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## The way ahead

If any of these instructions do not proceed in the way I suggest then stop and tell me.

### 0 Summary of current situation - Relevant accounts on the computer

Initially referred to as	UserName	Authority	Active?	Type	Full name	Last login	Password
	Administrator	Admin level account	Enabled	Local account	[Built-In Administrator]	[Not checked]	[none]
user 2	Tony	Admin level account	Enabled	MSAccount-linked user account	Tony Pattinson	25 Jul 2016	PIN known
user 1	Tony_2	Standard user account	Enabled	Local account	Tony	Never	Not known

The last login dates are extraordinary. I have not seen such dates before and do not know what to say about them.

- Tony [user2, the MSAccount] was logged in to on 25<sup>th</sup> July 2016 and has never been logged out of [also implying that the computer has never been rebooted]?

- Tony\_2 [user 1, the local account] has never been logged into? I suspect that there is a fault with this user account and Windows has been logging you in to a temporary user profile when you have tried to log in to Tony\_2.

### 1 Create two spare password-protected, local Admin accounts

I posted the instructions for this yesterday [[post #12](#)].

### 2 Choose one account to use & test it

You seem to be happy with the user 2, *Tony* user account.

My main reservation about it is that it is an MSAccount-linked user account and you know that you will have to reset the password for - see below. However, since you have Admin accounts ready to take over to get you back in should there be a problem, I think you might as well proceed with this.

I think you are routinely logged in to this account already. Please check this by rebooting, using your PIN as you normally do then opening the Powershell window and entering the command *whoami* as you have done before. You should get the response *tony-office\tony*

If you do not get the expected response then stop and tell me.

### 3 Do a file backup 1

I do not know what your backup habits are. At this stage I suggest a backup because you are about to start moving files around the place so there is some potential for error & the loss of files.

### 4 Rescue [consolidate] user files

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You wrote that “*for the last few days my files have been updated in either user 2 or administrator*”.

If you had accidentally saved a file within the wrong user’s folders then subsequent updates to those files will be saved by default in the same wrong place.

I suggest that you use File explorer to browse around these folders to see what is where.

C:\Users\Administrator

C:\Users\Tony

C:\Users\Temp [the temp folders you told me were also there.

When following these instructions to browse to folders, do not use any of the [apparent] folders that appear to be directly within ThisPC. They can be misleading and, if they happen to have a fault, the whole thing could get confused. They are not actually folders but glorified shortcuts that are made to appear as folders. We can discuss that later if you want to but, for now, just ignore them completely.

The way I would do this is to use File explorer. First of all, you need to set it to display normally [your current settings allow the display of items that will only confuse matters and potentially cause mistakes to be made].

- Click on the File explorer View menu
- Look at the right-hand end on the same level as *View* and you’ll see a Help button. Immediately to its left you will see either a ^ symbol [good] or a symbol for a pin. If it is a pin then click on it and it will turn into a ^ symbol which just means that you’ll be able to see the whole of the View menu or any other menu you select later on.
- Now look at the icons in the *View* menu itself.
- At the right-hand end is an *Options* icon, click on it.
- In the dialog that appears, it has a *View* tab, click on it.
- You'll see an entry for *Hidden files and folders* within which you have set *Show hidden files, folders and drives*. Click in the circle for *Don't show hidden files, folders and drives*.
- Scroll down once. You'll see an entry for *Hide protected operating system files (Recommended)*. If it is clear then click in its checkbox to set it.
- Click on the *OK* button at the bottom of the dialog.

Now, in File explorer, browse to C:\Users\Administrator then press the WinKey & right-arrow key together to position the window on the right hand side of the screen.

You will still be able to see the folder C:\Users\Tony. Right-click on it in the Navigation pane & select *Open in new window* then press the WinKey & left-arrow key together to position the window on the left hand side of the screen. This left-hand window will be your ‘target’ window.

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Looking back at C:\Users\Administrator -

- open up its Documents subfolder and browse around it and any subfolders it contains. If there are files there that you want to keep then drag them across into a corresponding subfolder of C:\Users\Tony on the left-hand side of your screen.

- - If you get asked if you want to overwrite anything then I suggest you click on Compare info for both files then set both checkboxes at the top [Files from ... and Files already in ...] then click on the Continue button at the bottom.

- - It is better to have unnecessary additional copies that need to be checked later on than it is to accidentally overwrite a file that might be the latest version.

- open up its Pictures, Videos, Music, Contacts, 3D objects subfolders and do the same for each of them.

