Ticket ID: HD-001

Category: Account / Login

Priority: High

User Impact: Single user (unable to access system)

Environment: Windows 10/11, corporate user account

1. **Problem (User's words)**

   User reports: *"I am unable to log in to my computer. The system says my password has expired."*

2. **Quick Questions I Asked**

   - When was the last time you successfully logged in?
   - Are you seeing a specific error message on the screen?
   - Are you logging in on a company-managed device?

3. **Symptoms Observed**

   - Login screen displays message indicating password expiration
   - User unable to access desktop environment
   - Login blocked until password is changed

4. **Troubleshooting Actions Taken**

   - Confirmed the error message shown on the login screen
   - Confirmed the account password had expired
   - Initiated password reset for the user
   - Ensured new password met complexity requirements
   - Had the user log in using the updated password

5. **Root Cause**

   The user's password had expired in accordance with standard password expiration settings.

6. **Fix / Resolution**

   The user's password was reset, allowing the user to successfully log in and access the system.

7. **Prevention / Recommendation**

   - Change password before expiration date
   - Pay attention to system password expiration notifications

8. **Proof (Verification)**

9. **Time Log**
   - Start Time: 09:10 AM
   - End Time: 09:25 AM
   - Total Time: 15 minutes