Microsoft

Microsoft 365

Support Office

All Microsoft⌄

Products⌄

Search 🔍

Devices⌄

Nagapriyatham Pindi

Account & billing⌄

Windows error message: "We can't sign in to your account"

Resources⌄

Buy Microsoft 365

Step 4: Create a new local account

If you still can't sign in, try creating a new local administrator account, log in to that new account, then follow the steps in Fix a corrupted user profile to copy your personal data from the old profile into the newly created one.

[Facebook icon] [LinkedIn icon] [Email icon]

Need more help?

How can we help you?	→

Want more options?

🌐 **Discover**　　👥 **Community**

Explore subscription benefits, browse training courses, learn how to secure your device, and more.

Was this information helpful?　　Yes　　No　　✕