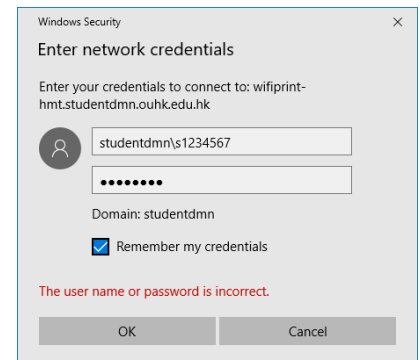


Update Saved Credential in Windows

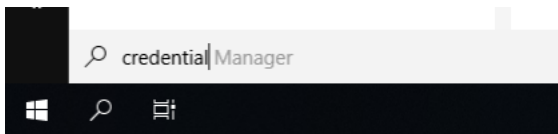
This guide outlines the steps required to update the saved credentials in Microsoft Windows for HKMU Wireless Printing Service (Service) on campus.

1. 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.

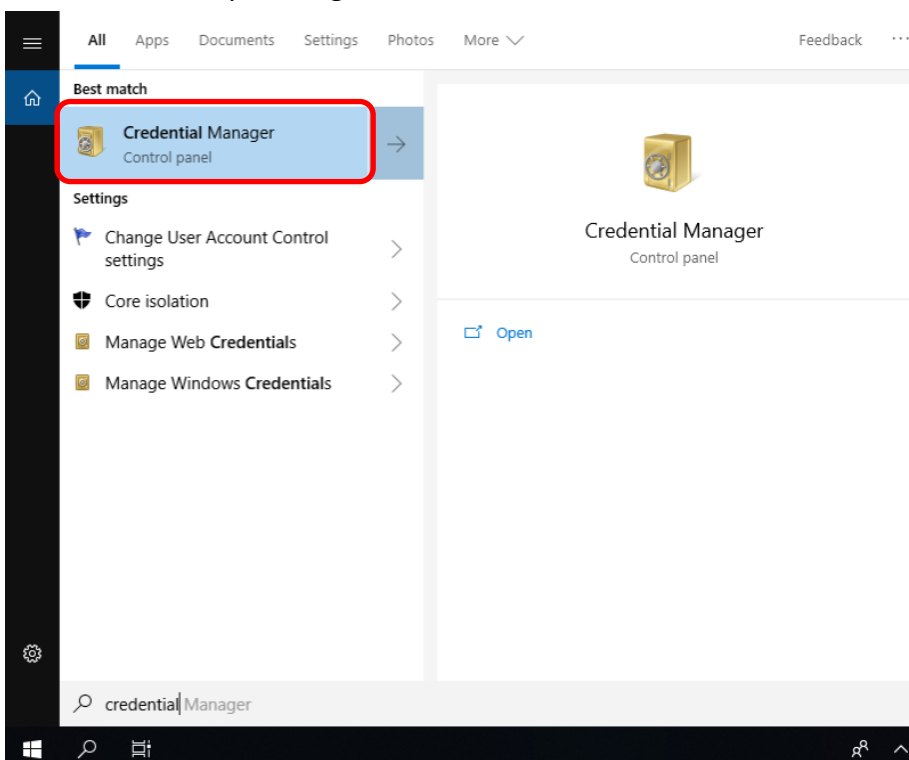


If you have changed your HKMU single password, you will need to edit/remove the previous password from your Credential Manager in order to enter the new one. If you do not do this, your Windows will use your old password for authentication with HKMU print server and consequently result in connection failure.

2. 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").

