# *Incorrect Username or Password Message*

If you are receiving the "Incorrect username or password" message when attempting to login to the Chromebook, then try the following:

Remove an account from a Chromebook:

1. On the Chromebook sign-in screen, select the arrow next to the profile name you want to remove.
2. Select Remove Account.
3. Select Remove Account again.
4. Now sign in using the same HCPS credentials
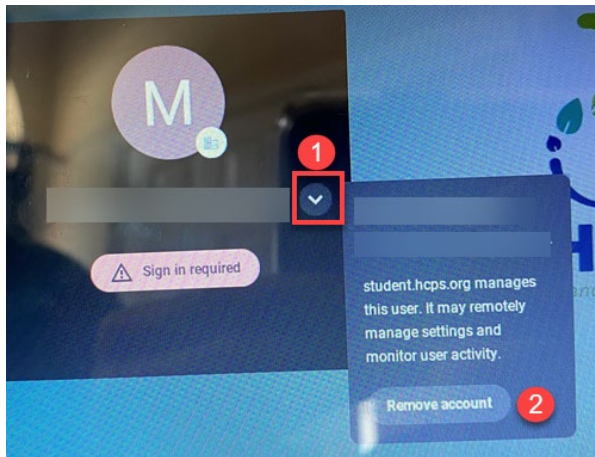
*If the above doesn't resolve the issue, then the password may need to be reset.