

How do I Guide Series for Windows® 7



How do I Log on to my Windows 7-based computer if I forgot my password?

In this guide

This simple guide as part of the “How do I Guide Series for Windows® 7” covers a lot about resetting a password, recovering the original user account and more of what solutions are applicable.

During my time on forums such as Microsoft Answers Community Forum, I've solved several of security issues. However, many of the questions have been regarding password reset, or original posters posting using the following title "I forgot my password and cannot log on to Windows" and so on. Therefore I decided to write a document that gives all the answers and solves these problems that Windows® users face daily all over the world.

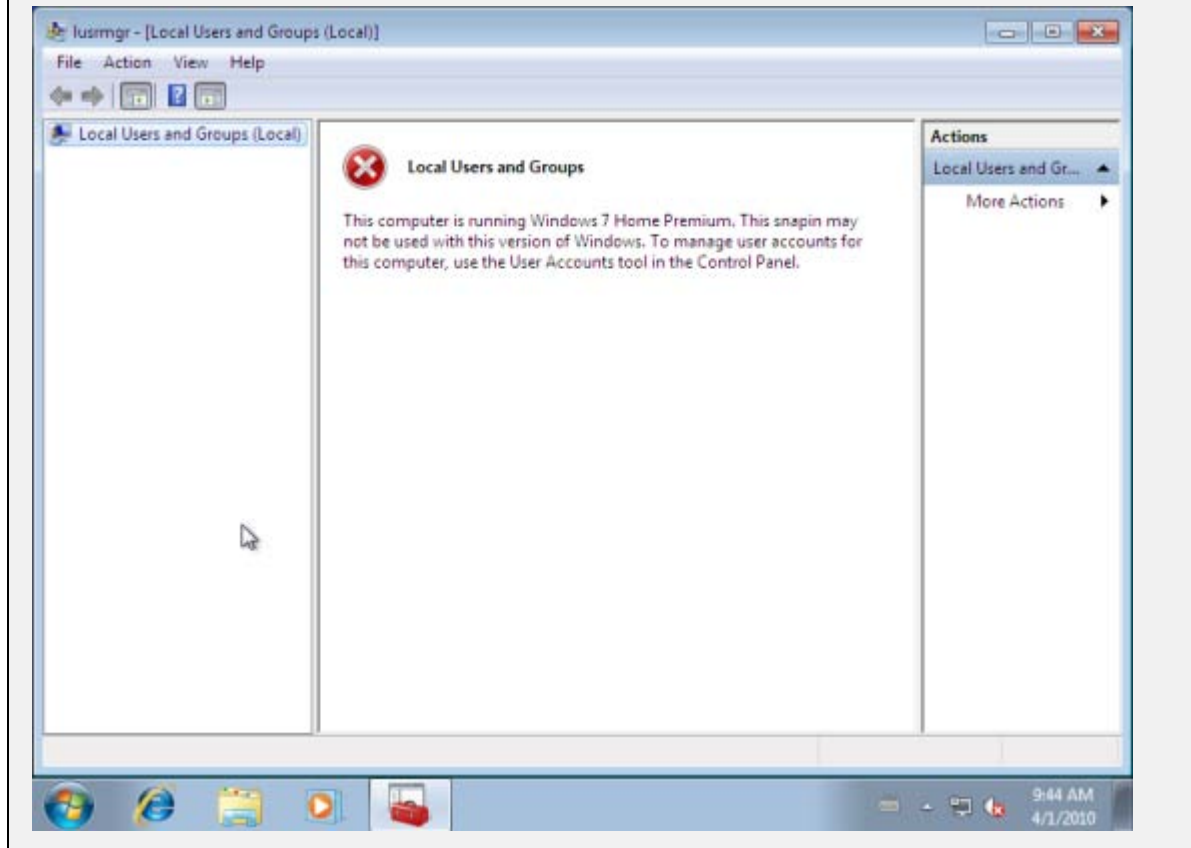
Studying the issues I found that the same solution that worked for Windows® 7 Ultimate, or Professional does not apply in Windows® 7 Home Premium, which is important to keep in mind. With this in mind I decided to put together a document that helps people solve their issues with passwords and accounts.

However, there are many different solutions and options to apply and get back the original account in Windows®, but I will cover some of the most important and recommended ones.

On the next page I begin to guide you through the first option and the rest will follow on other pages.