Now, look in each of the folders starting with Temp in their names that you told me about because you might have saved a file there as well. So browse to each C:\Users\Temp then nose about in their subfolders to copy them across as well. [Your last post said you had already started looking around these folders]

The end result should be that C:\Users\Tony has a complete set of all the files you want to keep [whichever account made them or edited them]. I don't know if there will be many - I realise you use DropBox for most of your files.

## **5 Do a file backup 2**

I do not know what your backup habits are.

At this stage I suggest, at the very least, connecting a external disk that you use for backups, re-arrange File explorer so that the external disk is on the left and C:\Users\Tony is on the right then drag the whole of C:\Users\Tony onto any convenient folder on the external disk.

We can discuss better backup arrangements later but a simple copy now will get the job done.

## **6 Check that your applications can save files to the *Tony* account.**

Part of the reason you might have had files scattered about in different places is that most applications remember the last folder you saved in so if you had made a mistake it would point you to that wrong place the next time.

So I suggest that you open each of your commonly-used applications -

- write some rubbish, save it using its SaveAs procedure so you definitely get a folder diagram [a mini-File explorer] then browse to a subfolder within C:\Users\Tony then save it with a name that includes Dummy [so you can quickly identify them then delete them later]

- - Now use the application's open file procedure and browse to where you saved the dummy and open it.

- - This should make it use the folder dummy was in the next time you use that application.

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## 7 Delete the Tony\_2 user account

The similarity of its username & its Full name are liable to cause future confusion & mistakes.

There's no rush but you have copied out any files its Temp folders contained [if there were any].

To delete an account, log in to Tony [it is an Admin account & that's what you need] and use the procedure in [Delete User Account - TenForumsTutorials](#)

You will be asked whether or not you want to delete any of its files. I suggest you say Yes and then look back in C:\Users to see if any of those Temp folders in your recent diagram have disappeared. I don't actually think any will have.

## 8 Reset Tony [user 2, MSAccount password]

You do not know Tony's password. That is risky.

Your first decision must be whether or not to keep Tony as an MSAccount-linked user account. Either decision would be fine. If you really only wanted a local account then the procedure to convert from one to the other is in [Switch to Local Account - TenForumsTutorials](#)

You cannot recover passwords. All you can do is reset them. That's why I advised writing them down on a piece of paper.

If you stick with Tony as an MSAccount then you'll need to go to [Reset MSAccount password](#) and this tutorial talks you through the procedure [Reset Password of Local Account or Microsoft Account - TenForumsTutorials](#)

Write the new password down.

## 9 Disable the Built-In Administrator

Its lack of a password is normal.

It is normally disabled and Windows enables it for a particular fault condition.

Some people believe, on the basis of faith alone, that it is useful to have it enabled normally. They are wrong. Any Admin account you create yourself can do anything that the Built-In Administrator account can do.

Disable it.

[Built-In Administrator account - Enable or Disable - TenForumsTutorials](#)

## 10 Enable UAC, set it to maximum

UAC causes dialogs that seek your confirmation before doing tasks that affect other [real or potential] computer users.

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- Without giving that permission to proceed, all you can do is mess up the user account you are currently logged in to.

- If you give that permission to proceed, the task would run even if it was something that messed up the system. So you should always read the dialog [see [post #2](#) for samples] including its *Show more details* part to check that the task seeking your permission is the one you wanted to run and not some piece of malware that has interrupted matters.

[Change User Account Control level - TenForumsTutorials](#)

I always have UAC set to its maximum level rather than its default.

[The Built-In Administrator account has bypasses UAC so has serious potential for getting hijacked by malware without any dialog being generated to tell you anything is happening. That risk is avoided by keeping the Built-In Administrator account disabled].

## **11 Remaining issues of concern**

11.1 Why was the Built-In Administrator account enabled? Did somebody else do it?

11.2 Why has UAC been turned off? Some of your comments made me think you did not know what UAC was so I cannot see you having turned it off. Did somebody else do it?

11.3 Why have you set File explorer to display hidden files [and possibly system files]? Did somebody else do it?

11.4 Why does Tony\_2 have a Full name entry? That is not set by default for a local account so somebody did it deliberately. Did somebody else do it?

11.5 Why do you have a user called LogMeIn? For all I know, it is something to do with the Zoom you mentioned but LogMeIn is often associated with remote access having been given to your computer. Has somebody else had control of your computer? Who were they and how did you verify their identity? Did you approach them or did they approach you?

11.6 Unless there are benign answers to these concerns, in addition to changing these settings I also suggest running a full anti-malware scan including a Microsoft Defender [aka Windows Defender] 'Offline scan'.