

# Emergency Data Backup Guide (PIN Locked)

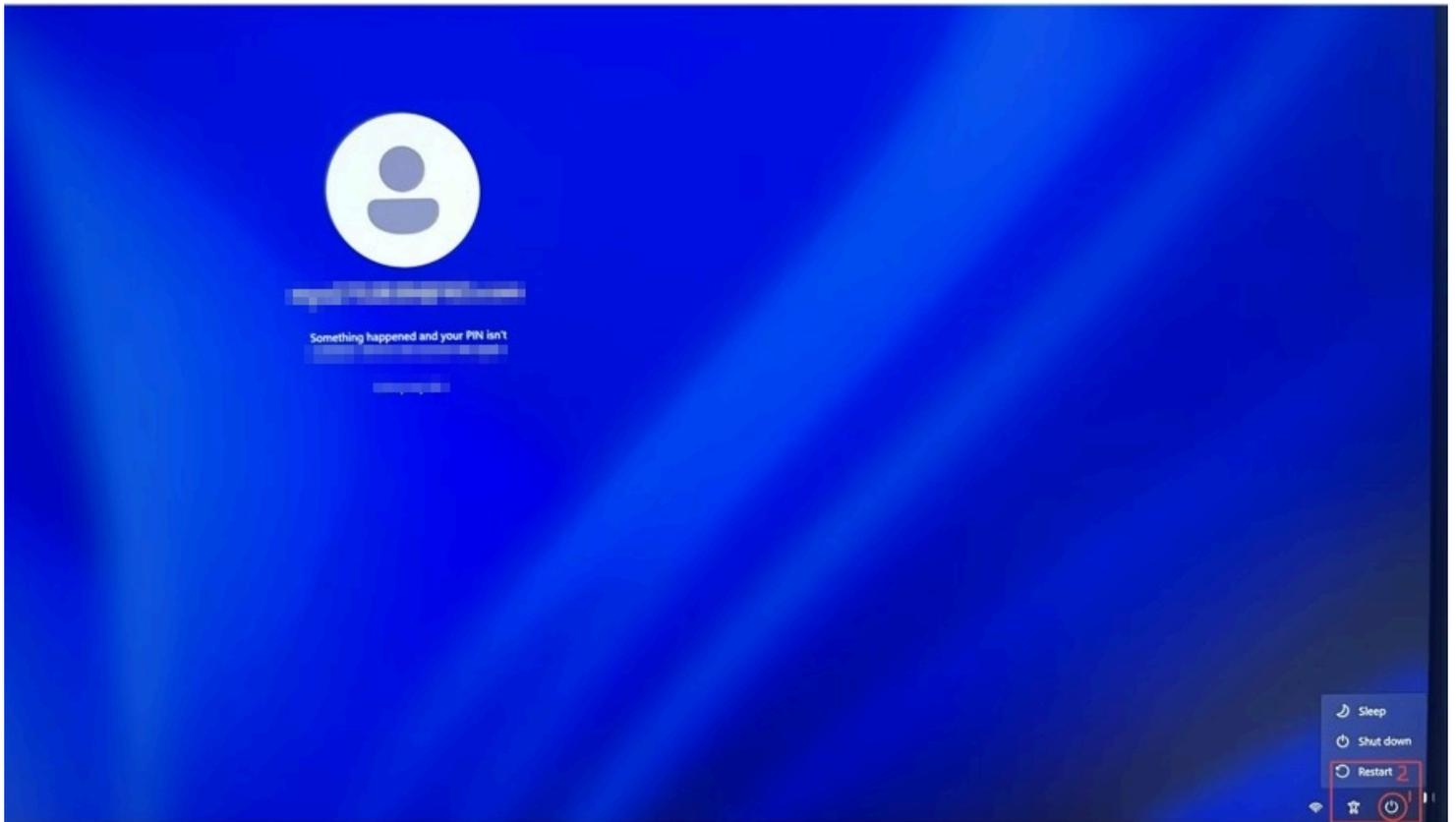
**When to use this:** If your Windows device is locked because you forgot your PIN and the reset prompt won't appear, follow these steps to temporarily access the system, copy your important files to an external drive, and then reinstall Windows.

## ⚠ Before You Start

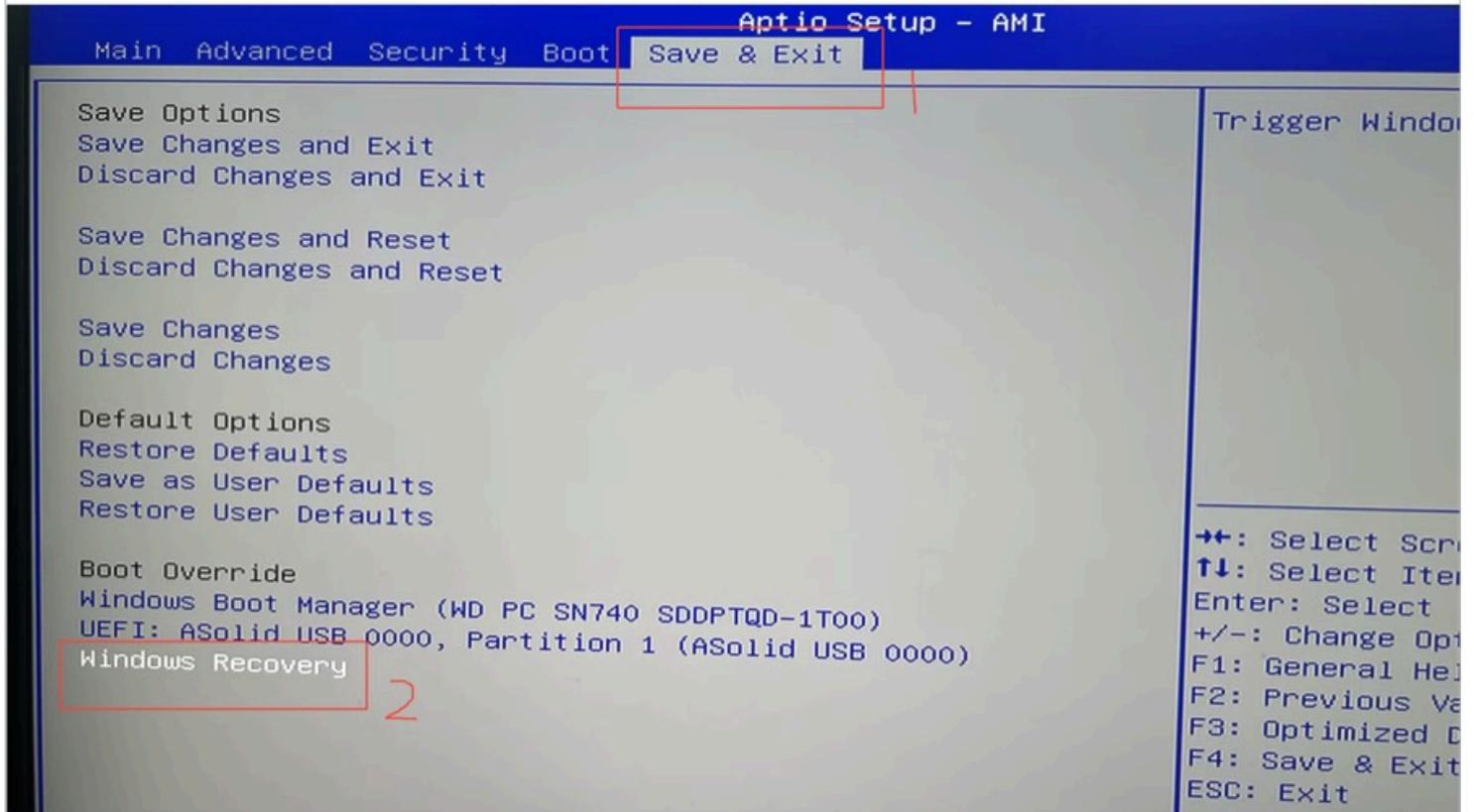
- Have a **USB drive or external hard drive** ready to store your files
- Keep the laptop **plugged in** throughout — this process takes 20–30 minutes

## Step 1: Restart Into BIOS

Click the **power button** in the bottom-right corner of the screen and select **Restart**.

