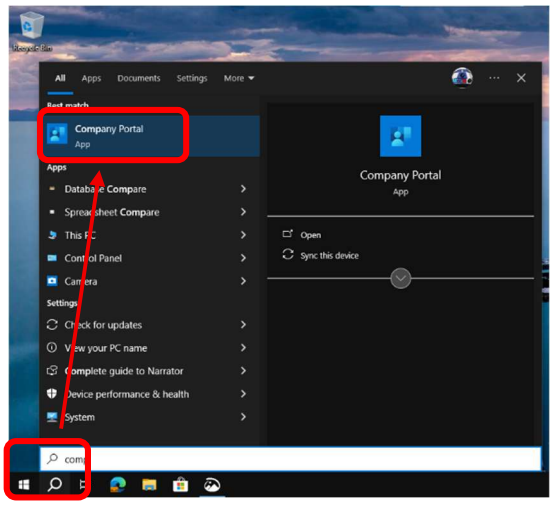
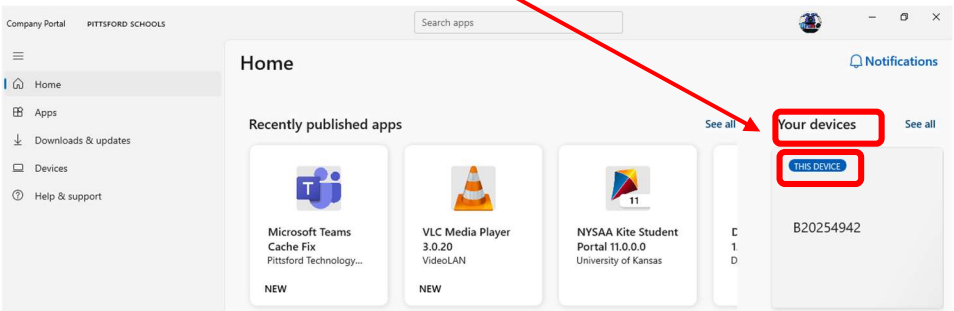
Upgrading Windows 10 to Windows 11 for Students

Click on the **magnifying glass** in the bottom left corner and start typing **Company Portal** until you see it come up. Click on it to open the app.



We recommend your laptop be connected to power throughout this process.

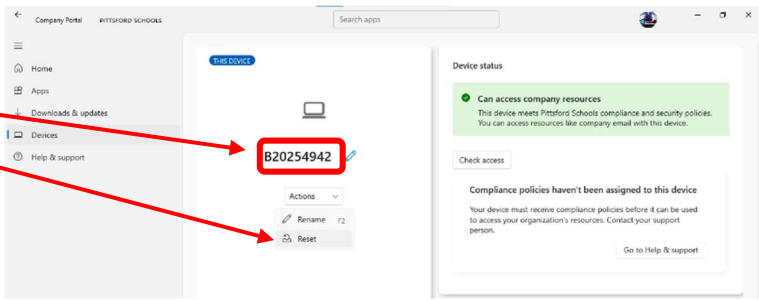
In the Company Portal, find **Your devices** and click on **This Device**. You may see more than one device, make sure it has the blue **This Device** in the top left corner.



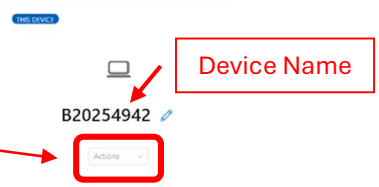
Anything saved to OneDrive is safely backed up. Anything saved to your desktop is not. Please move desktop items to OneDrive prior to completing this process!

Under the device name, you should see the **Actions** drop down menu. Click on it and choose **Reset**.

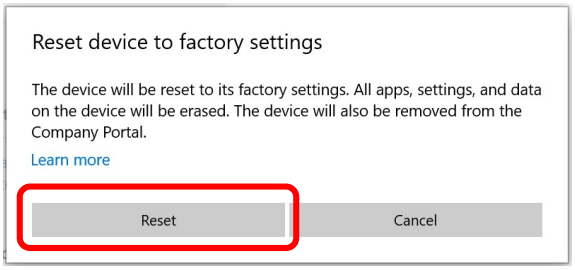
Once you start this process, you cannot stop it!



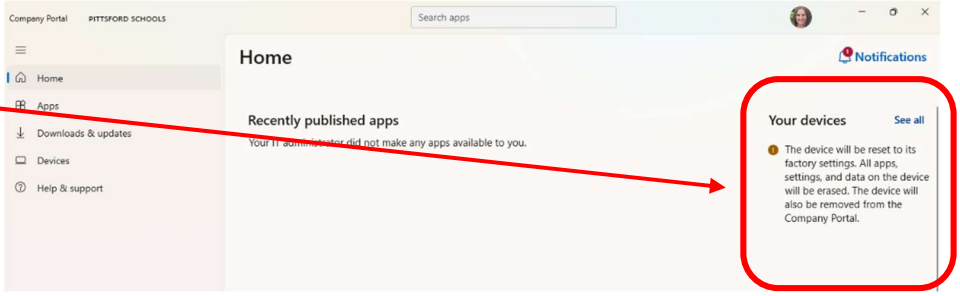
Note: If **Actions** is greyed out, please submit a help desk ticket for a technician to assist you. Please include your device name in the help desk ticket.