How do I : Log on to Windows 7 Home Premium if I forgot my password?

Note: Windows® 7 Home Premium does not have **Local Security Policy (LSP)** and the **Local Users and Groups (lusrmgr)** Microsoft Management Console (MMC) snap-ins.



Please keep the above note in mind, since you as a Home Premium user will face some bad issues if you did not do the following: When you buy a new PC, and that computer has Windows® 7 Home Premium pre-installed please create a temporary user account or enable the default Administrator. The default built-in administrator is disabled by default and therefore as a Home Premium user you must enable it, so that you can use that account to restore your original account.

How do I : Enable the default administrator through Command Prompt?

1. Click **Start Menu** and in the **Instant Search box**, type "cmd" once it appears right-click and choose  **Run as administrator**.
2. Type the following:

```
net user administrator /active:yes
```

command and press **Enter**.

If you see the following *"The command completed successfully"* message after that you pressed Enter then the default administrator account will be enabled.

3. Exit the command prompt.
4. Logoff Windows®. Please take a look at the picture shown below.

This is the result after performing the above steps correctly.



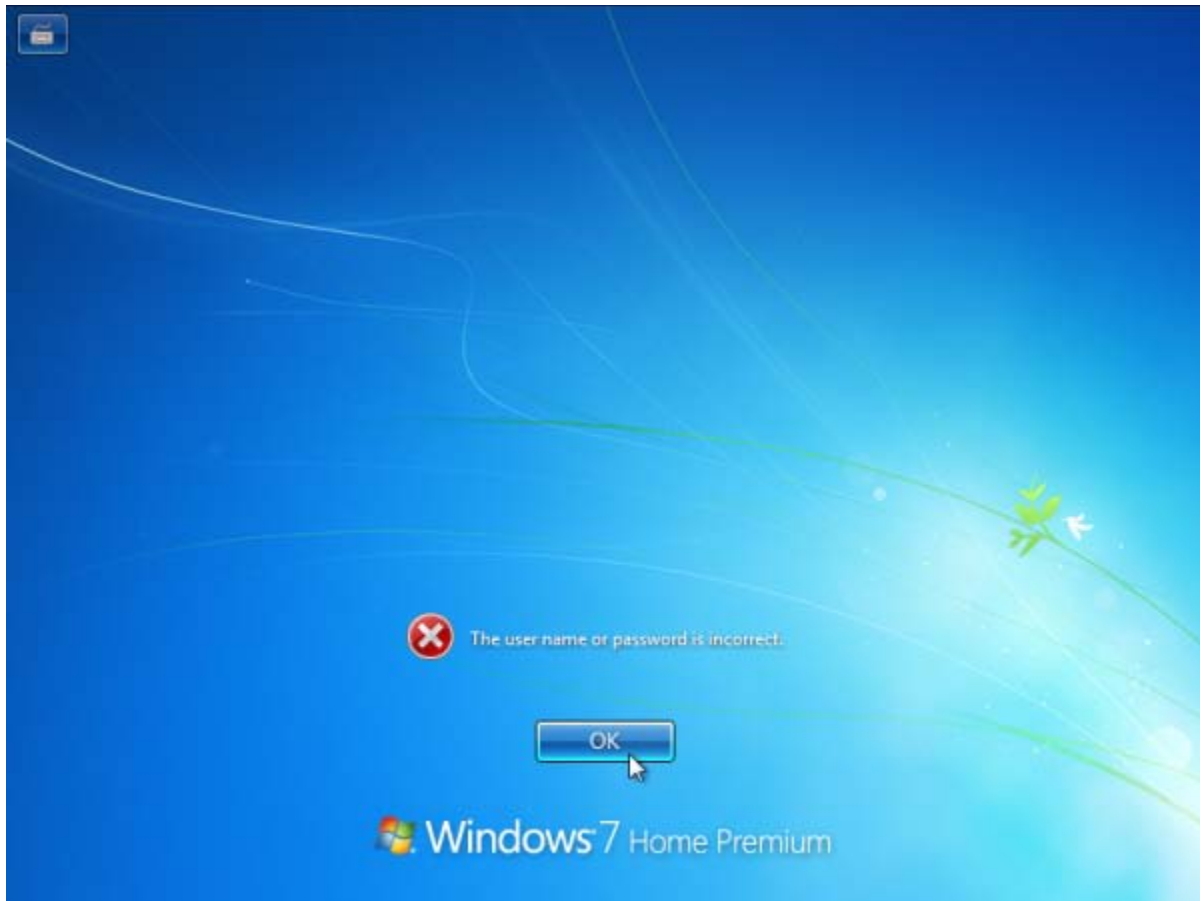
There appear two system based options for Windows® 7 Home Premium users (These apply for Windows® 7 Ultimate and Professional as well).