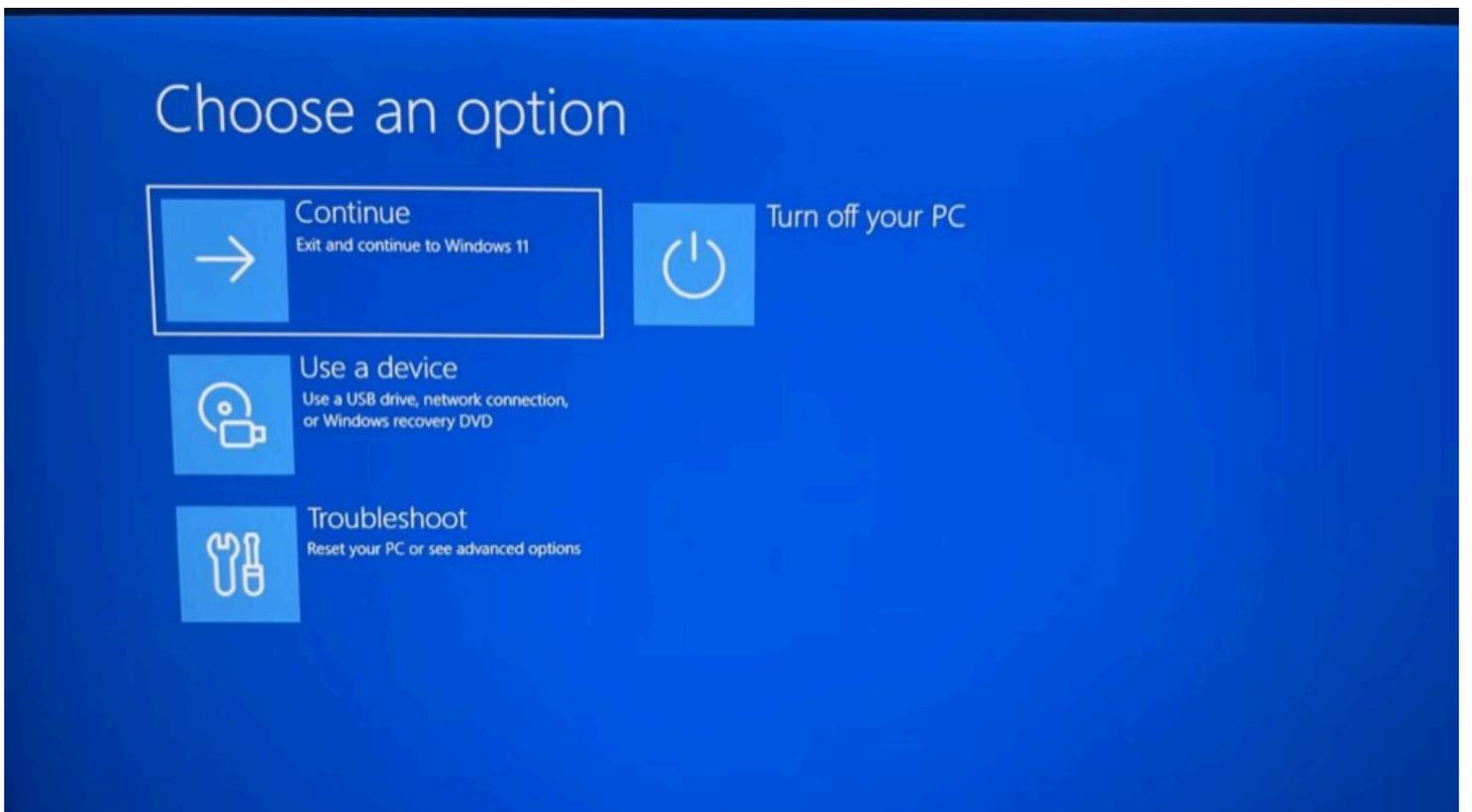


The moment the screen goes black, **immediately hold down the Del key** on your keyboard until the BIOS screen appears.

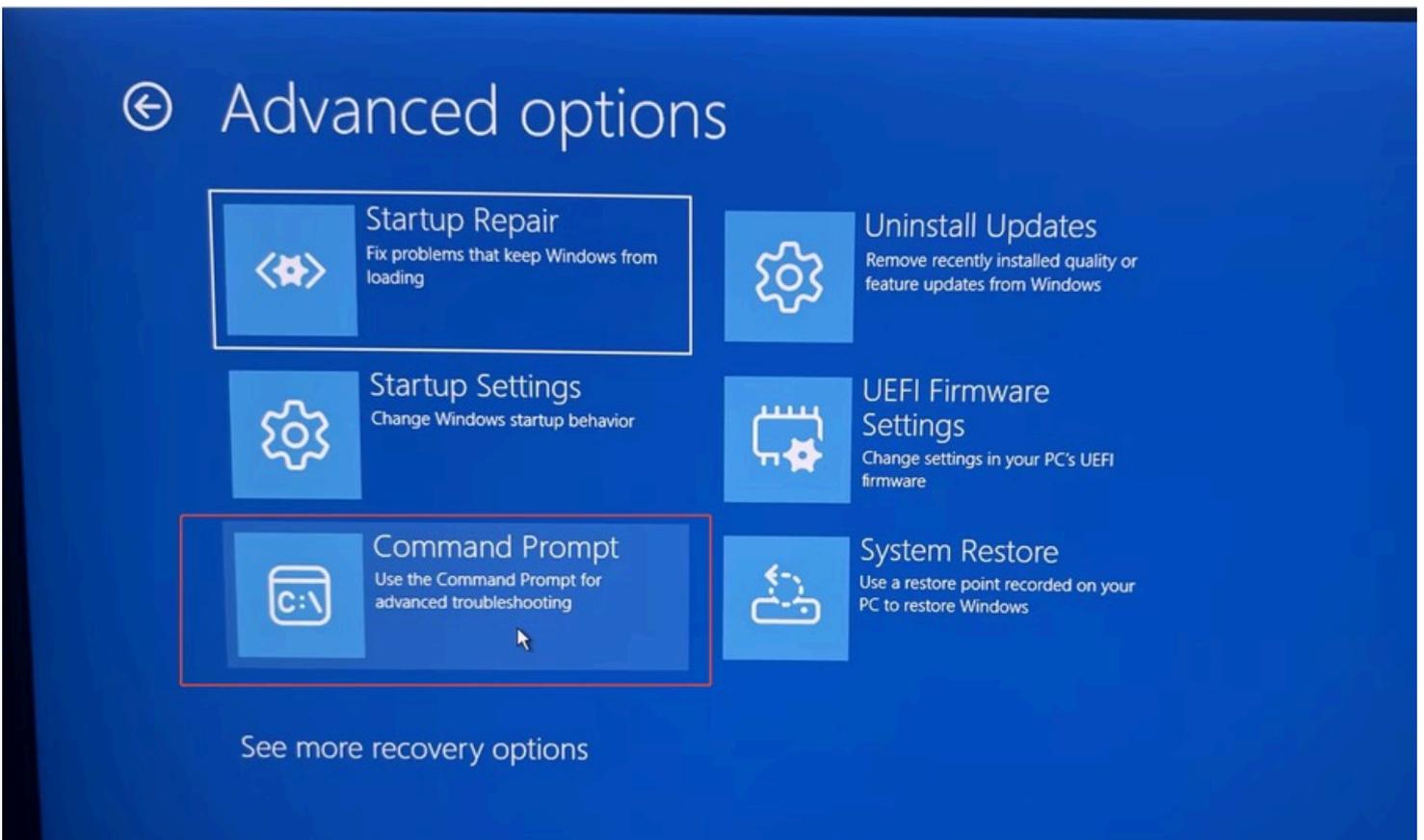
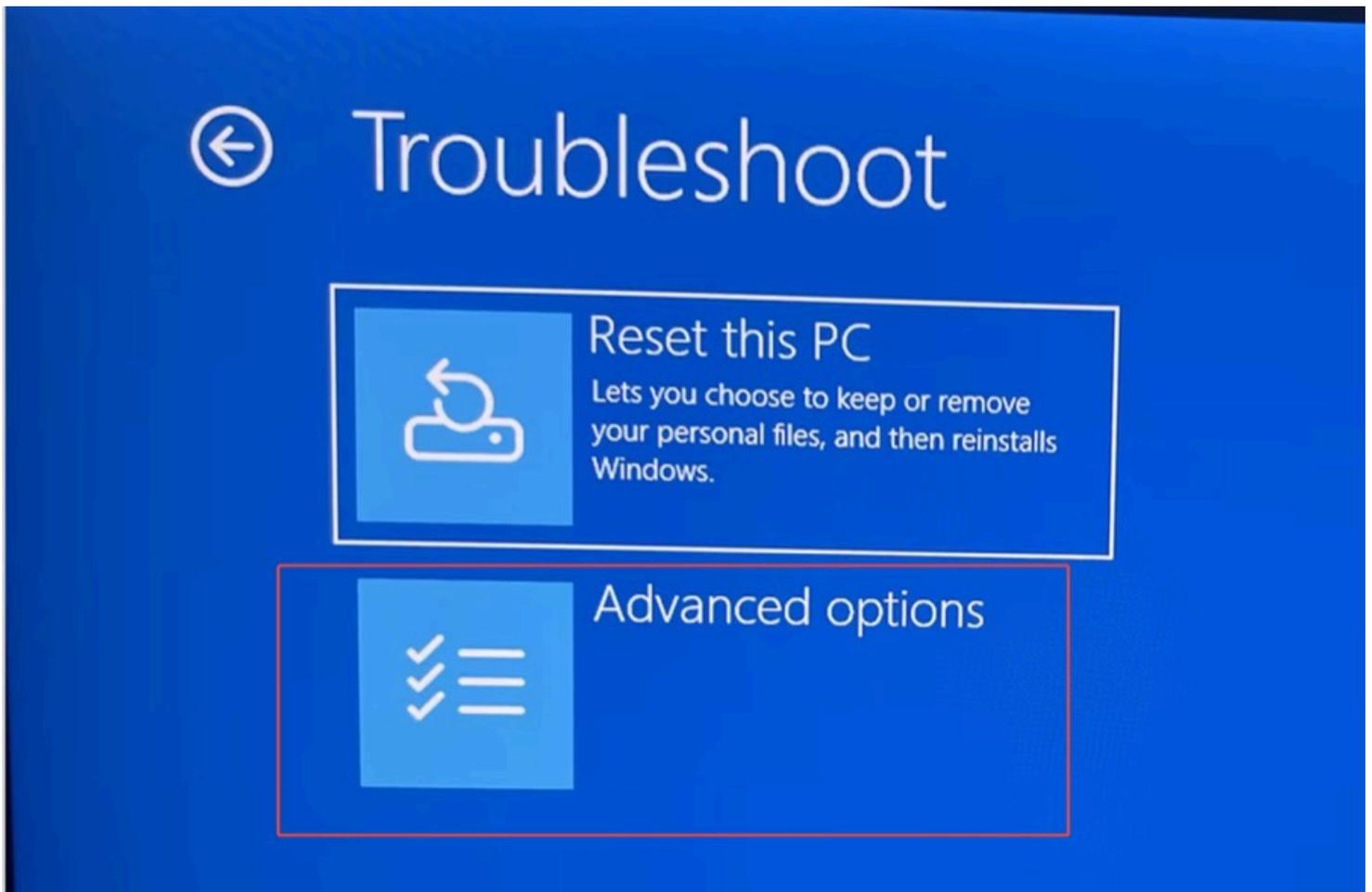


## Step 2: Boot Into Windows Recovery

Inside BIOS, navigate to the **Save & Exit** tab and select **Windows Recovery**. The machine will restart and enter the Windows Recovery Environment.



