Self Service Windows 11 Upgrade
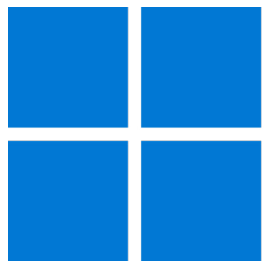
Step-by-step guide

First things first!

To upgrade to Windows 11 you will firstly need to **ensure that you are on campus** and have access to a **wired network connection** (this upgrade **cannot** be carried out over Wi-Fi). If you do not have access to a wired network connection, then please contact Digital Services by logging a service desk call. This upgrade will take approximately two hours to complete.

You will need...

Option 1

Wired network connection

Network adapter (only if your device doesn't have an ethernet port)

Power supply cable

Option 2

Docking station

Wired network connection

❗ **IMPORTANT**:

If you are using a docking station, please **ensure there is a network cable connected to it**. The network cable port is located on the back of the docking station.

Network port

Before starting the upgrade:

- Please ensure your device has a **wired network connection** and is **powered into the mains.** You should see these symbols in the system tray:

- Save all of your bookmarks in your browser:

Microsoft Edge:
1. Open Edge, then press CTRL + SHIFT + O.

2. Select the three dots icon at the top of the pop-up window (More options).

3. Select the 'Export favourites' option and save to your OneDrive (please don't save this to your device).

Google Chrome:
1. Open Chrome, then press CTRL + SHIFT + O.

2. When the bookmark manager opens, locate the three dots icon that is located at the top right of the bookmark manager, and select "Export bookmarks".

3. Save them to your OneDrive.

(To import your bookmarks back in after your device is re-imaged, use the same steps, but select the 'import' option).

- **Back up the data stored on your device by uploading it to your OneDrive cloud storage**. Files that are saved to your Downloads folder **will not** be automatically saved to your OneDrive, this will need to be done manually.

To move your download files over to OneDrive:

1. Create a new folder in your OneDrive where you plan to move your downloaded files to.

2. Head to your Downloads folder in the file explorer, then click and drag all the files you wish to keep over to your newly created OneDrive folder. If you wish to move every file over, then use the keyboard shortcut CTRL + A to select all files in your Downloads folder, then click and drag those files over to your new OneDrive folder.

- **Sign into your browser to save passwords, browsing history and extensions,** ensuring that you can access them after you upgrade.

Chrome: At the top right of your browser window, click 🔵 to sign in.

Edge: At the top left of your browser window, click 🔲 to sign in.

You'll need to sign back into your browser once you've upgraded.

- **Check your OneDrive is fully synced**. To check if your OneDrive is fully synced, look for the OneDrive icon in your system tray (area next to the clock on your computer) or taskbar.
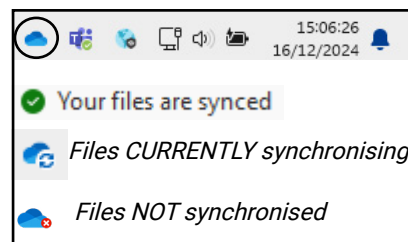
Click on the cloud icon - if you see a green tick at the top of the box, your files are fully synced. If there's a blue cloud with circular arrows, syncing is still in progress.

> Failure to fully sync your files **will result in file loss**. If you are unsure about synchronising your files to OneDrive, or are experiencing issues with syncing, please contact the Service Desk.

❶IMPORTANT:
Remove any external hard drives and USB flash drives. Failure to do so will result in loss of data on that drive!
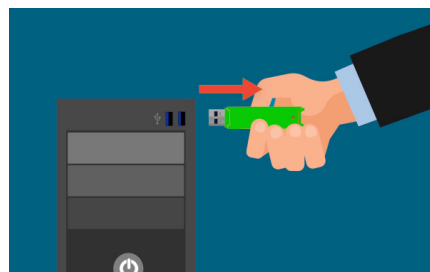
⚠️ Before you carry on, please ensure:

