# How to kill a session

If you find yourself with a blue screen stating that you are unable to log in due to active users already logged in, please follow the steps below:

1. Find a team member who has access to the Remote Server.
2. Navigate to the Command Prompt.
   1. Type the following in “query session” and hit Enter.
      1. Team member names and IDs will be displayed.
      2. Identify an ID with no team member name associated to it. Example 9.
3. Open Task Manager.
   1. Navigate to the “Details” tab and kill all the IDs (9 for example) that match the ID with the missing team member name from the Command Prompt.
4. You have successfully killed the session and allowing others to remote into the server again 😊