Windows 10 Self Service Upgrade

Getting started

1. Double click the **Upgrade to Windows 10** icon on your desktop:

2. An informational splash screen will appear with:
   - The latest information about the process
   - Links to useful information.

   Please read this information carefully.

   The splash screen is available for as long as you need. Whilst you are reading this your PC’s suitability for upgrade will be assessed.

   - As this is done some pop-up notices will appear.
   - This is normal and does not mean the upgrade has started.
   - Occasionally you may have to move or minimise some of the pop-up notices in order to read the splash screen.

3. Whilst the system is carrying out the checks, occasionally it may look like the process has halted, please be patient.

4. When all of the checks have been completed, you will see a Welcome dialog box. Read the content and when ready click **Next >**:

   ① Should you choose to click **Cancel** at any stage please see step 9 below
5. A Deployment Readiness check will then be run. This shows whether your machine is in a state to begin the upgrade.
   - The upgrade process will not be able to continue if there is an unresolved error at this stage:

   If no errors are identified click **Next**

   If a simple error occurs (such as a laptop not being on mains power) please remedy the issue yourself and then click **Retry Checks**.

   If something more serious is highlighted, please contact iSolutions ServiceLine for advice.

Running the upgrade

6. There are three upgrade options. This is an important choice and you need to decide which fits you best.

   In all cases please ensure you have transferred any valuable data files that you might have on your computer to a new, secure location before proceeding.

   - **Option 1** will not attempt to back up any of your data
     - It will attempt to take a copy of some of the most common user-customisations, e.g.:
       - Background wallpaper
       - Internet Bookmarks
       - Outlook Signatures
       - Accessibility settings
A list is available from a link on the initial Splash Screen of the wizard

It will then erase your hard disk and:

- Install Windows 10
- Restore as many user-customisations as possible

- Option 2 will back up the same configuration settings as the Option 1, and additionally will then:
  - Back up the contents of the folder “c:\local\username”
  - Back up the contents of your local “My Documents” folders
  - It will not back up any other data

It will then erase your hard drive and:

- Install Windows 10
- Restore the backed up contents of c:\local\username and My Documents
- Restore as many user-customisations as possible

- Option 3 will attempt to locate and back up any data that it can find on your current machine such as:
  - Contents of the folder “c:\”
  - Contents of your local “MyDocuments” folders
  - A ‘best guess’ at locating any other data files on the computer

It will then erase your hard drive and:

- Install Windows 10
- Restore the backed up contents of c:\local and My Documents
- Restore data files found during the ‘best guess’ search
- Restore as many user-customisations as possible

7. A summary screen will appear - this is the last point where you can cancel the upgrade process. The options are explained below in steps 8, 9 and 10 below

8. If you wish to amend your back up options click Back and see step 6 above
9. If you **do not** wish to upgrade to Windows 10 at this time click **Cancel**.

You will see the following two confirmations:

You may re-run the Upgrade tool again at any time, see step 1.

10. If you **do** wish to proceed and upgrade to Windows 10 at this time click **Finish**:

   ① From this point onwards, the Windows 10 upgrade process is fully automated, and you no longer need to be present.

The following screen will appear whilst the process is running, with the arrow on the right-hand side showing the stage reached:

Once a successful upgrade has completed, and your machine is ready for use again, you will see the "Deployment Complete" screen.

If you are not present during the later stages of the upgrade process, you may not see these screens as they auto-close after a set time period and the machine will automatically reboot:
11. Once the machine has rebooted, the following temporary wallpaper appears, indicating that the build was a success.

Please treat the first few days as a settling in period and not representative of the performance of your machine.

The PC will continue some background installations and maintenance tasks which can cause reduced performance. These may take a few days to be fully complete.

Please check our Windows 10 FAQs page if you experience issues. Some of these may resolve themselves during this bedding in process.

Where possible the FAQs page will provide temporary workarounds to use in the meantime. If you are in doubt or are having significant problems, please contact ServiceLine.