

Someone Else Is Still Using This PC: Easy Solutions To Fix Windows Problems

"Almost everyone has had the unpleasant experience of using a computer that a friend or family member forgot to log out of. Learn how to fix these problems here."



We recently encountered a strange issue and received several inquiries from Windows users. According to a user, "when attempting to log into my Facebook account, I keep receiving the notification, "Someone Else Is Still Using This PC." This is the computer in my sister's room. How can I resolve this issue? My sister always gets mad at me for using her computer."

This error occurs when another person is already signed in to a computer with a different Windows user account. However, sometimes the condition may appear out of the blue with no apparent cause. If you get the Someone Else Is Still Using This PC error, here are some techniques to resolve the issue. Let's get deep dive into it to address it.

What Are The Causes Of 'Someone Else Is Still Using This PC' Error

A warning message 'Someone else is still using this PC' may be displayed if you shut down or restart your computer while it appears that another user is still using it. This message appears when more than one user account has been set up on a Windows computer, and a second user switch accounts rather than logging out.

Moreover, this message seems suspicious as no other user is present on the computer in this case. Several factors can cause the error message "Someone else is still using this PC." These factors include:

- Change in an option for signing in
- Still connected to the previous user
- Installing Windows updates now in the background.

1. Change In An Option For Signing In

A modification to the Sign-in options menu has been primarily responsible for this issue. Consequently, the machine is now required to use the sign-in information to automatically set up the device and reopen the program as a result of this change.

2. Still Connected To The Previous User

A prior user of this computer failed to log off. Consequently, there were several factors, including an interruption caused by the system or the user's choice.

3. Installing Windows Updates Now In The Background

When you are experiencing this issue and using Windows 10, your OS may have made a mistake. Accordingly, this is because it connects to a different user when installing one or more upgrades in the background.

How To Fix The "Someone Else Is Still Using This PC" Error In Windows

When you restart or shut down your Windows computer, you may see a pop-up window that states, "Someone else is still using this PC." There is no need to panic; this warning is mainly caused by invalid user login instances rather than another user logging into your computer.

Nevertheless, you can resolve this error relatively efficiently by using one of the following Microsoft-recommended fixes:

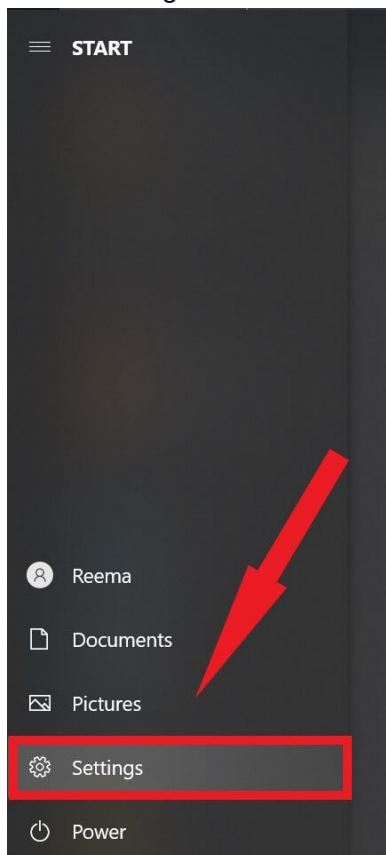
- Modify the Sign-in settings
- Disconnect previously logged-in users
- Install all pending Windows 10 updates
- Disable Third-Party Antivirus

- Run Some SFC and DISM System Scans
- Scan your computer for viruses
- Securing the sign-in process
- Check the Event Viewer for failed login attempts
- Fix user account problems by running System Restore

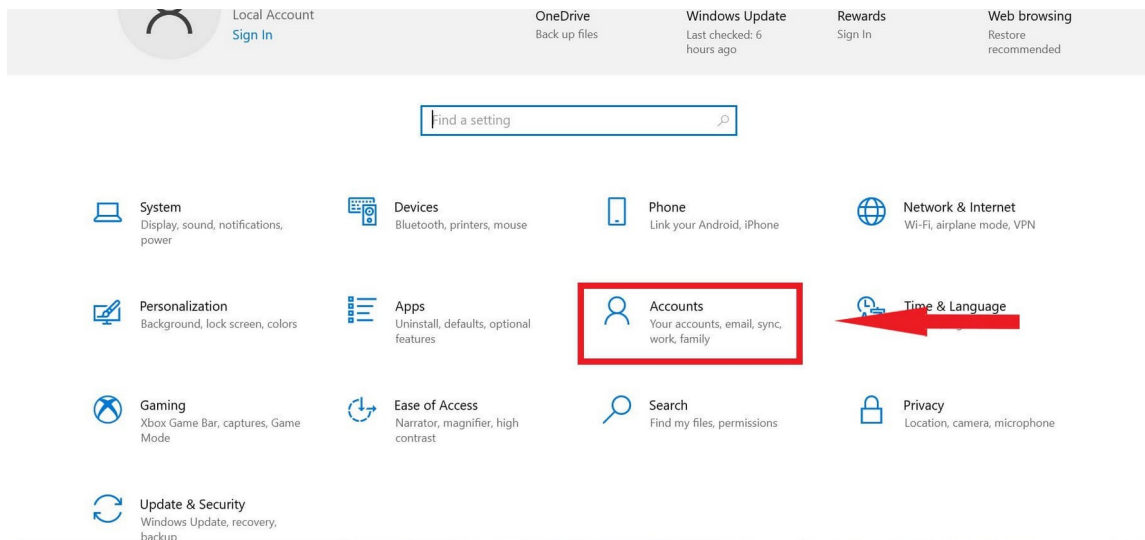
1. Modify The Sign-In Settings

Typically, this error occurs after the Sign-in options have been changed. As a consequence, this is one of the leading reasons for the error 'Someone else is still using this PC.' The Privacy settings must be adjusted in order to resolve this error. Here are the steps to change the privacy settings of the Sign-in option:

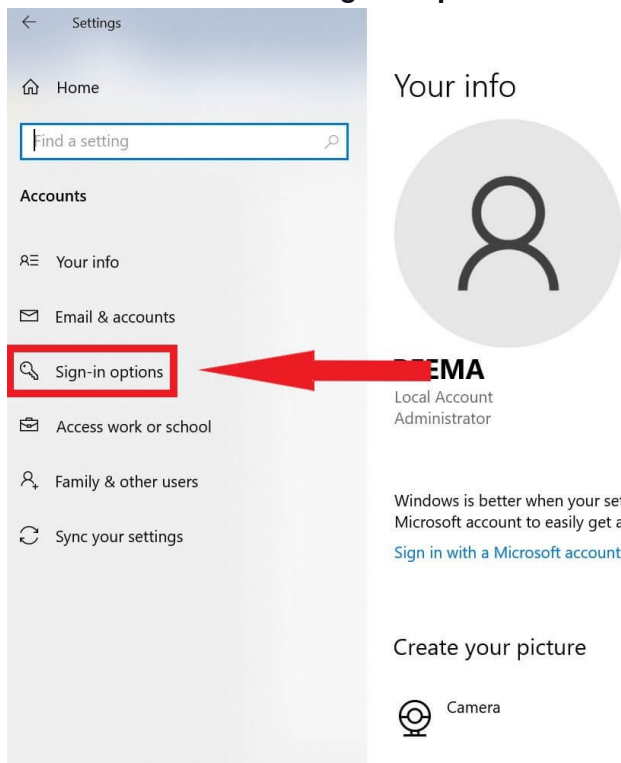
- Navigate to the **Settings** menu.



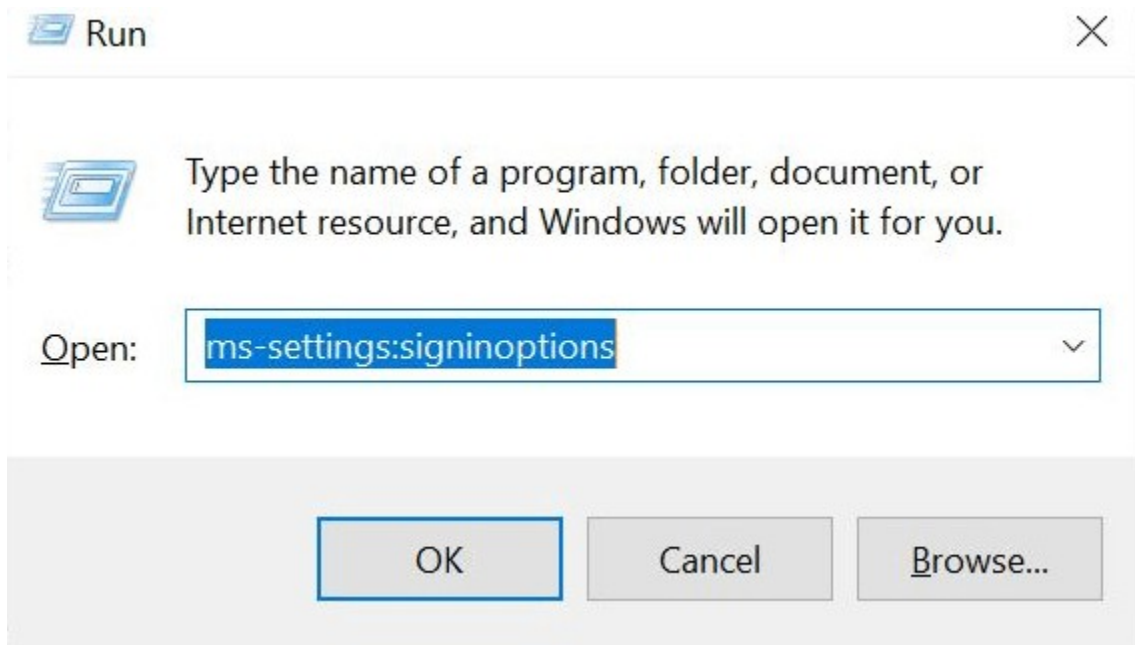
- Select the **Accounts** option.



