

# Start your PC in safe mode in Windows 10

Applies to: Windows 10

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Safe mode starts Windows in a basic state, using a limited set of files and drivers. If a problem doesn't happen in safe mode, this means that default settings and basic device drivers aren't causing the issue. Observing Windows in safe mode enables you to narrow down the source of a problem, and can help you troubleshoot problems on your PC.

There are two versions of safe mode: Safe Mode and Safe Mode with Networking. Safe Mode with Networking adds the network drivers and services you'll need to access the Internet and other computers on your network.

Select from the following sections to find out how to start your PC in safe mode from Settings, from the sign-in screen, or from a black or blank screen.

[Hide all](#)

## ^ From Settings

1. Press Windows logo key  + **I** on your keyboard to open Settings. If that doesn't work, select the **Start**  button, then select **Settings** .
2. Select **Update & Security**  > **Recovery** .

### Open Recovery Settings

3. Under **Advanced startup**, select **Restart now**.
4. After your PC restarts to the **Choose an option** screen, select **Troubleshoot** > **Advanced options** > **Startup Settings** > **Restart**. You may be asked to enter your [BitLocker recovery key](#).

## Choose an option



**Continue**  
Exit and continue to Windows 10



**Troubleshoot**  
Reset your PC or see advanced options



**Turn off your PC**

## ⬅ Troubleshoot



**Reset this PC**  
Lets you choose to keep or remove your personal files, and then reinstalls Windows



**Advanced options**

## ⬅ Advanced options



**System Restore**  
Use a restore point recorded on your PC to restore Windows



**Startup Repair**  
Fix problems that keep Windows from loading



**Go back to the previous version**



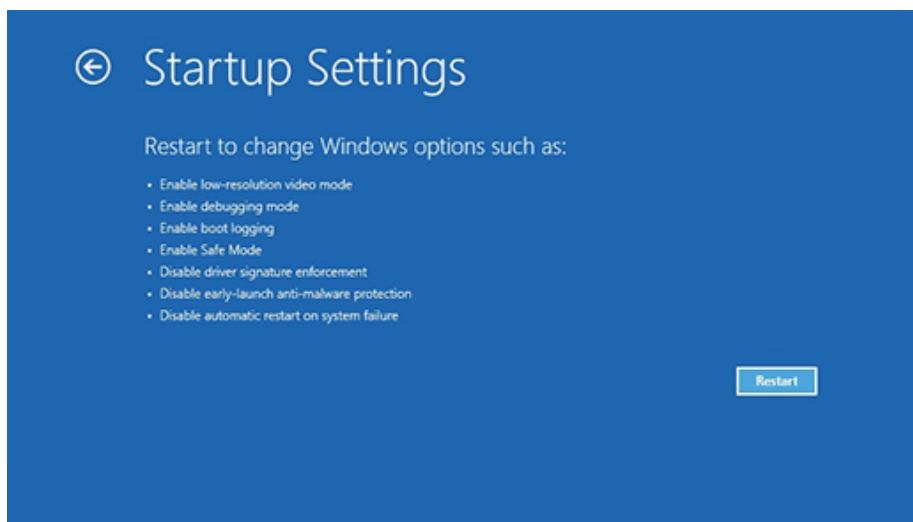
**Command Prompt**  
Use the Command Prompt for advanced troubleshooting