Option 1: Use the password reset disk to restore your account.

Option 2: Use the default administrator to remove the password on your own account.

Let's begin with the first option and put it into a real life situation.

The story begins...what shall I do if I cannot remember my password? Spencer asked himself since he was seeing the following on his screen (See picture below).



Now one thing prompted in Spencer's mind, he remembered that he once created a password reset disk and stored his password in a USB-flash disk.

So he clicked on the Reset password link under his account name in welcome screen, and connected his USB-flash disk.

Now let's do as Spencer did in this case.

How do I: Use password reset disk to restore my account?

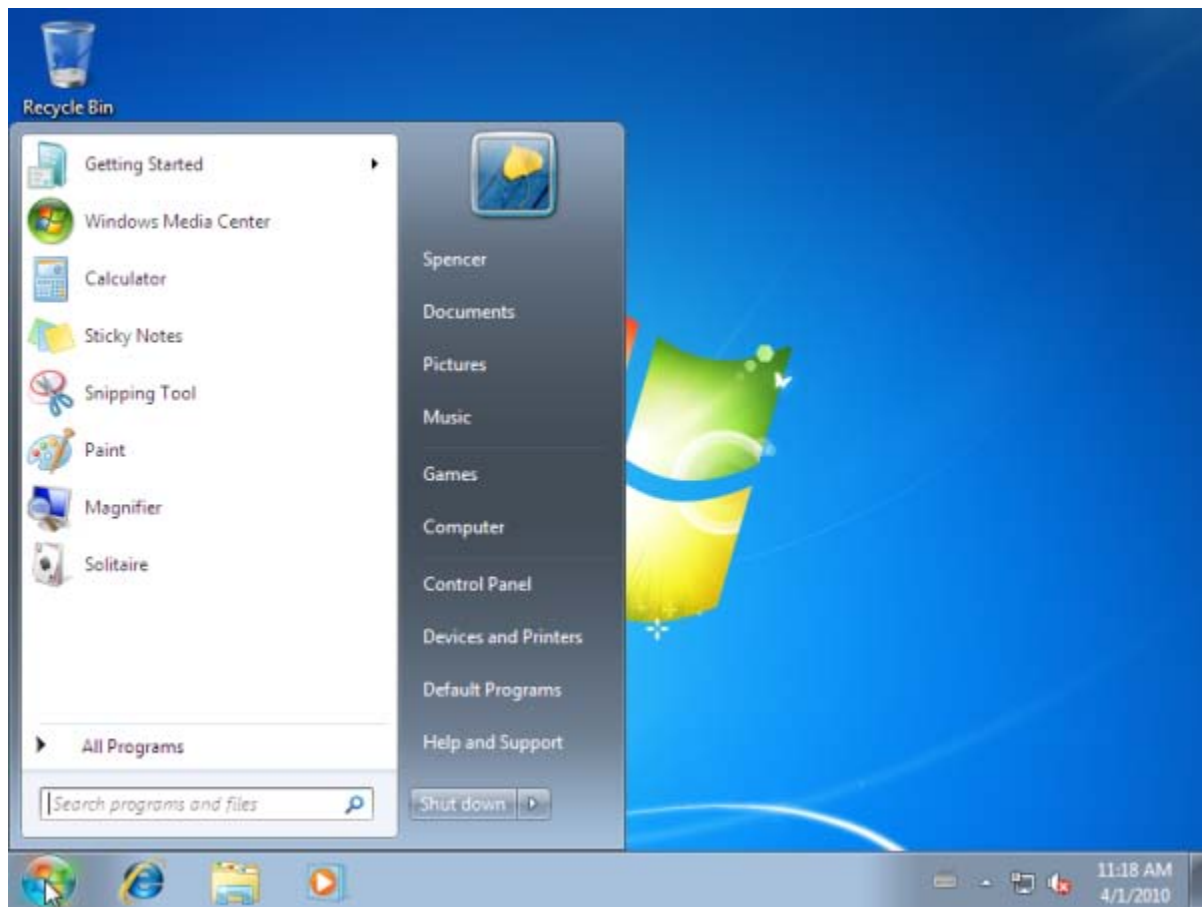
1. Once you've connected the USB-flash disk and started the Password Reset Wizard, just click **Next**.
2. Select password key disk and click **Next**.
3. Enter your new password and re-enter it again, the password hint is optional, and click **Next**.
4. Click **Finish** to complete and close the wizard.

