

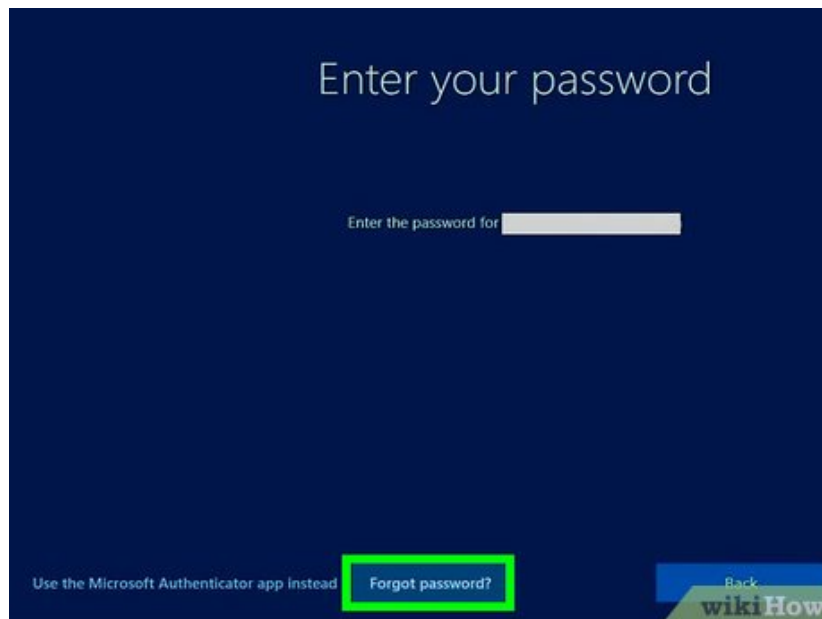
# How to Reset a Forgotten Password on Windows

This wikiHow teaches you how to reset the password or PIN you use to log into Windows. It's not possible to reset passwords for local accounts unless if you set up security questions or a password reset disk—if your account is not...

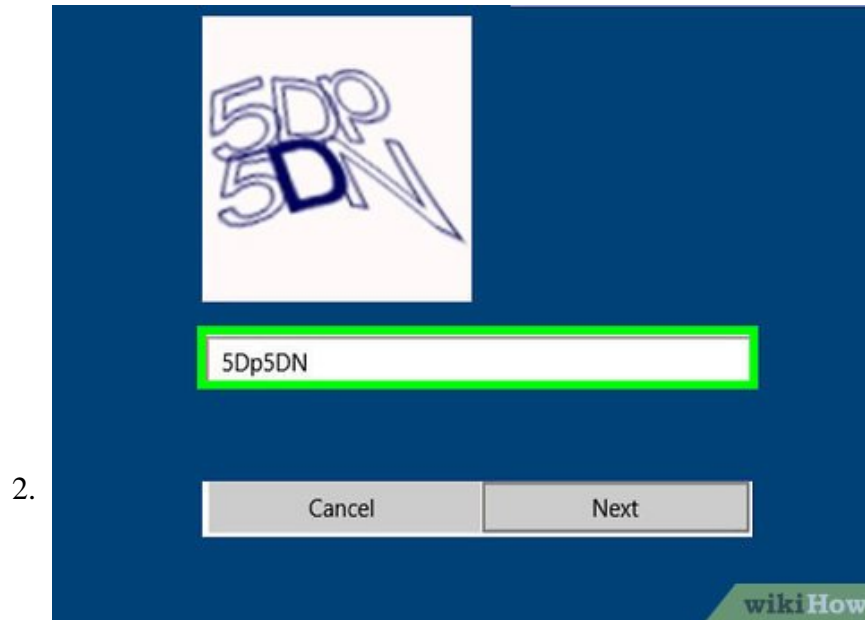
Method 1 of 3:

