

### Important Content Update Message



We are currently updating the OP Help Center content for the release of OP 20. We appreciate your patience as we continue to update all of our content. To locate the version of your software, navigate to: **Help tab > About**

# Parallels Losing Credentials After a Windows Update

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**Note:** This documentation applies only to the OP Cloud users.

Have you installed Windows updates and then go to connect to OP via Parallels and some or all of your credentials are gone? Try this fix!

1. Open Parallels.
2. Click **Help**, and select **About** from the menu.
3. If the version is listed as 16.0 or earlier, click [here](#) to launch the Parallels Client Setup window to upgrade to v16.5. The Setup download is displayed in the downloads bar at the bottom of the screen.
4. Click the download to open the Setup window.
5. Accept the default by clicking through the **Next** prompts.
6. Reattempt to log in. The credentials may have automatically been pulled in with the update. If so, you will have success logging in. If you still cannot log in, please contact **OP Support**.



**Note:** You must have administrative permissions on the machine to install the update. If you are prompted for credentials that you do not have, contact your IT professional.