Continues on the next page...

Once Spencer completed exactly the same steps as I explained above, he could login again. Spencer now log on to Windows® using his new password, and this time he can see the Welcome message on screen.



Now Spencer is able to work again. Awesome he said, and clicked the Start Menu to open his daily used programs (See picture below).



Summary

A small summary of what we learned so far, from Spencer's situation and from what his choice of action was to solve the problem, we learned a lot. One important thing that I and you (I hope) learned is that I shall always make a password reset disk for my account in Windows®. However, we also learned more about how to use the password reset disk when needed.

But what if Spencer didn't have a password reset disk? What if he never made a password reset disk?

Well, if he didn't do that then the story would be different. Let's apply the second option in Spencer's situation.

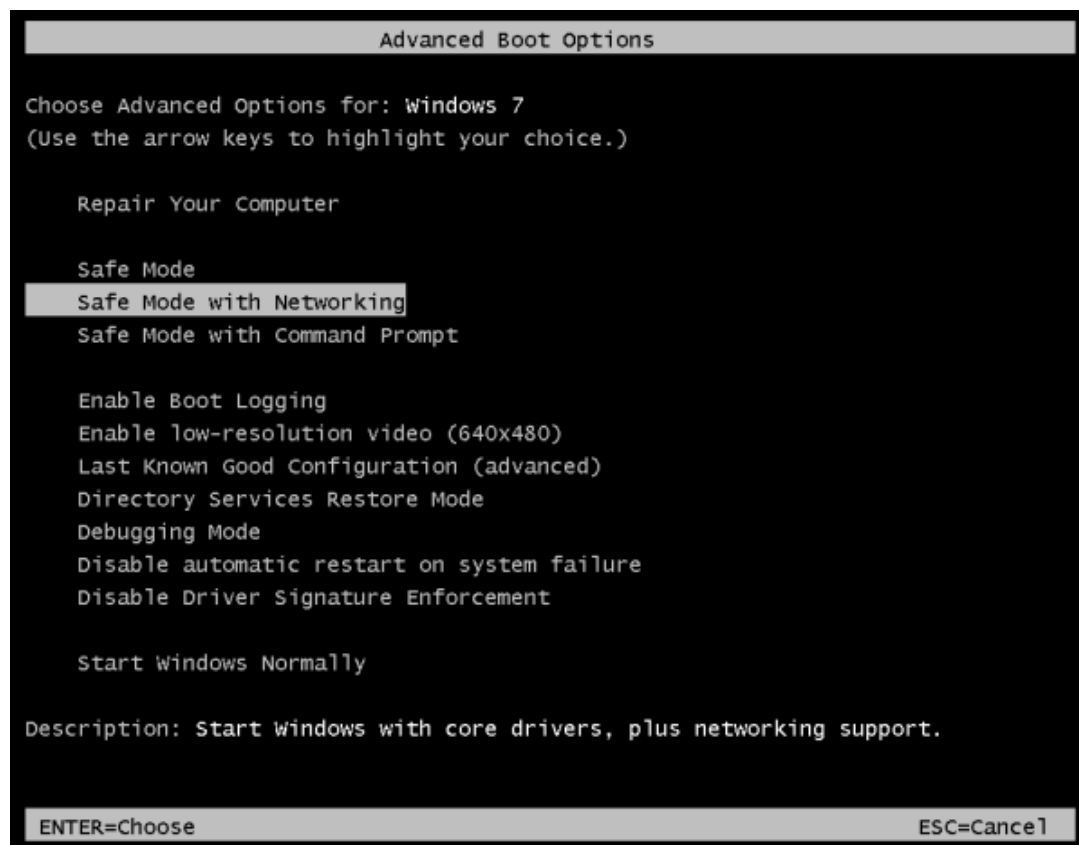
The next story in Spencer's life begins on next page...

