

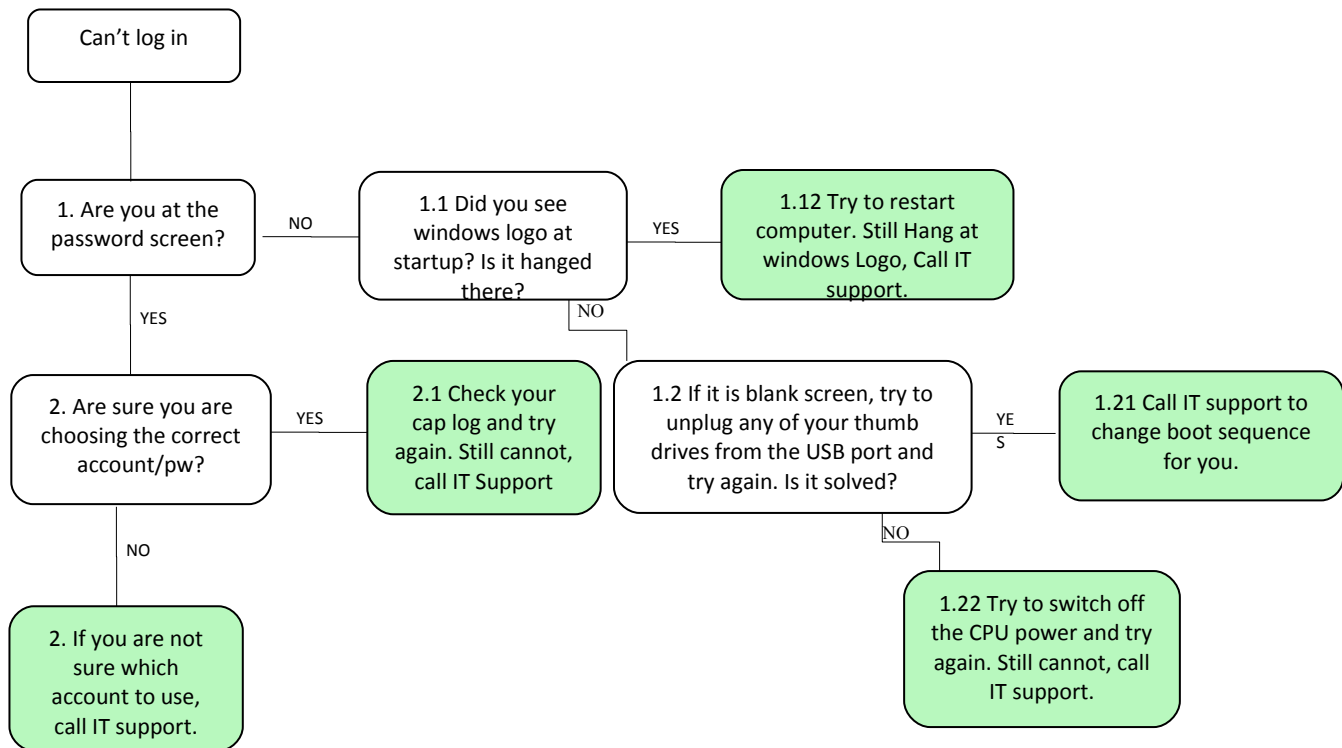


User Guide

**Software Windows Solution
(Cannot log in to Windows)**

Spectacle Hut

Flow Chart



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Solution for not being able to log in to Windows

This section would teach you how to solve the problems that you are unable to log in to Windows

When you are unable to log in to Windows:

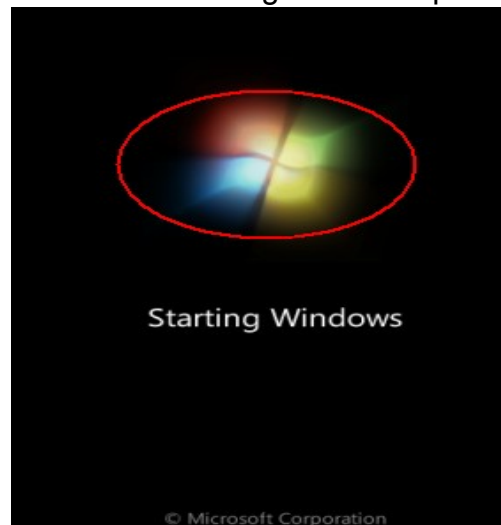
1. Check to see if you are at the password screen.

Log-in password error



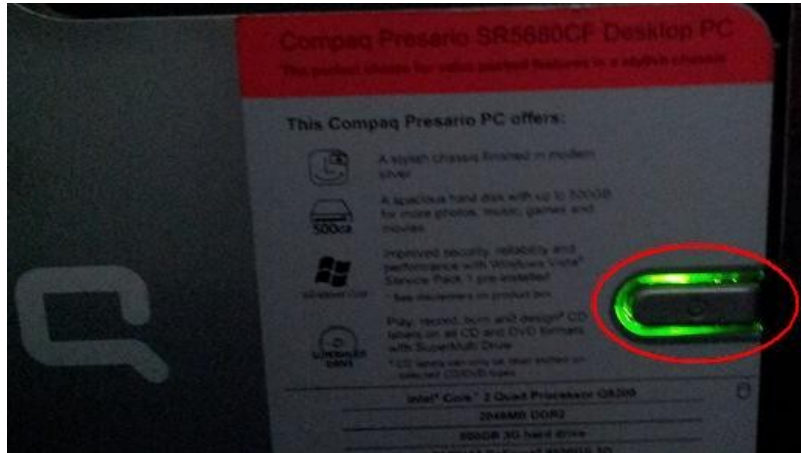
- 1.1 If you are not at the password screen, check to see whether you are hanged and able to see Windows logo at start-up.

Windows logo at start-up



1.12 If you are hanged at start-up, restart your computer and call IT support when you are still hang at Windows Logo.

Press and hold the power button to restart your computer



1.2 If you are not hanged at Windows Logo at start-up, try to unplug any of your thumb drives from USB port and try again if you are at a blank screen.

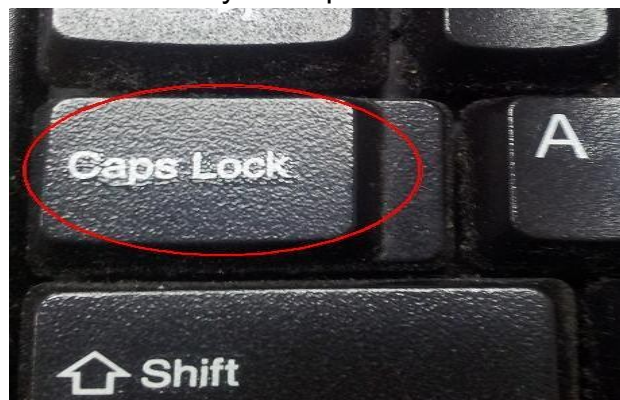
1.21 If you have solved the problem, call IT support to change boot sequence for you.

1.22 If the problem has not been solved, try to switch off the CPU power and try again. Call IT support after it still won't work.

2. If you are not at the password screen, check if you have chose the correct account or password.

2.1 If you have chose the correct account or password, check your caps lock and try again. Call for IT support if it still wont work.

Check your caps lock button



2.2 If you have chose your account or password incorrectly, call the IT support if you are unsure of which account to use.