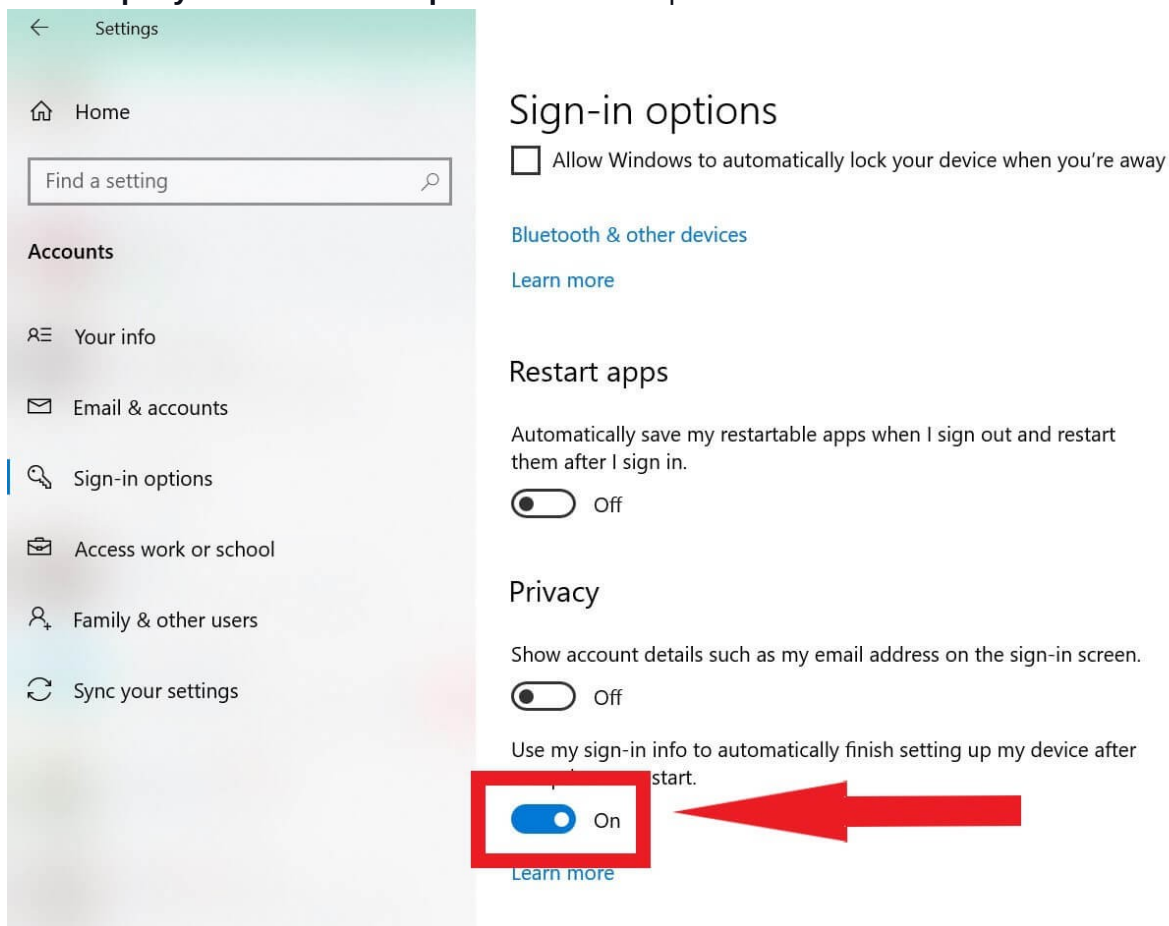
- Then select the **Sign-in options** from the left menu.



- Also, you can open it by pressing **Win + R** to access the **Run dialog box** and enter **ms-settings:signinoptions** to open the Sign-in options directly.



- Drop down the menu and scroll to the **Privacy** option.
- In the Privacy section, disable the **Use my sign-in info to automatically finish setting up my device after an update or restart** option.

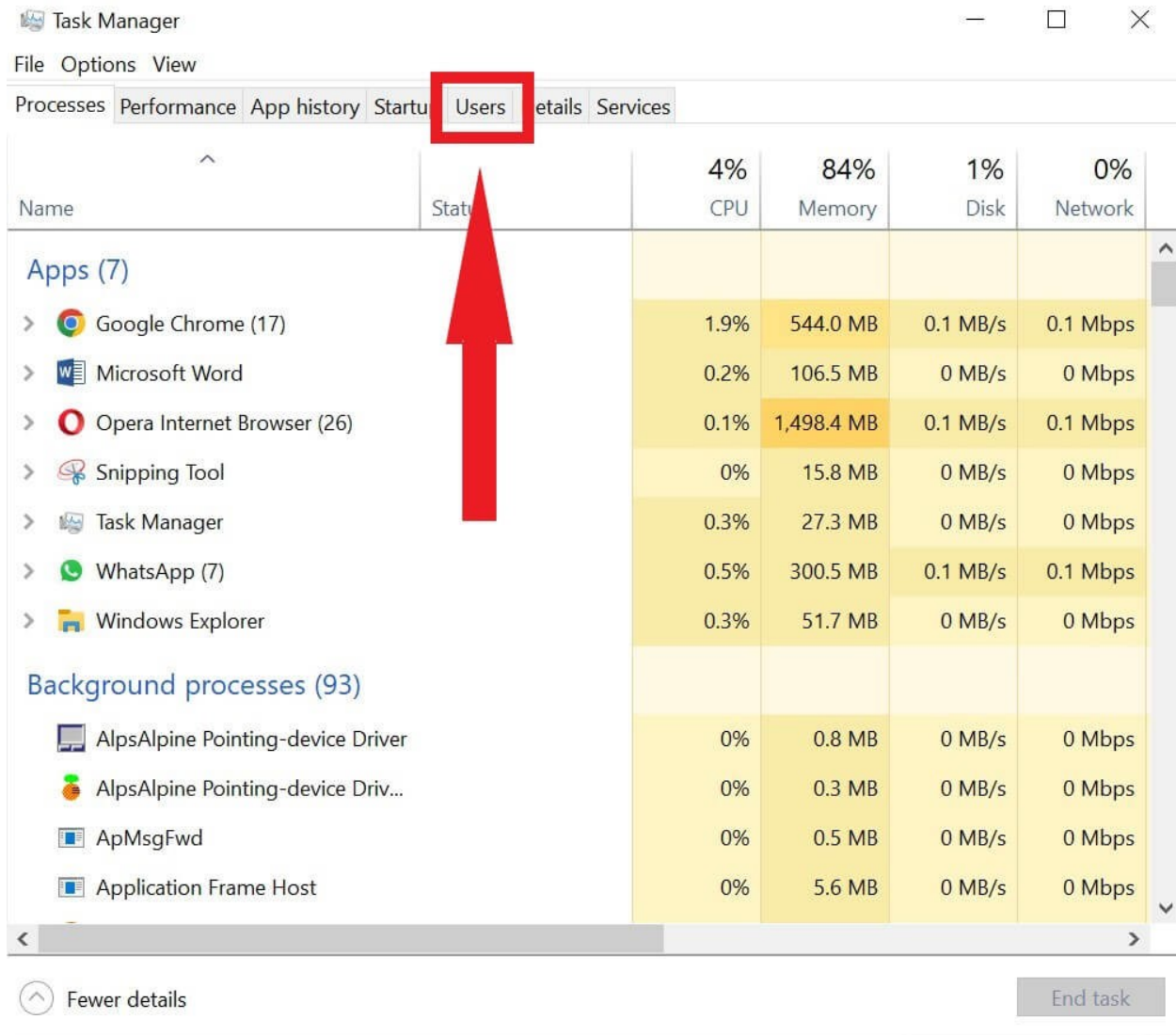


- You should **reboot** your computer to verify that the error has been resolved.

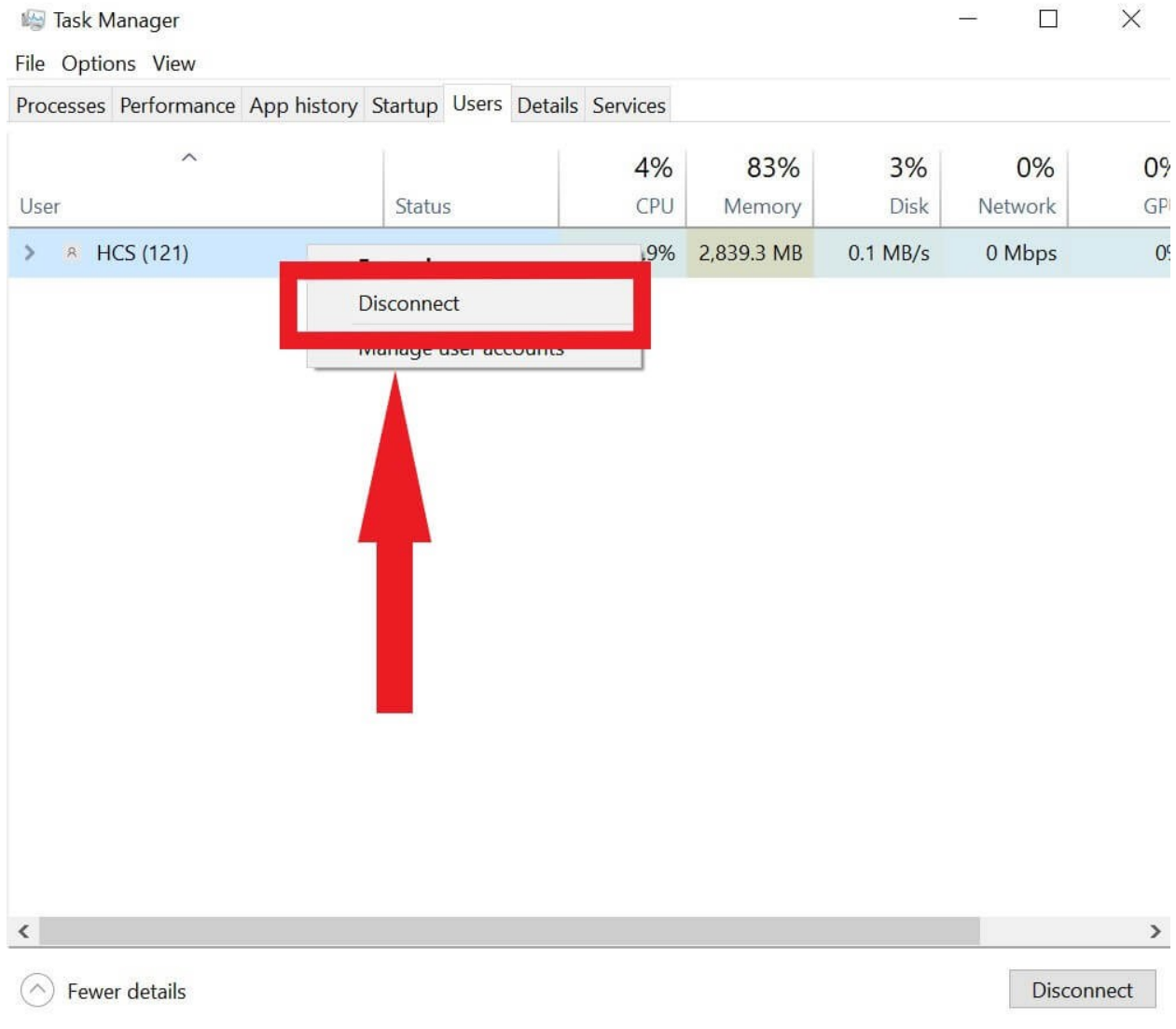
2. Disconnect Previously Logged-in Users

When the "Someone else is still using this pc" error in windows occurs, it may also be due to an incomplete log-off of the previous user. In this instance, you may be able to rectify the issue by disconnecting the user who is preventing the shutdown or restart in Task Manager. Here are the steps to disconnect logged-in users previously from the task manager:

- Open **Task Manager** by pressing **Ctrl + Shift + Enter** on your keyboard.
- From the above menu, click on the **Users** tab.



- Right-click on the user you no longer wish to connect to and select **Disconnect**.



