Unlocking Classroom PCs

Most classroom PCs run Windows 10 and will require you to unlock the computer with your MyID and password in order to use them. This guide will show you how to unlock and log in to the computer, as well as what to do if another user forgets to log out. If the instructions below don't resolve your problem or if you run in to any errors with a classroom computer please either put in a ticket at http://helpdesk.franklin.uga.edu or call us at 706-542-9900.

Step-by-step guide

1. Ensure the computer and monitor are both powered on and that you're looking at a screen similar to the one below. The exact background may vary.

2. Press the 'Ctrl', 'Alt', and 'Delete' keys all at once to unlock the desktop. You may see a warning regarding the usage and data retention policies for UGA classroom computers. Read over the warning if you're unfamiliar with it and click 'Ok'.

3. If no one else is logged in to the computer, the next thing you should see is a space to type your MyID and password. Please do so, then press 'Enter' on your keyboard or click the arrow next to the password box to log in.
a. If someone else is logged in you’ll see something like the screen below, which shows the currently logged in user’s MyID. Click the ‘Switch User’ button, highlighted in green, to return to the log in page. Once there please log in with your MyID and password to being using the computer.

4. When you’re finished with the computer, please click the user icon highlighted in the image below and select the option to Sign Out. This protects your personal data from unauthorized access and allows the next person to use the computer without any issues.

If after following these steps you’re unable to log in to a classroom computer please don’t hesitate to contact us by putting in a ticket at http://helpdesk.franklin.uga.edu or calling 706-542-9900. We’re available Mon-Fri from 8am-5pm to provide assistance with supported classroom computers.