**Troubleshooting User Account Authentication**

When a user attempts to log on through Windows 10 and is unable to be authenticated, you will need to track down the reason for the problem.

If a local user is having trouble logging on, the problem may be with the username,

the password, or the user account itself. The following are some common causes of local

logon errors.

Because many of these same issues happen when logging on to a domain

from a Windows 10 machine, these approaches can be used for both local

logons and domain logons.

**Incorrect Username** You can verify that the username is correct by checking the Local

Users and Groups utility. Verify that the name was spelled correctly.

**Incorrect Password** Remember that passwords are case-sensitive. Is the Caps Lock key

on? If you see any messages relating to an expired password or locked-out account, the

reason for the problem is obvious. If necessary, you can assign a new password through the

Local Users and Groups utility.

**Prohibitive User Rights** Does the user have permission to log on locally at the computer?

By default, the Log On Locally user right is granted to the Users group, so all users can log

on to Windows 10 computers.

However, if this user right was modifi ed, you will see an error message stating that the

local policy of this computer does not allow interactive logon. The terms *interactive logon*

and *local logon* are synonymous and mean that the user is logging on at the computer

where the user account is stored on the computer’s local database.

**A Disabled or Deleted Account** You can verify whether an account has been disabled by

checking the account properties through the Local Users and Groups utility. If the account

is no longer in the database, then it has most likely been deleted.

**A Domain Account Logon at the Local Computer** If a computer is a part of a domain, the

logon dialog box has options for logging on to the domain or to the local computer. Make

sure the user has chosen the correct option.