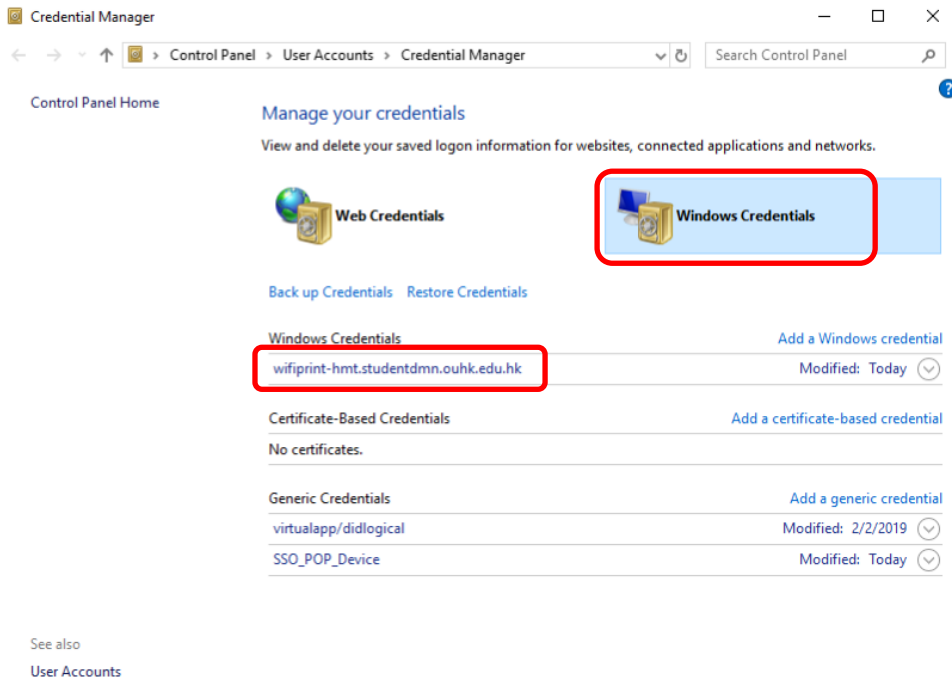


3. Click "Credential Manager" from the search result. Below is an example using Windows 10.

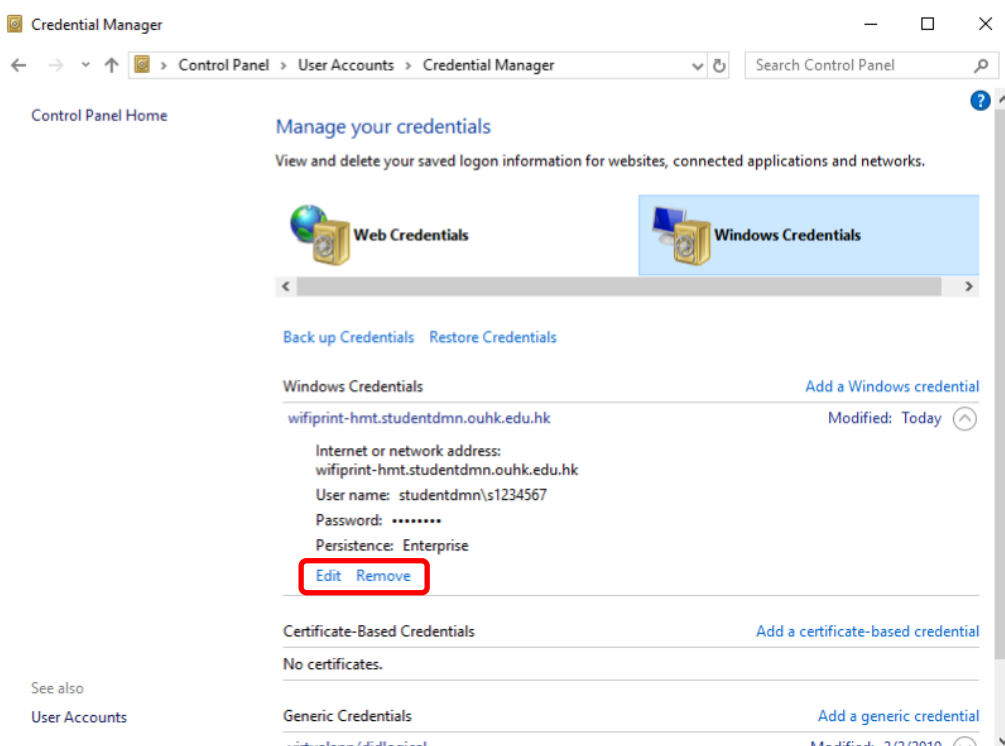


4. Under “Manage your credentials”, click “Windows Credentials”. Then under section “Windows Credentials”, look for and click the entries if they are listed with below HKMU print server name:
- “wifiprint-hmt.studentdmn.ouhk.edu.hk”
 - “wifiprint-oujc.studentdmn.ouhk.edu.hk”

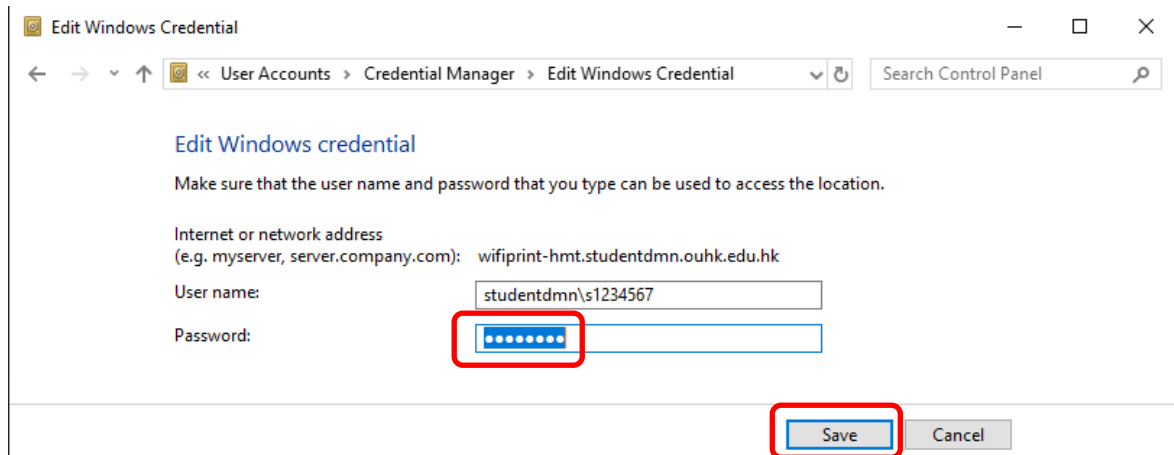
The server name in below example is “wifiprint-hmt.studentdmn.ouhk.edu.hk”.



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



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



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.

