

Windows laptops & PCs | Advanced | 2 min read

Windows keeps showing Automatic Repair or 'Your PC did not start correctly'

Sometimes Windows tries to fix itself at start-up, fails, restarts and tries again, round and round. This guide shows the safe things to try, in order, without wiping your files.

What is happening

Windows has noticed that it could not start properly a few times in a row, so it opens the blue **Recovery** screen. The cause is usually a bad update, a corrupted system file, a failing drive or a faulty USB device.

Simple checks first

1. Switch the PC off completely. Hold the power button for 10 seconds if needed.
2. Unplug everything except power, mouse and keyboard.
3. Switch on again and wait. Sometimes the loop clears on its own.

Use the repair options

If the blue screen appears again, choose **Advanced options**, then **Troubleshoot**, then **Advanced options**. Try these one at a time, restarting between each:

- **Startup Repair**: lets Windows have one more go at fixing itself.
- **System Restore**: takes Windows back to an earlier working date. Your own files are not touched, but recently installed programs may be removed.
- **Uninstall Updates**: choose to remove the latest quality update first. Your files are not touched.
- **Startup Settings**, then **Restart**, then **4** or **F4**: starts Windows in Safe Mode, if you can reach it.

If you are asked for a recovery key

Some PCs ask for a BitLocker recovery key. This is a long number that is normally saved to your Microsoft account. On another device, go to aka.ms/myrecoverykey and sign in to find it. Do not guess it.

Be careful with Reset

Reset this PC can fix this problem, but if you pick **Remove everything** you will lose your photos, documents and programs. Only choose **Keep my files** if you must, and understand that even that option removes your installed apps. If you have no backup of important files, stop and ask us first.

When to get more help

Get in touch if none of the repair options work, if you hear clicking from the drive, if Windows says the drive cannot be found, or if photos and documents are not backed up. Each restart can make a failing drive worse.

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.