AS A LAST RESORT: RESET YOUR COMPUTER

If you find that your computer is running slowly or that frequent program glitches are hurting your productivity, you can often solve these problems by resetting your PC's system files. The *Reset this PC* feature reinstalls a fresh copy of Windows. It also saves the documents, images, and other files in your user account, some of your settings, and any Windows modern apps that you have installed. However, Reset this PC does not save any other PC settings (which are reverted to their defaults) or any desktop (non-Windows) programs that you installed.

Follow these steps to reset your computer:

1. In the taskbar's Search box, type *reset*.
2. Click Reset this PC.
3. The Settings app runs and selects the Recovery tab.
4. Under Reset this PC, click *Get started*.
5. Reset this PC asks you to choose a reset option.
6. Click Keep my files.
7. Reset this PC displays a list of software you will need to reinstall.
8. Click Next.
9. Click Reset. Reset this PC reboots the computer and refreshes the system files.

How do you refresh your computer if you cannot start Windows?

Follow these steps:

1. Insert your USB recovery drive (that you created earlier) and then restart your computer.
2. Boot to the USB drive. (You will need to change the boot sequence away from your hard drive. On an HP machine, for example, keep tapping the F9 key immediately after pressing the start button.)
3. In the Windows Setup dialog box that will eventually appear, click Next.
4. Click Repair your computer.
5. Click Troubleshoot.
6. Click Reset this PC.
7. Click Keep my files.
8. Click your Microsoft user account, type your account password, and then click Continue.
9. Click Reset.