## Resetting a Microsoft Password if Unable to Sign In

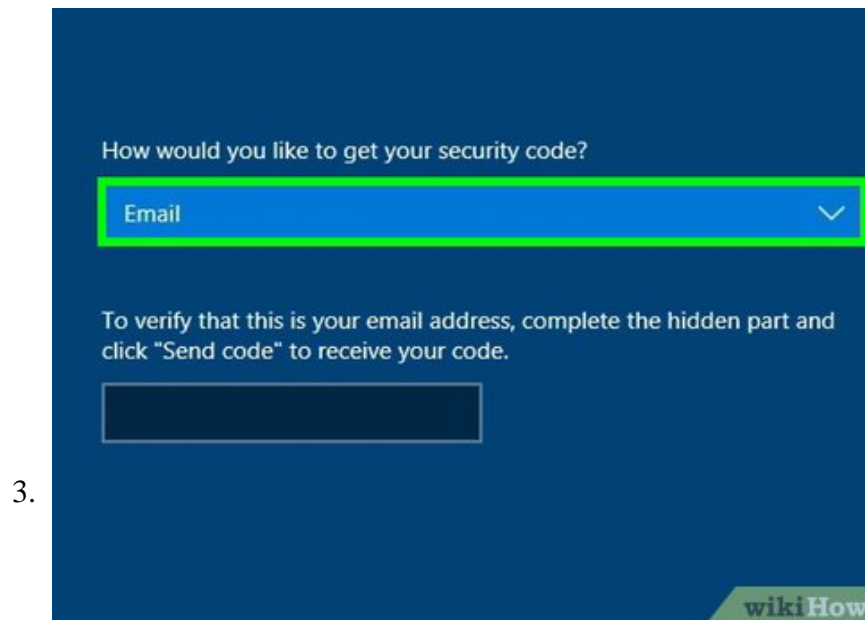
1.



**Click on the "I forgot my password" button underneath the password field on the lock/sign-in screen.** This option is only available if you have a Microsoft account. If you don't have a Microsoft account and don't remember the password for your local account, there's no way to recover the password. You'll have to restore the computer to its original settings instead.<sup>[1]</sup>

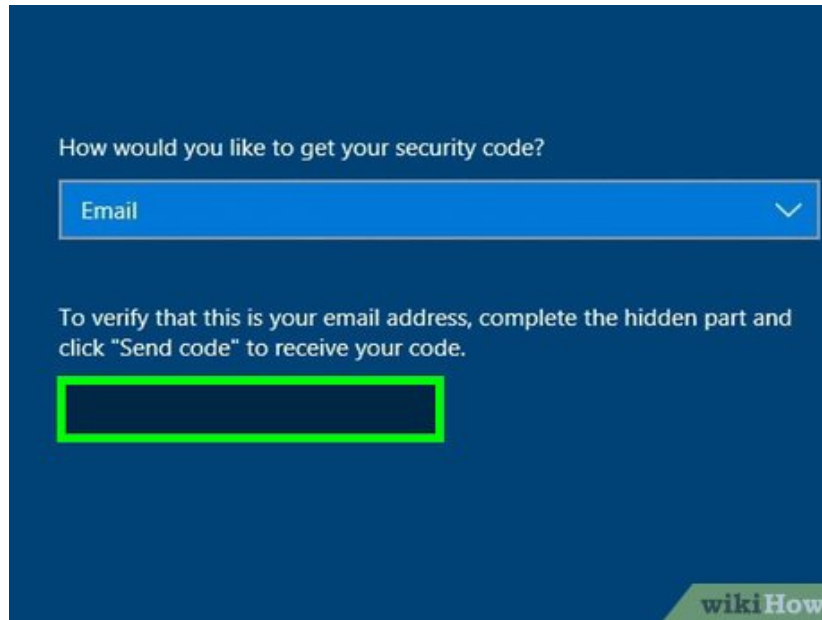


**Complete the CAPTCHA.** Enter the characters that you see on the screen then click . Alternatively, you can complete an audio CAPTCHA.



