What to do if you attempt to connect to the print server, and upon attempting to add a printer receive an error that you are not authorized similar to this one: or get stuck in an enter your credentials loop.

- If you are on Windows 8, or 10, from the home tile screen just type “Credential Manager” to bring it up in the search box. And click on credential manager.
- Windows 7 – Go to Start.. Control Panel... then Credential Manager.
- Once inside click on the Windows Credentials link
  
  ![Screenshot of Credential Manager]
  
- If your screen does not have an entry for ced-printers similar to above you’ll need to create one by clicking on the “Add a Windows Credential” link (you may have additional items in this list).
- Then fill in the information similar to the screenshot below
  - Server \ced-printers (you might have to try \ced-printers.ced.uga.edu if it dosen’t like it as just ced-printers.
  - Username: myid\yourmyid (MUST include the myid\ prior to your username)

  **Type the address of the website or network location and your credentials**
  Make sure that the user name and password that you type can be used to access the location.

  Internet or network address (e.g. myserver, server.company.com): \ced-printers
  
  Username: myid\yourmyid
  
  Password: [Redacted]
- After creating the entry, try going back to Windows Explorer and reconnecting to `\ced-printers` and it should now let you install the printer driver.

- If you have changed your myid password or having other problems connecting and ced-printers is already in your list, just click on the listing and it will show you the details, then click remove.

  Windows Credentials

  | Internet or network address: | ced-printers |
  | User name: | myid |
  | Password: | •••••• |
  | Persistence: | Enterprise |

  Edit  Remove

- After removing the credential, you want to restart the computer. Then try to connect to the server again or go back and manually add the credential prior to connecting to the server.