

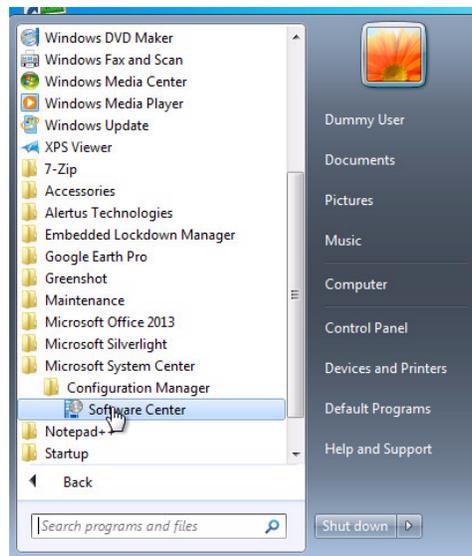
UW – Superior Upgrading Windows 7 to Windows 10

In an effort to become compliant with Microsoft's End of Life for Windows 7, we are encouraging users to take advantage of the Voluntary Upgrade to Windows 10.

The upgrade to Windows 10 differs from the Wipe and Load that some have experienced in the past in that the upgrade maintains the integrity of your file system and is not designed to refresh your computer. The programs that you have installed on your computer will remain installed without any additional assistance from Desktop Support. The upgrade to Windows 10 remains reversible should there be any software or hardware incompatibilities for 30 days from installation.

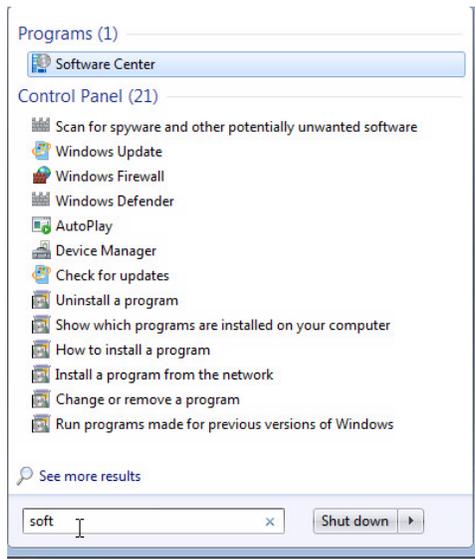
Basic Instructions for Upgrading your Windows 7 Computer to Windows 10:

- 1) **BACK UP YOUR INFORMATION!!!** While the upgrade is designed to be non-destructive of your file system, occasionally there are issues that can happen that can cause problems such as power outage or network connectivity loss. IT has made backup options available including your G drive and One Drive. If you are unsure how to use these options, please contact the helpdesk at helpdesk@uwsuper.edu or call 715-394-8300.
- 2) **Pick a good time:** The Upgrade process takes approximately an hour but may take more depending on network traffic and the general speed of the hardware. You may want to consider beginning the process before you go on your Lunch Hour or at the end of the day.
- 3) **Plug in your computer:** For Laptop/Portable computers, please be sure they are plugged into a power source and not on battery. Ethernet/Network connection should also be plugged in.
- 4) **Open Software Center:** You can access Software Center from your Start Menu by clicking on **Start>All Programs>Microsoft System Center>Software Center.**