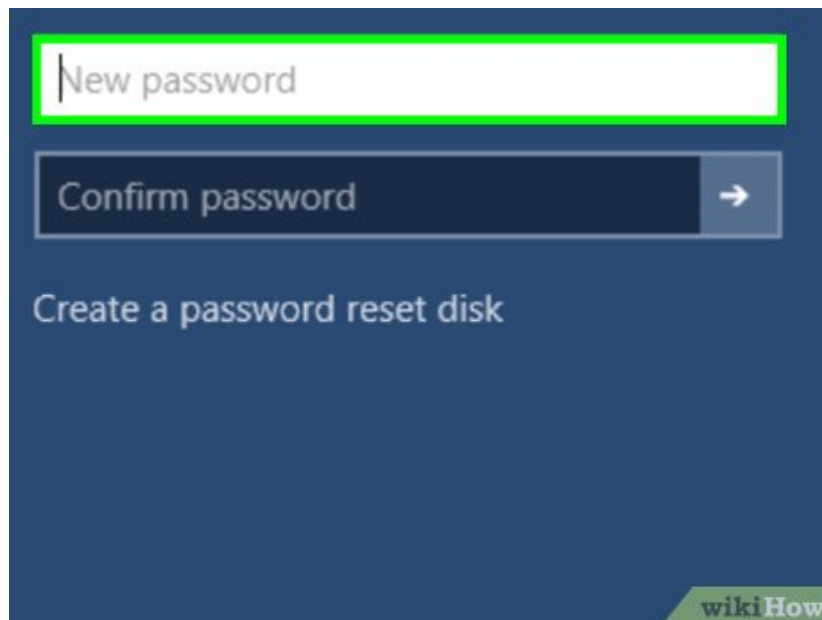
**Decide how you want to reset your Microsoft account password.** You can reset it using a code from an SMS message, an email, or Microsoft Authenticator, or, if you lost all of these, you can reset using your security questions.

1. If you choose SMS or email, you will have to complete the phone number or email address.

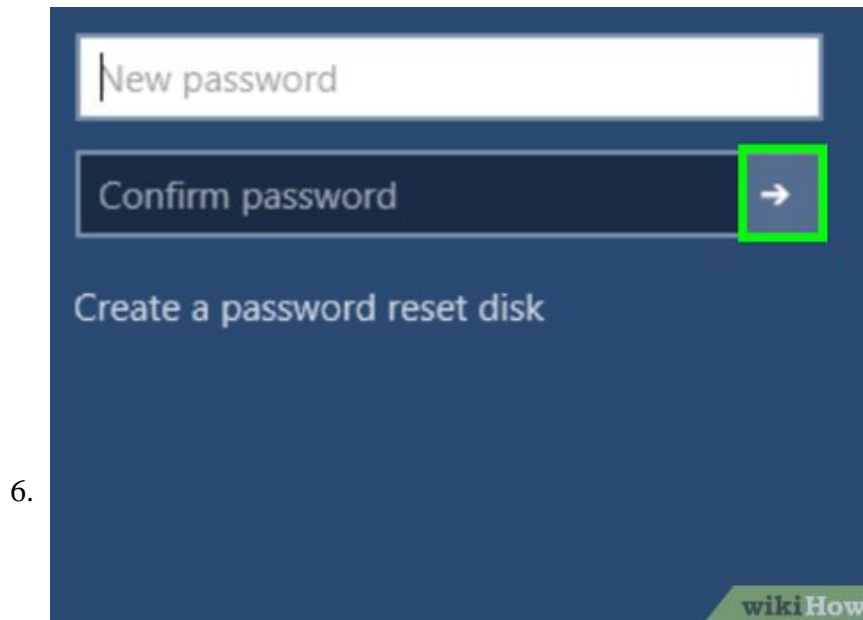


**Enter the code or answer the security questions.** If you got an email, you can click on the recovery link to reset your Microsoft account or enter the code. If you got an SMS message or are using Microsoft Authenticator, then you can enter the code that was sent to you or that is displayed in Microsoft Authenticator. If you answer your security questions, then do your best. It may take up to thirty days to recover your lost account. Click on **Next**.

1. The security questions will not work if you have two-factor authentication on (i.e. you are using the Microsoft Authenticator app to sign in).



**Enter your new password.** If successful, you will be able to choose a new password. Enter your password into the password field, then confirm your password, then click **Next**.



**Sign into your Microsoft account using your new password.** You have successfully reset your password. Now, make sure you remember it and that you write it and store it in a very safe place.