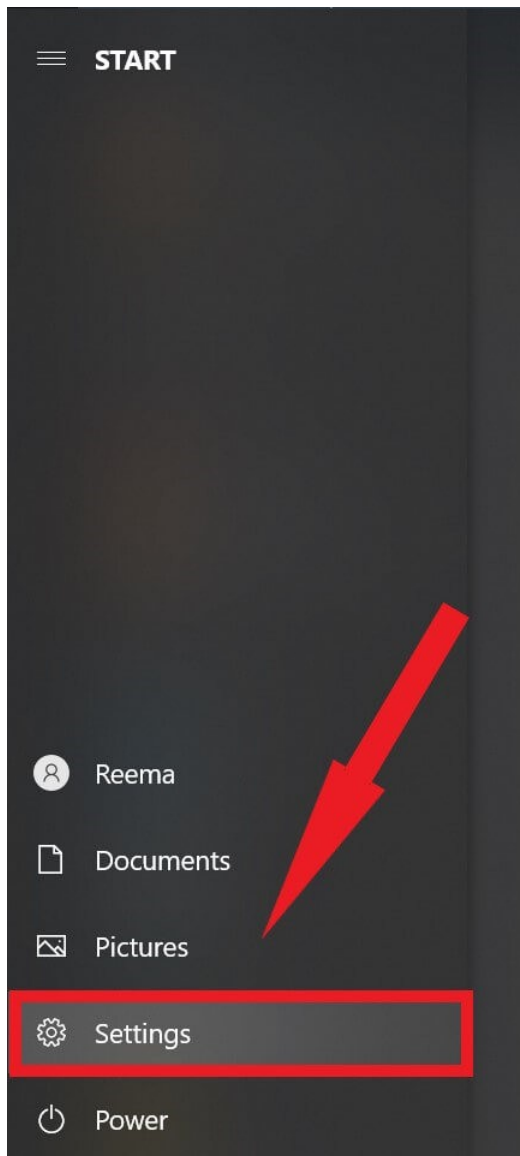
Test to see if the 'Someone else is still using this PC' error has been resolved by repeating the previously triggering action.

3. Install All Pending Windows 10 Updates

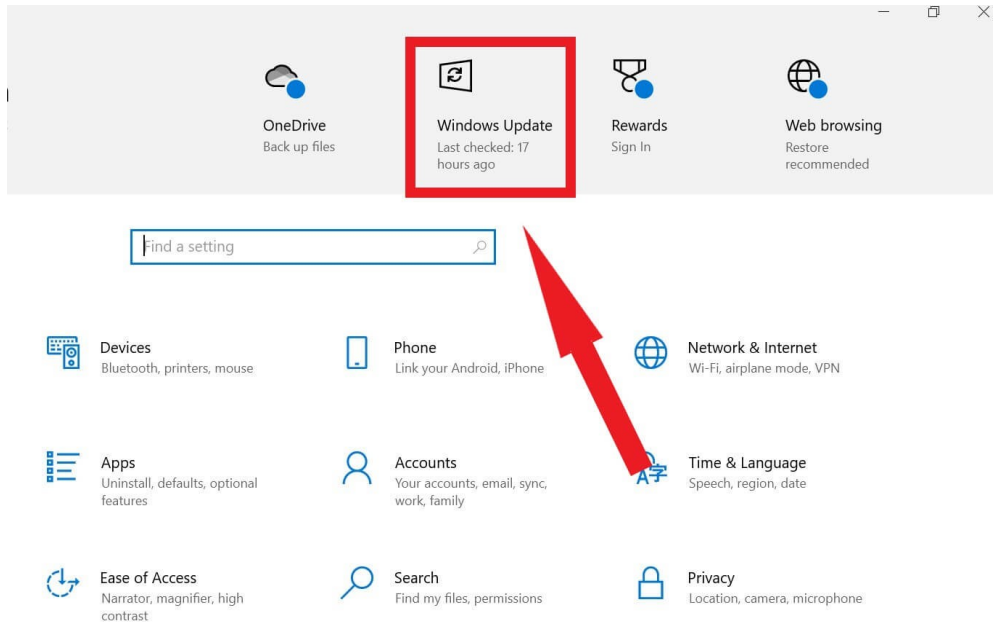
A known Windows 10 bug may be causing this issue. You may experience this problem if you restart your PC during a background Windows update. When that occurs, the operating system may incorrectly detect a second user on the computer.

It is possible to fix this error by accessing the Windows Update screen and installing each pending update. Here is how you can do it:

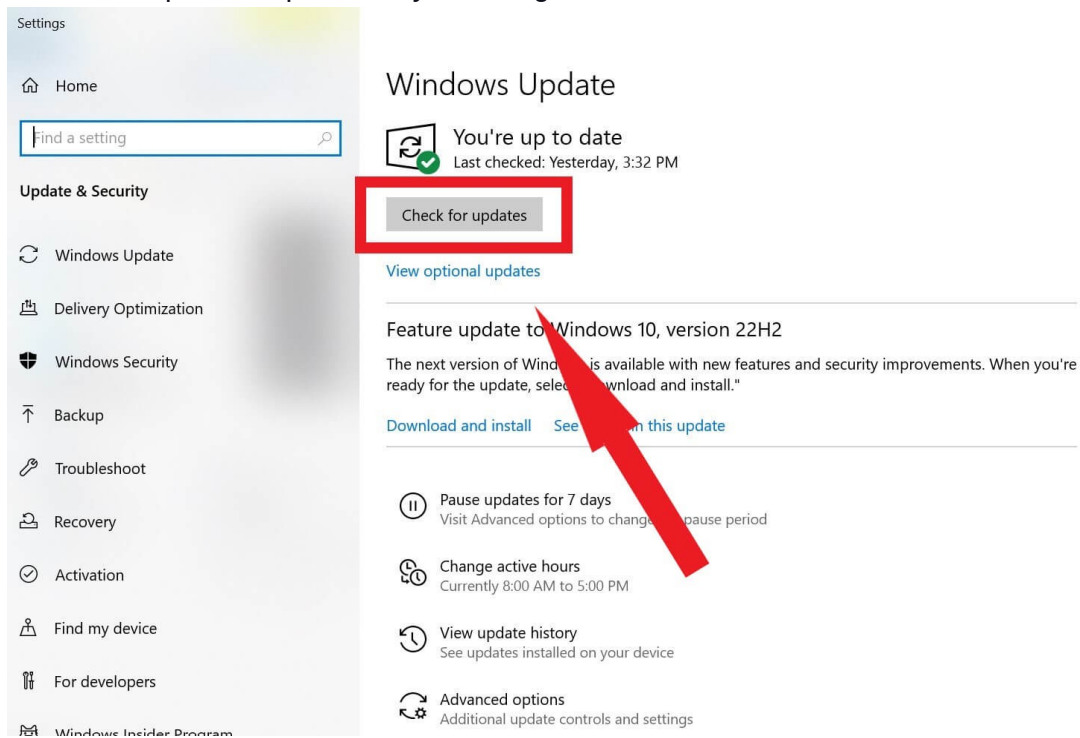
- Go to the **Settings** option.



- Select **Windows Update** from the list above.



- Check to see whether any **Windows updates** are currently being downloaded. Complete the process by following the instructions on the screen.



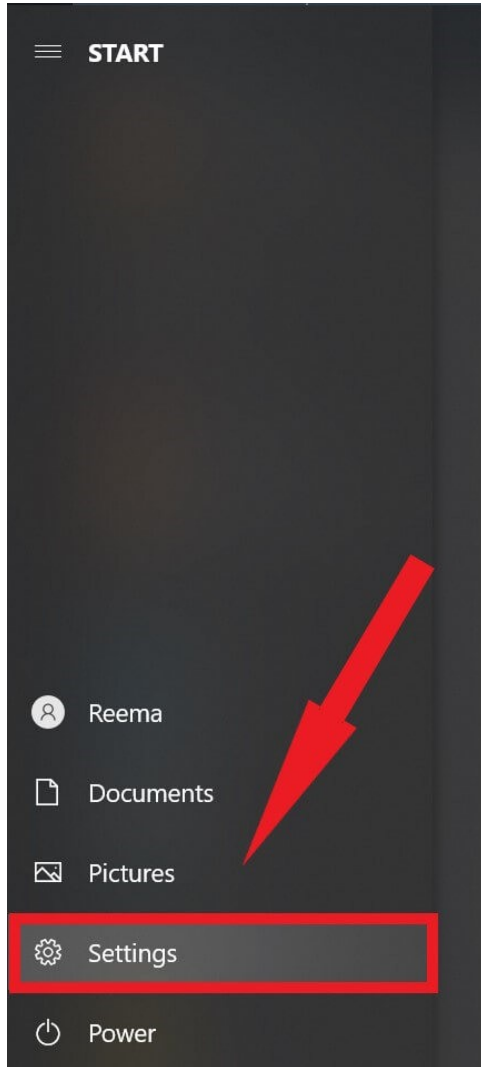
- Follow the previous step that caused the 'Someone else is still using this PC' error after installing the Windows update.

4. Disable Third-Party Antivirus

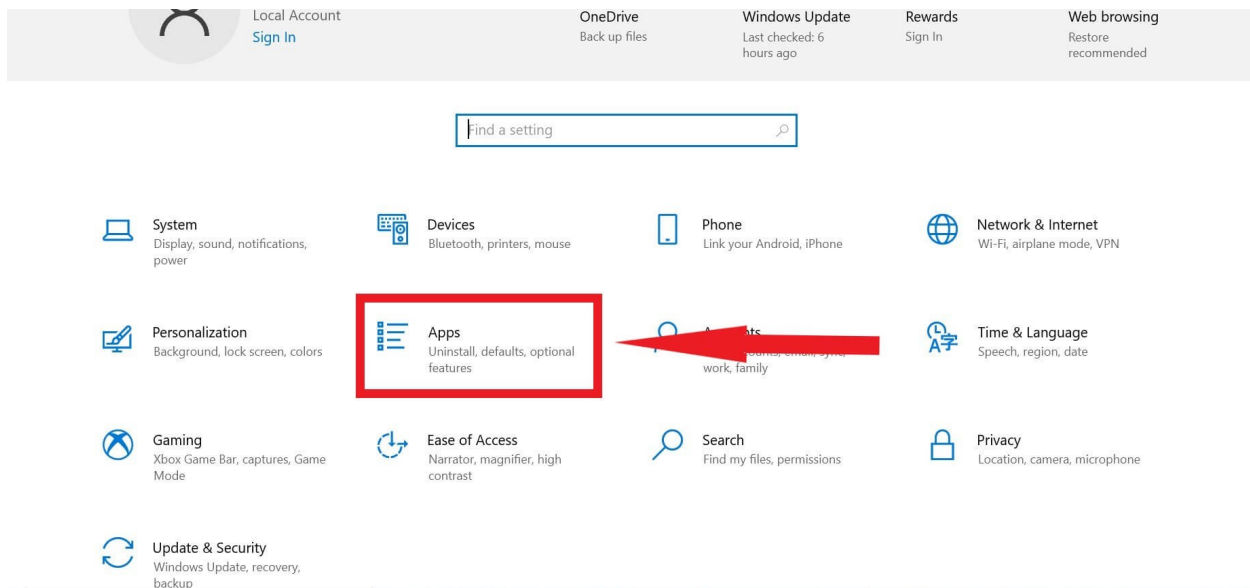
The most common cause of the 'Someone else is using this PC' error is a third-party antivirus application, which can interfere with the operating system. Some users reported that they could resolve the issue by uninstalling their antivirus software; therefore, we recommend doing this. Changing to a better security program may prevent future problems, or Windows Defender is a viable option.