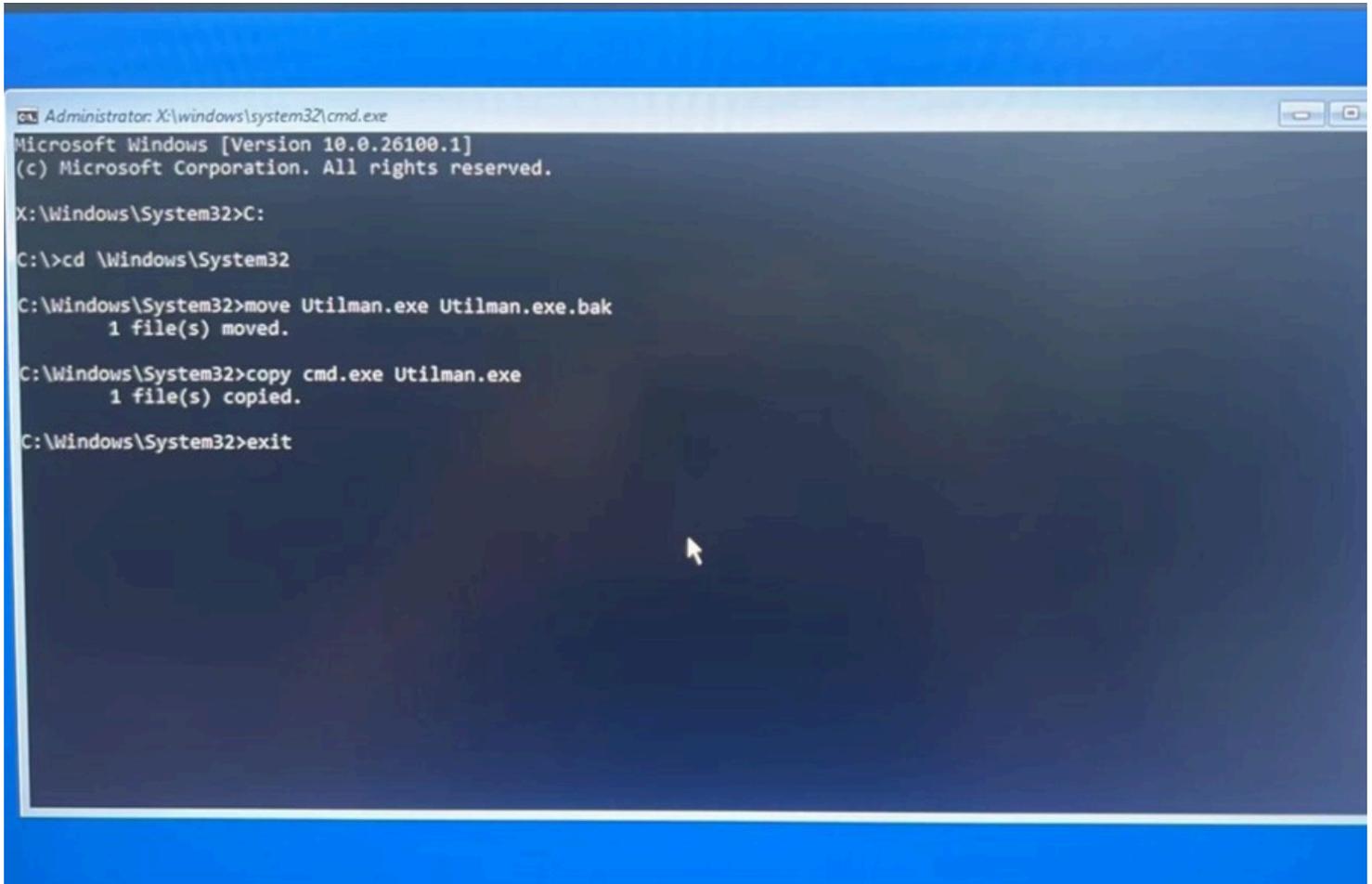
## Step 3: Open Command Prompt



## Step 4: Temporarily Replace the Accessibility Tool

Type the following commands one by one in Command Prompt, pressing **Enter** after each:

```
C:  
cd \windows\system32  
move utilman.exe utilman.exe.bak  
copy cmd.exe utilman.exe  
exit
```



```
Administrator: X:\windows\system32\cmd.exe  
Microsoft Windows [Version 10.0.26100.1]  
(c) Microsoft Corporation. All rights reserved.  
  
X:\Windows\System32>C:  
C:\>cd \Windows\System32  
C:\Windows\System32>move Utilman.exe Utilman.exe.bak  
1 file(s) moved.  
C:\Windows\System32>copy cmd.exe Utilman.exe  
1 file(s) copied.  
C:\Windows\System32>exit
```

### What does this step do?

It temporarily replaces the Accessibility button on the login screen with Command Prompt, so you can run commands without a password. **You'll reverse this in Step 7.**

Click **Continue** — the machine will restart.

