A Guide to Reducing your Computer Profile Size

What is a Computer Profile?

On a Windows computer a profile is a record of your personal settings, such as internet favourites, desktop files and shortcuts. Your Computer profile is stored on a server.

Each time you log on to a computer, your profile is downloaded from the server to the PC you are using. This means that you can move from one computer to another and maintain a consistent personal working environment.

When your profile is too large, logging on can take some time and many tasks on your PC will be very slow. You should never log on to two computers at the same time, as this can cause your profile to become corrupted.

![Profile size screenshot](image)

Your Computer Profile size is: 83.54 MB

This is within the 200 MB limit.

You do not need to take any action.
Reducing your profile size

How to reduce your Computer Profile

If you have received an amber or red warning, your Computer Profile is over 200MB and you need to move or delete certain files that you have stored on the University network.

You can move items to your I:drive (100MB storage) or your LSBU OneDrive (1TB storage) – neither of these are linked to your Computer Profile. You can also move files to a USB memory stick.

Please note: It is good practise to always store your work on your I:drive, OneDrive or USB memory stick – remember to keep backup copies of everything important.

1. Remove files/folders from the Windows Desktop
Any file or folder that you have saved to your Desktop adds to your Computer Profile size. Please move or delete these files. Desktop shortcuts are fine.

2. Remove files/folders from the Downloads folder
All files and folders should be moved from the Downloads folder or deleted.

3. Remove files/folders from Libraries – Documents/Music/Pictures/Videos
All files and folders should be moved from the Libraries folders or deleted.

4. Empty the Recycle Bin
When you have finished deleting files from your profile, make sure you also empty the Recycle Bin, which is located on your Desktop. Deleted files that are still in the recycle bin count towards your profile size.

5. Once you have cleared these areas
Double-click on the traffic light Check Profile icon on the desktop. If the amber or red warning has changed back to green, you have successfully reduced your profile size.

If you still get an amber or red warning, please continue on the next page.
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Further reductions to Computer Profile size

Please note before you begin you must back up any files or folders that you want to keep – this does not include items in your I-drive, cloud storage or removable storage.

Remove files/folders from your computer profile folder

A copy of your computer profile, is stored on all the PCs that you log on to. You can access this folder and delete items in order to reduce the profile size to below the 200 MB limit:

Go to Computer ➔ Windows (C:) drive ➔ Users ➔ your profile e.g. deeb0

To view all contents of your profile click on Organize > Folder and search options.
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Go to View. Please make sure the option for Show hidden files, folders and drives is checked. Click OK.

You should now see all the contents of your profile - your files and folders.
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If you right-click on a folder and select Properties, you can see the size of a folder.

To see the size of a file, open the folder and you can see the details in the Size column.

In most cases the AppData folder contains files which make the profile size over the limit.
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These can be found in the Roaming folder.

The contents of this folder can be deleted except for the Microsoft folder and any course specific programs. If you have any concerns about deleting particular program folders please ask at the Student IT Support help desk on 1 West of the Perry Library.

Once you have finished making the changes to your profile (ensuring that you have backed up any work that you need to keep), empty the Recycle Bin.

Now check the size of your profile again by double-clicking on the traffic light Check Profile icon on the desktop. If the amber or red warning has changed back to green, you have successfully reduced your profile size.

If your profile size is still too large after you have followed these instructions, it is possible that your profile has become corrupted. Please back-up all files that you want to keep, onto an external storage device. When you have done this, visit the Student IT Support help desk on 1 West, Perry Library, where they will reset your profile. During this process, all files will be deleted, so it is essential to back-up important files.
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For further information and support contact:
Tel: 020 7815 6678
Email: llr-ithelpdesk@lsbu.ac.uk
Visit: Student IT Support, 1 West, Perry Library

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