After you click on Reset, you will get a notice letting you know your device will be reset to factory settings and removed from the Company Portal. A reminder this is a **DESTRUCTIVE PROCESS** which means anything that has not been backed up will be lost. Once you click the reset button, you have about 5 minutes (sometimes much less) before the reset process will begin and it cannot be stopped.

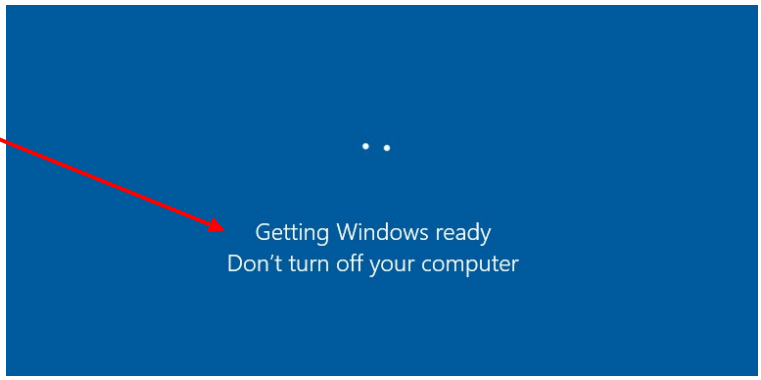


Once you have pressed the reset button, you will see the following message in the Company Portal:

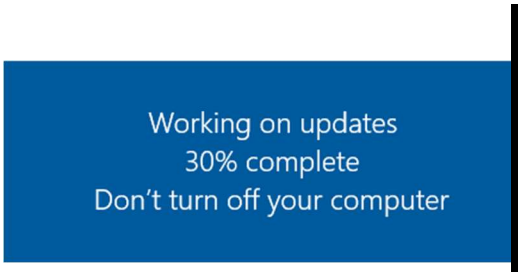


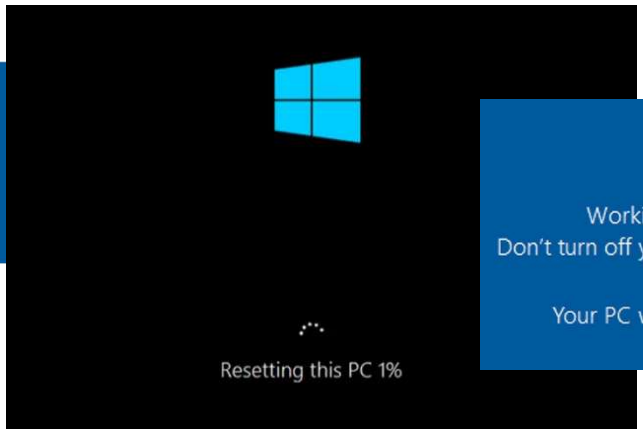
You have about 5 minutes (or less) before your computer will begin the reset process.

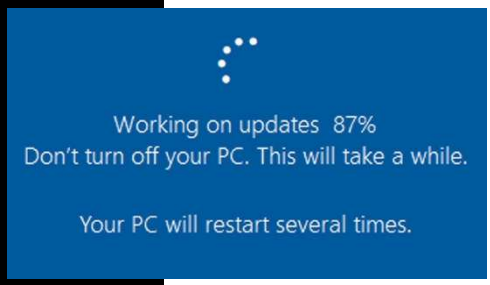
This is the next screen you will see.