# Choose an option



Turn off your PC



Use a device

Use a USB drive, network connection,  
or Windows recovery DVD



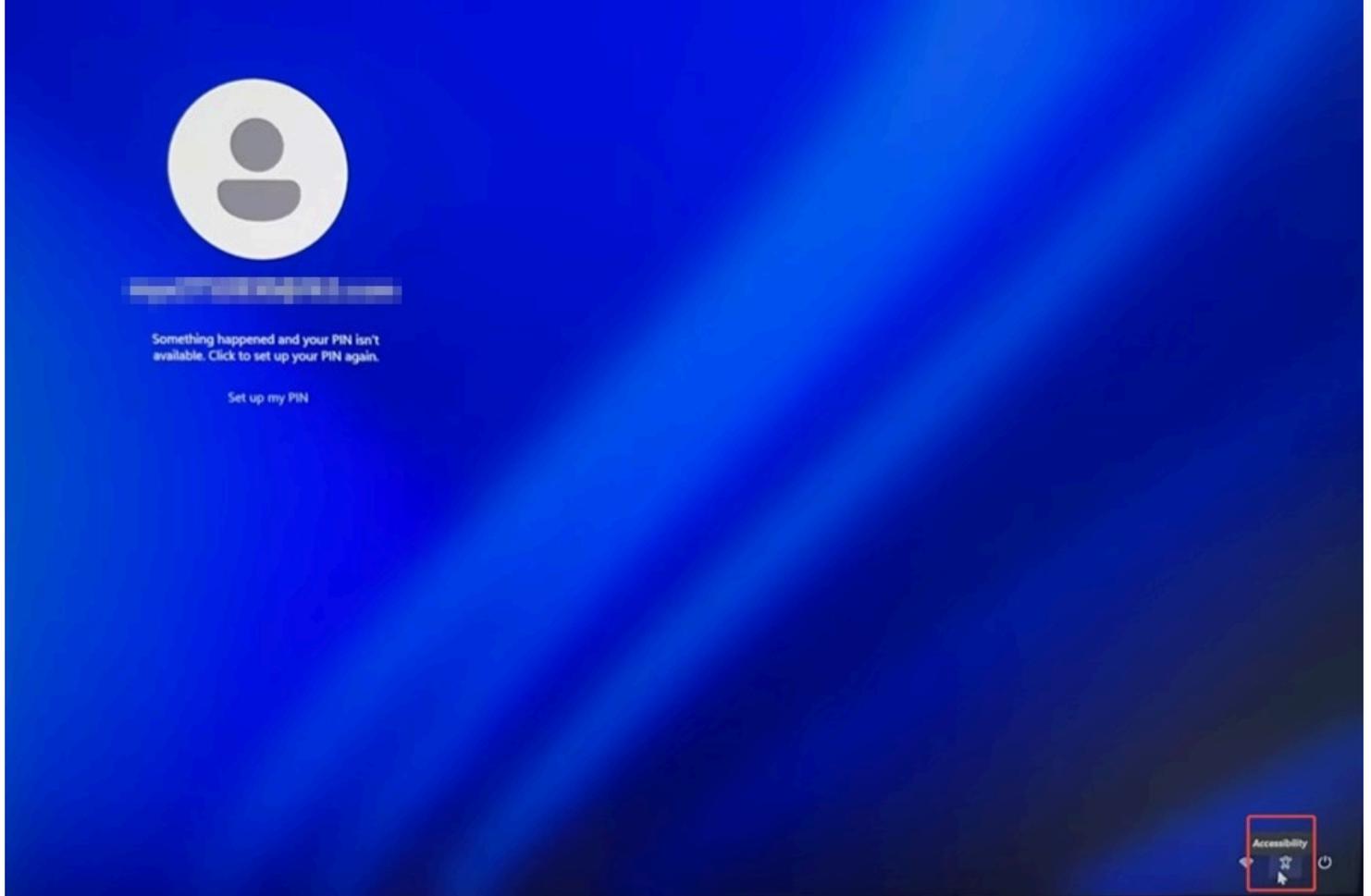
Troubleshoot

Reset your PC or see advanced options

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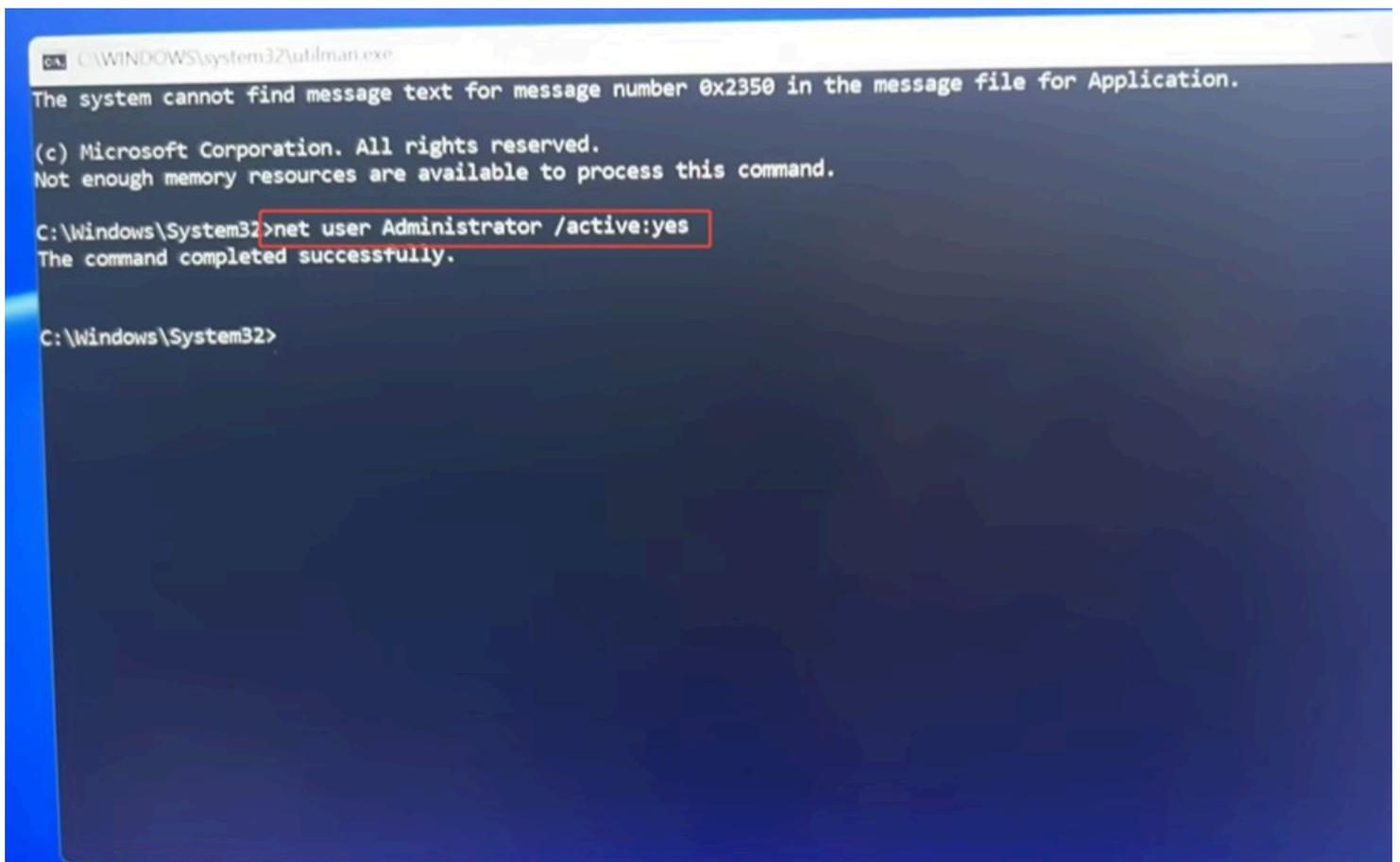
## Step 5: Enable the Hidden Administrator Account

After restarting, you'll land on the login screen. Click anywhere on the desktop, then click the **Accessibility button** (person icon) in the bottom-right corner — a Command Prompt window will open.



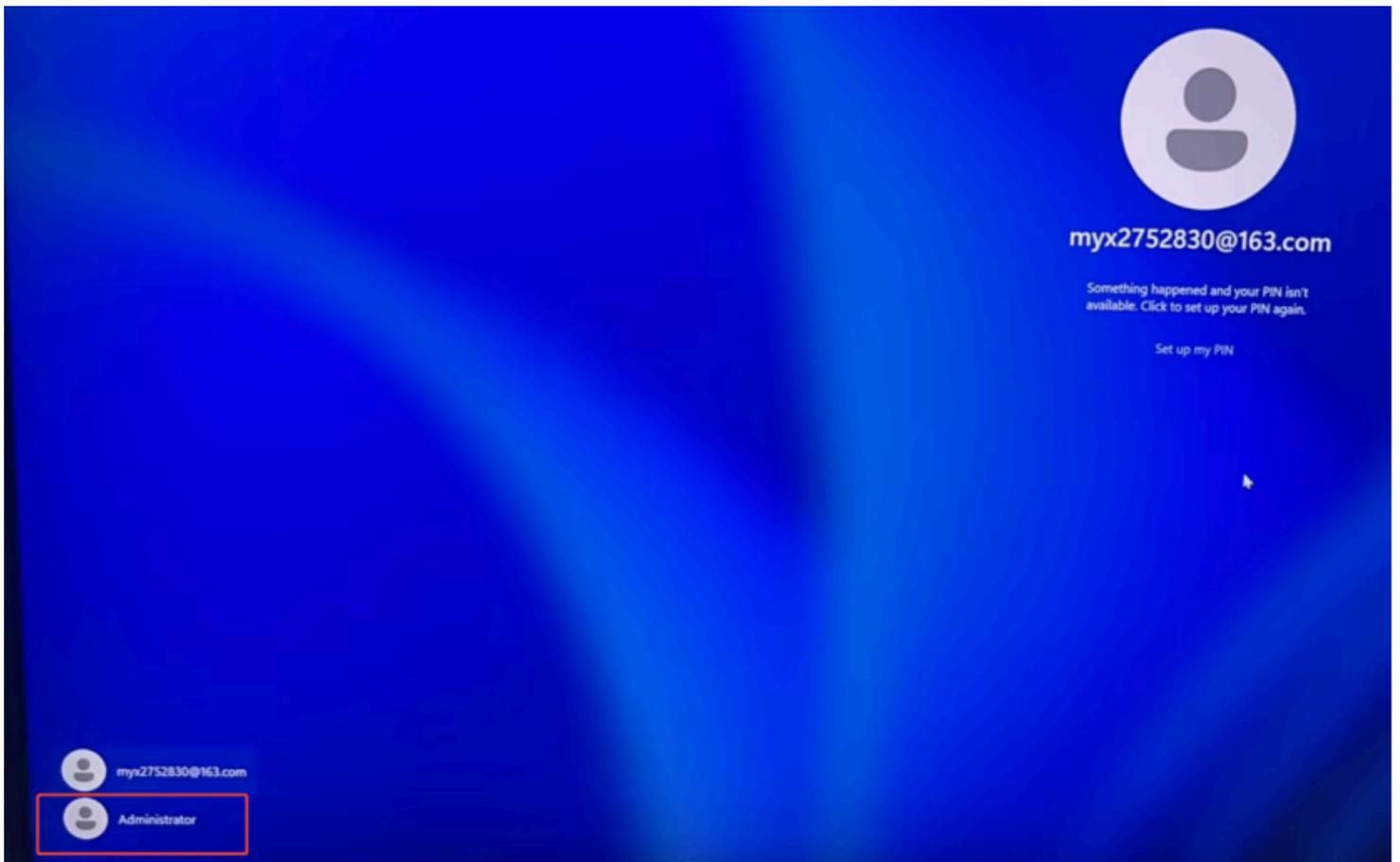
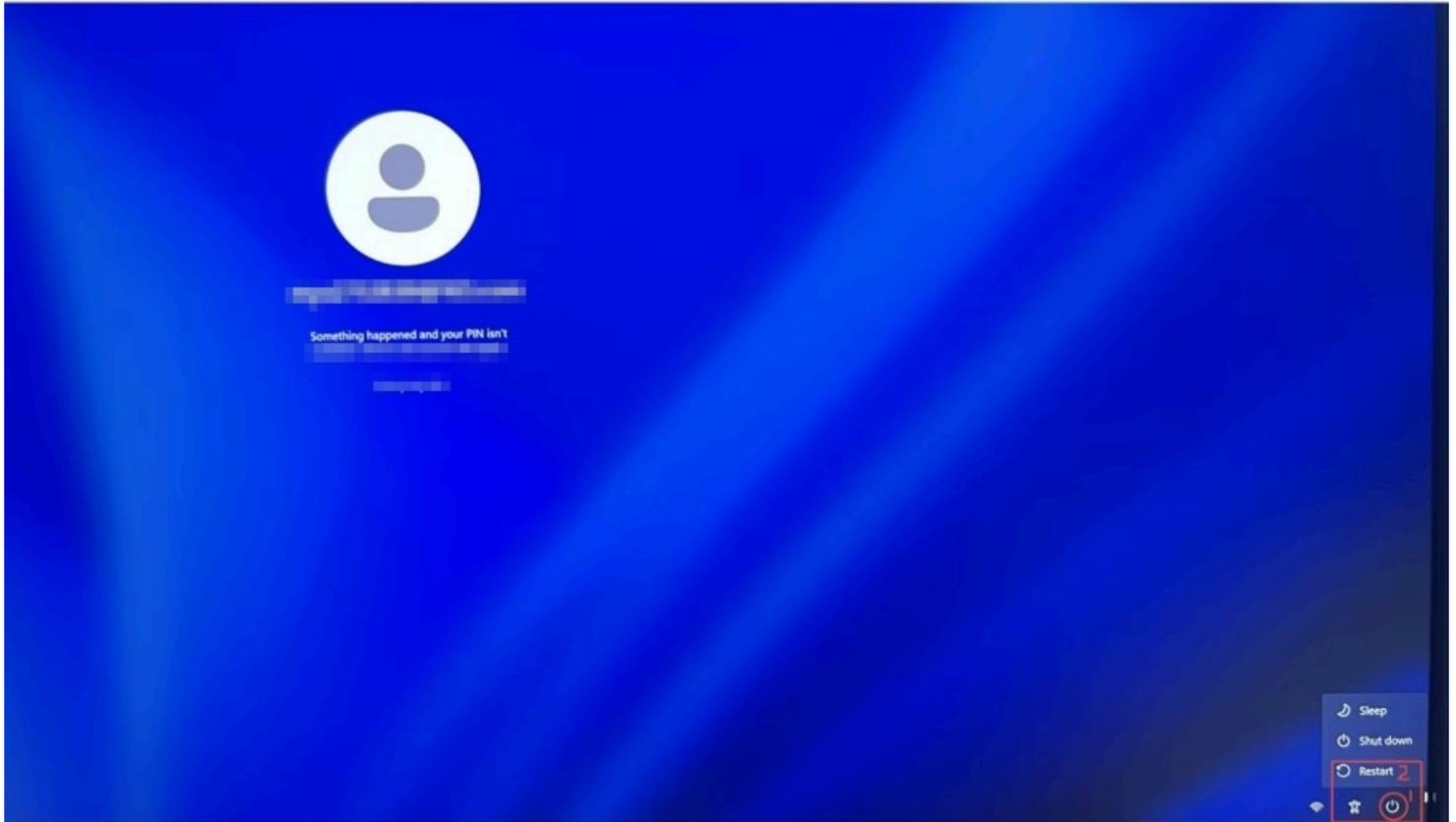
Type the following command and press **Enter**:

```
net user Administrator /active:yes
```



