

# HOW TO ACTUALLY FIX THE "CACHE CREDENTIALS HAVE EXPIRED" MICROSOFT OFFICE ERROR

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## USE THE ONEDRIVE SETTINGS MENU TO HELP FIX THE ERROR:

- Firstly, ensure that all your Office applications are closed.
- Then click the blue or white OneDrive cloud icons on your Windows taskbar.
- Click the "Help & Settings" gear icon in the top right corner.
- Select "Settings" from the dropdown menu.
- Go to the "Office" tab at the top.
- Then uncheck the box next to "Use Office to sync files I open."
- Click the "OK" button.
- Finally, restart your computer and log back into your Office applications.

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## HOW TO UPDATE YOUR CACHED OFFICE 365 CREDENTIALS ON A WINDOWS PC/LAPTOP

- Firstly, ensure that all your Office applications are closed.
- Type "Credential Manager" into your Windows search bar.
- Open Credential Manager and select "Windows Credentials."
- Look for the "Generic Credentials" section.
- Click the dropdown arrow next to credentials related to your Office applications.
- Click "Remove" in the bottom left corner.
- Click on "Yes" to confirm.
- Then repeat the process for all your Office credentials.
- Finally, restart your computer and log back into your Office applications.

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## HOW TO UPDATE YOUR CACHED OFFICE 365 CREDENTIALS ON A MAC PC/LAPTOP

- Firstly, open "Finder."
- Now click on "Applications."
- Open the "Utilities" folder.
- Now open the "Keychain Access" app.
- Find the "Microsoft Office Credentials" and double-click on it.
- Click the checkmark next to "Show password."
- Enter your Mac OS login password and click on "Allow."
- Change the credentials such as the password or name.
- Click on "Save Changes" to complete the process.

Sometimes the password row may show a single uppercase letter in place of your password, this is because Microsoft has not updated the credentials. To fix the credential error, you will need to update this section with your most current password.



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Cached credentials allow users to effectively store credential-based information on local machines such as laptops.

This makes the process of authenticating credentials a lot easier. When attempting to download, read, or update files in shared areas such as SharePoint or OneDrive, any Office product, including Word, Excel, and PowerPoint, the "cached credentials have expired" error may occur, preventing you from uploading or downloading your modifications to a document.

Cached credentials are often created when you switch between accounts, you have multiple accounts accessed locally, or if you have recently changed accounts.

**If you have any questions, please contact us here:**  
**[businesstechplanet.com/contact-us](http://businesstechplanet.com/contact-us) and we would be more than happy to help.**

