# Corrupted User Profile (Delete and Recreate)

Time required: 30 minutes

**How to Create Screenshots:** Please use the Windows Snip and Sketch Tool or the Snipping Tool. Paste a screenshot of just the program you are working on. If you are snipping a virtual machine, make sure your focus is outside the virtual machine before you snip.

1. Press and hold down the **Windows key** & **Shift**, then type **S.** This brings up the on-screen snipping tool.
2. Click and Drag your mouse around whatever you want to snip.
3. Release the mouse button. This places the snip into the Windows Clipboard.
4. Go into Word or wherever you want to paste the snip. Hold down **CTRL**, then type **V** to paste the snip.

## Lab Description

A Windows user profile holds the settings for a user login. Sometimes, a user profile can get corrupted. Sometimes there are weird issues, sometimes you can’t login to the profile. Deleting and recreating the user profile is a solution to issues like this. To perform this operation, you need a second administrative level account on the computer.

This is an example of how you would use this in real life.

1. **Real Life:** Logon to the Windows computer with a user account other than the one with the problems. If there isn’t a second user account, activate the local Administrator account.
2. Copy everything from the Documents and any other folder that has data to a backup drive before you delete the profile.

**NOTE:** Complete this lab in your Windows virtual machine.

You cannot delete the Default Profile. You should have accounts other than your account and the Default Profile. If you don’t, please create one.

1. If you have logged as the account you are recreating the profile for, reboot before deleting the profile. Windows won’t delete the profile as it will think the files are in use.
2. Logon with a different account than the one you are going to delete the profile from.
3. Right Click the **Start button** 🡪 **Advanced System Settings 🡪** **User Profiles**.
4. Insert a screenshot.

Click or tap here to enter text.

1. Click the profile you want to delete 🡪 Click **Delete**. Do not delete the Default Profile.
2. If the Delete button is gray, restart the VM and try again.
3. Login as the user with the corrupted profile. The user profile will be recreated.
4. Insert a screenshot of this login process.

Click or tap here to enter text.

## Assignment Submission

Attach this completed document to the assignment in Blackboard.