## Step 6: Restart and Log In as Administrator

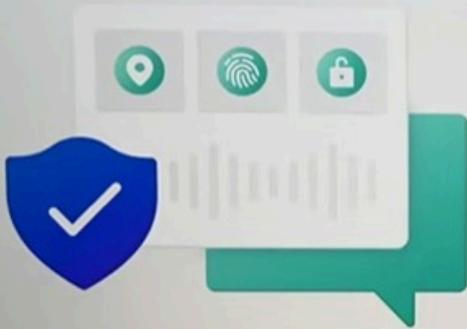
Click on the desktop, then click the **power button** in the bottom-right corner and select **Restart**.



After restarting, click the **Administrator** account in the bottom-left of the login screen. Click **Next**, then **Accept** to reach the desktop.

## Choose privacy settings for your device

Microsoft puts you in control of your privacy. Choose your settings, then select **Accept** to save them. You can change these settings at any time.



### Location

Get location-based experiences like directions and weather. Let Windows and apps request your location and allow Microsoft to use your location data to improve location services.

Yes

### Find my device

Turn on Find my device and use your device's location data to help you find your device if you lose it. You must sign in to Windows with your Microsoft account to use this feature.

Yes

### Diagnostic data

Send info about the websites you browse and how you use apps and features, plus additional info about device health, device activity, and enhanced error reporting. Required diagnostic data will always be included when you choose to send Optional diagnostic data.

Include Optional

### Inking & typing

Send optional inking and typing diagnostic data to Microsoft to improve the language recognition and suggestion capabilities of Microsoft apps and services.

Yes

### Tailored experiences

Let Microsoft use your diagnostic data, excluding information about websites you browse, to offer you personalized tips, ads, and recommendations to enhance your Microsoft experiences.

Yes

### Advertising ID

Apps can use advertising ID to provide more personalized advertising in accordance with the privacy policy of the app provider.

Yes

[Learn more](#)

[Next](#)

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### Advertising ID

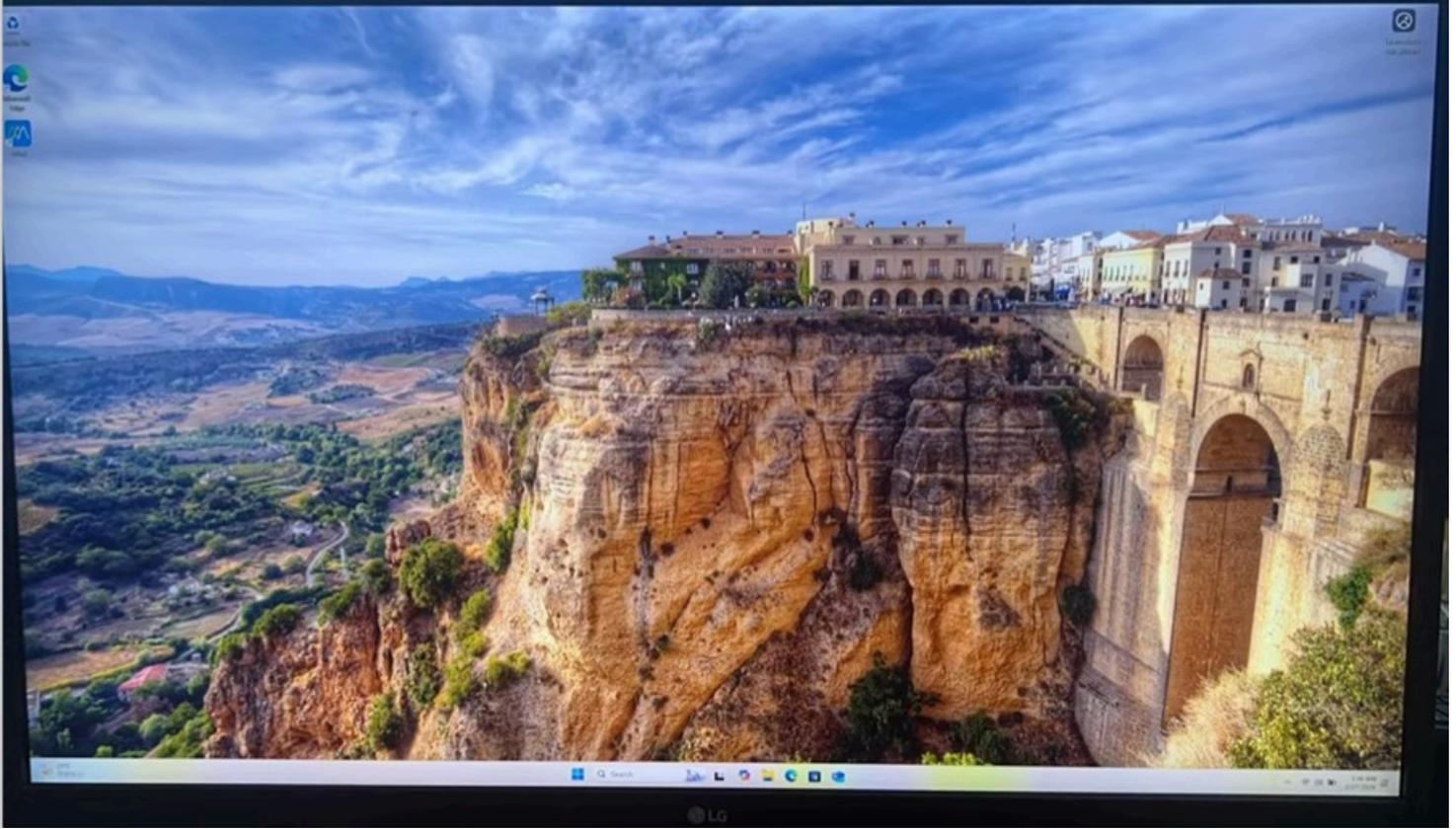
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Yes

Select [Learn more](#) for info on the above settings, how Windows helps protect you from unsafe apps and web content, and the related data transfers and uses.

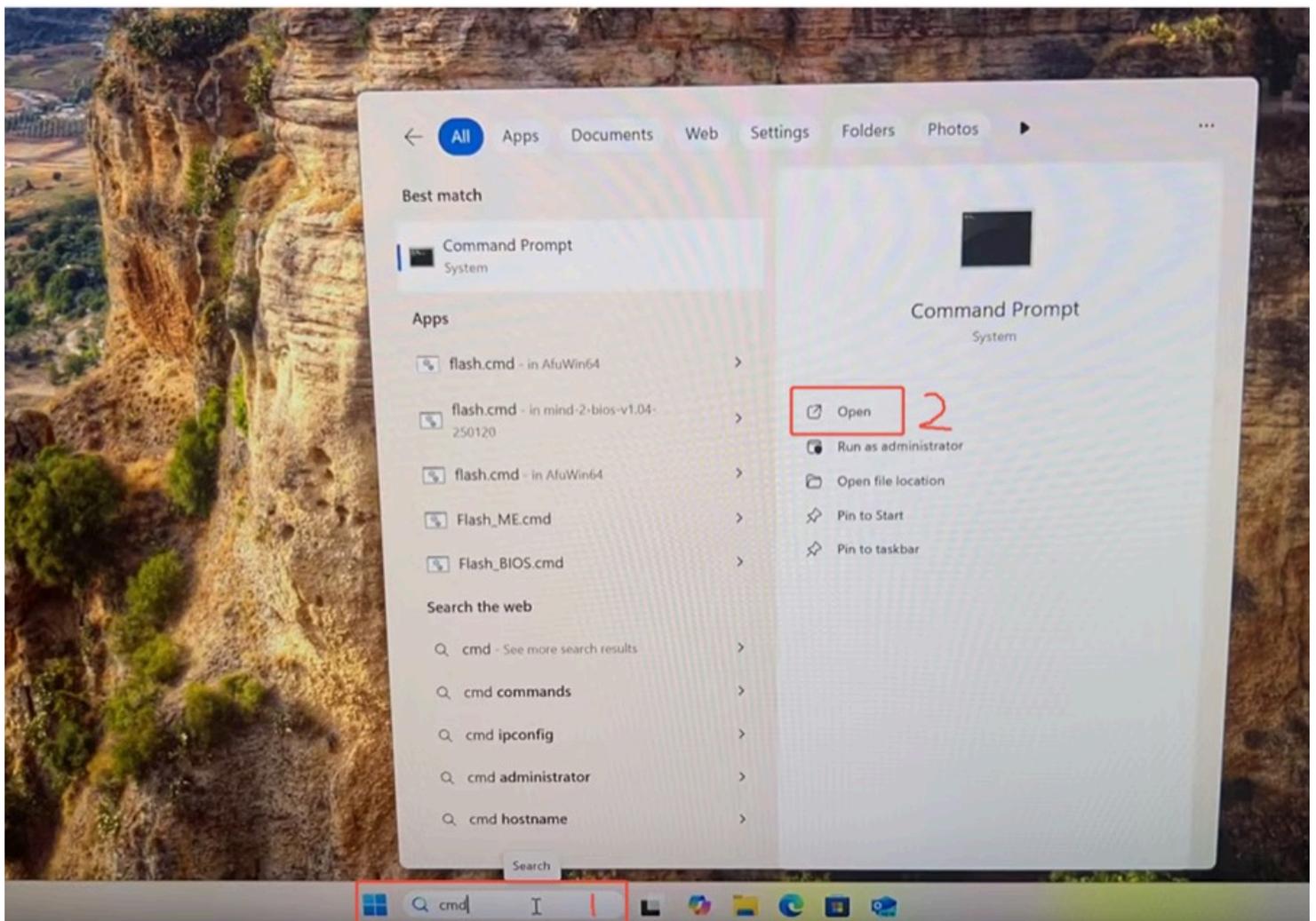
[Learn more](#)