**System Image Recovery**  
Recover Windows using a specific system image file




**Startup Settings**  
Change Windows startup behavior

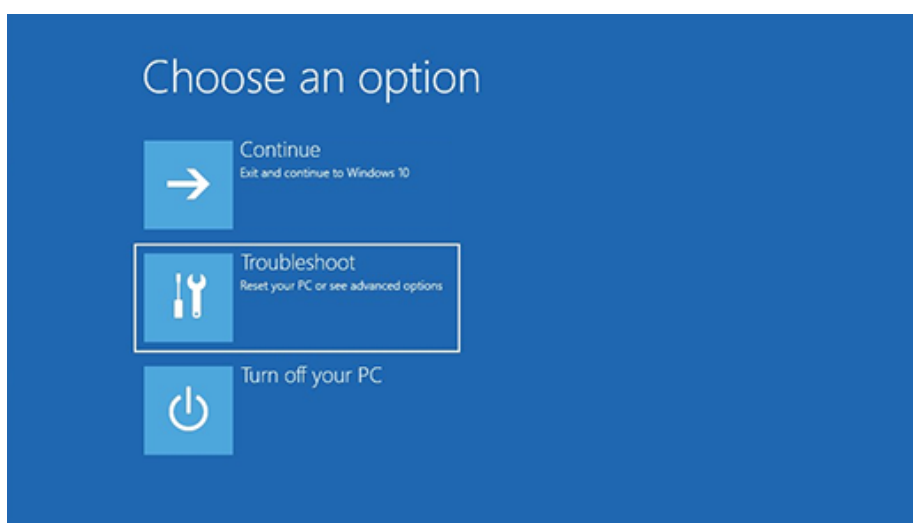


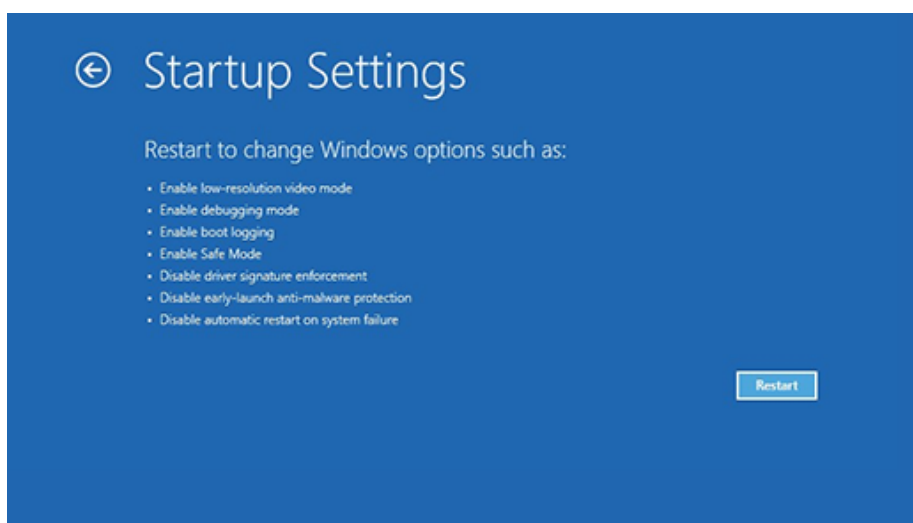
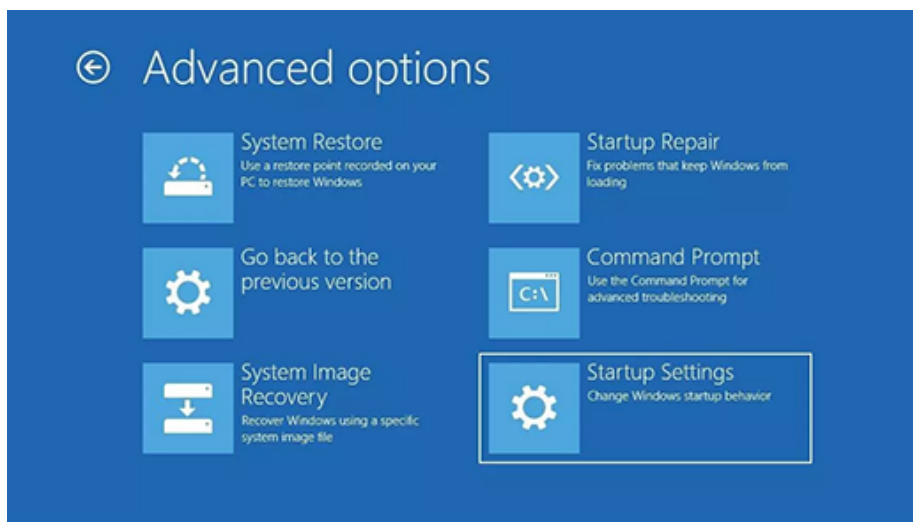
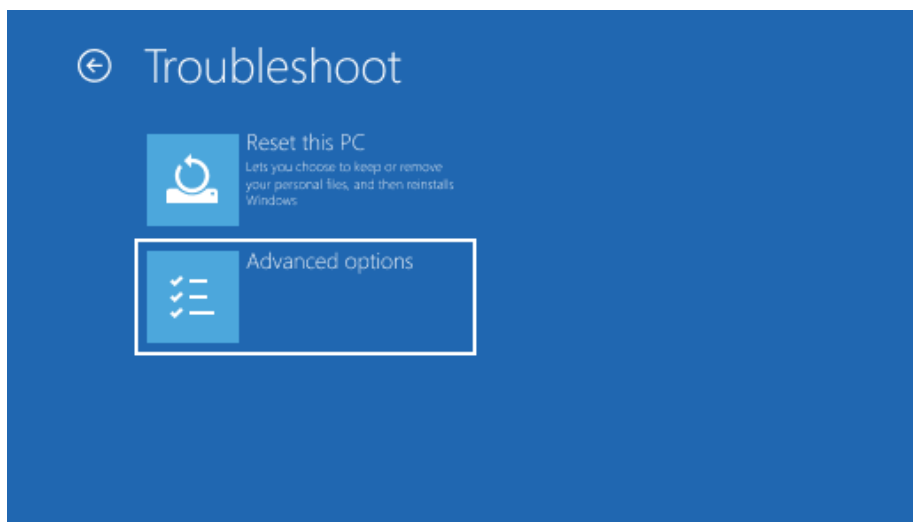
5. After your PC restarts, you'll see a list of options. Select **4** or press **F4** to start your PC in Safe Mode. Or if you'll need to use the Internet, select **5** or press **F5** for Safe Mode with Networking.