Method 2 of 3:

## Resetting a Local Account Password

### Through Security Questions (Windows 10 version 1803)

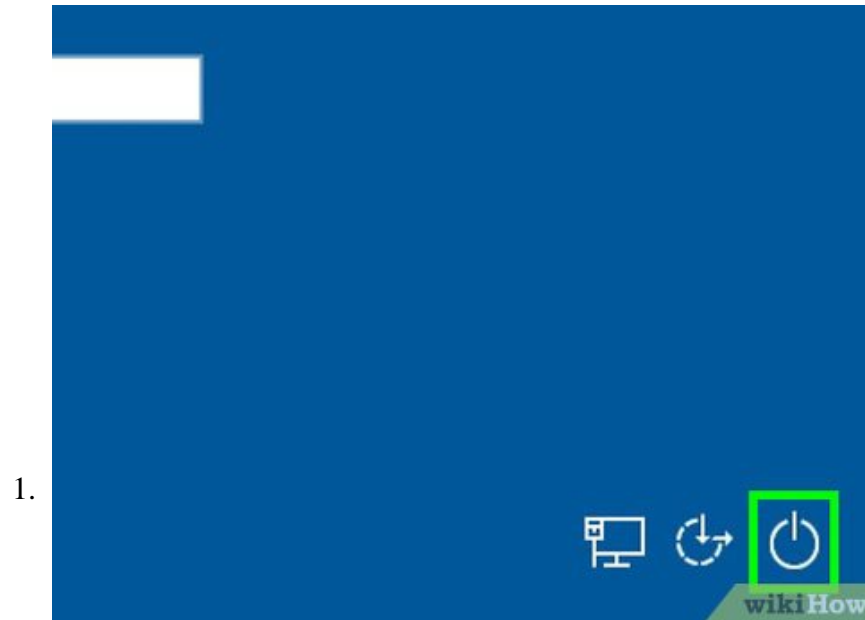
1. **Take a guess at your password.** For all you may know, you may remember your Windows password. If you don't, don't worry.
2. **Choose "Reset Password".** This will open an option to reset your Windows password.
3. **Answer your security questions.** You set these up when you first created your local account or in "Sign-in options". These security questions can only be used to unlock your local account, and your local account is not accessible via other computers.
4. **Enter a new password.** Choose a new password to keep your computer safe. Once you do that, you can use your new password to reset your password.

### Using a Password Reset Disk (Windows 8/8.1)

1. **Insert the password reset disk you created.** This is the USB drive that can be used to unlock your local account.
2. **Take a guess at your password.** For all you may know, you may remember your Windows password. If you don't, don't worry.
3. **Choose "Reset Password".** This will open an option to reset your Windows password.
4. **Choose .**
5. **Choose the USB drive used to set up password reset.**
6. **Choose .**

7. **Enter a new password.** Choose a new password to keep your computer safe. Once you do that, you can use your new password to reset your password.