[Accept](#)



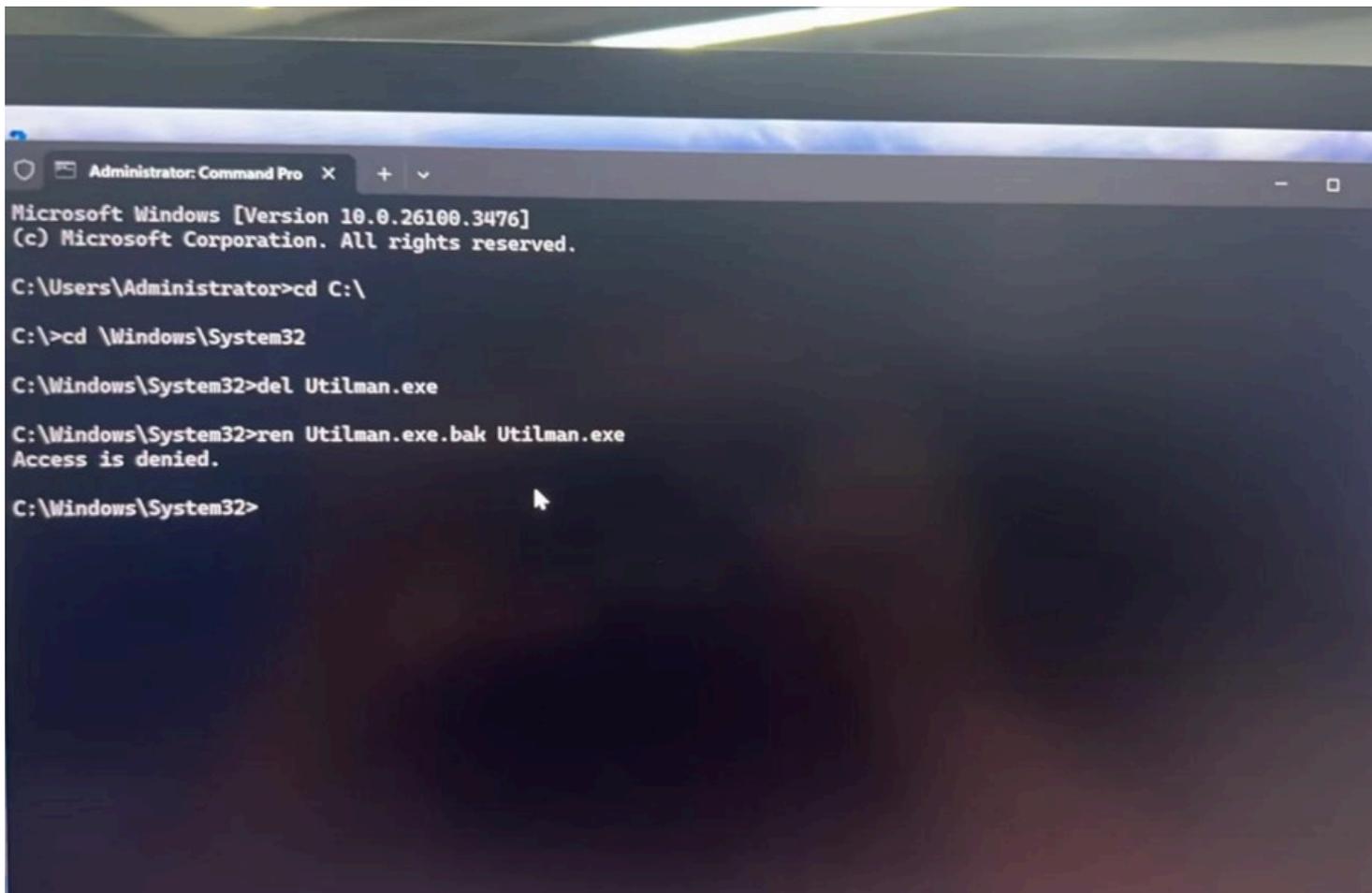
## Step 7: Restore the Accessibility Tool (Required — Do Not Skip)

On the desktop, type `cmd` in the search bar and click **Open**.



Type the following commands one by one, pressing **Enter** after each, then close Command Prompt:

```
cd C:\
cd \windows\system32
del utilman.exe
ren utilman.exe.bak utilman.exe
```



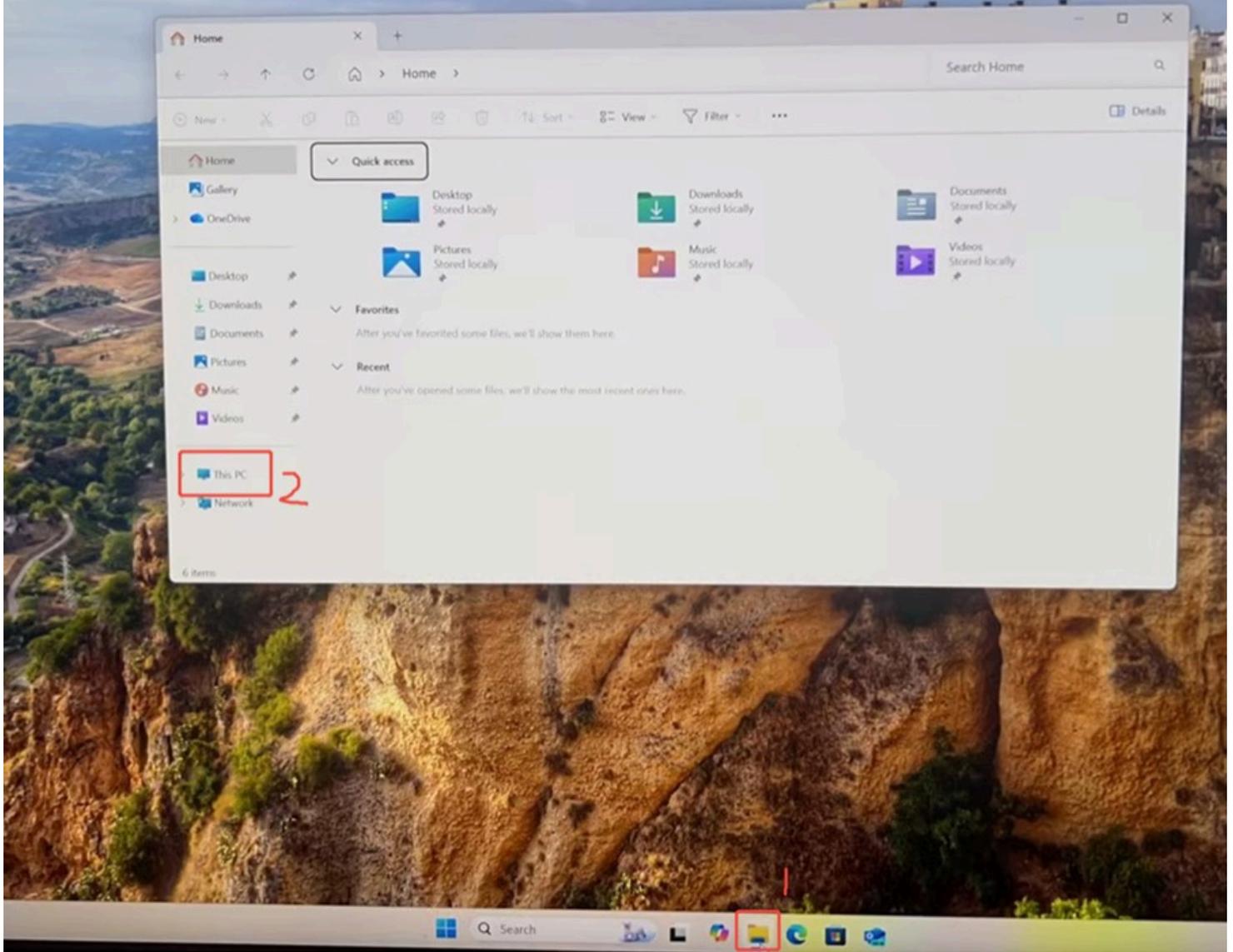
```
Administrator: Command Prom x + v
Microsoft Windows [Version 10.0.26100.3476]
(c) Microsoft Corporation. All rights reserved.
C:\Users\Administrator>cd C:\
C:\>cd \Windows\System32
C:\Windows\System32>del Utilman.exe
C:\Windows\System32>ren Utilman.exe.bak Utilman.exe
Access is denied.
C:\Windows\System32>
```