You can uninstall your antivirus program by following the steps below:

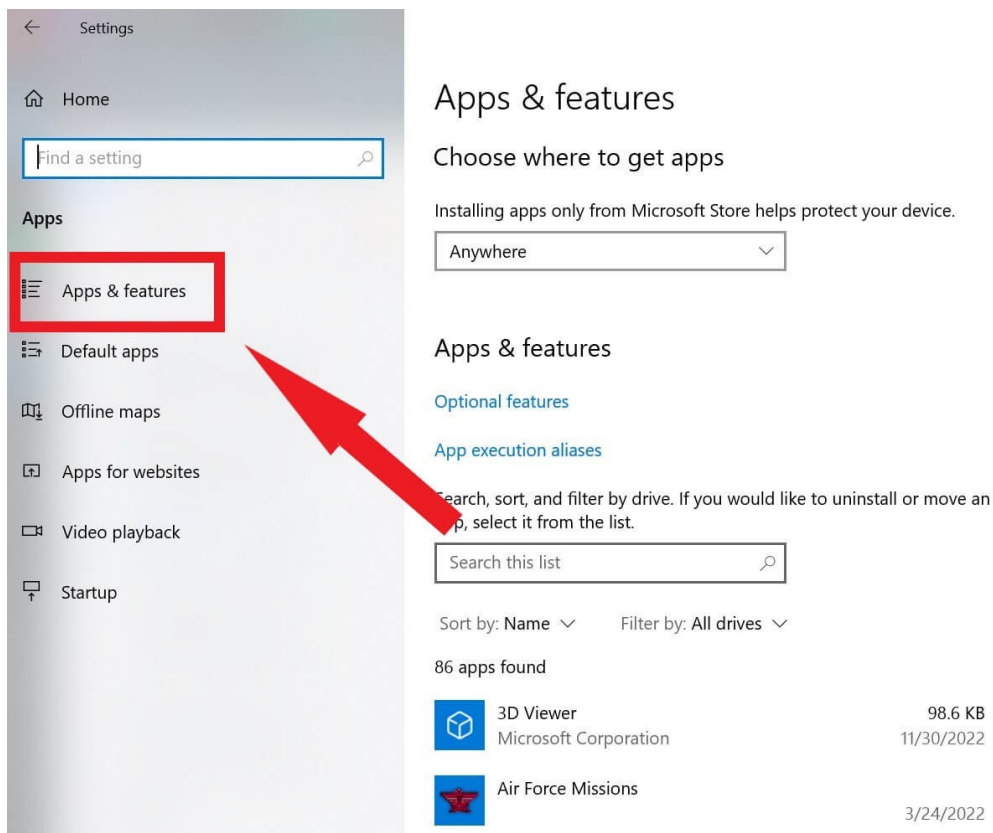
- Go to **Settings**.



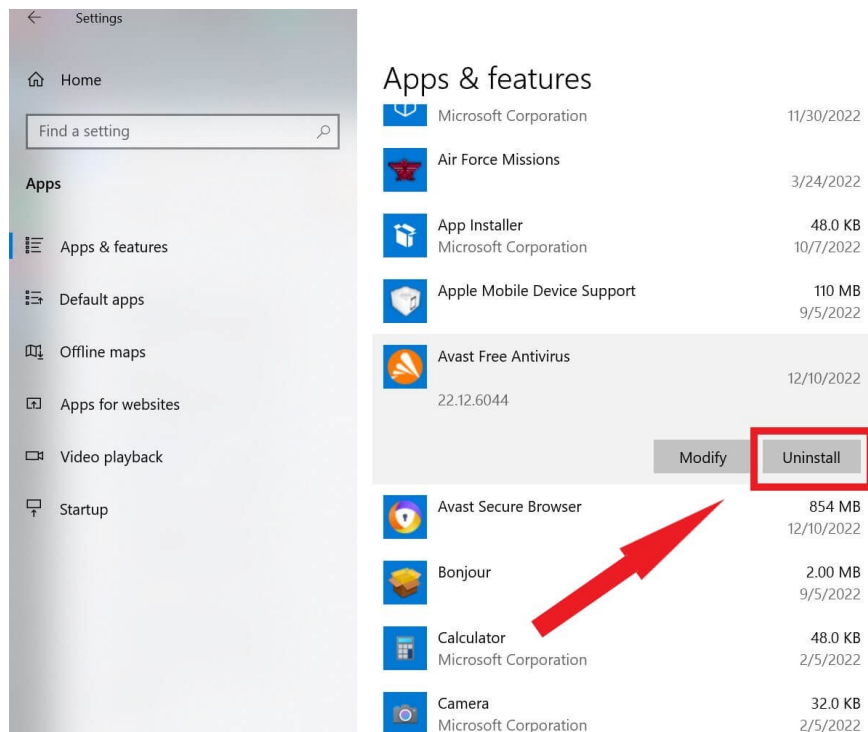
- Select **Apps** from the menu.



- In the **Apps and Features** section, locate antivirus software by dragging the slider down.



- Click on the **antivirus software** icon you want to remove.
- Press the **Uninstall** button.



- As soon as the antivirus is uninstalled, restart the computer and see if the issue is resolved. If not, continue with the following method.

5. Run Some SFC and DISM System Scans

A system bug may also be causing the "Someone else is still using this PC" error in Windows. The correct way to identify and resolve such cases is to run a system scan using the integrated troubleshooting utilities provided by Windows. As a result of this scenario, System File Checker and Deployment Image Servicing and Management will be the most appropriate tools.

The SFC procedure replaces faulty files with healthy counterparts, while DISM resolves corruption issues in the Windows component store files, enabling the SFC process to function correctly. We strongly recommend you scan the system using these utilities to determine the problem.

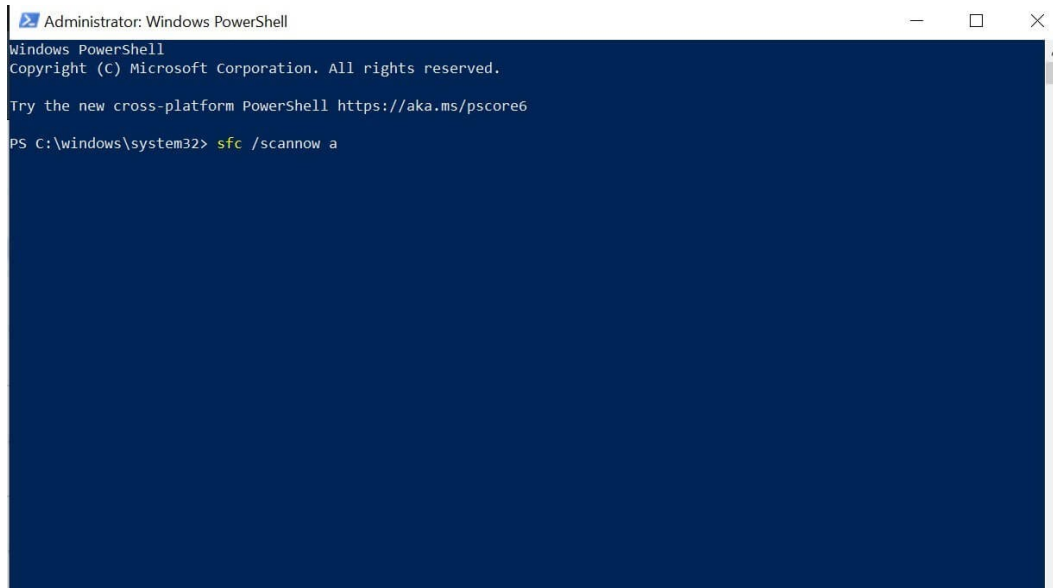
Steps To Run SFC Scan

Follow the steps below to run the SFC scan:

- Select **PowerShell (Admin)** by pressing **Win+X** on the keyboard.



- When the command prompt pops up, type **sfc /scannow** and press the enter key.

A screenshot of an Administrator: Windows PowerShell window. The window has a dark blue background. The text inside reads: "Windows PowerShell", "Copyright (c) Microsoft Corporation. All rights reserved.", "Try the new cross-platform PowerShell https://aka.ms/pscore6", and "PS C:\windows\system32> sfc /scannow a".

```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (c) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

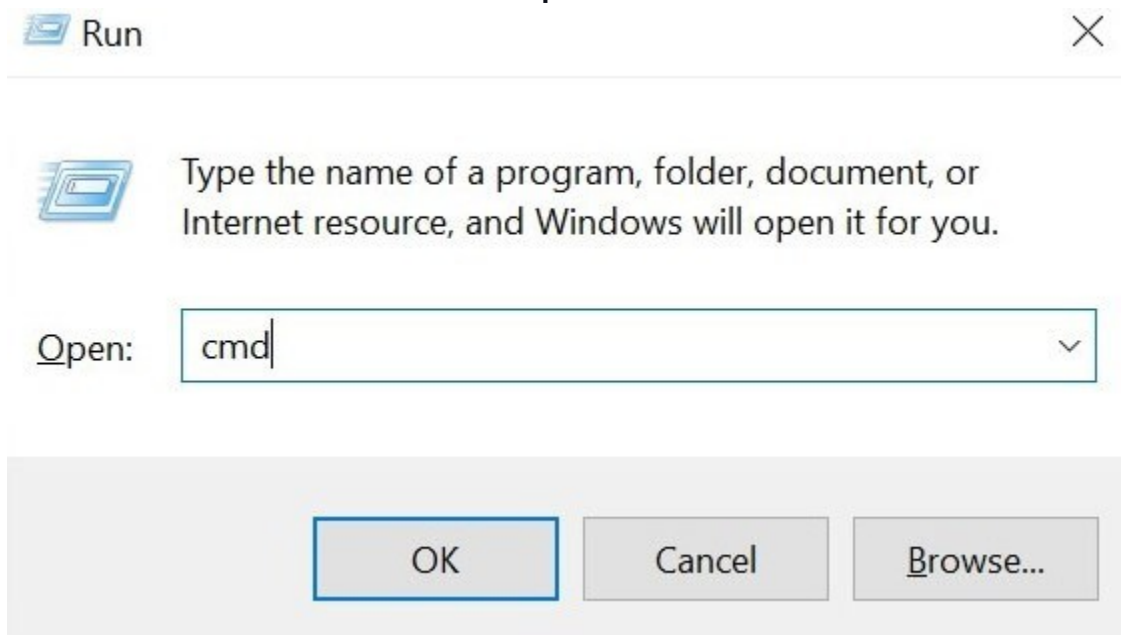
PS C:\windows\system32> sfc /scannow a
```

- Check if the issue has been resolved after the process is complete.

Steps To Run DISM Scan

To run the DISM command on your computer, follow the steps below:

- To open the Run window, press **Win + R** on your keyboard.
- Type "**cmd**" and press the **Ctrl + Shift + Enter** keys on your keyboard to launch the **Administrative Command Prompt**.