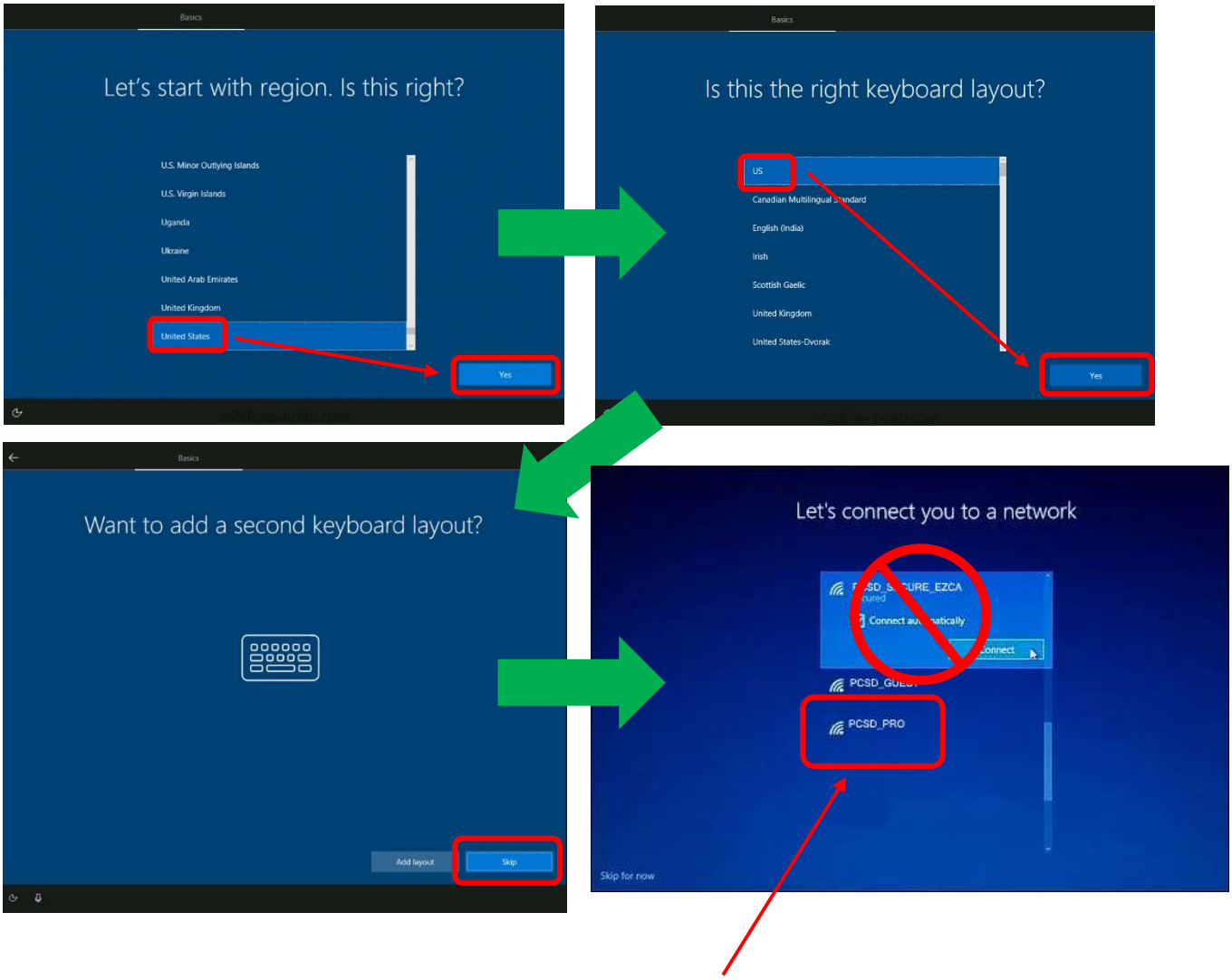
You will then see other screens with percentage updates. During this entire process, please keep your laptop plugged in and do not shut it down.







When it is done with the reset, you will get a few setup questions. You must select the default for all of them.



When you get to the point where you are asked to connect to the network, if you are in-district typically you would connect to PCSD_SECURE but for the purpose of finishing this install, you are going to connect to **PCSD_PRO** instead. Please check the "**Connect automatically**" box to help make this process easier as you move through future steps.

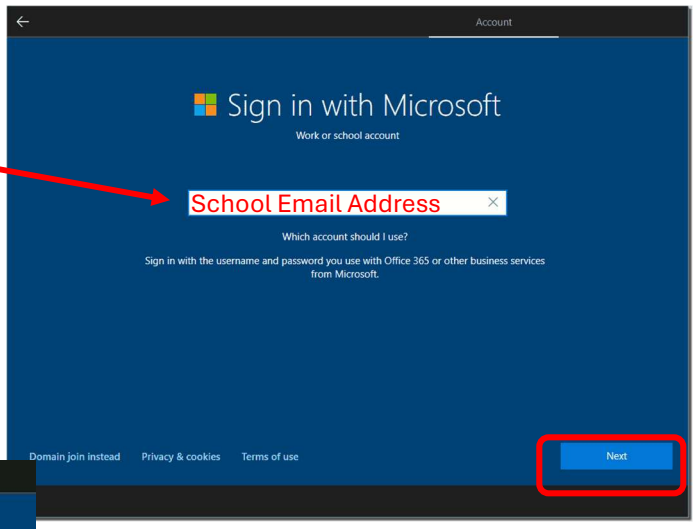
**If you are completing this at home, please make sure to join your home network.

Once you have joined the network, the update process will continue; you will see this screen.