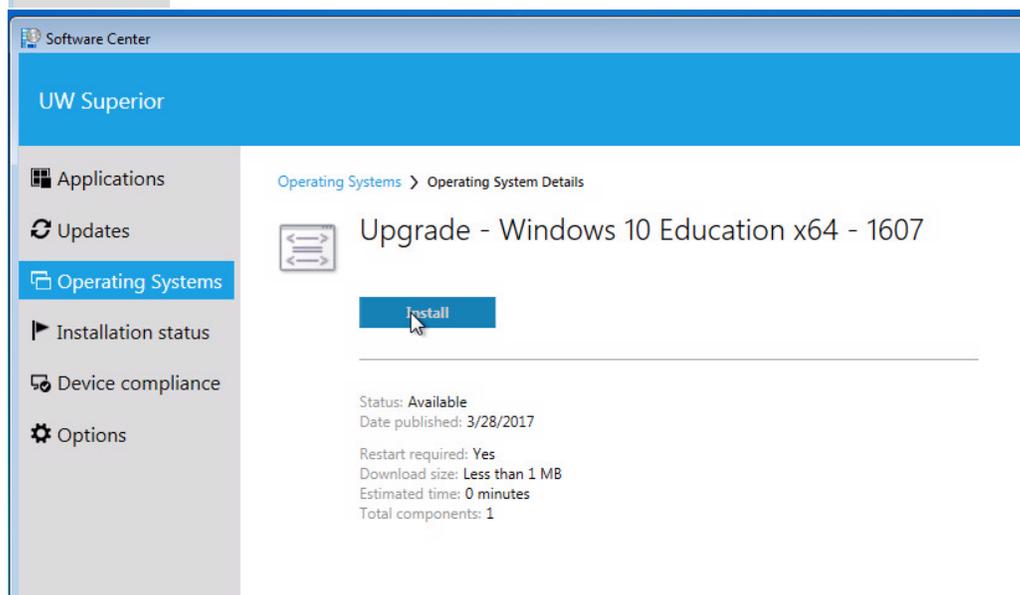
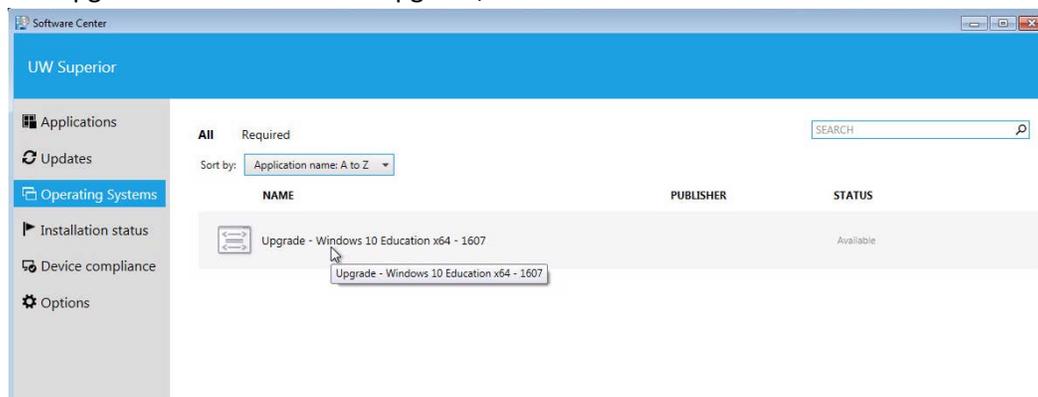


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You can also click on Start and search for Software Center for quicker results.

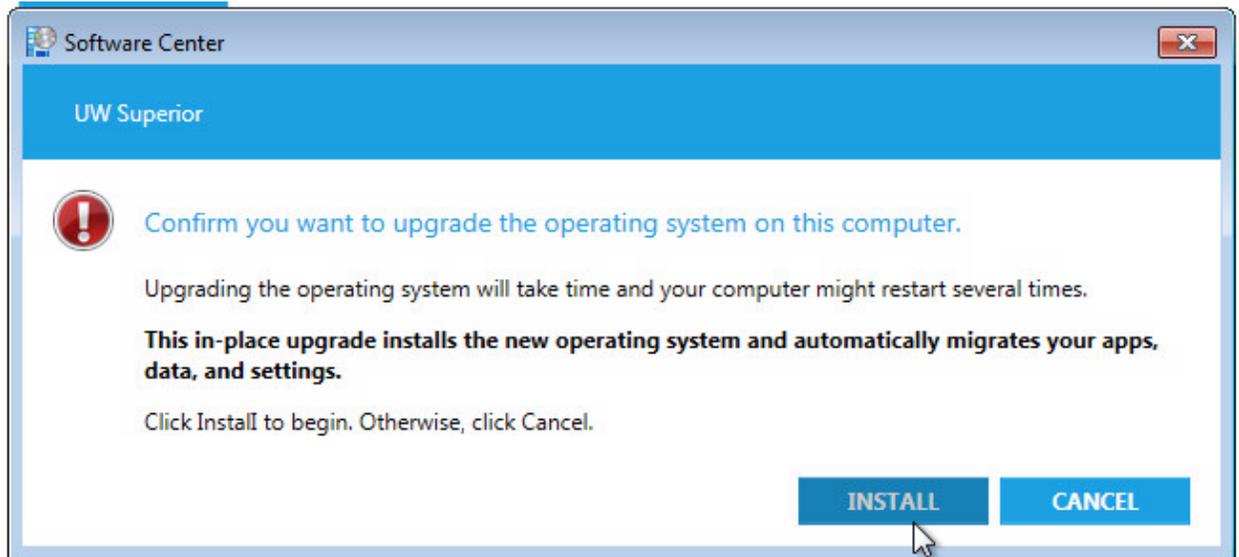


- 5) **Find the upgrade and click install:** The upgrade option can be found in Software Center under the Upgrades Tab. Click on the Upgrade, then Install.



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- 6) **Confirm Installation:** By clicking install at this next step you are confirming that you are ready for Windows to install.



You may view several messages at this point about the progress of your installation including readiness, and the progress of the installation. **Once this process is started, it should not be interrupted until it is completed.** Your computer may restart several times during the process. After the installation is complete, Windows 10 should be active. If there were issues during the installation Windows may automatically rollback to Windows 7.

Any issues after the installation should be reported to the helpdesk as soon as possible. Most issues are related to driver incompatibility and can quickly be rectified.

If the installation is not available to you, you may have an incompatible OS installed (32 bit).