- Click **Yes** if you are prompted to allow the Command Prompt to make changes to your device.
- Type the following **two commands** into the Command Prompt and press **Enter** when you reach one of them:

```
Dism /Online /Cleanup-Image /StartComponentCleanup  
Dism /Online /Cleanup-Image /RestoreHealth
```

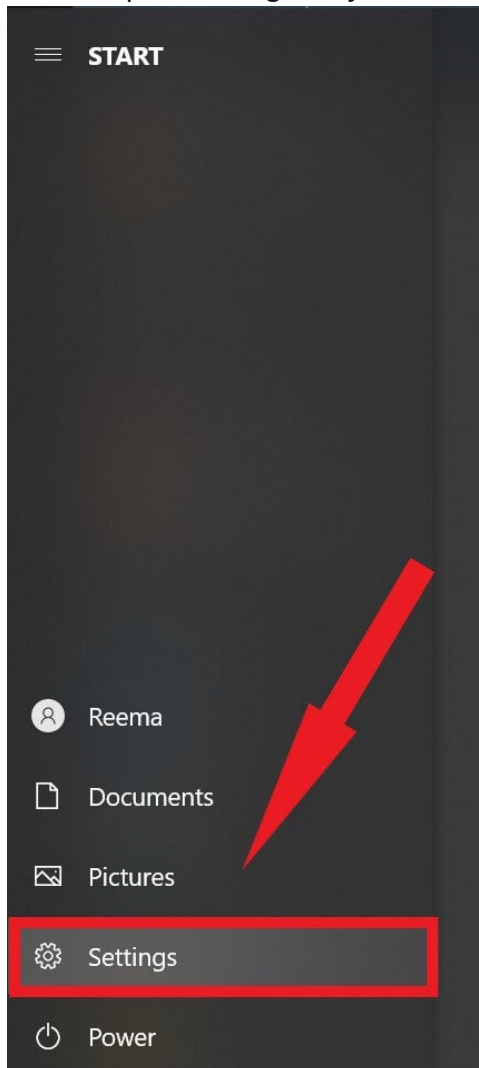
- Restart your computer after the commands have completed running.

6. Scan Your Computer For Viruses

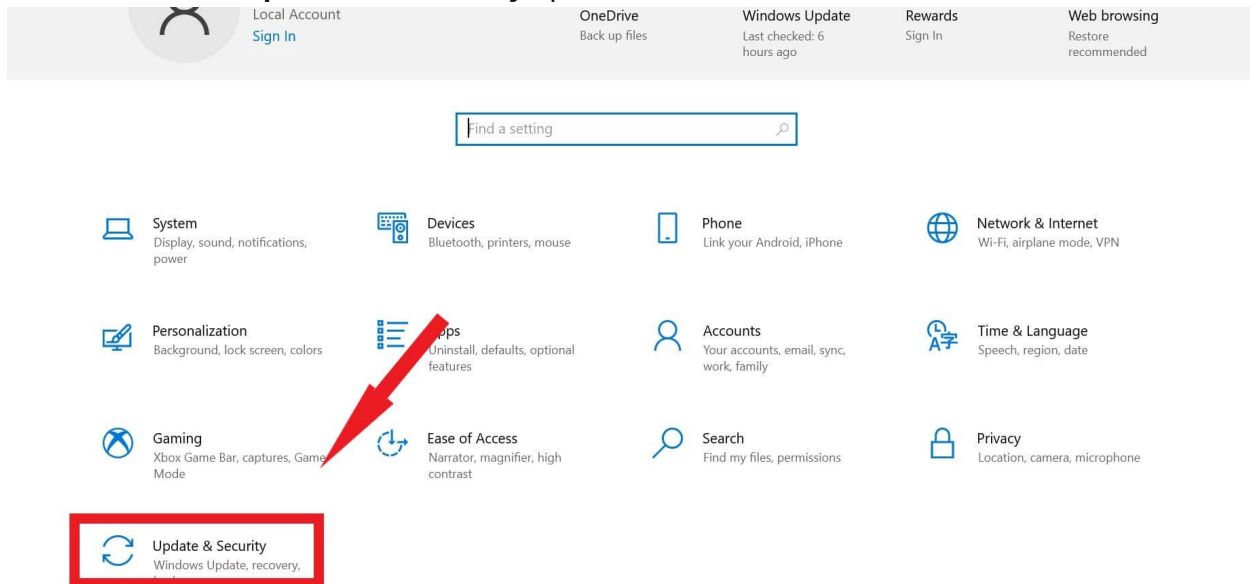
If you see a warning message while shutting down your system, your system may be infected with viruses or malware. Essentially, this is because there is only one user account. In this situation, you need to run an antivirus and antimalware scan. If you want to scan your system for viruses and malware, you can use free antivirus software.

Follow these steps to scan for viruses on your computer:

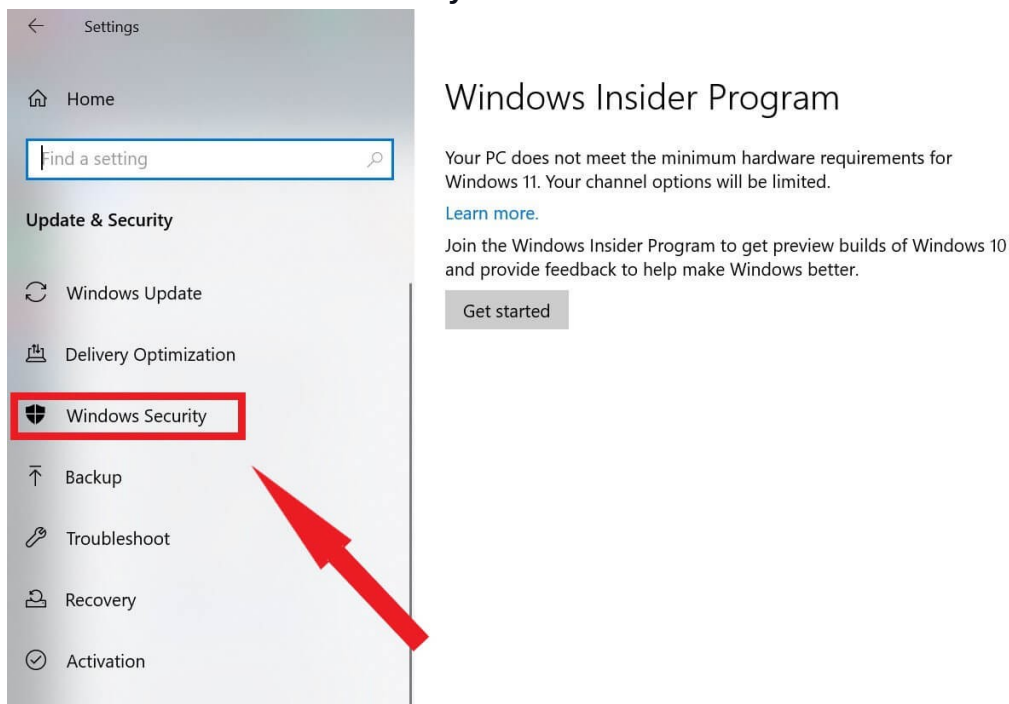
- Open **Settings** on your PC.



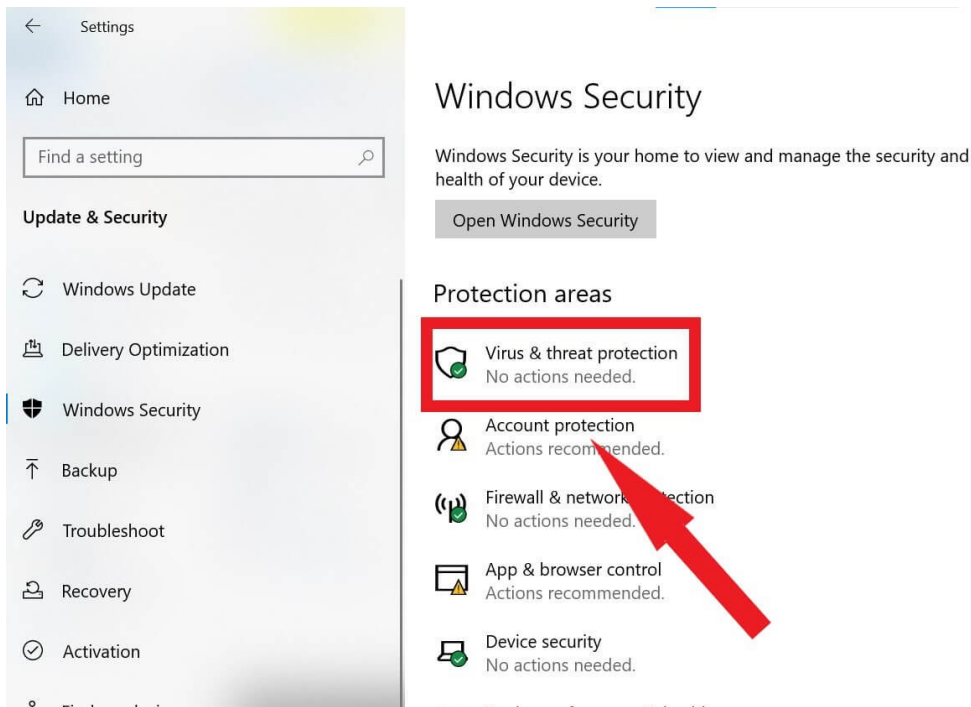
- Select the **Update and Security** option.



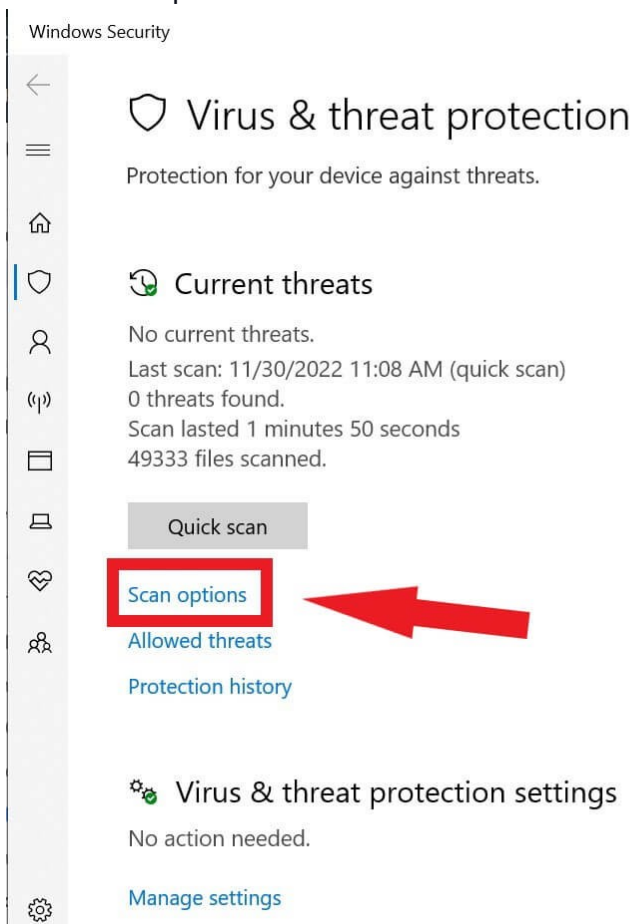
- Choose **Windows Security** from the left.



- Click on **Virus & Threat Protection**.



- A new window will open then you need to select the **Quick Scan** button to start the virus scan process.