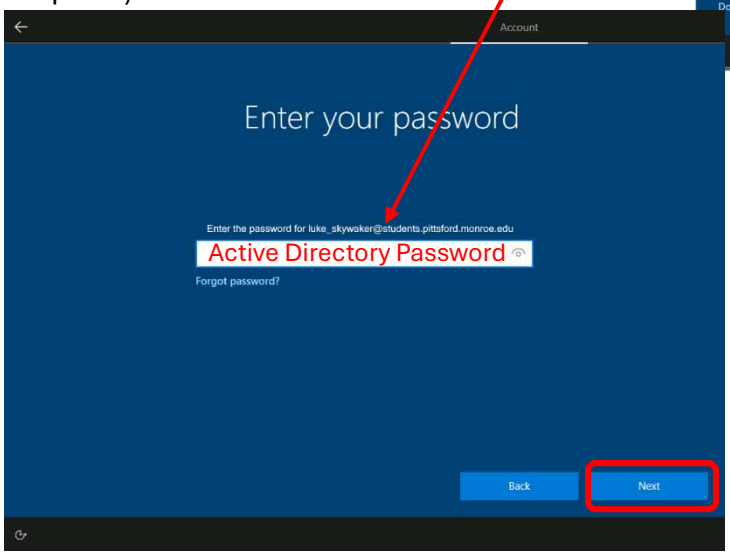
Now it's your turn again! Please sign in using your SCHOOL EMAIL ADDRESS 😊

Pittsford email address:

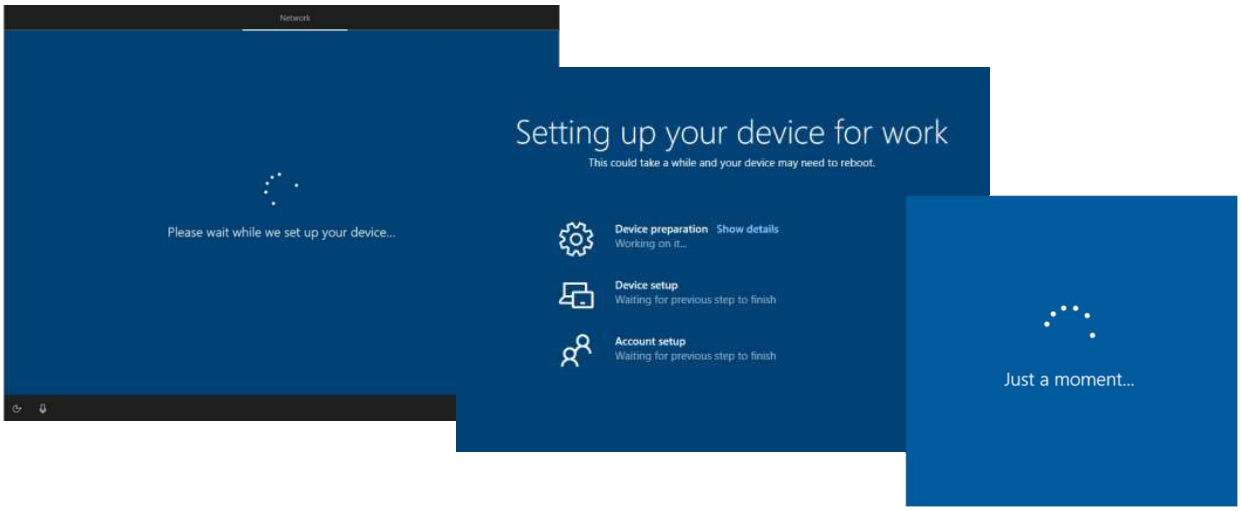
firstname_lastname@students.pittsford.monroe.edu



Next, enter your Active Directory password (this is the one you always use to log into your computer).



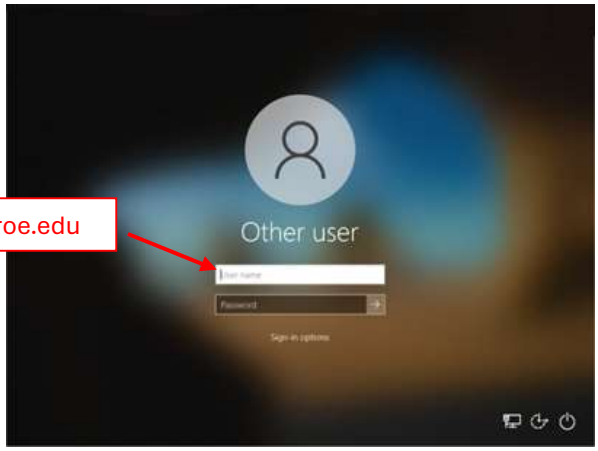
You will see the following screens as the installation process continues:



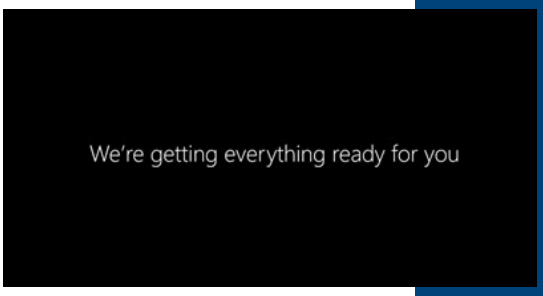
When you see this screen (could be a different image and may or may not have the right time at first), it's time for you to log in again.