- **Your important files are saved to your OneDrive.**
- **You are connected to a wired network, and your device is plugged into a charger.**
- **You are on campus, and have at least two hours free to perform the upgrade.**
- **Your bookmarks are saved to your OneDrive.**
- **You understand that failure to follow the steps outlined above may result in file loss.**
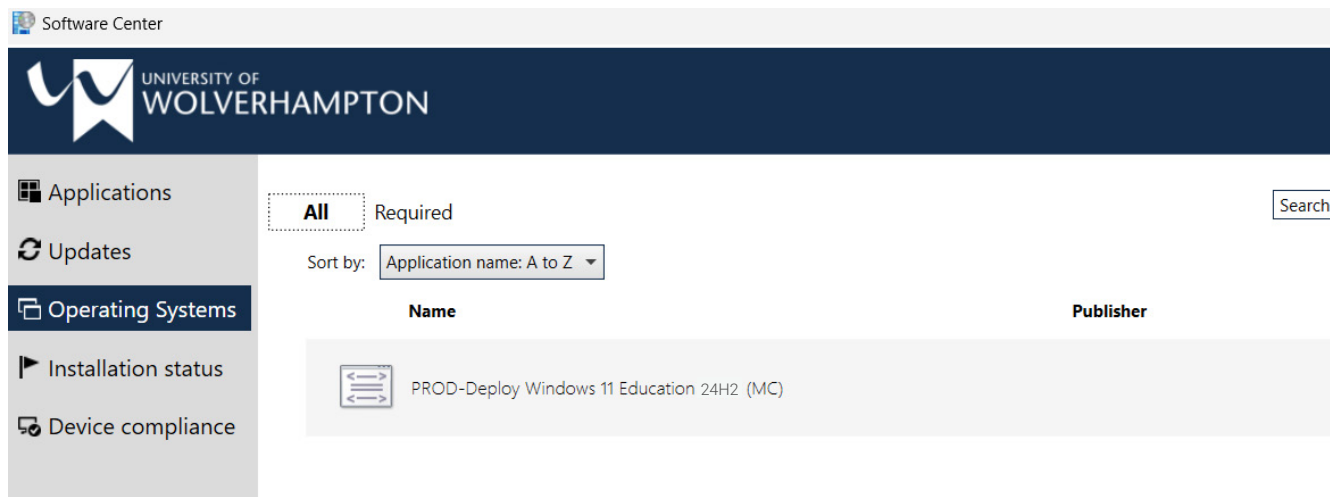
Now you are ready to start the upgrade!

Please follow the steps below:

1. Open Software Center from the start menu (type "Software Center" in the search bar).
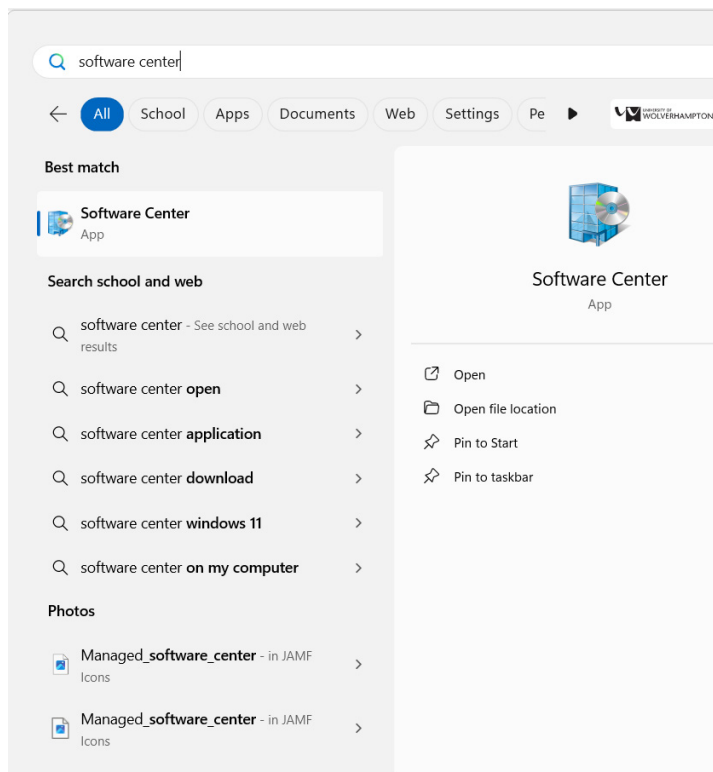
2. Click on the "Operating Systems" tab.