### By Resetting your PC

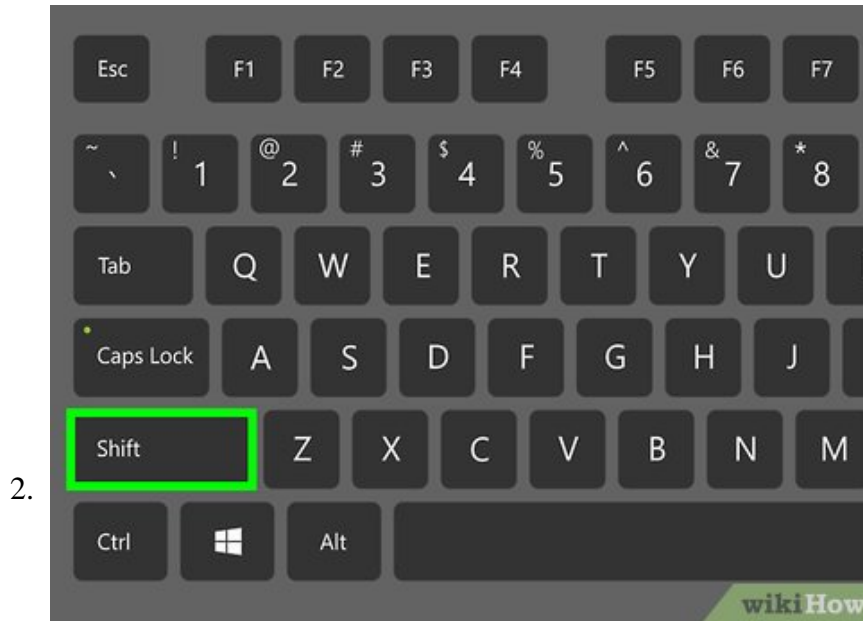


**Click**

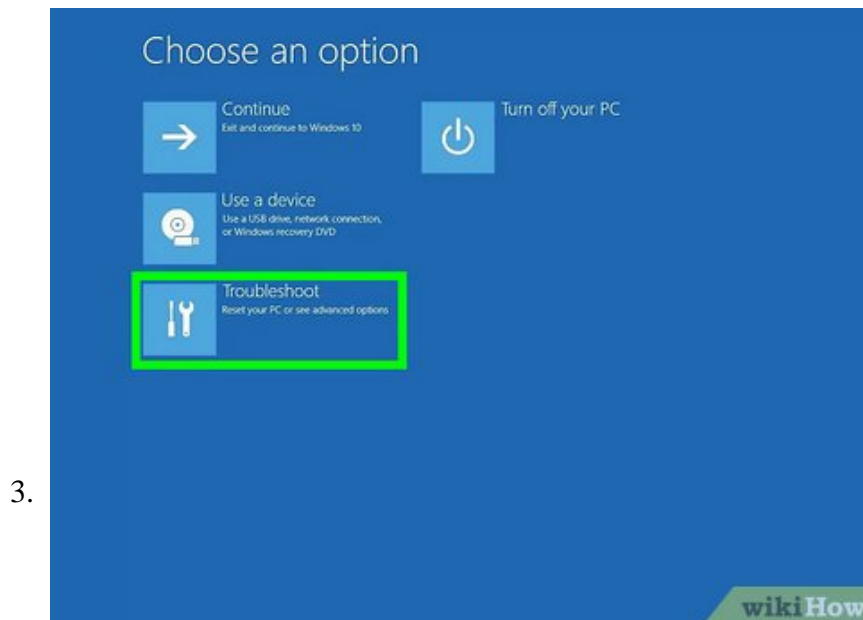


**on the sign-in screen.** If you use a local account instead of a Microsoft account to log into Windows, there's no way to recover the password.<sup>[2]</sup> This method walks you through resetting the computer.

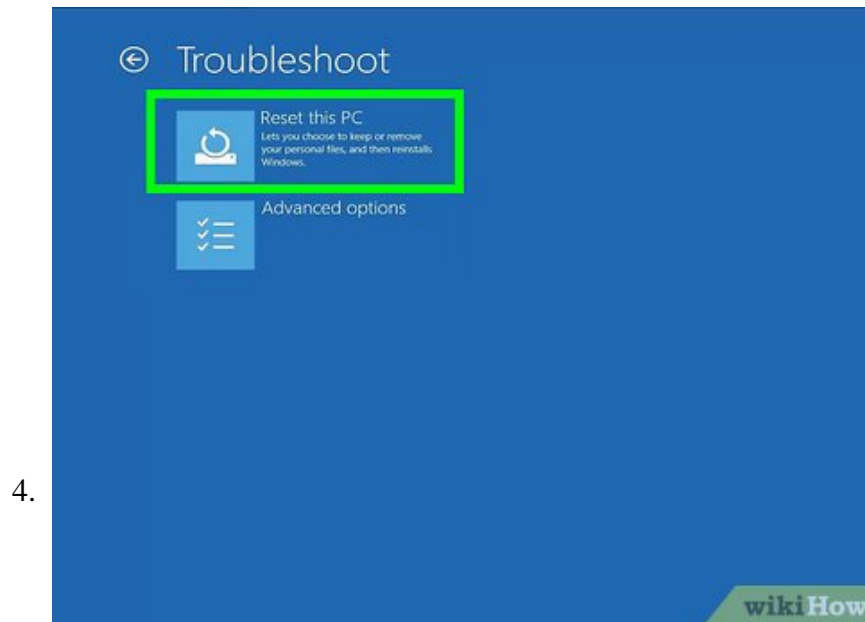
1. This method will delete your personal files and settings. Windows will be completely reinstalled.
2. This situation is uncommon, as using a Microsoft account is suggested by default.