One day, Spencer woke up fast since he was late to a meeting. He jumped off his bed, and rushed through his house to get some clean clothes to wear. Once he got himself some clean clothes he rushed to his office, and connected his USB-flash disk, and selected some files to copy to the USB-flash disk. Unfortunately the copy progress stopped and he received a message "There is not enough space on Removable Disk." However, Spencer did not care so he cleaned and formatted his USB-flash disk and drop his work files. Once he was done he left the house for work.

Two weeks later, Spencer is stuck in the same situation as he was once. This time Spencer does not have a password reset disk file in his USB-flash disk. Therefore, he cannot reset his password. However, the great news is that he actually enabled the default administrator in his Windows® 7 Home Premium. Spencer restarted the PC.

How do I: Restore my user account, if I do not have password reset disk?

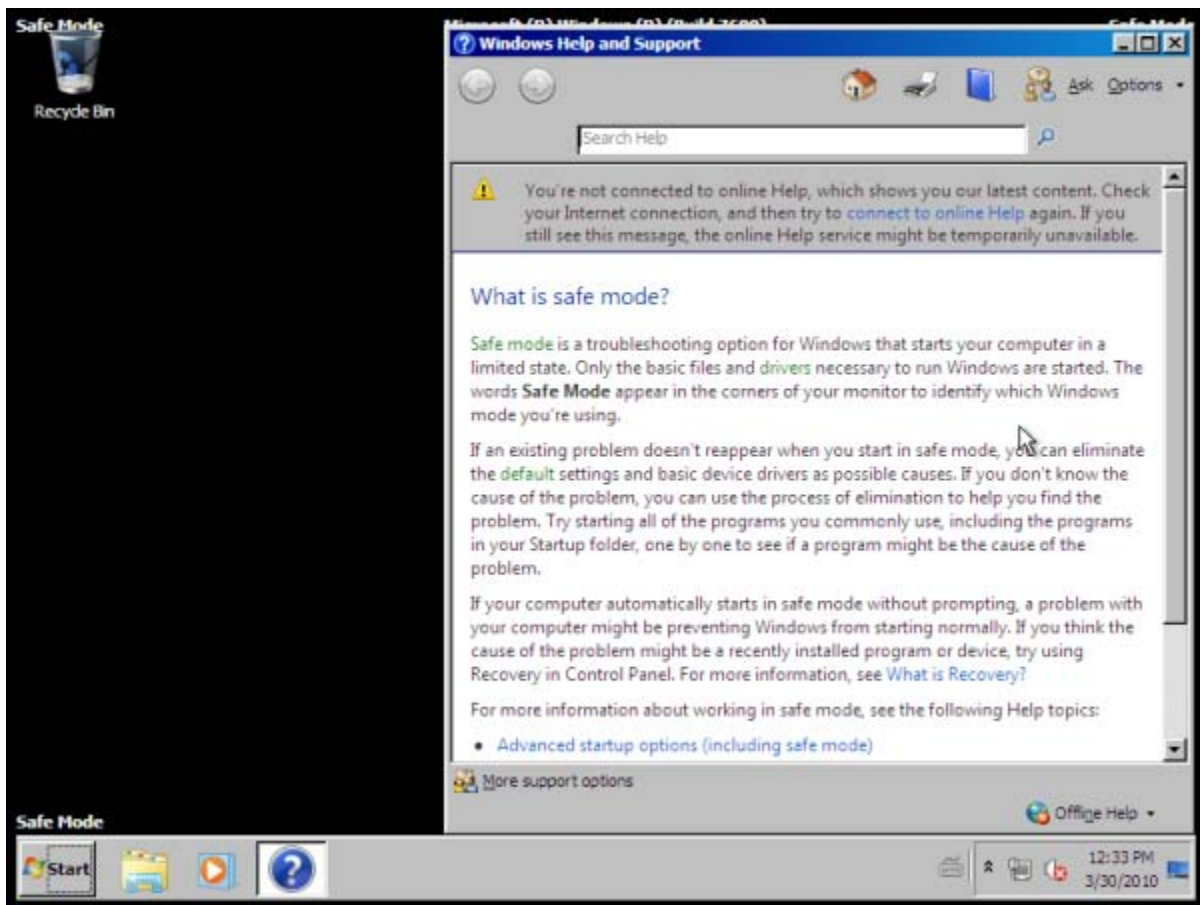
1. Click **Start Menu** and click the side button with arrow, once the menu prompts choose **Restart**.
2. Once your PC passed the **Basic Input/Output System (BIOS)** initialization and entered Windows® booting stage, press down **F8** until you see the Windows Boot Menu with choices (See picture below).




