

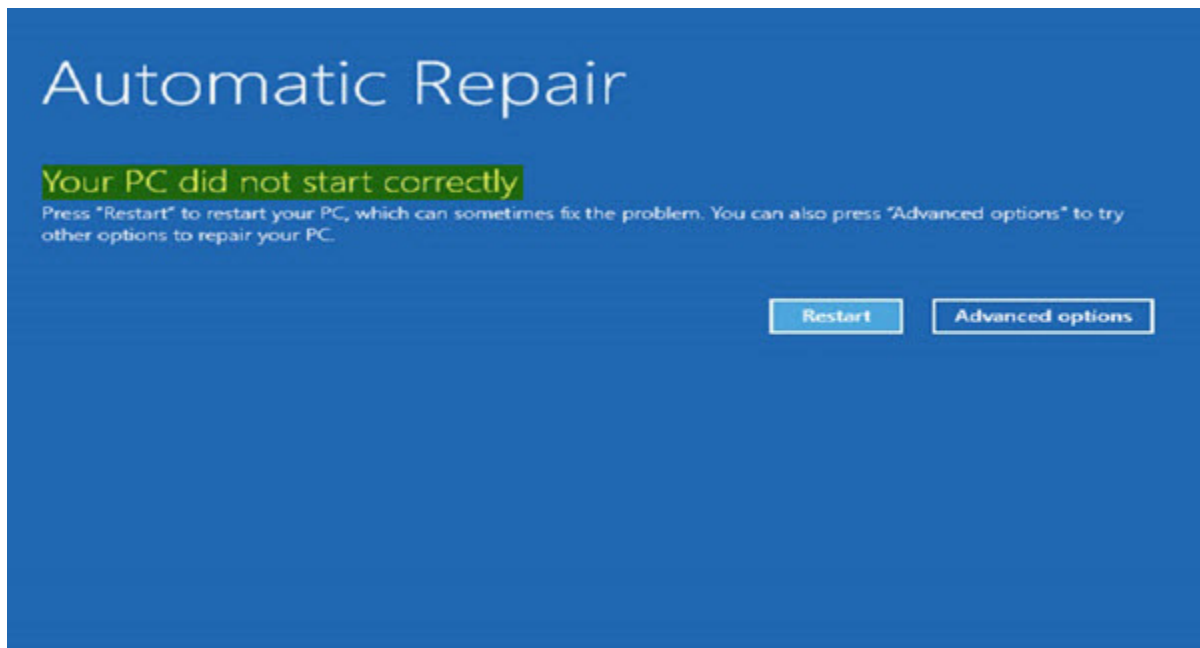
General software issues

Contents

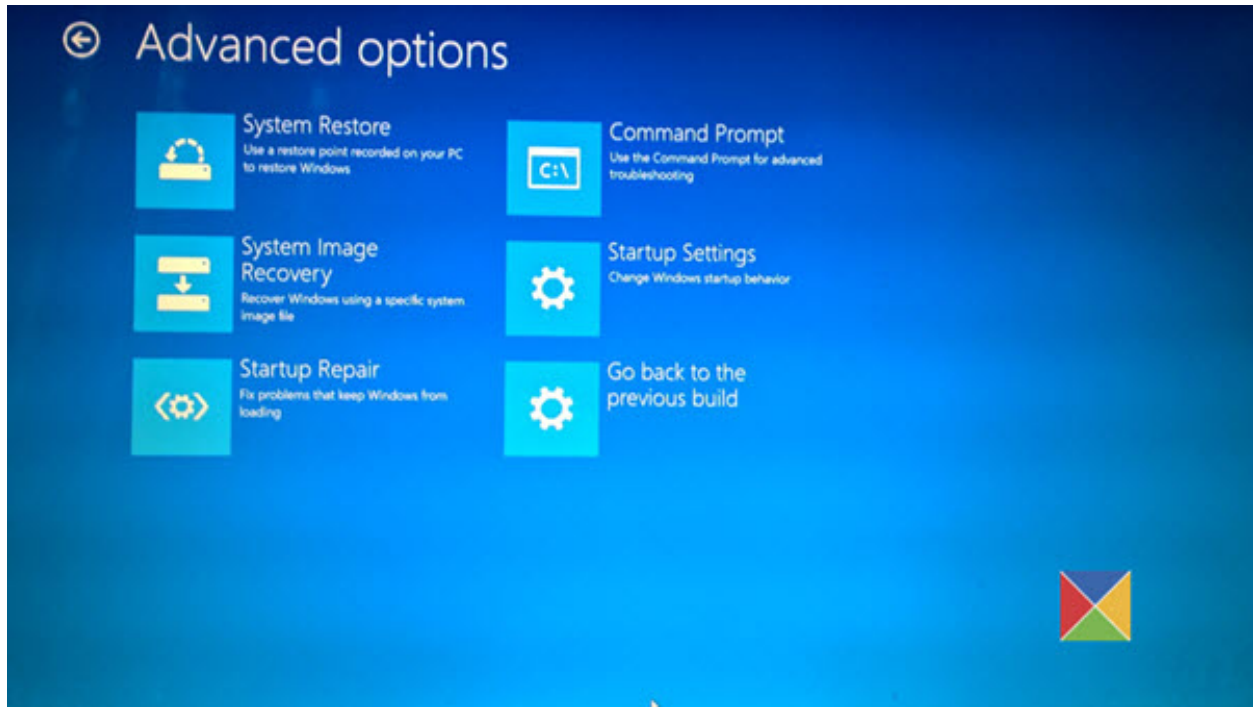
- **Windows does not start properly**
- **Login difficulties**

Windows does not start properly

If windows fails to start correctly, which may happen after a sudden power loss or interrupted updates, it will display options like the following.



- Firstly click restart – If this does not work, try clicking restart one more time.
- If this message is still displayed, go to advanced options.



- Click on start-up repair button and windows will attempt to fix the fault.
- If this fails, click on system restore and use a previous restore point if available to restore your computer to an earlier time when it worked.
- If there is so important data on your device, system image recovery is an option, which will be at the end of this document. This process will destroy any data that is on the device so should be used with caution.
- Contact Lease-tek support if these steps fail.

Login Difficulties

- Ensure that you have selected the correct user if multiple users are set up on your computer
- Check Caps lock or number lock is not on when entering your password
- If you are using a Microsoft account and changed password recently online, ensure that the device is connected to the internet or if not possible, enter your old password.