Ticket ID: HD-005

Category: User Profile / Operating System

Priority: Medium

User Impact: Single user (profile issues affecting productivity)

Environment: Windows 10/11 workstation

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

   User reports: *"After logging in, my desktop looks different and some of my files are missing."*

2. **Quick Questions I Asked**

   - Did your desktop or files look normal the last time you logged in?
   - Does this happen every time you sign in, or only today?
   - Are you able to see your files if you search for them?

3. **Symptoms Observed**

   - User logged into a **temporary profile**
   - Desktop and documents not loading as expected
   - User settings not applied

4. **Troubleshooting Actions Taken**

   - Confirmed user was logged into a temporary profile
   - Signed the user out and restarted the system
   - Logged the user back in to reload the correct profile
   - Verified user files and settings were restored

5. **Root Cause**

   - The system loaded a temporary user profile during sign-in due to a profile loading issue.

6. **Fix / Resolution**

   - The system was restarted and the user signed in again, which restored the correct user profile and settings.

7. **Prevention / Recommendation**

   - Restart system if profile loads incorrectly
   - Report recurring profile issues to IT support

8. **Proof (Verification)**

   - Correct user profile loaded after restart
   - Desktop and user files restored
   - User confirmed normal access to files and settings

9. **Time Log**

   - **Start Time:** 9:10 AM
   - **End Time:** 9:35 AM
   - **Total Time:** 25 minutes