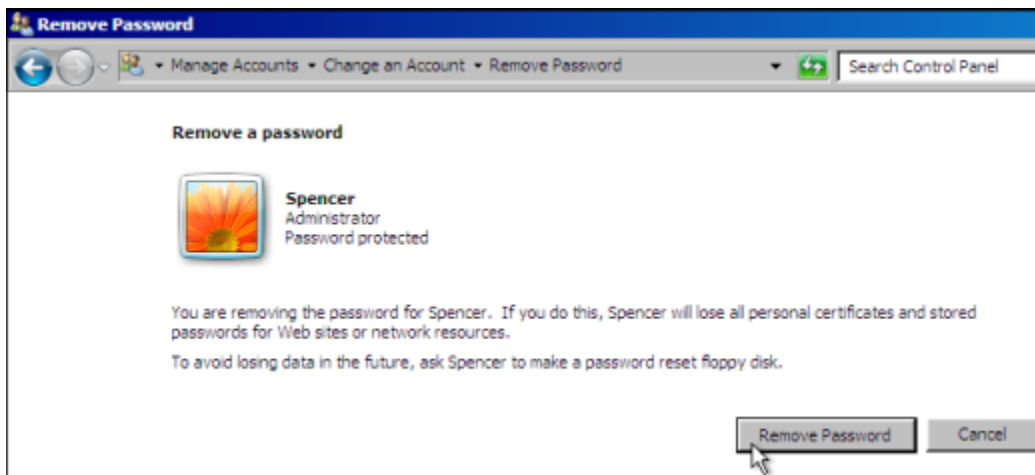
3. Select **Safe Mode with Networking** and press **ENTER**.

```
Loading windows Files
Loaded: \windows\system32\config\system
Loaded: \windows\system32\ntkrnlpa.exe
Loaded: \windows\system32\halmacpi.d11
Loaded: \windows\system32\kdcom.d11
Loaded: \windows\system32\mcupdate_GenuineIntel.d11
Loaded: \windows\system32\PSHED.d11
Loaded: \windows\system32\BOOTVID.d11
Loaded: \windows\system32\CLFS.SYS
Loaded: \windows\system32\CI.d11
Loaded: \windows\system32\drivers\wdf01000.sys
Loaded: \windows\system32\drivers\WDFLDR.SYS
Loaded: \windows\system32\DRIVERS\ACPI.sys
Loaded: \windows\system32\DRIVERS\WMILIB.SYS
Loaded: \windows\system32\DRIVERS\msisadrv.sys
Loaded: \windows\system32\DRIVERS\pci.sys
Loaded: \windows\system32\DRIVERS\vdrvroot.sys
Loaded: \windows\System32\drivers\partmgr.sys
Loaded: \windows\system32\DRIVERS\compbatt.sys
Loaded: \windows\system32\DRIVERS\BATTC.SYS
Loaded: \windows\system32\DRIVERS\volmgr.sys
Loaded: \windows\System32\drivers\volmgrx.sys
Please wait...
```