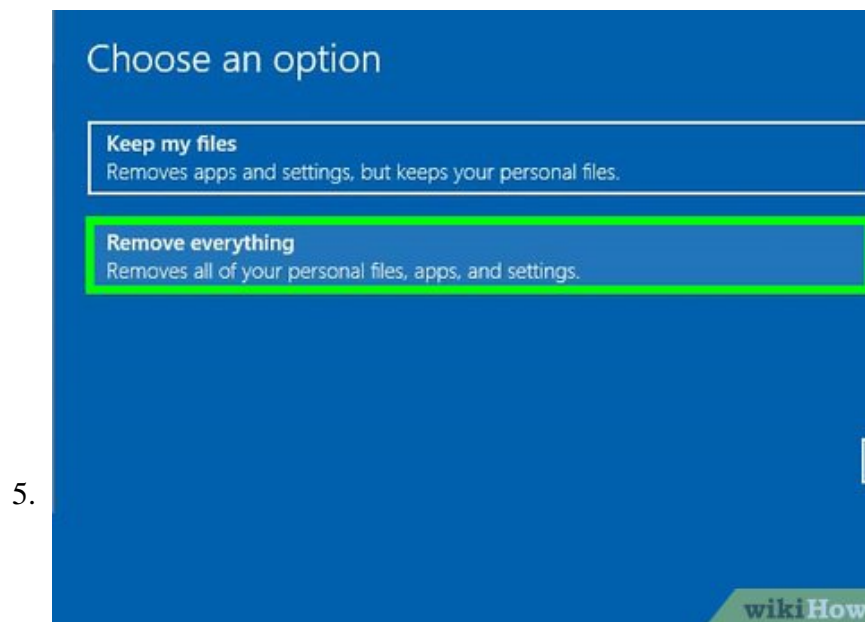
**Hold the ? Shift** key as you click **Restart**. The computer will now reboot. When it comes back up, it will bring you to the Boot Options menu.



**Click** **Troubleshoot**.



Click **Reset this PC**. A confirmation message will appear.



Click **Remove everything**. Your PC will now reboot and begin the reinstallation process.

1. During the reinstallation of Windows, you'll be asked if you want to select or create a Microsoft account. Using a Microsoft account ensures that you won't have to reinstall the computer if you forget your password.

Method 3 of 3:

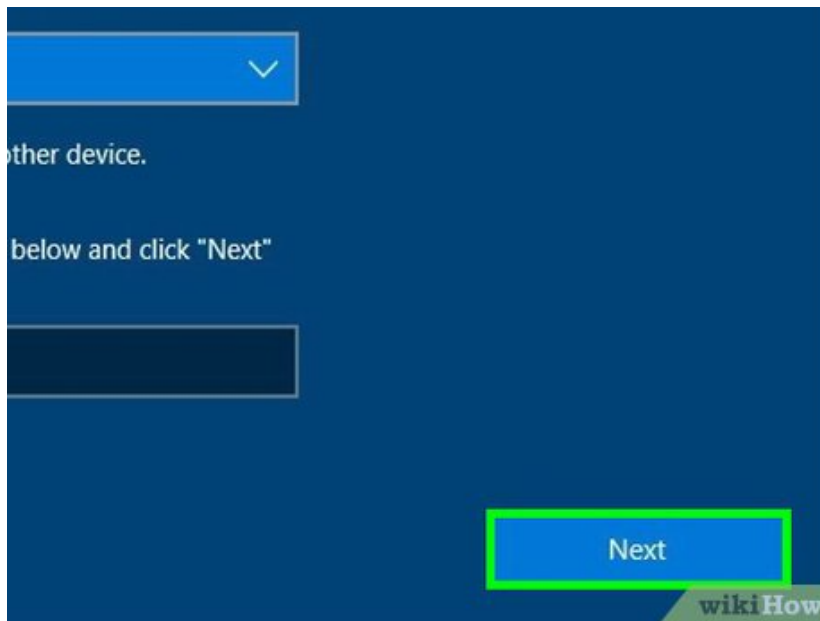
## Resetting a PIN



1.