### ⚡ Do Not Skip This Step

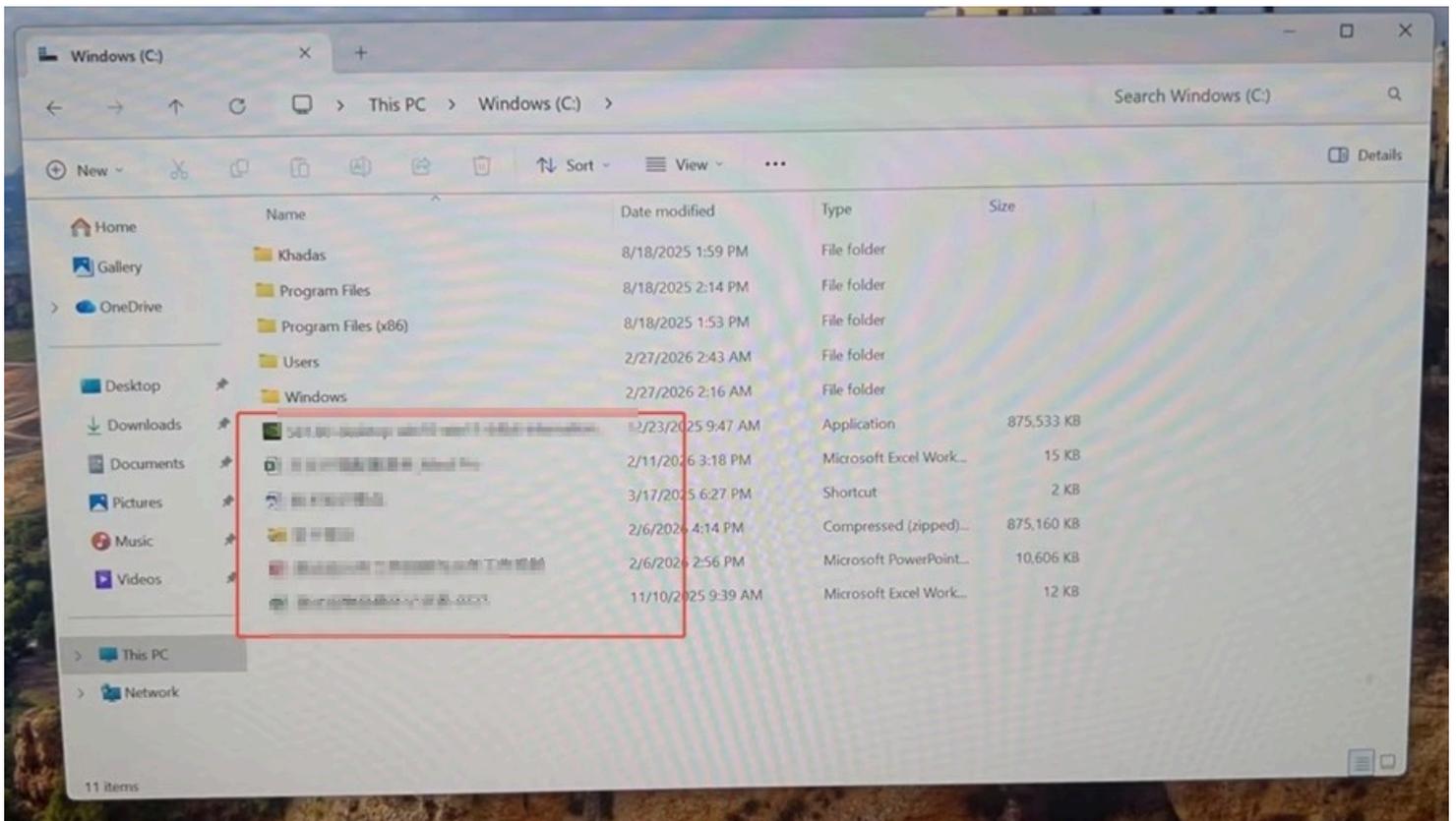
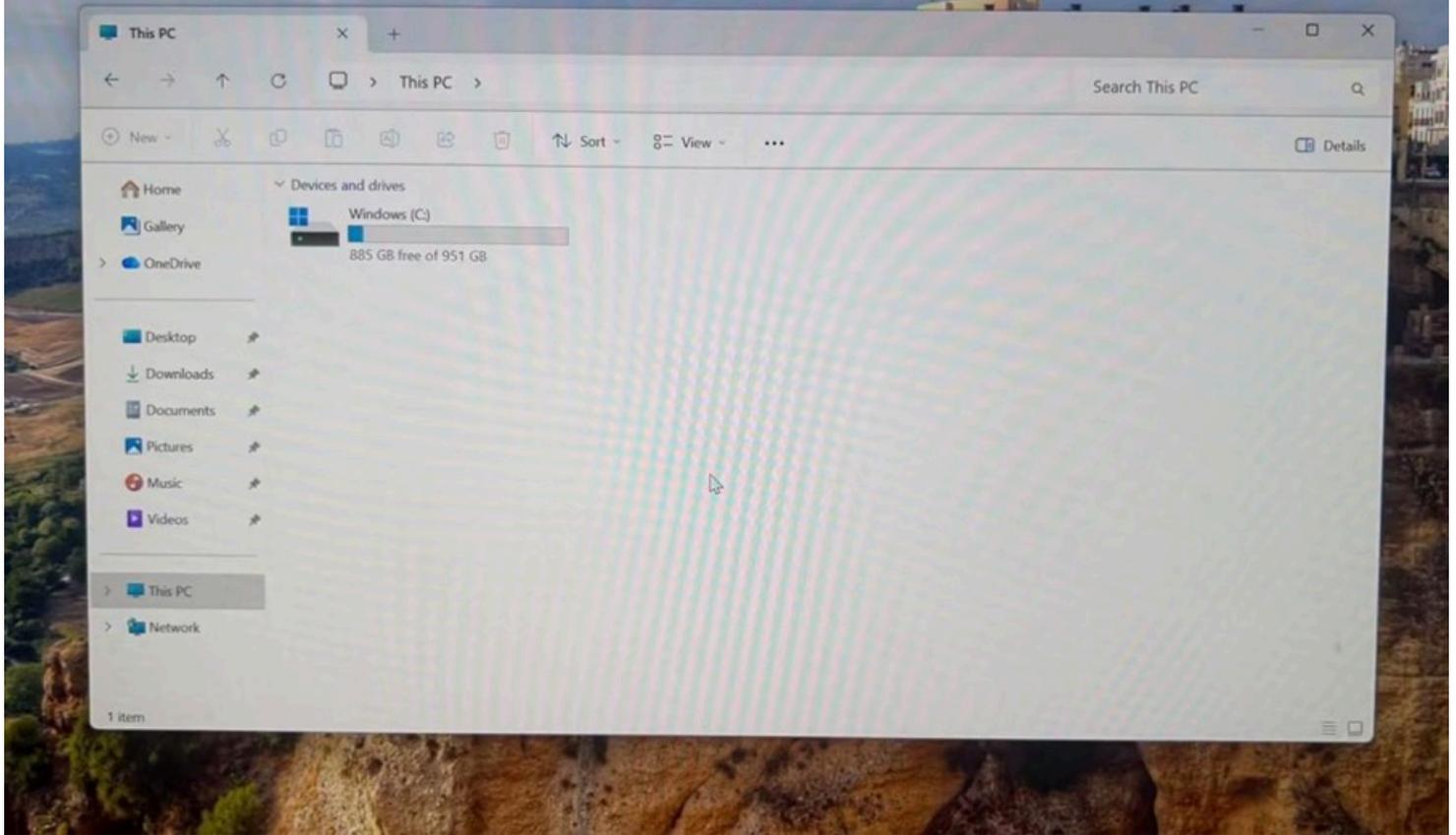
Restoring utilman.exe is a critical security measure. Without it, anyone could open Command Prompt directly from the login screen.

## Step 8: Copy Your Important Files

Click the **folder icon** in the taskbar to open File Explorer, then navigate to **This PC**.



