

# I cannot log into University Computers

## Problem

I cannot log into university owned computers/devices



You must have an active account to log into university owned computers. Students must be enrolled in classes, staff must be currently employed and faculty must have an active contract.

## Solution

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 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

## Related Articles

- [DMCA Article](#)
- [How to Update my Appstate Password](#)
- [Tips for Creating a Secure Password](#)

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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.