#### ^ From the sign-in screen

When you can't open Settings to get into safe mode, restart your device from the Windows sign-in screen.

1. On the Windows sign-in screen, press and hold the **Shift** key while you select the **Power**  > **Restart**.
2. After your PC restarts to the **Choose an option** screen, select **Troubleshoot** > **Advanced options** > **Startup Settings** > **Restart**. You may be asked to enter your [BitLocker recovery key](#).





3. After your PC restarts, you'll see a list of options. Select **4** or **F4** to start your PC in safe mode. Or if you'll need to use the Internet, select **5** or **F5** for Safe Mode with Networking.

#### ^ From a black or blank screen

## Note

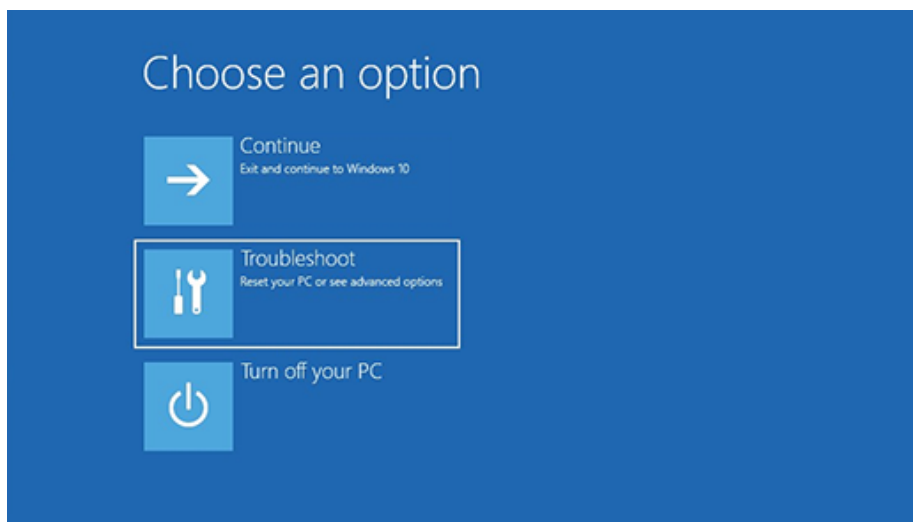
If you've encrypted your device, you'll need your BitLocker key to start in safe mode.