Click **I forgot my PIN** on the login screen. If you use a PIN to access Windows, this method will help you reset it. This link is below the text box.<sup>[3]</sup>

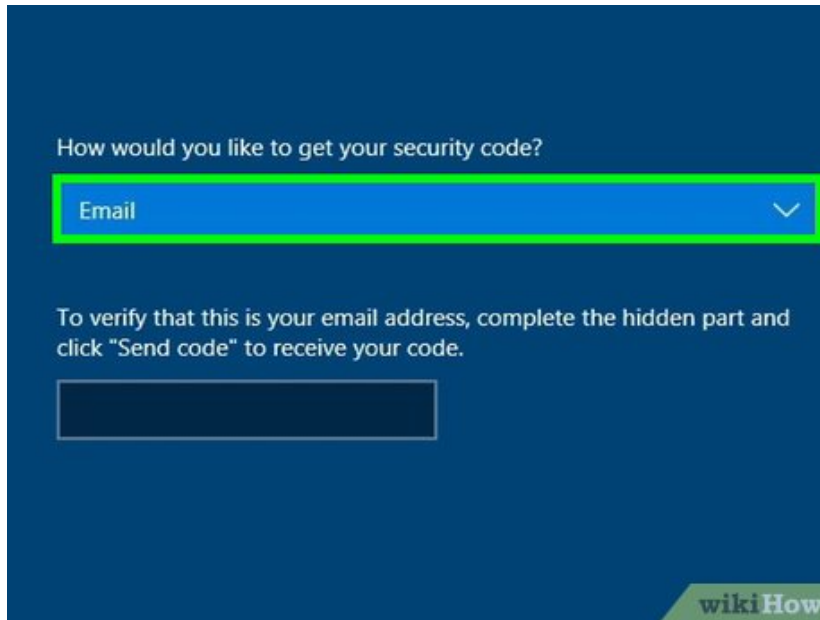
1. If you have multiple accounts on the PC, select the one you need to reset.



2.

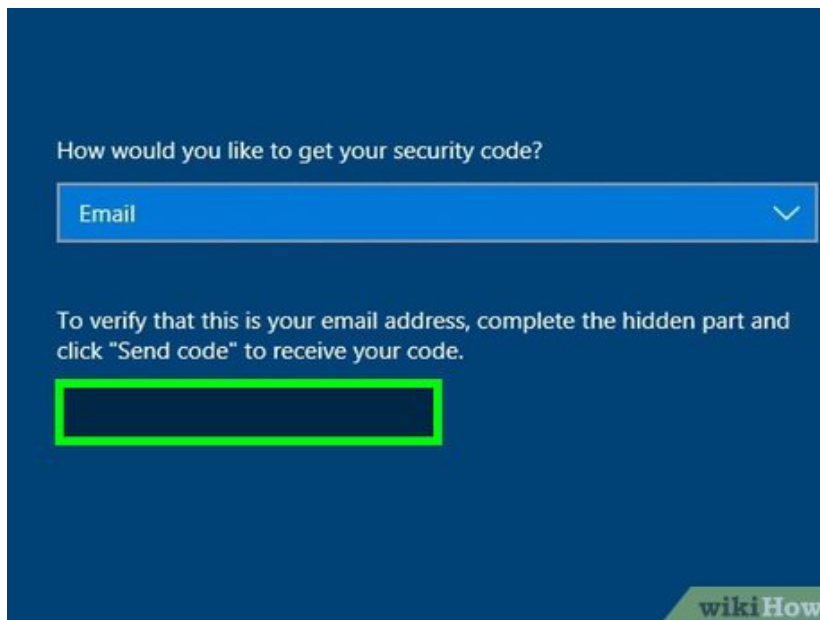
Type your Microsoft account password and click **Next**. This is the password you use for your @outlook.com, @hotmail.com, or @live.com account.

