

Fix 'The Username or Password is Incorrect' error every time Windows 10 reboots

After you install the feature update, you may encounter a strange problem. Whenever the computer was restarted, the first screen displayed even before the login screen was: 'The username or password is incorrect. Try again.'

Note that the screen above is visible even before the Welcome screen is displayed; even if you haven't had a chance to enter any username or password yet. After eliminating the above message, you can enter the required information and login successfully.



Fix 'The Username or Password is Incorrect' error every time you reboot

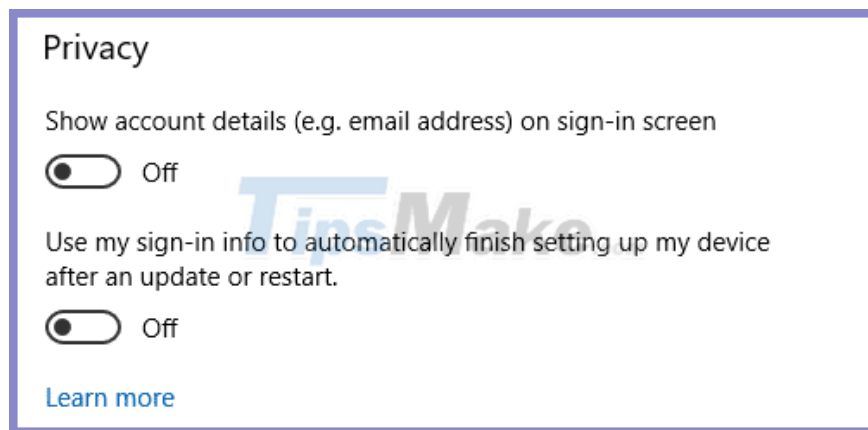
Incorrect password error only occurs when the setting Use my sign in info to automatically finish setting up my device after an update or restart is enabled. This setting is supposed to speed up the Windows update process, by automatically logging in after restarting and completing device setup. The device is then locked to help keep your account and personal information safe.

Disable 'Use my sign-in info' to fix Windows 10 login issues

Step 1. Click the Start button, select Settings.

Step 2. Click Accounts, then select Sign-in options.

Step 3. In the Privacy section, turn off Use my sign in info to automatically finish setting up my device after an update or restart.



Step 4. Restart Windows.

Still seeing incorrect password error when booting up?

To avoid 'The user name or password is incorrect' error in Windows 10 and to resolve user account login issues, here is a list of things you need to check:

Step 1. Make sure Capslock isn't turned on if your password contains all lowercase letters.

Step 2. Incorrect keyboard layout might prevent you from entering characters in your password. In systems with multiple keyboard layouts, be sure to select the correct keyboard layout for entering the password into the login screen. You can change the keyboard layout in the bottom right corner of the Windows 10 login screen. After changing the layout correctly, your password should work.

Step 3. Are you using the same Microsoft account (MSA) (instead of local user account) on multiple Windows 10 devices? If so, you must know that if the password is changed in one computer, the same password must be used on other devices that share the same MSA. This is a key point that users often overlook.

Also, if you have set up automatic login using Netplwiz.exe before, you will need to delete it and reconfigure.

Step 4. From the login screen, click on the link [Forgot my password](#) and reset your Microsoft account password. You can reset it using email ID or alternate phone number. A security code will be sent to your alternate contact ID or mobile number to verify your account. After verifying and resetting your password, log in to your account with the new MSA password on all Windows 10 devices. Alternatively, from another computer, visit the [Reset password link](#):

<https://account.live.com/password/reset>

Step 5. If you are using a local account instead of an MSA, you can reset your password using two methods:

- On the login screen, enter the incorrect password to open the password reset option. Select [Reset password](#), answer the security questions and then enter a new password.

Activate the built-in admin account through Windows Recovery Options and then easily reset the local user account password. See article: [Lost Admin rights on Windows 10 / 8.1](#), here's how to fix it for more details.

Step 6. If nothing helpful, create a new user account by activating the built-in admin account via Windows RE

Step 7. The final option is to contact Microsoft support or fill out the account recovery form. If you forget your Microsoft account password and don't have access to the security info on your account, the account recovery form is a tool that you can use to provide additional information. Microsoft can ensure that you (and only you) have access to your account.

Hope the information in this article helped you fix or resolve incorrect password error on Windows 10.

You finished reading the article "**Fix 'The Username or Password is Incorrect' error every time Windows 10 reboots**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.