

Resolving profile problems with the help user

General:

The most important application of this user is the possibility to delete corrupted Windows user profiles. When deleting a user profile, no data is lost on network drives (e.g. your personal drive Z:). Important! The help user must only be used with student accounts.

Symptoms for a corrupted profile:

- After the login on a FH computer, the following error message appears: „The roaming profile can not be loaded. A local profile is created.“
- The profile ist too large, which leads to a correspondending error message during the logout.

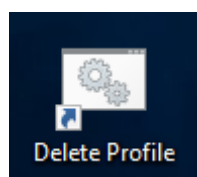
Delete Userprofile:

1.) Login with the following user information.



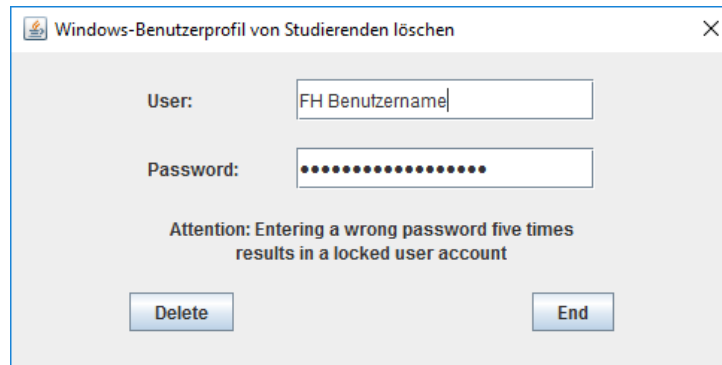
Username: help
Passwort: Profile*

2.) On the desktop you find the application „Delete Profile“.



Double-click to start the program.

- 3.) Enter your FH User data and click on „Delete“.
If the deletion is finished, a window with the confirmation appears.



- 4.) Restart the computer and login with your FH user account.
A new user profile is automatically created.

Further functions of the help user:

- 1.) Access to the ZIT Inside Portal where you can find up-to-date news and instructions.



- 2.) Access the „Password Management System“ to reset password.

