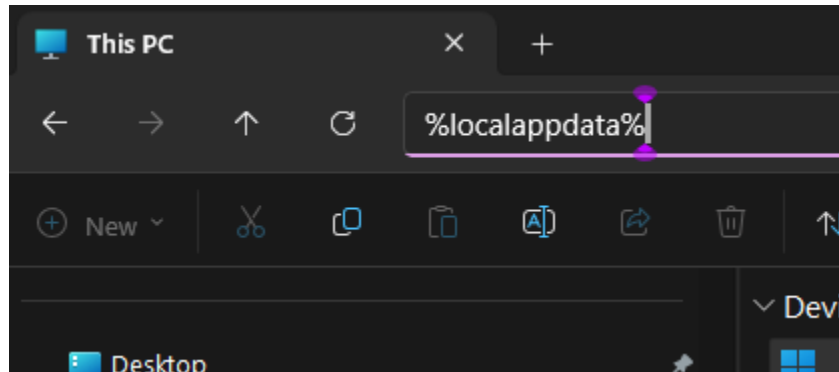


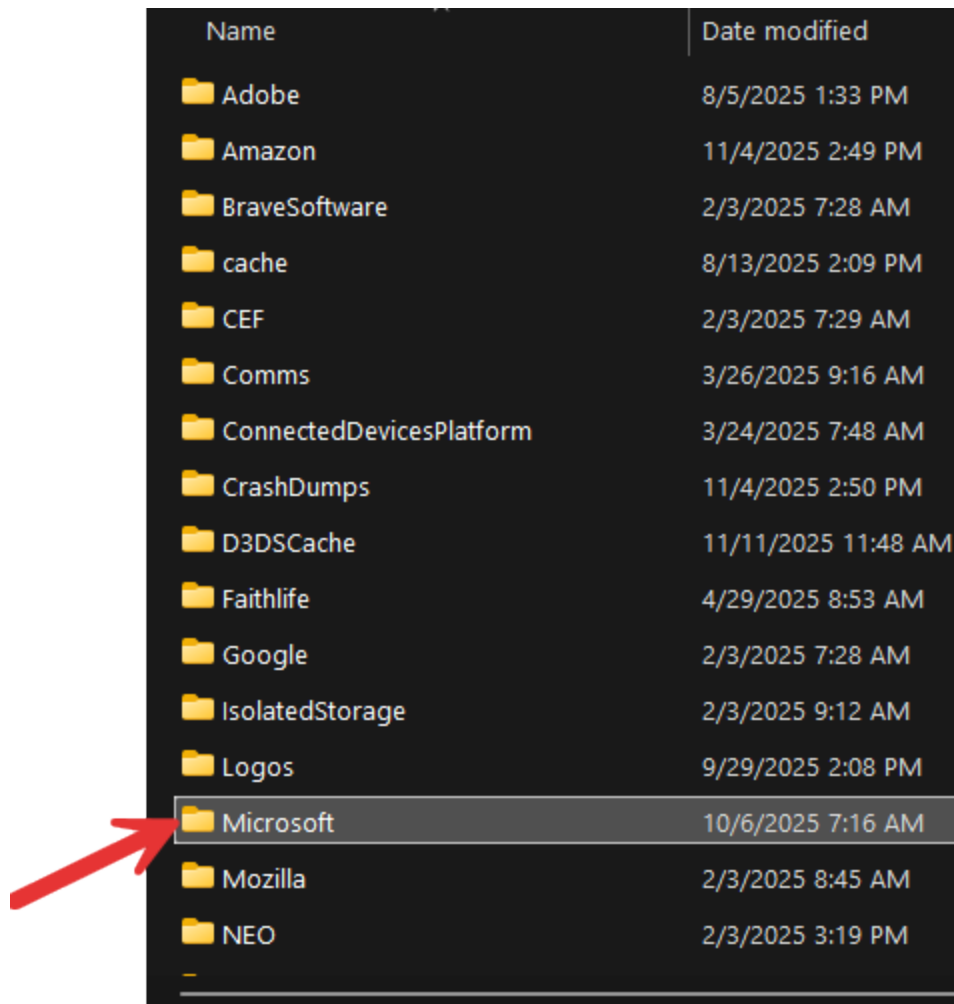
## How to Resolve the Issue with Office 365

### On a Windows PC:

Open **Windows Explorer**. In the navigation bar, enter %localappdata% and press enter.



Scroll down the apps to “**Microsoft**”. Open the **Microsoft** folder.



## How to Resolve the Issue with Office 365

In the Microsoft folder, scroll to “IdentityCache”. Delete the **contents** of “IdentityCache”.



**Delete contents of "IdentityCache".**

In the Microsoft folder, scroll to “**OneAuth**” folder. Open “OneAuth” and delete its contents.



**Open "OneAuth" and delete all contents of "OneAuth".**

If you have installed the Office Suite on your device, uninstall it.

Clear the cache in your web browser (found in the History of your web browser).

Reboot your computer.

Open Chrome. Enter “Office 365” into the navigation bar. Click “login” to sign into Office 365 with your Raider email address. Use the SSO password for the password. This will open the new version of Office 365. You may install this version to your local computer.

Once you complete these steps, you will be able to sign into and access the new version of Office 365.

## How to Resolve the Issue with Office 365

### On a Mac PC:

1. Open **Keychain Access**.
2. **Search for “MicrosoftOffice” or “ADAL”**.
3. **DELETE** any saved items with the OLD username: **@onmicrosoft.com**