

What can I do if my Windows 10 device has been locked (and I can no longer log in)?

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Category:	Software::Windows	Votes:	1
State:	public (all)	Result:	0.00 %
Language:	en	Last update:	14:33:22 - 02/12/2026 (Europe/Brussels)

Keywords

win windows 10 11 login logon trust relationship password incorrect

Solution (public)

From 2 February 2026, ICT will block all Windows 10 devices for professional use for security reasons. Windows 10 will no longer be supported by the manufacturer, making the device vulnerable to new security issues.

Notifications on Intune devices

Login screen: The user name or password is incorrect. Try again.

Login screen:

When logging in to various Ghent University applications: Something went wrong. Your organization has disabled this device.

Notifications on devices without Intune

Login screen: The security database on the server does not have a computer account for this workstation trust relationship.

Solutions

Upgrade the device to Windows 11: Contact the IT contact person (sysadmin) for your faculty or department to do so. Make an appointment with the [1]IT ServiceDesk (select "Technical issues") if there is no IT contact person for your faculty or department. You will have to leave your device behind for a while.

Replace the device if it is too old to upgrade to Windows 11.

Requesting a postponement

Only if you have an appointment for an upgrade to Windows 11 can you [2]request an exception for your blocked device. This exception will then remain valid for 10 days.

Related news items

News item 08/10/2025 [3]Professional devices running Windows 10 no longer permitted on Ghent University network after October 14
News item 02/12/2025 [4]Blocking Windows 10 devices

[1] <https://servicedesk.ugent.be/en-index.php>

[2]

https://forms.office.com/pages/responsepage.aspx?id=3hyB1-_sbEmPkaF4YkG5nEXa1ZjxicjBkBmzmBiohHFUN1ZKRDNjNzA5UthROFExSTZONkFUR0FOQSQIQCN0PWcu∓lang=en-gb

[3] <https://ugentbe.sharepoint.com/sites/intranet-nieuws/SitePages/en/Windows-10-toestellen-niet-langer-toegelaten-op-UGent-netwerk-vanaf-14-oktober.aspx>

[4] <https://ugentbe.sharepoint.com/sites/intranet-nieuws/SitePages/en/Blokkering-Windows-10-toestellen.aspx>

Symptom (public)

Problem (public)