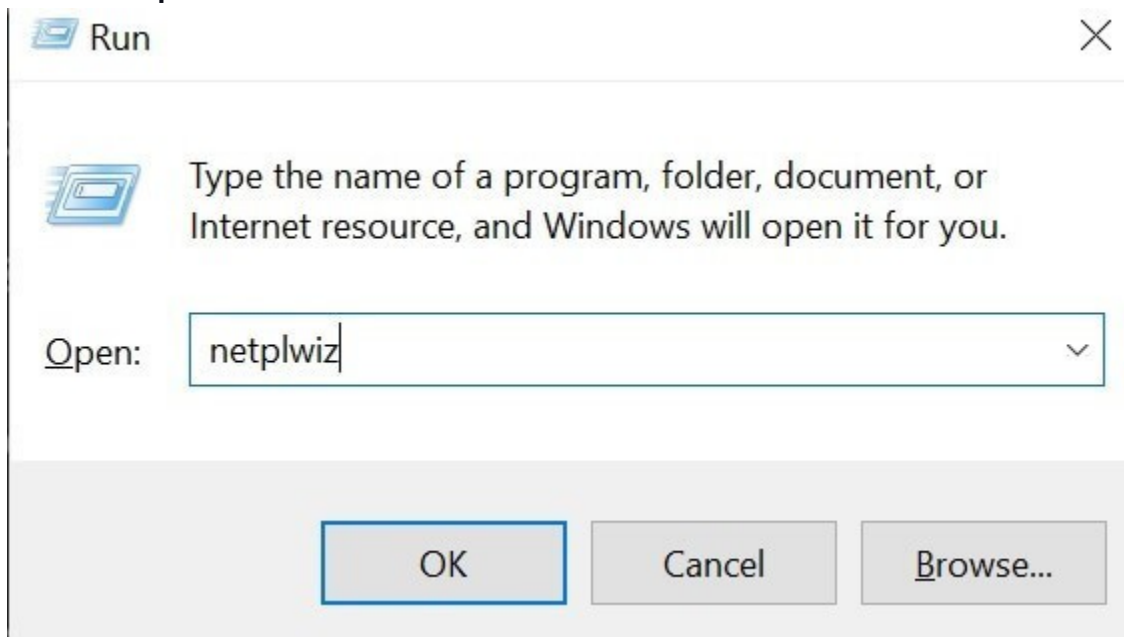


7. Securing the sign-in process

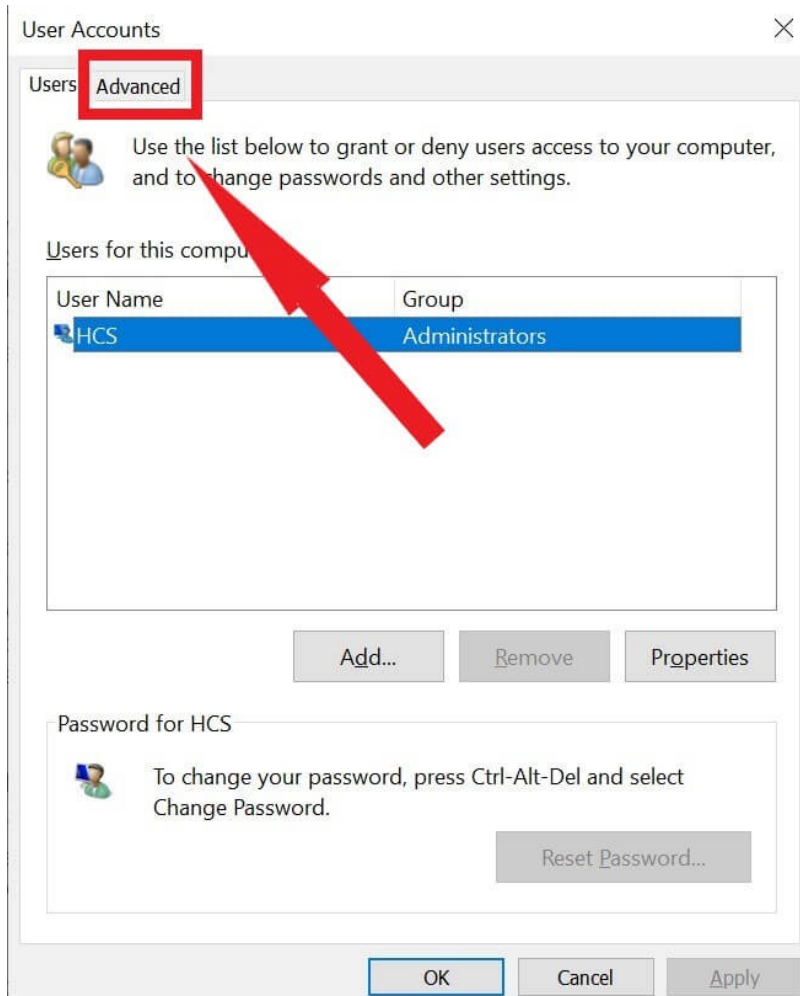
The Windows operating system provides a secure sign-in feature that enables users to gain access to their desktop by clicking Ctrl + Alt + Delete on their lock screen to increase user security. The use of this shortcut might be a bit difficult at first, as it is a new one for you. Once you have done so, you will soon realize how much safer it is than using the computer's default login method. As a result, no malicious program can replicate the behavior of a fake login on your computer, so your computer is protected.

Follow these steps to see how you can accomplish this:

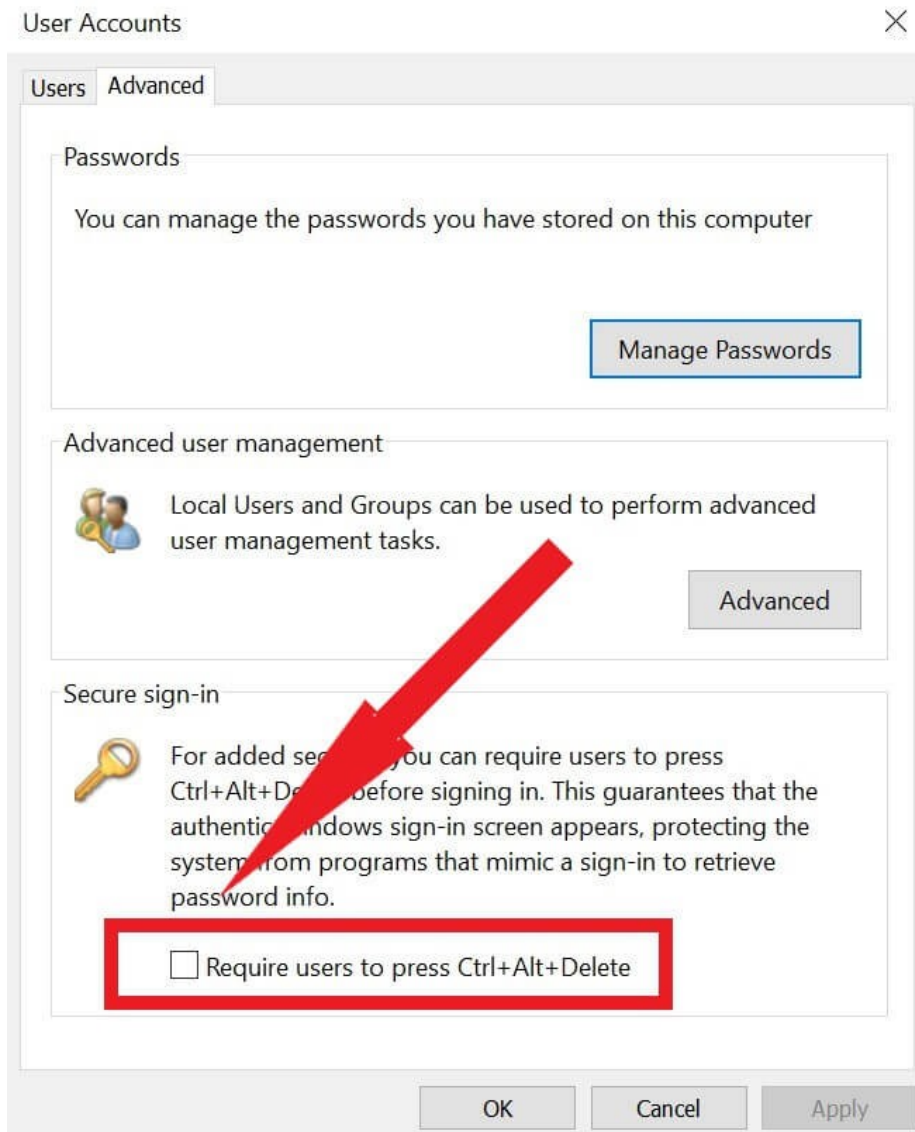
- To access the User Accounts panel, open the Run dialog box (**Windows + R**) by typing "**netplwiz**" in the search box.



- In the above menu, click on the "**Advanced**" tab.



- Check the box for "**Secure sign-in**," after which all attempts to sign in will require the user to use the **Ctrl + Alt + Delete** combination to proceed.



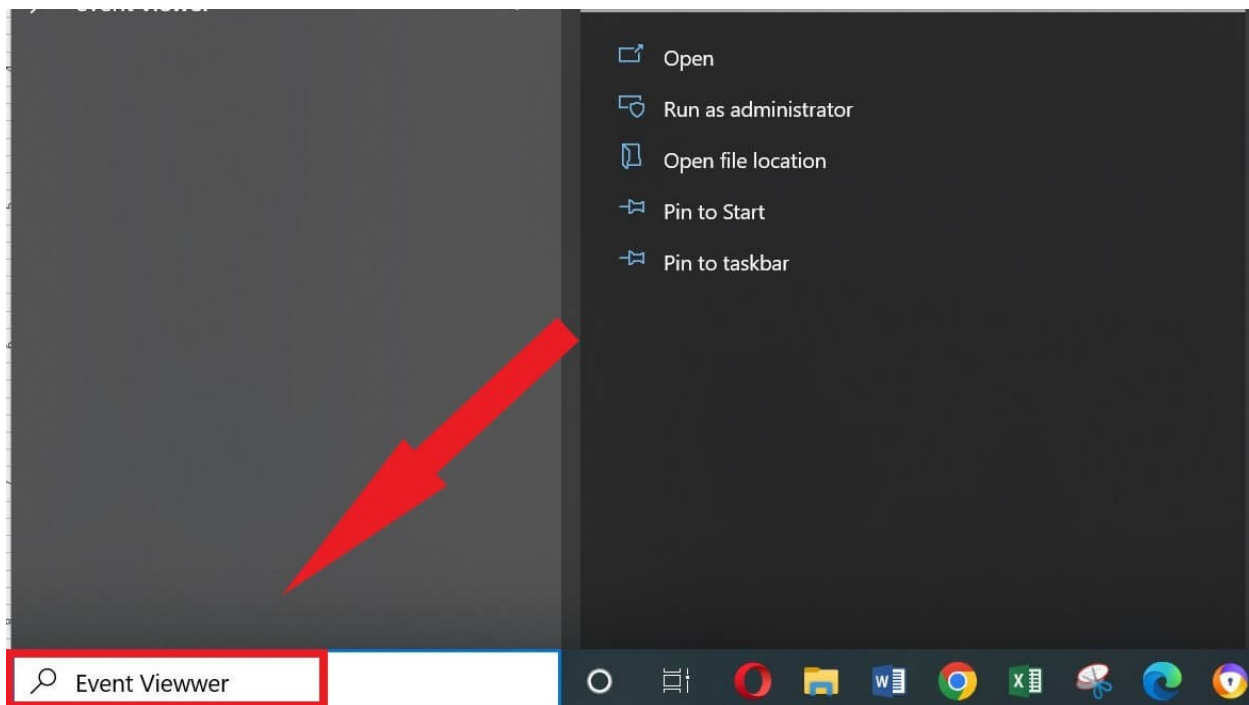
- When you want to **unlock** your PC, instead of pressing **Ctrl + Alt + Delete**, press the volume down button and power buttons simultaneously.