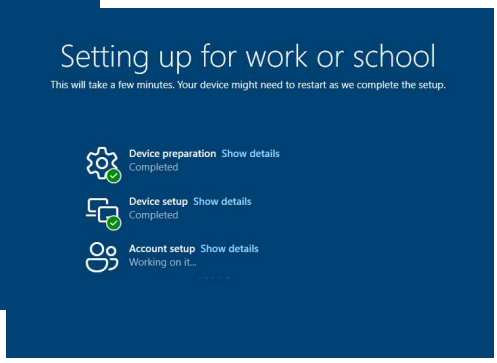
You will need to login using your FULL SCHOOL EMAIL ADDRESS and your Active Directory password.

firstname_lastname@students.pittsford.monroe.edu



You'll see a few more setup screens...please keep your computer connected to power, and do not shut it down!

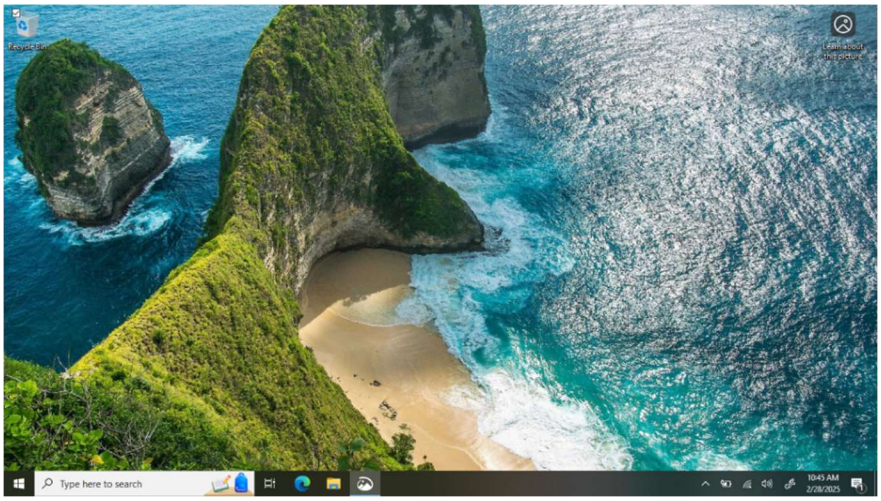




Once you see this screen (again, could be a different image and may or may not have the correct date/time initially), it is time to login.

This time, you will notice your display name is already there, all you need to do is type in your Active Directory password!

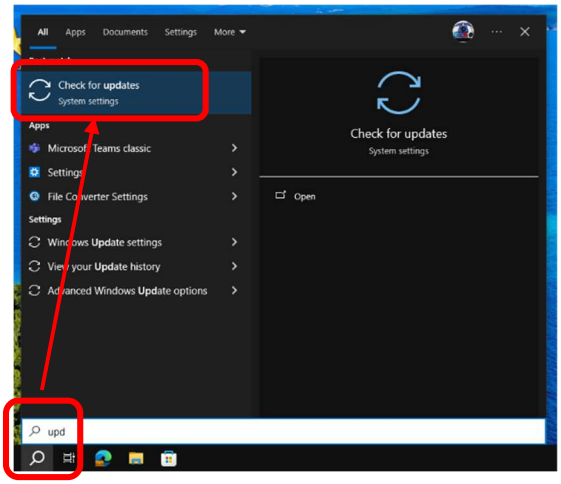
You will notice very few changes from your previous version of Windows 10 (you're not on Windows 11 yet). Your background will be different, you will not have any of the printers you set up nor will you have a lot of the customizations you once had but the overall look and feel is the same.



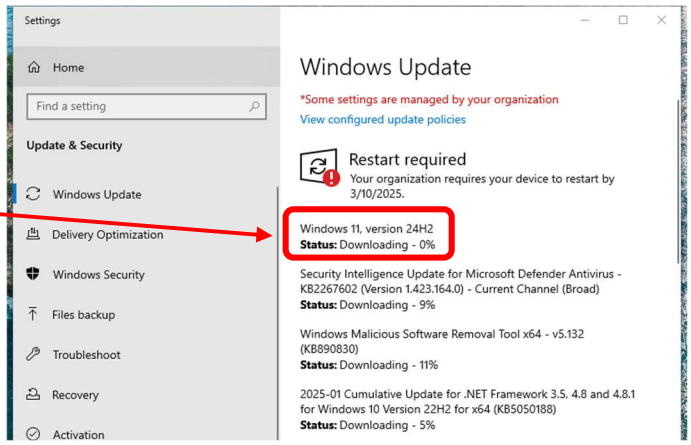
The conversion over to Windows 11 will now be happening in the background, slowly downloading and installing while your computer is plugged into power and turned on. Depending on your computer and how you use it, this could take a few hours or a few days. You can use your computer for schoolwork and can shut it down between school and home as you are supposed to. When you are home, please plug it in and turn it back on, even if you are not planning to use it, so Windows 11 can continue to download and install.

