

Windows laptops & PCs | Medium | 2 min read

Forgot my Windows password or cannot sign in to Microsoft account

Being locked out is stressful, but there are safe official ways back in. Which one you use depends on whether you sign in with a Microsoft account (an email address) or a local account.

Quick fixes to try first

- Check Caps Lock is off and Num Lock is on if you use numbers.
- Click the eye icon to reveal what you are typing.
- Try the password you use for your Microsoft email, such as Outlook or Hotmail.
- If you normally use a PIN, click **Sign-in options** and try the password instead, or the other way round.

Step by step: Microsoft account

1. On another device, open a web browser and go to account.live.com/password/reset, which is Microsoft's own page.
2. Enter the email address you sign in with.
3. Follow the steps to verify your identity by code to a phone number or backup email.
4. Choose a new password.
5. Back on the laptop, connect to the internet and sign in with the new password.

If you only forgot your PIN, click **I forgot my PIN** under the PIN box on the sign-in screen and follow the prompts.

If that did not work

- If you cannot reach your recovery phone or email, Microsoft has an account recovery form on its website. It asks for details only you should know and can take a few days.
- Local accounts: if you set security questions, a **Reset password** link appears after a wrong attempt. If not, there is no simple safe way to get in, and you may need to reset the PC, which erases your files. Do not use password cracking tools or boot discs from the internet. They are often malware.

When to get more help

Stop and email us if you cannot prove ownership of the account, the laptop belongs to a work or school, or you are unsure whether your files are backed up. Please do not reset Windows until we have talked, as that can permanently delete photos and documents.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.