8. Check The Event Viewer For Failed Login Attempts

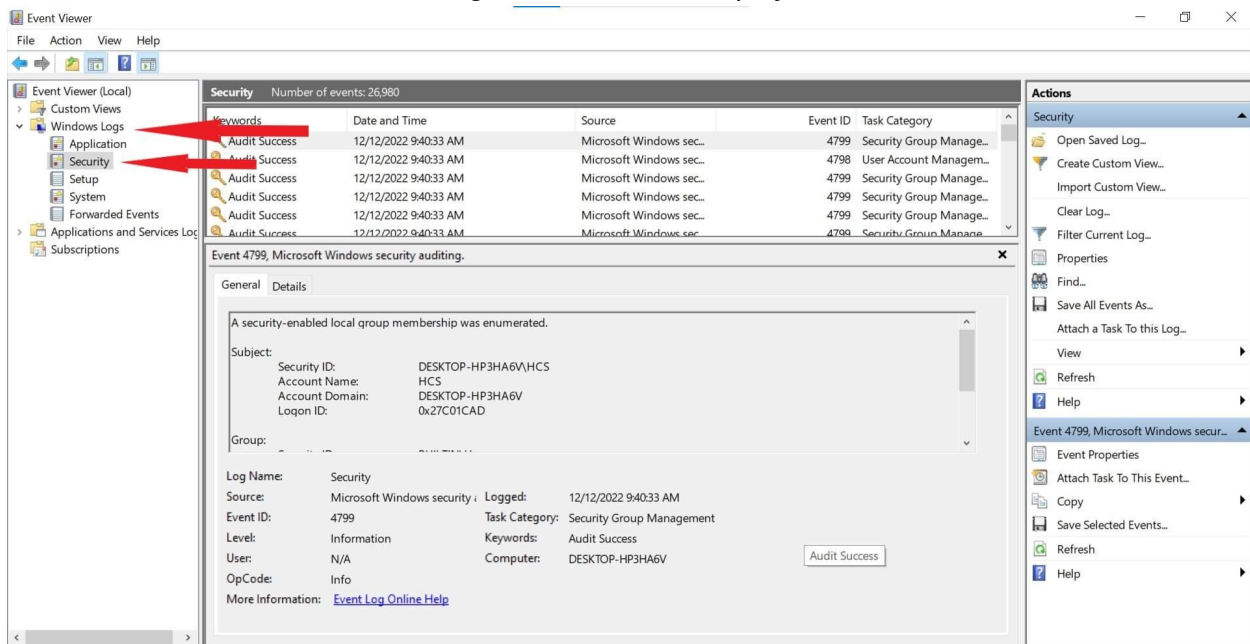
Using Windows Event Viewer, you can monitor all of the activity occurring on your computer, including background processes and everything happening on your computer. The audit capabilities of this software will allow you to keep track of all successful and failed login attempts you make.

During sign-in, you will be able to see which login you invalidated if you are unsure. The user-friendly interface makes fixing any problems a lot easier. Here's how to check it:

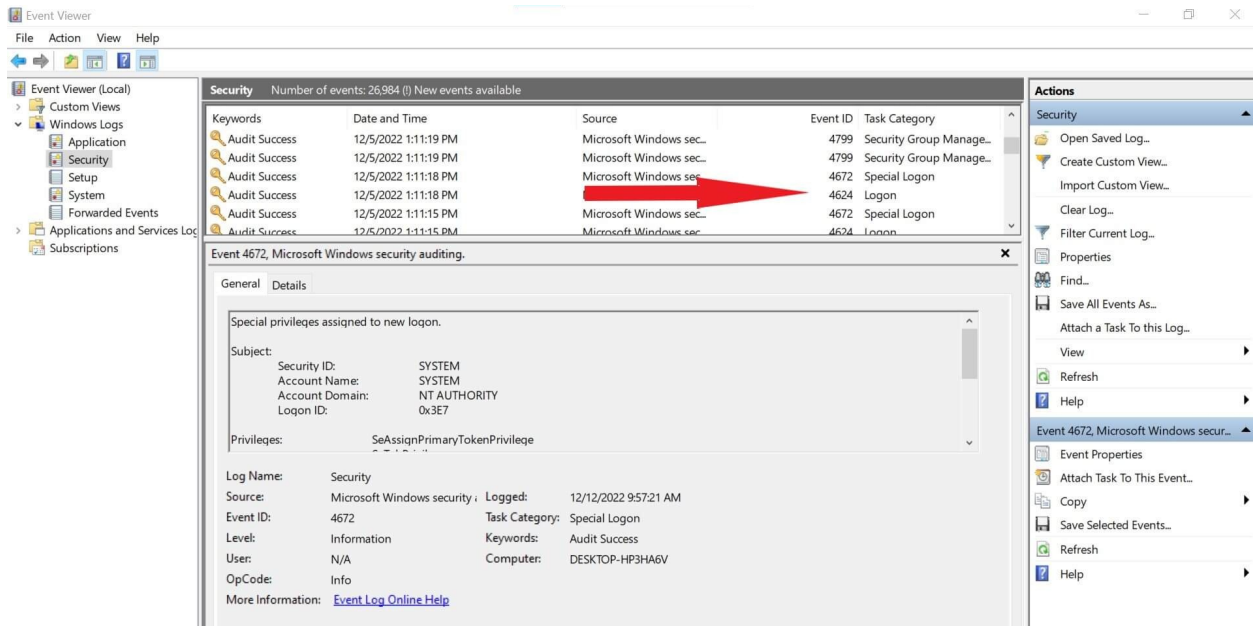
- Find the "**Event Viewer**" application in the search bar and **run it as an administrator**.



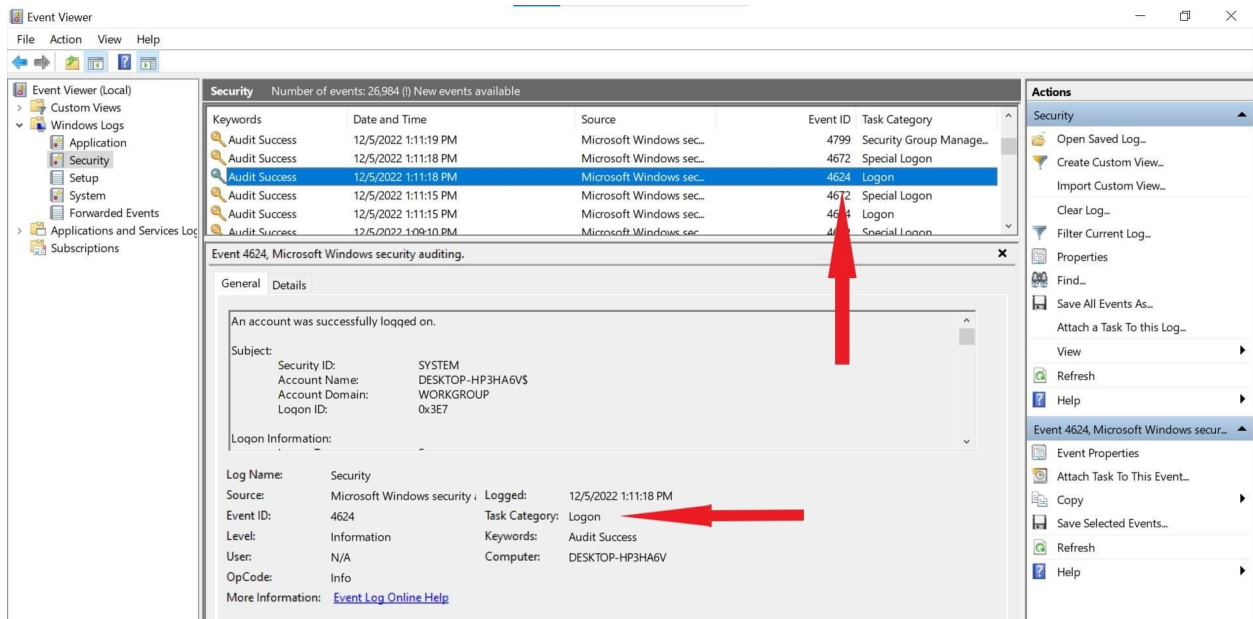
- Event Viewer provides a quick overview of all errors in your window pane. The error does not need to be addressed as long as it is not labeled as "**critical**." If there are any errors related to the user's login, please check the error pane.
- The sidebar's **Windows Logs -> Security** section will provide a list of recent security-related events if no useful login instances are displayed.



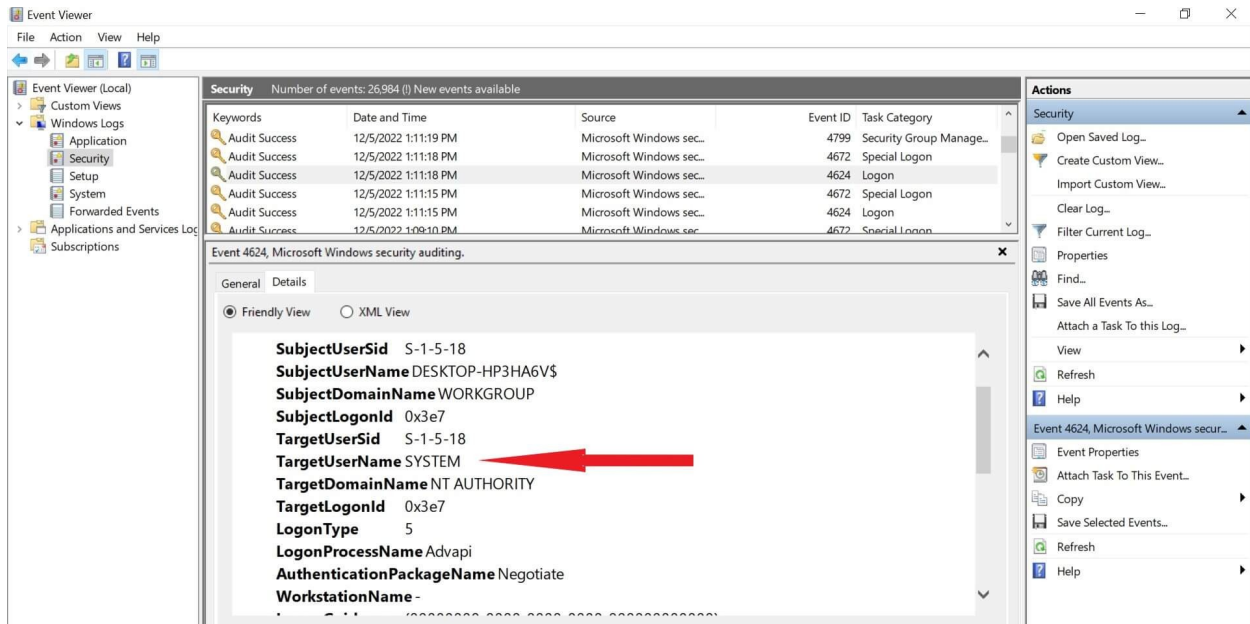
- Consider the "**Logon**" task category. There will be an **event ID**, such as **4624**, which pertains to all successful and unsuccessful attempts to access Windows.