If you want to check the progress, you can. In the bottom left, click on the magnifying glass and start typing **update**.

Click on Check for updates to open the updates window.



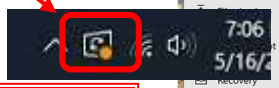
Depending on when you decide to check on the updates, you could see quite a few! The Window 11 one will say **Windows 11, 24H2**.

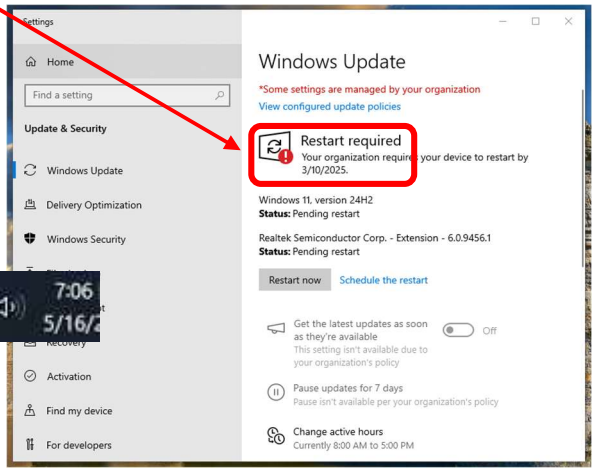


A note about updates:

Your laptop "checks in" for updates on a regular schedule. Depending on when this is, you may not see any updates. You can force the updates to start by clicking on the "Check for Updates" button or you can wait for them to naturally start.

When you check (if you decide to) and you see **Pending restart** for the Windows 11 update, the NEXT TIME you restart your computer it will finish the installation process. If you aren't checking on the progress, you will see a yellow dot on what looks like a monitor with circular arrows in the task bar.

