/Microsoft/OneAuth`

`%localappdata%/Microsoft/IdentityCache`



If you have any questions, please don't hesitate to contact us. Thank you.

Regards,

Jack Au-yeung

Customer Services/User Support Unit

Office of Information Technology

Hong Kong Baptist University

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From: Angel CHENG <angelcheng@hkbu.edu.hk>

Sent: Wednesday, November 20, 2024 15:09

To: ITO Service Call Centre <hotline@hkbu.edu.hk>

Subject: Outlook error

Dear ITO,

I keep receiving this error recently when I open outlook. Please help, thanks.



Error

Something went wrong. [1200]

Close

Troubleshooting details

If you contact your administrator, send this info to them.

[Copy info to clipboard](#)

Correlation Id: 3559d493-01f5-411a-bf97-fd371f0279a4

Timestamp: 2024-11-20T07:07:48.000Z

DPTI:

8d38452838d9d3179203f99e6ce21a4e877b2a84e846f2e4c47
b287f1f73b3f6

Error Tag: 657rx

Error Code: 2148073494