- Whenever the logon event displays an **"audit failure"** in the details pane, this may be an indication that your device is experiencing problems with user authentication.



- Under the **"Details"** tab, confirm that the failed login is associated with a local user account. You can see the local user account under **"TargetUserName."**



- Take a look at your **PC's local user account** and consider removing it if it is error-prone.

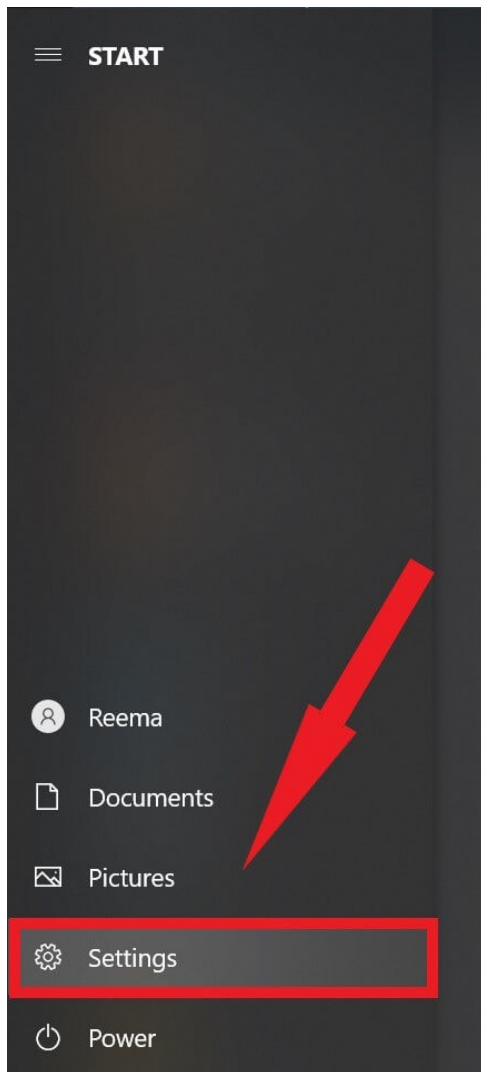
Alternatively, you may follow the steps discussed earlier to resolve the issue if the failed login is due to a third-party antivirus or an uncompleted update or operation.

9. Fix User Account Problems By Running System Restore

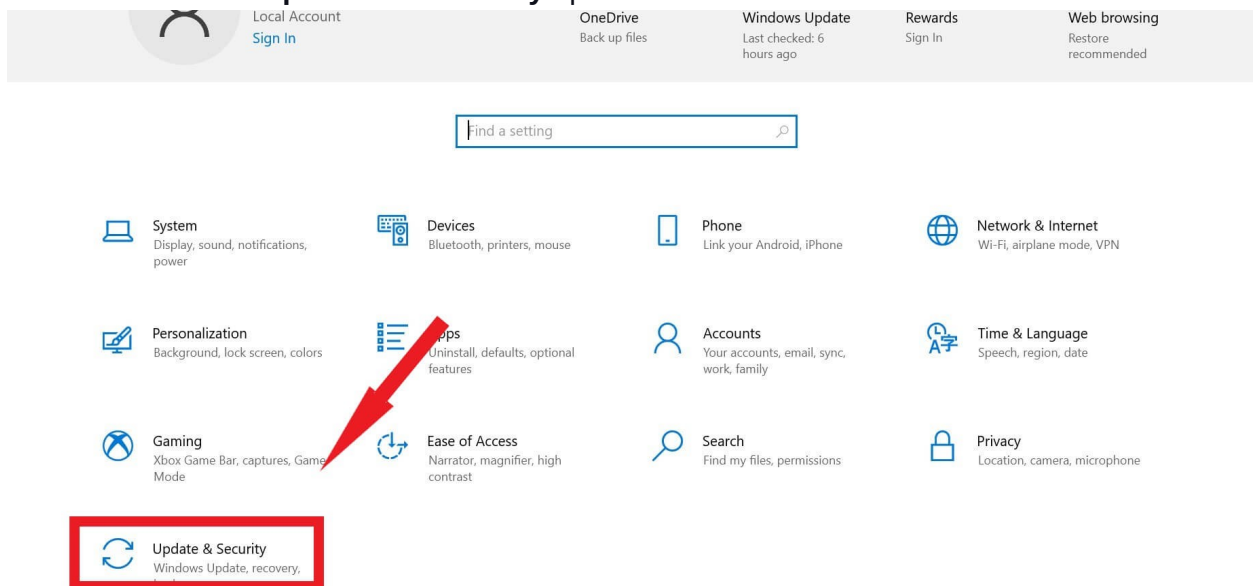
In the event that you are unsure what is causing the user authentication problems on your device, and if the Event Viewer audit (see above) does not provide sufficient information regarding how the problem is caused, then you may want to consider performing a System Restore in order to determine what is causing the issue.

By running System Restore, you can fix the user account problem:

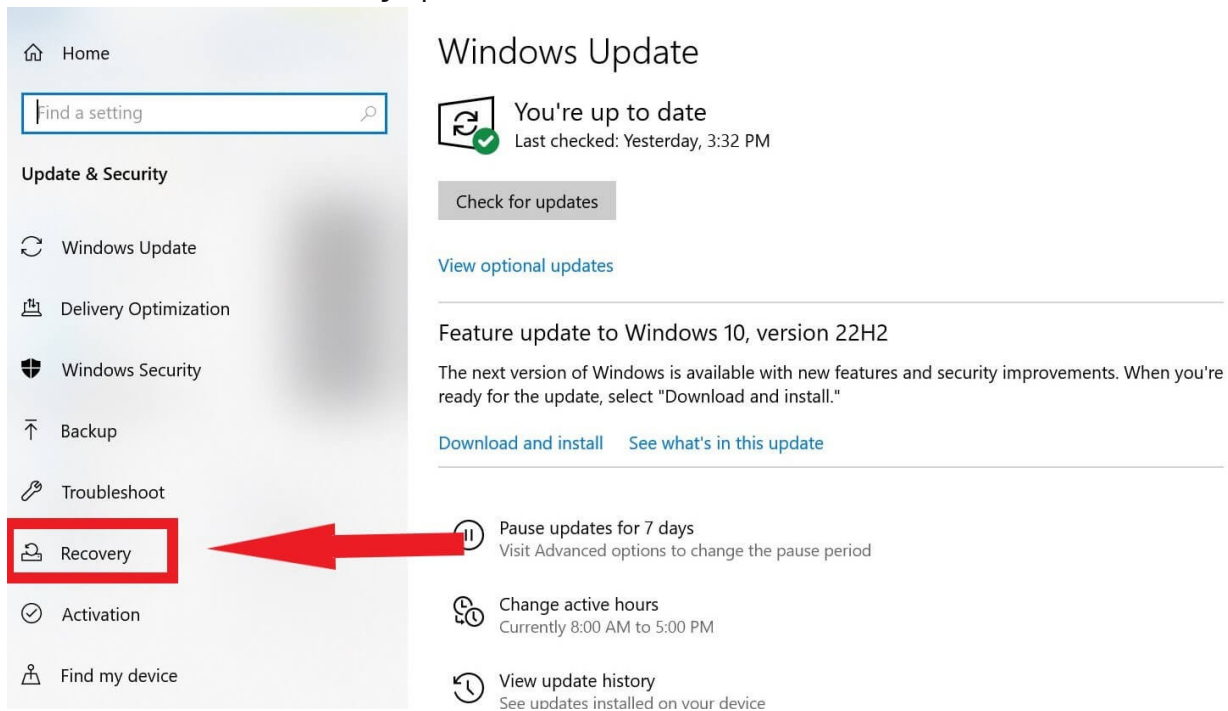
- Open the **Settings** menu on your PC.



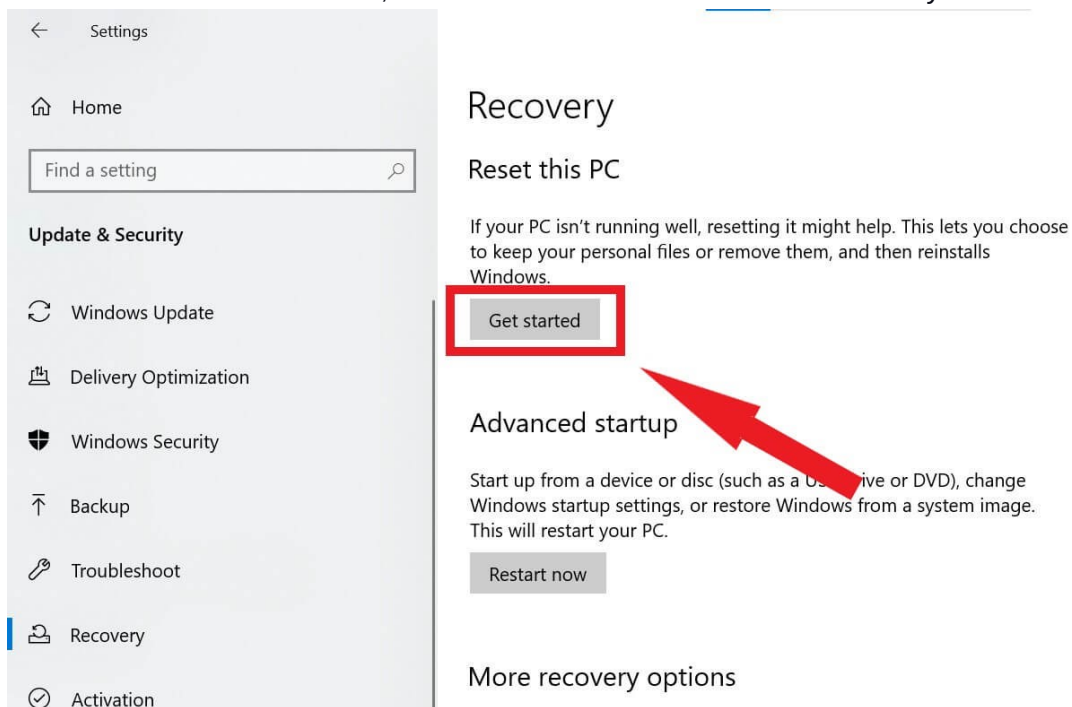
- Choose the **Update and Security** option.



- Click on the **Recovery** option on the left side.



- Under **Reset this PC**, click on the **Get started** button to run a system restore.



Conclusion

In conclusion, there should be no problem shutting down Windows, but errors such as "Someone else is still using this PC" error in Windows are problematic. More specifically, if they

are taking up valuable time. However, it should be possible for you to resolve this or any similar error quickly by following the steps outlined above.

Furthermore, don't hesitate to get in touch with Microsoft's official support team if the troubleshooting methods do not work. Perhaps you can come up with a solution that is suitable for your situation...