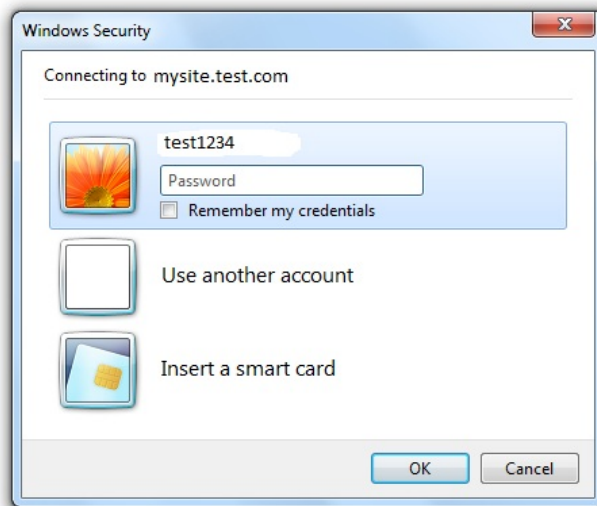


Remove Saved Username From Windows Security Box

Problem: When a user tries to connect to a website that requires them to enter in a username and password on a Windows 7 computer they are prompted with the “Windows Security” dialog box. They can just enter the username and password to log into that site. However, if the user hit “Save Credentials” previously and accidentally saved the wrong username with a password for example, every time they click on the link it will only ask them for their password and it already has the “Username” field filled out (See Screenshot below). So how do you remove the saved password that is associated with this incorrect user name??



Solution: From the affected computer you will need to go to “Start” and then “Control Panel”. Now find “User Accounts” and click on it. Now towards the middle of the screen you will see something called “Manage User Accounts” click on that. The “User Accounts” window will display and you will need to click on the “Advanced Tab”. Now the very first option should be

called "Passwords" and to the right of that it should say "Manage Passwords", you will need to click on that. You will then see the "Store Credentials For Automatic Logon" window and you should see towards the middle of the screen the site in question. You should also notice to the right-side of every password that you have saved a little down arrow. Click on that and you should see where it says "Remove From Vault". If this is the password that you want removed then click on that. Now close all open windows and try the website again. You should notice that you have to enter in the new username and password, and that the previous one is no longer stored.