1. If you don't remember your Microsoft account password, see this method.

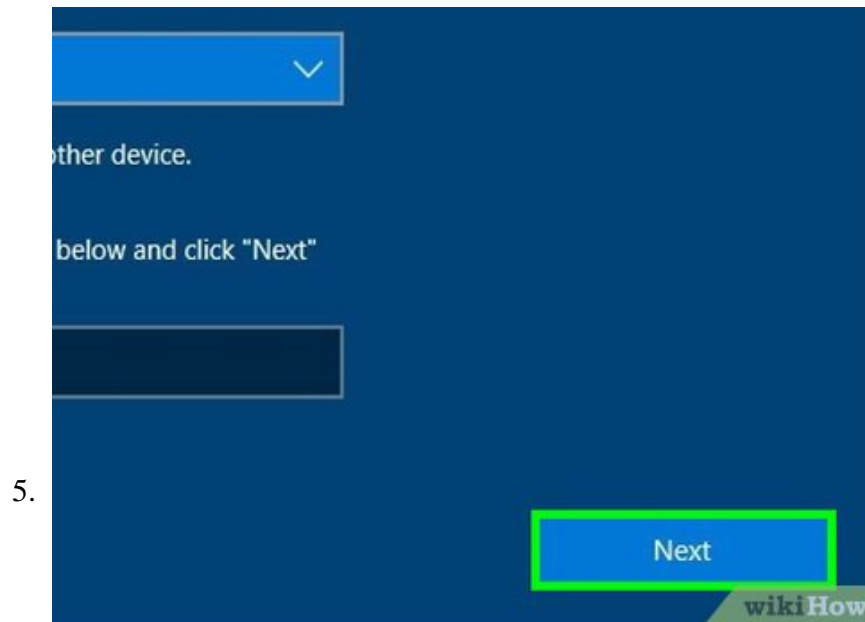


**Select a method for receiving the security code.** Depending on your settings, you may have both a second email address and phone number on file.

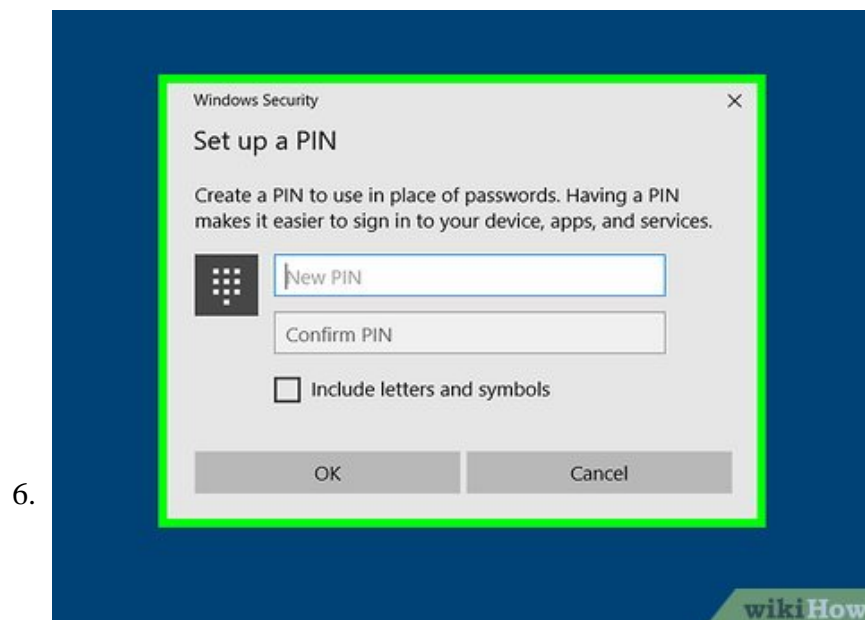
1. The second address or phone number is partially obscured for security purposes. Type the address or number correctly to confirm it.



Click **Send Code**. Microsoft will now email or text you a security code.



Type the security code into the box and click **Next**. Now you'll be able to create a new PIN.



**Enter and confirm a new PIN.** You'll have to enter the PIN twice to confirm it. Once it's confirmed, you can use it to log into Windows.

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