

I cannot log into University Computers

Problem

I cannot log into university owned computers/devices

Solution

If you have not tried logging into a different university computer, please do so. This will determine if the problem is with the computer or is account related. If you are able to log into a different computer, please [Submit a Service Request](#) to get the problem computer looked at by a desktop consultant. If you are unable to log into any university computers, the problem is account related.

If you have not tried logging into your email account, please do so. If you are NOT able to log into your appstate email account then your password has expired. You will need to reset your password using the [Password Manager](#).

If you are a new student/employee or are returning from an absence, your [Active Directory](#) account has most likely been enabled but does not have an updated password. Change your password using the [Password Manager](#).

If this does not fix the problem, please [Submit a Service Request](#) or call the Help Desk (828) 262-8324



Only active Students, Faculty and Staff members can log into university owned computers. Students must be enrolled in classes, staff must be currently employed and faculty must have an active contract.

Related Articles

- [Account Assignments](#)
- [DMCA](#)
- [How to Update my Appstate Password](#)

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