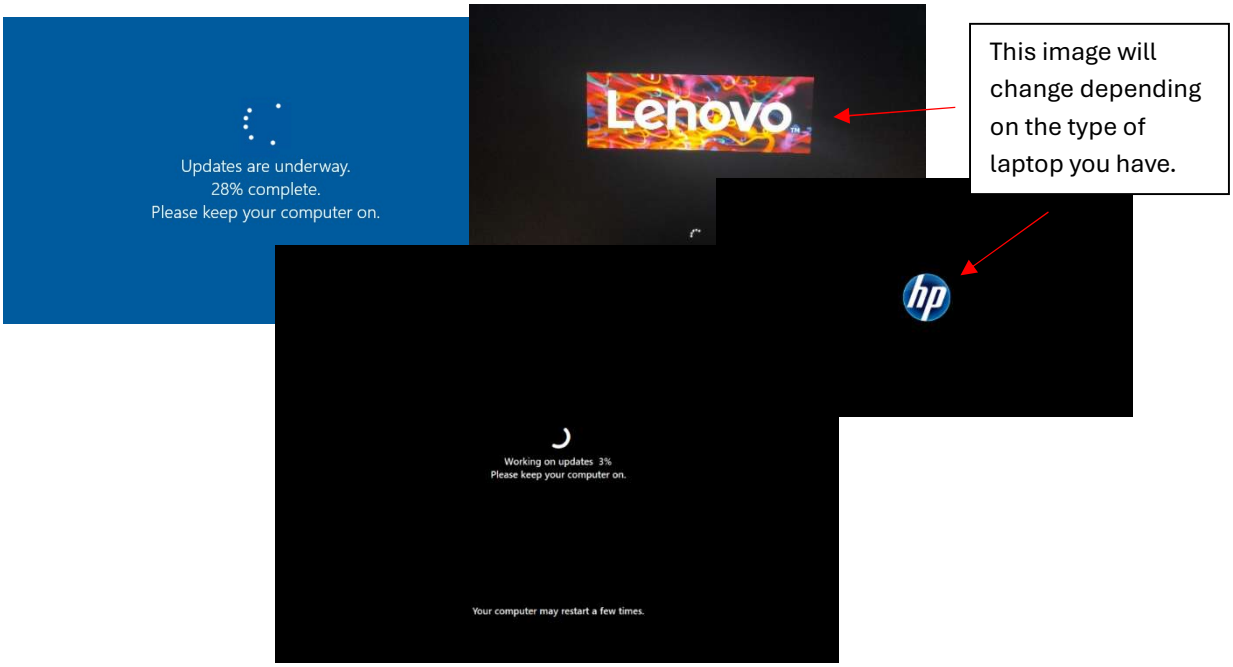




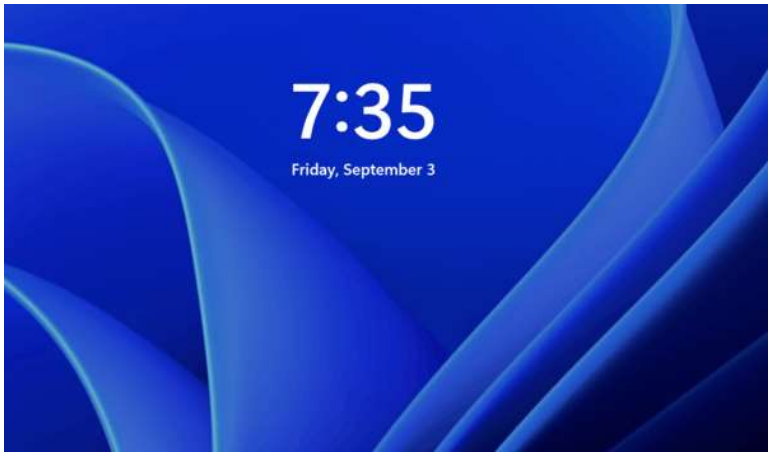
Please Note: Once Windows 11 has finished downloading and installing in the background and your computer is ready for a restart, the NEXT TIME you restart your computer it will finish installing Windows 11 which can take up to an hour.

Your laptop is useable until you restart, please wait until you have an hour for this process!

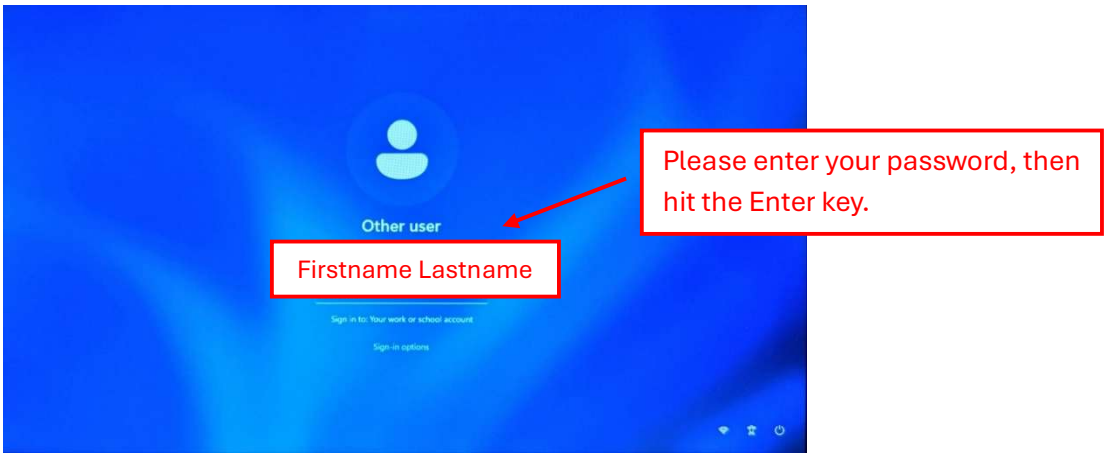
During the final stage of the installation process, you will see the following screens.



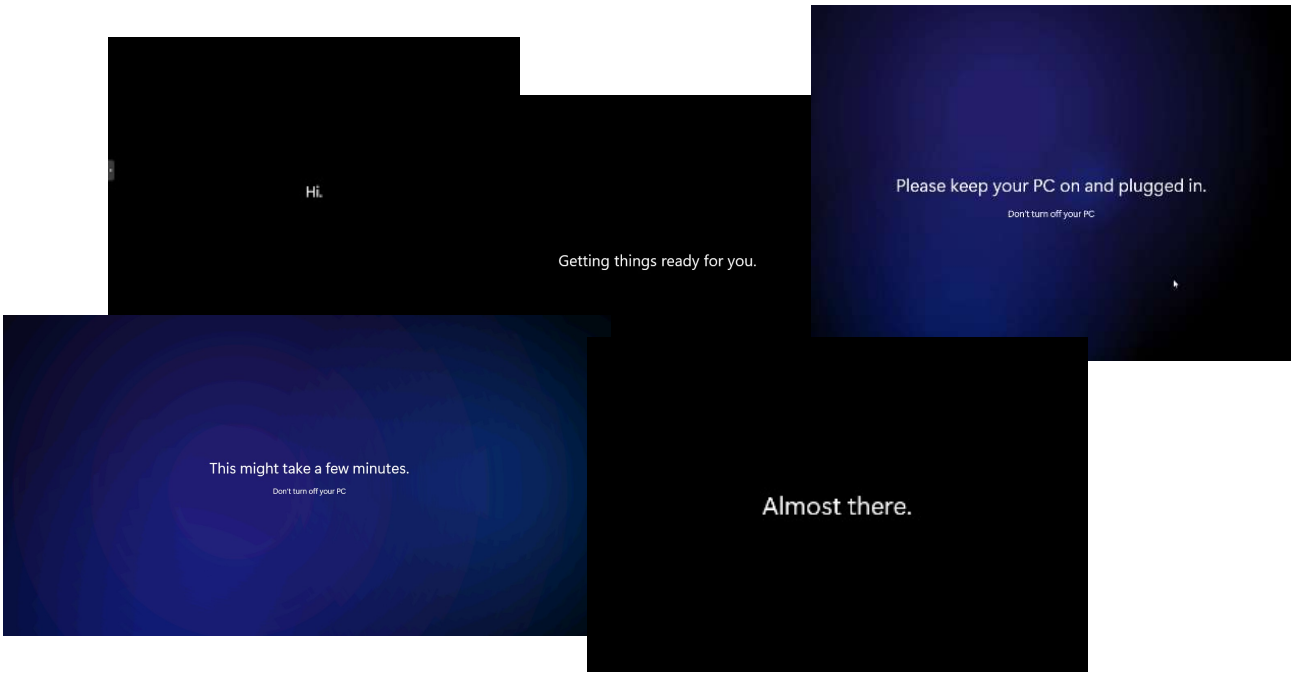
Once you see this blue screen, Windows 11 is almost done installing! Press any key to get to the login screen.



