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Thread: [Factory reset Alienware 15 Help please](#)

selenagomezified - March 15, 2017, 6:14 pm

My older brother passed recently in a car accident, and he left behind his Alienware 15, but none of the family knows how to log in. Is there any way to factory reset it without logging in? We'd like to sell it to help pay for his funeral so if anyone can help please do.

EliteTM - March 15, 2017, 8:01 pm

Sorry to hear about your brother. Yes, you are able to format and reinstall Windows on the laptop. If you have an extra computer and USB, make a bootable USB drive (with whatever operating system you want, but if your going to be selling the laptop, you probably want to go with Windows 10). Then change the BIOS settings, specifically an option called something like "Boot Order" and make sure your USB is placed above your hard drive. Then you should be able to boot to that USB you installed Windows on and you should be able to format the computer and reinstall Windows from there.

ka\$h - March 16, 2017, 1:56 am

If you don't care about data and you are happy with Windows 10 simply create a bootable media and reinstall it over the existing OS.

<https://www.microsoft.com/en-au/software-download/windows10>