

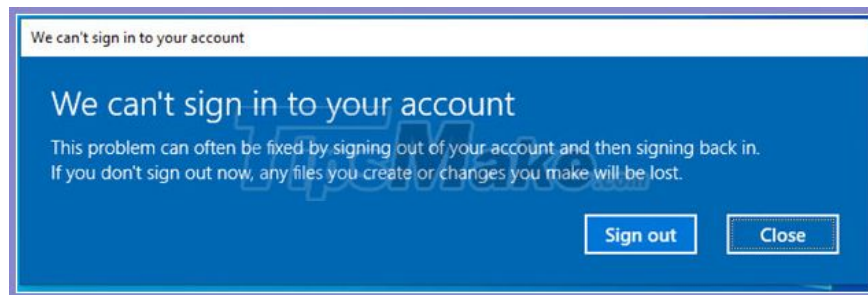
# How to fix 'We can't sign into your account' error on Windows 10

Some Windows 10 Insider build 20226 users have reported that they were unable to log in to user profile (s) as expected. Microsoft now offers a solution for help with this problem.

It is only for build 20226 and will not apply to users on other builds. To fix this issue, please complete the following steps:

## Fix "We can't sign into your account" error

Note : The steps below assume your Windows settings are set by default for the C: drive. If you installed Windows on another drive, please replace c: with the drive letter corresponding to your installation.



### For the admin account

If your account is an Administrator account on the affected device:

Step 1. When you see the " We can't sign into your account " dialog box , click the Close button .

Step 2. Open a Command Prompt window with admin rights.

Step 3. Type and run each of the following commands:

```
cd c:\users%username% takeown /F ntuser.dat* icacls ntuser.dat* /reset icacls ntuser.dat*
```

Step 4. Log out.

Step 5. You won't see the above dialog box on your next login.

### For regular accounts

If your account is not an admin account on the affected device:

Step 1. When you see the " We can't sign into your account " dialog box , click the Close button .

Step 2. Open a standard Command Prompt window.

Step 3. Enter the following command:

```
Echo %username%
```

(Note the username returned, you will use it in step 6)

Step 4. Close the standard Command Prompt window.

Step 5. Open a Command Prompt window with admin rights.

Step 6. Type and run each of the following commands:

```
cd c:\users\username\takeown /F ntuser.dat* icacls ntuser.dat* /reset icacls ntuser
```

Step 7. Log out.

Step 8. You will not see the above dialog box the next time you login.

If these steps did not resolve the issue for you on build 20226, you can also rollback the previous build. You can then reinstall build 20226 and you should not have the problem again.

The cause of the error has been identified and a fix is ??in development.

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