Continually prompted for Outlook.com, live.com, or hotmail.com password by your mail application

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Symptoms

Even though you put your Outlook.com, Hotmail, or Live.com password into your mail application, it continues to prompt for the password over and over.

Cause

You have not set up two-step verification for your Microsoft account and obtained an app password for your mail app.

Solution

Turn on two-step verification at Outlook.com. Then, generate an app password. Put the generated app password into the password screen in your application instead of your regular Microsoft account password.

Details

1) Sign into your Microsoft account by going to https://account.microsoft.com.

2) In the left side panel, click Security & password.

3) Click on Turn on two-step verification under “Two-step verification”.

4) Under the "App passwords" heading, click the link labeled Create a new app password.

5) Put the password from Step 4 into the password screen of your mail app.

OUTCOME

Your application will stop prompting you for a password.

Solution Properties

Solution ID
140508171846700

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