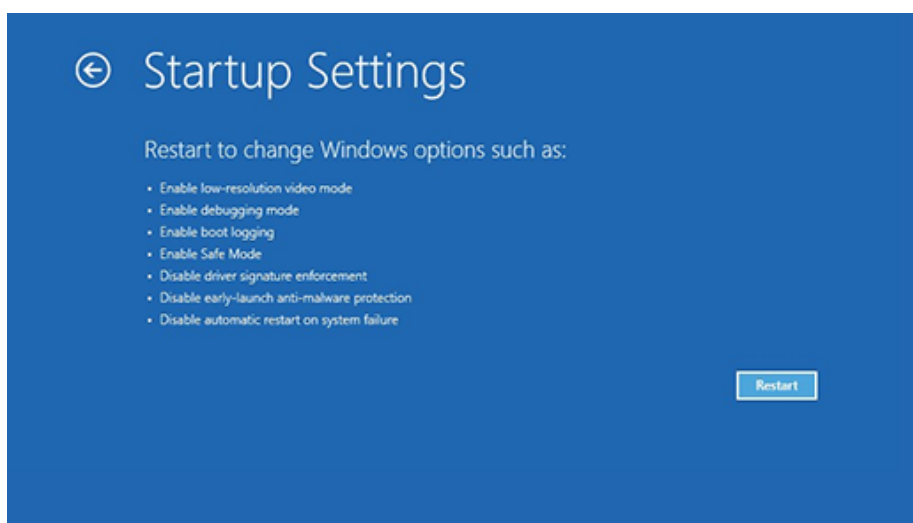
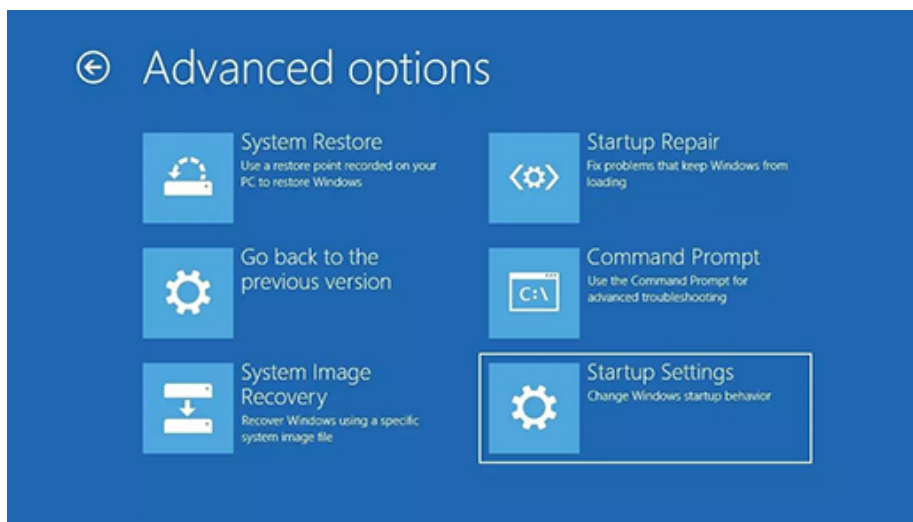
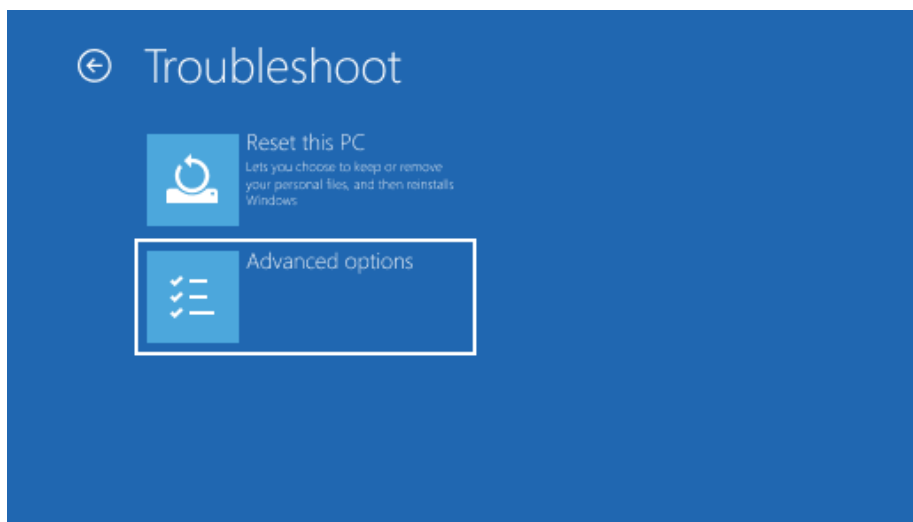
Before you enter safe mode, you need to enter the Windows Recovery Environment (winRE). To do this, you will repeatedly turn your device off, then on:

1. Hold down the power button for 10 seconds to turn off your device.
2. Press the power button again to turn on your device.
3. On the first sign that Windows has started (for example, some devices show the manufacturer's logo when restarting) hold down the power button for 10 seconds to turn off your device.
4. Press the power button again to turn on your device.
5. When Windows restarts, hold down the power button for 10 seconds to turn off your device.
6. Press the power button again to turn on your device.
7. Allow your device to fully restart. You will enter winRE.

Now that you are in winRE, you will follow these steps to take you to safe mode:

1. On the **Choose an option** screen, select **Troubleshoot** > **Advanced options** > **Startup Settings** > **Restart**.






2. After your device restarts, you'll see a list of options. Select option 5 from the list or press **F5** for Safe Mode with Networking.

If you need more info on a black or blank screen error, see [Troubleshoot black or blank screen errors](#).

## Note

If you need to exit safe mode, simply restart your device, or:

1. Press the **Windows logo key**  + **R**.
2. Type **msconfig** in the **Open** box and then select **OK**.
3. Select the **Boot** tab.
4. Under **Boot options**, clear the **Safe boot** checkbox.

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Last Updated: 19 Jun 2019

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