Clear the Skype for Business Cache in Windows - Start by saving/closing ALL Microsoft Office Programs
1. Allow Skype to attempt to sign in then Close the error message.
2. Clear your name out and then click on the blue link that says 'Delete my sign-in information'.
*Click on the gear for settings and then click on personal and remove the user name. Click on advanced and verify it is set to 'auto'
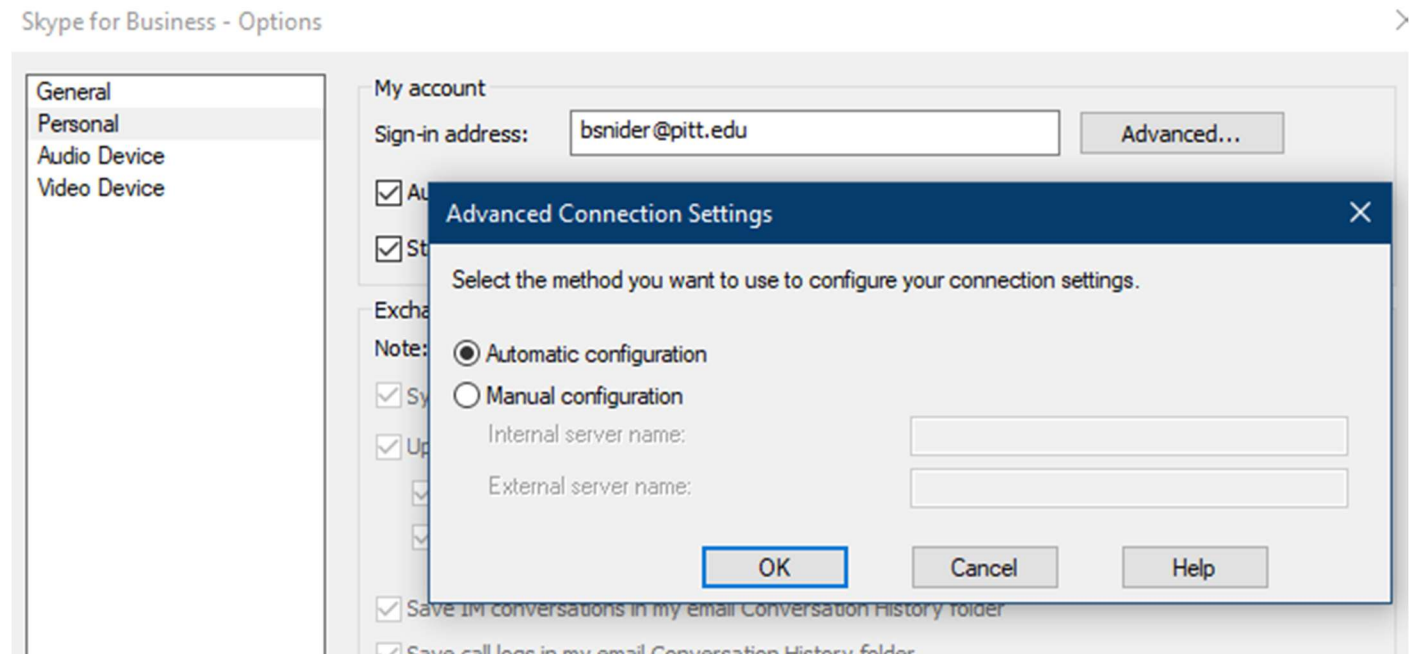
3. Open task manager (hit ctrl+shift+esc) find Skype and click on 'end task'.
If the computer has the non-business version of Skype installed, make sure to end that task as well.

4. Copy this file path: %localappdata%\Microsoft\Office\16.0\Lync\ folder
5. Right click on the Windows start button and click on RUN. Paste the file path.
6. Delete any folder named: sip_anyusername@pitt.edu
7. Open the Tracing folder and delete the contents. **Do not delete the folder itself**
8. Delete contents of this registry key: HKCU\Software\Microsoft\MSOIdentityCRL\
9. Delete contents of this dir: C:\Users<username>\AppData\Roaming\Microsoft\Crypto\RSA
10. Restart Computer, allow skype to open and enter password if prompted