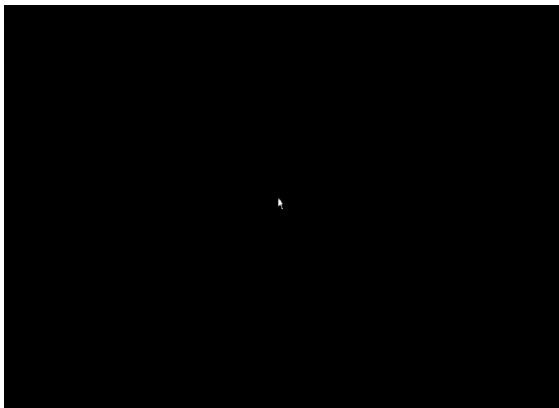


PC SCREEN BLANK - WORK AROUND

1. Problem Description

- Unable to see the Windows login page
- Screen is blank or black



- Only the mouse cursor is visible and can be moved
- User cannot enter username or password

2. Possible Root Cause

- Windows is waiting for the **Ctrl + Alt + Del** command
- Login screen is hidden
- Windows start-up issue

3. Resolution

- Press **Ctrl + Alt + Del** to display the Windows login page
- Log in using your Windows account
- Restart the computer if the login page does not appear

4. Steps of User Guide

Step 1 — Press Ctrl + Alt + Del

- Press **Ctrl + Alt + Del** on the keyboard.
- Wait a few seconds.
- Check if the Windows login page appears.

Step 2 — Enter Login Credentials

- Enter your username and password.
- Click **Sign In**.

Step 3 — Restart the Computer

- If the login page does not appear, press and hold the PC **Power Button** for 10 seconds to turn off the computer.
- Power on the computer again.
- Press **Ctrl + Alt + Del** when the blank screen appears.

5. Escalate to IT Support If still not resolved

- The login page does not appear after pressing **Ctrl + Alt + Del**
- The screen remains blank after restarting the computer
- Error messages appear during startup
- User is unable to log in after the login page appears
- The issue occurs repeatedly after every restart