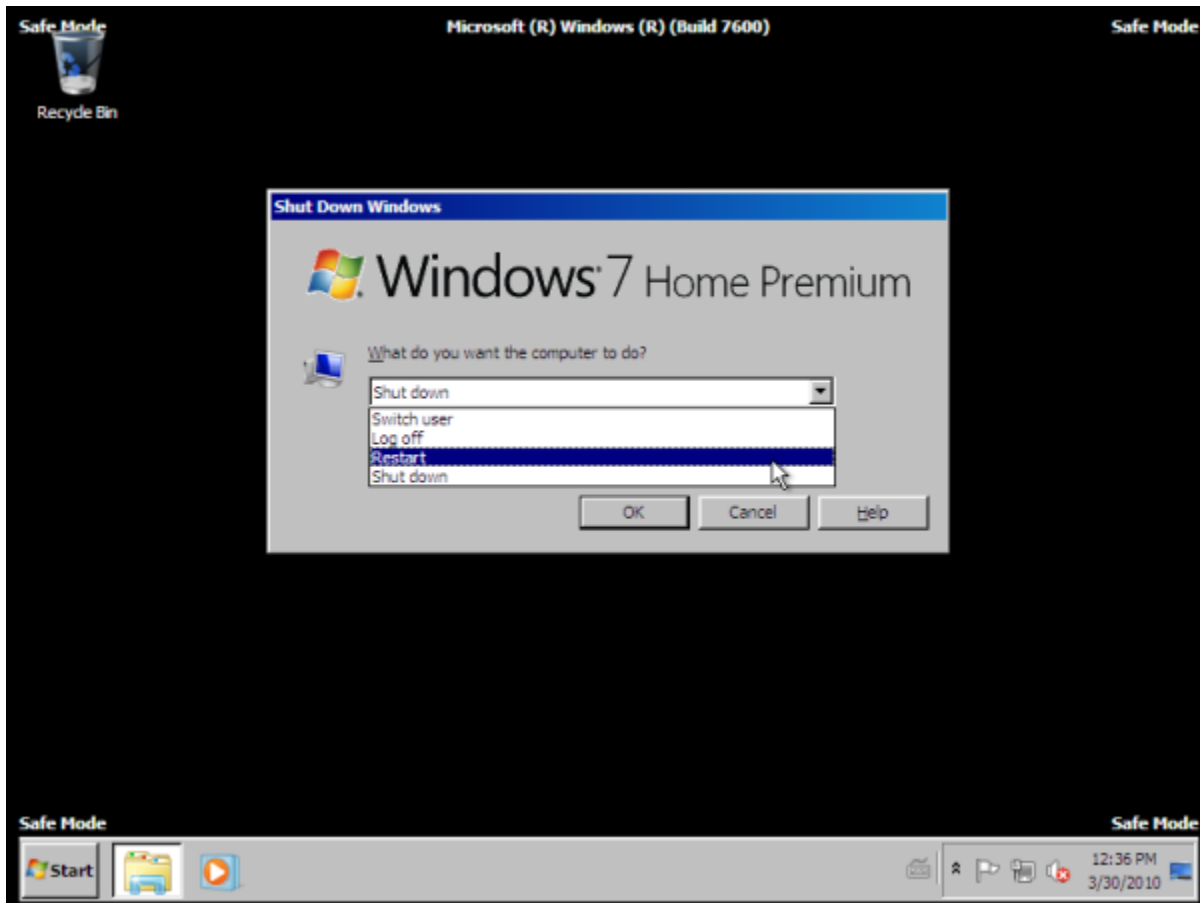
4. Select the default administrator to log on to Windows®.



5. Click **Start Menu** and choose **Control Panel**.
6. Once you enter the Control Panel, from the address bar, click the small arrow and from the drop menu select **All Control Panel Items**.
7. Select **User Accounts**.
8. Click the  **Manage another account**.
9. Select your account to edit.
10. Under make changes to your account select **Remove the password**.



11. Click **Remove Password** button to confirm that you want to remove the password on specific user account.
12. Once you've done close everything and navigate back to Windows® Explorer Desktop, press **Alt+F4** and you'll get Shut Down Windows dialog on screen. From the combobox select **Restart** and click **OK**.



By following these steps and using the default administrator account you can recover and gain access to your original user account. Let's see how things went for Spencer.

Once Spencer completed exactly the steps as we did above, he restarted the PC. Spencer logged in to Windows®, and he is now able to continue his work.

The End and the story just ended.

What if the user does not have other accounts and did never create a password reset disk, and cannot do anything?

For issues as this, there appear only three different options.

Option 1: Use any backup software to recover Windows® and then login using the first time password that you set.

Option 2: Use any third-party software to reset your user account password.

Option 3: Restart the PC, and reformat the disk and perform a clean install of Windows® 7.

That's it folks. By following this simple guide you can reset your password, or regain access to your user account and login to Windows® once again.

Fisnik Hasani is the founder of ITknowledge24.com. He's a geek, and loves different computer problems, and other software issues, providing it can be solved by customized ideas, when possible. When he doesn't work with programming or computer and-software research, he researches and spends time on climate research and energy questions.

This guide applies to:

Microsoft® Windows® 7 Home Premium

Microsoft® Windows® 7 Professional

Microsoft® Windows® 7 Ultimate

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