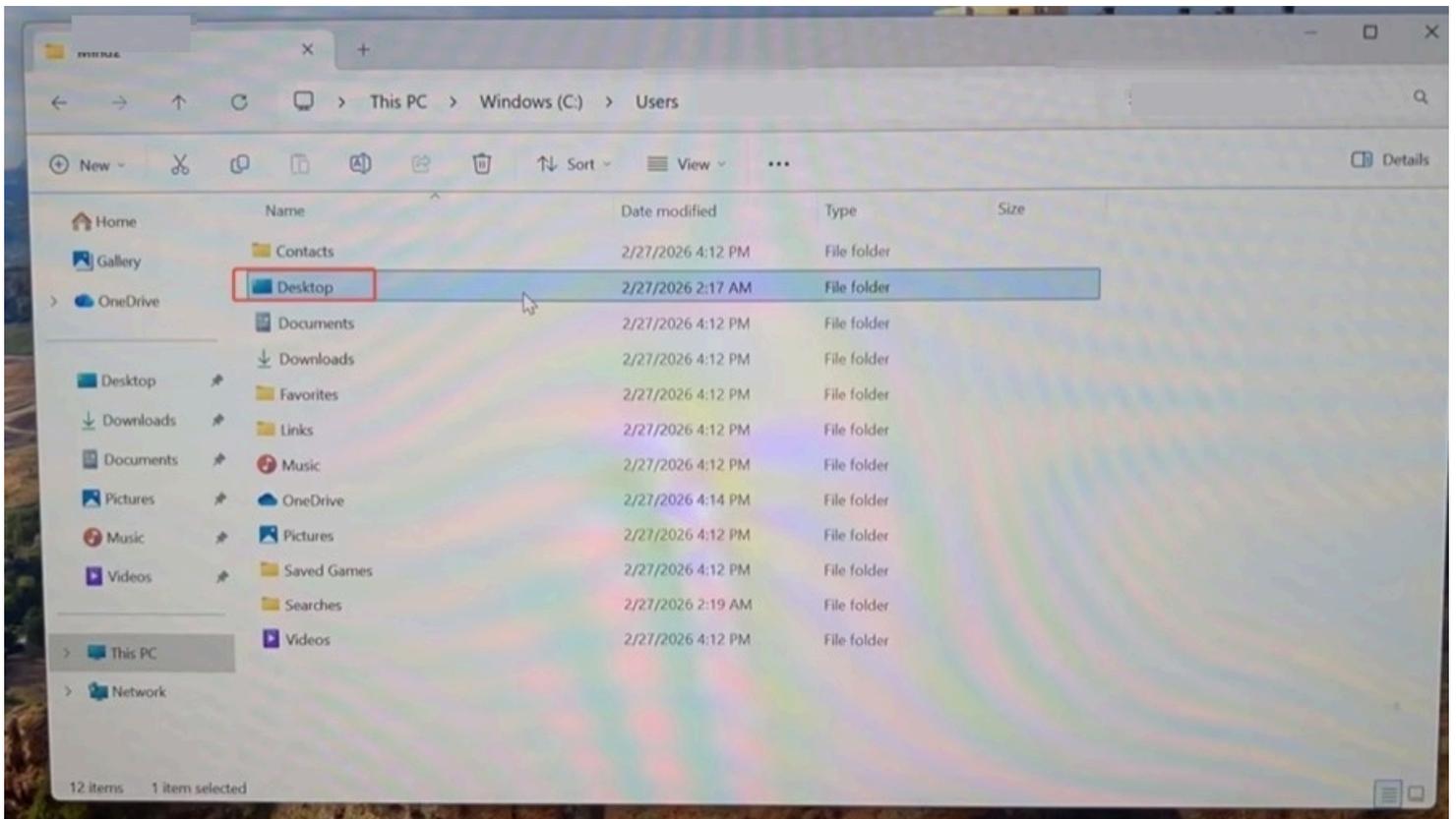
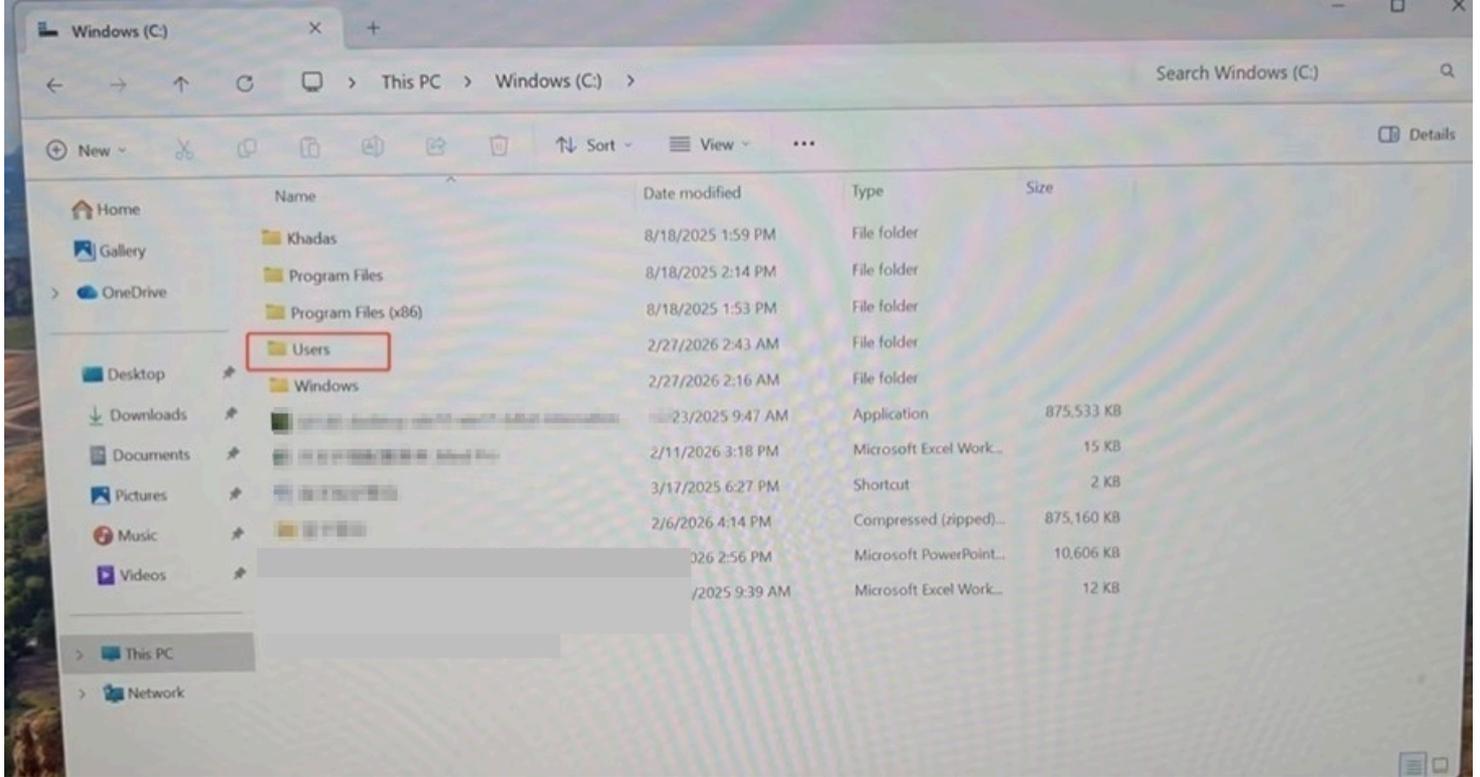
Open the **C: drive** and copy any important files to your USB drive or external hard drive.

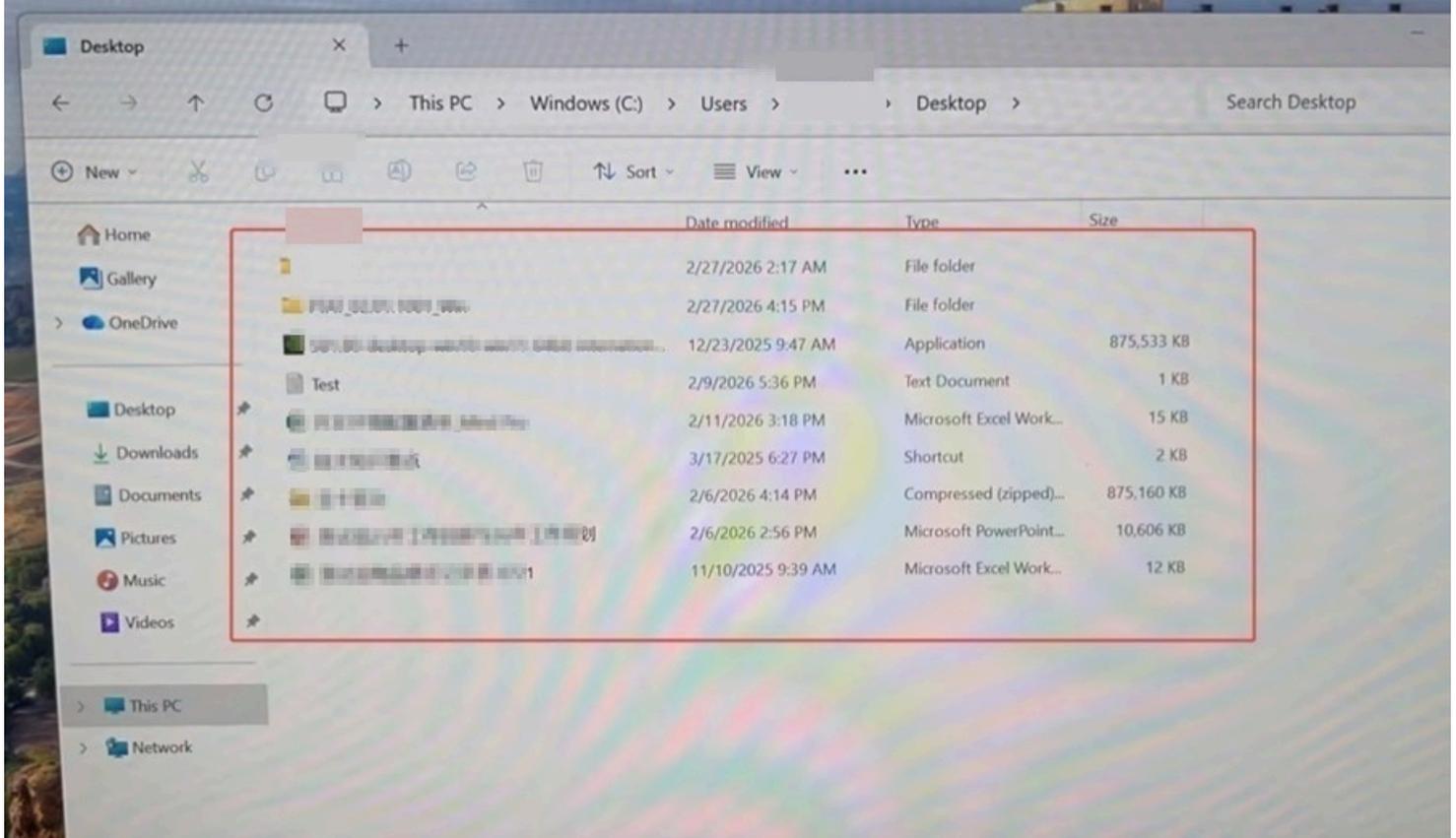


To copy files from the locked account's Desktop, navigate to:

**C: → Users → [your old account name, e.g. Mind2] → Desktop**

Copy everything you need from there as well.





## Step 9: Reinstall Windows

Once all your important files are safely backed up, you're ready to reinstall Windows. After installation, sign in with your Microsoft account and restore your backed-up files to the new system.

✓ **All Done**

Your data is safely backed up and the system is ready to reinstall.