# 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

**Search Knowledge Base**

**Submit a Service Request**

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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.