Update Saved Credential in Windows

This guide outlines the steps required to update the saved credentials in Microsoft Windows for HKMU Wireless Printing Service (Service) on campus.

 When you send a print job and no "Enter network credentials" window pops up that means you have already stored the username and password for accessing HKMU print server in your notebook's Windows Credential Manager, i.e. "Remember my credential" has been selected in the example at right.

Windows Security	×	
Enter network credentials		
Enter your credentials to conne hmt.studentdmn.ouhk.edu.hk	ect to: wifiprint-	
studentdmn\s12345	67	
Domain: studentdmn	,	
Remember my cr	edentials	
The user name or password is incorrect.		
OK	Cancel	

If you have changed your HKMU single password, you will need to edit/remove the previous password from your Credential Manager in

order to enter the new one. If you do not do this, your Windows will use your old password for authentication with HKMU print server and consequently result in connection failure.

At Window's search box, type "credential" to search.
Below is an example using Windows 10 (the Windows auto filled in "Manager" (in grey colour) after the input "credential").

	Q	credentia	Manager		
\pm	Q	jā			

 Click "Credential Manager" from the search result. Below is an example using Windows 10.



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- 4. Under "Manage your credentials", click "Windows Credentials". Then under section "Windows Credentials", look for and click the entries if they are listed with below HKMU print server name:
 - "wifiprint-hmt.studentdmn.ouhk.edu.hk"
 - "wifiprint-oujc.studentdmn.ouhk.edu.hk"

The server name in below example is "wifiprint-hmt.studentdmn.ouhk.edu.hk".

Credential Manager		– 🗆 ×
\leftarrow \rightarrow \checkmark \Uparrow 🙆 \Rightarrow Contro	Panel > User Accounts > Credential Manager	✓ ひ Search Control Panel
Control Panel Home	Manage your credentials	0
	View and delete your saved logon information	for websites, connected applications and networks.
	Web Credentials	Windows Credentials
	Back up Credentials Restore Credentials	
	Windows Credentials	Add a Windows credential
	wifiprint-hmt.studentdmn.ouhk.edu.hk	Modified: Today 😔
	Certificate-Based Credentials	Add a certificate-based credential
	No certificates.	
	Generic Credentials	Add a generic credential
	virtualapp/didlogical	Modified: 2/2/2019 😔
	SSO_POP_Device	Modified: Today 📀

See also
User Accounts

- 5. Click
 - Edit to modify the existing entry.
 - **Remove** to clear the entry



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6. When selected **Edit**, enter your new HKMU Single Password. Then, click "**Save**" to update it at your Windows.

Edit Windows Credential	-	×
← → マ ↑ 🧧 « User Accounts » Credential Manager » Edit Windows Credential マ む Search Control	rol Panel	Q
Edit Windows credential Make sure that the user name and password that you type can be used to access the location.		
Internet or network address (e.g. myserver, server.company.com): wifiprint-hmt.studentdmn.ouhk.edu.hk		
User name: studentdmn\s1234567		
Password:		
Save	:l	

7. When selected **Remove**, click "Yes" to confirm before deleting the entry. Next time when submit print job via HKMU print server, you'll be prompted for your set of username and password again.