3. Locate "PROD-Deploy Windows 11 Education 24H2 (MC)" and click on it.

4. Click install to confirm you want to continue with the upgrade.

🛈 **IMPORTANT: if you do not have a wired network connection or your device is not connected to a power supply, then you will receive an error. Furthermore, your device will become inoperable if you install using Wi-Fi - please ensure your connection is wired**.

5. The imaging process will take over an hour to complete (imaging times may slightly vary). Please ensure this process is not interrupted at any time (your device will restart multiple times during this process, this is normal).
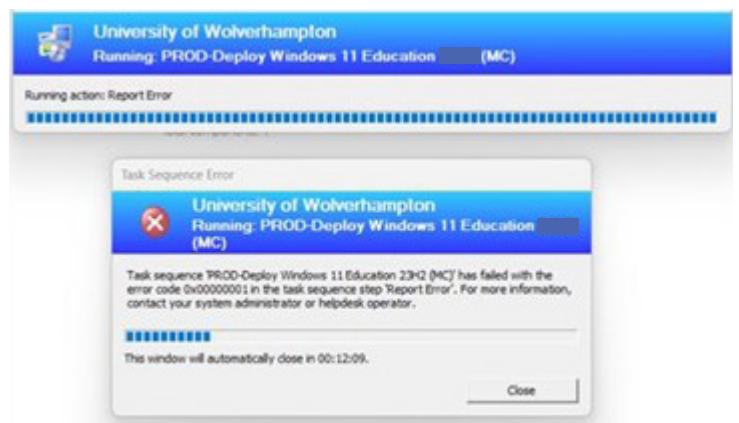

(imaging process)

What to do if something goes wrong...

If you see a pop-up window appear called "Task Sequence Error" during the imaging process, this means that the imaging process has failed. If this happens please contact the IT service desk.

Please also contact the IT service desk if the imaging process takes longer than 2 hours.

IT service desk

Online: wolvs.service-now.com/it_portal
Email: itsupport@wlv.ac.uk
Telephone: 01902 32 2000

What do I do now?

Once your device has upgraded to Windows 11 (and after a couple of restarts) you will need to log-in to your device. Once you've logged in and reached the desktop, you will see a '**splash screen**' pop up after roughly 30 seconds of being logged in. Important updates and processes are taking place when this splash screen is visible, so be sure to keep your device on for the 5 minutes it's visible (you may see a box pop up informing you that you're about to be signed out - you can close this).

Once the splash screen's timer has finished, the device will restart, and you will be able to log-in once again.

When you've logged in for a second time, please head to settings, then **Windows Update**. Check for updates, and select '**Install all**'. Once the updates have been installed (this may take over 30 minutes) you'll need to restart your device one final time.

Soft phone users
If you have a soft phone on your device, and it's still required, please contact the IT Service Desk after the imaging process has taken place, as the soft phone will need to be configured for the new operating system.
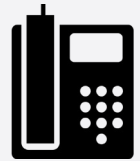
Software
Upon completion of the Windows 11 upgrade, if you are missing software then please consult this Knowledge Base article about how you can reinstall applications:

Knowledge Base article: KB0010663

Everything looks different... help!

Windows 11 looks and feels different compared to Windows 10, which may be a cause of concern for some of you. Don't worry, Digital Services have put together a web page full of useful guides, tips and tricks to help you familiarise yourself with Windows 11. Head to: **wlv.ac.uk/win-11**

You can also utilise our **Knowledge Base** articles on the IT helpdesk portal to find solutions to any issues you may be facing.

For further support, contact the IT service desk

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