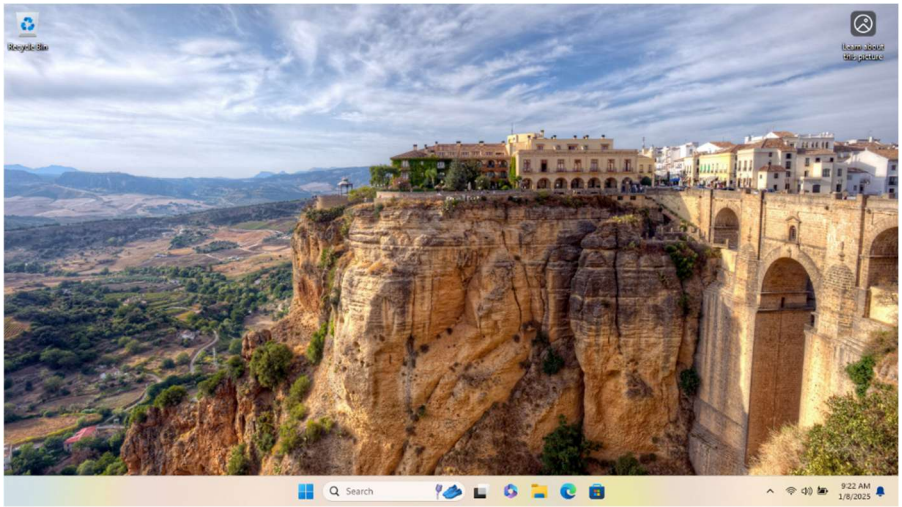
Your display name should already be there, you just need to enter your Active Directory password.



Sit back and relax, let your computer do a few little things...this is pretty quick! Here's what you should see...



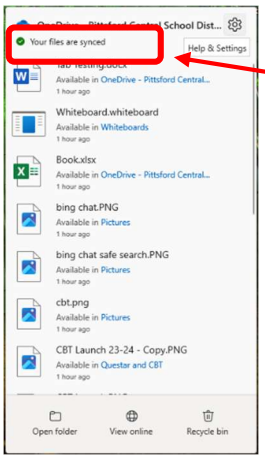
Once you see the desktop, Windows 11 has been installed and you are almost done! The image you see may be different; Microsoft has several that are on rotation. You should see the taskbar at the bottom of the screen and the recycle bin in the top left corner.



Please check a few things to make sure everything is functioning properly.

First, verify that OneDrive is signed in and syncing...

Click on the OneDrive icon in your system tray (bottom right corner of your task bar). If you do not see the cloud, please click on the arrow.

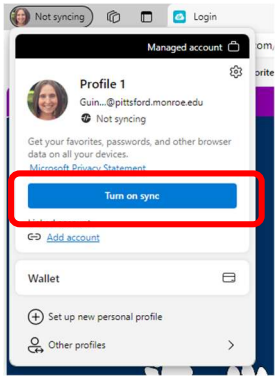


You should see the green check mark and "Your files are synced" with a list of the files that have been synced.

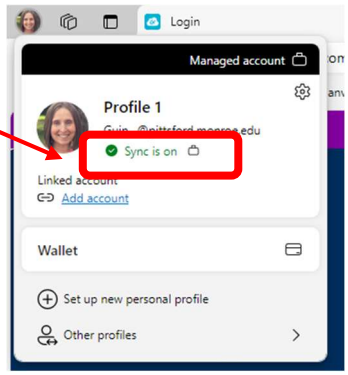
You are close to the end of this process! The last thing you need to do is check to see that Microsoft Edge is syncing. Please click on the Edge icon in your task bar.

In the top right corner you should see your icon/initials. It should tell you if your account is not syncing, please click on it either way to double check.

If your account is not syncing, click on the blue button that says "Turn on sync."



When you click on your icon/initials to verify, you should see the following if sync is enabled:



That's it, you've made it! Your laptop is now ready for daily use. Please see the tutorial "I have Windows 11, Now What?" for information on how to add printers, etc.