Remote Upgrades to Windows 10 begin February 17, 2020

Background

Support for Windows 7 ended on January 31, 2020. On Monday, February 17, 2020, ITS will begin updating any machines running Windows 7 to Windows 10. This upgrade will take place remotely and is critical to reduce security risks and assure compliance with University policy. Should you wish to update Windows 7 machines between now and February 17, you may opt to do so using one of the three methods indicated below.

ITS-supported customers List of Windows 7 Machines Upgrading to Windows 10

Technology Coordinators List of Windows 7 Machines Upgrading to Windows 10

The above lists identify all machines running Windows 7 as of (insert DATE).

ITS-Supported Customers: Find your division using the tabs at the bottom of the spreadsheet. Then look for your NetID, which will be listed next to any machine(s) you are responsible for updating. For assistance identifying your device(s), please contact the ITS Service Desk at askIT@albany.edu or (518) 442-3700.

Technology Coordinators: Find your area using the tabs at the bottom of the spreadsheet. Your customers will be listed by their NetID and any machine(s) needing the upgrade

Three Ways to Upgrade before February 17, 2020

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<th>Upgrade Options</th>
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| Self-service via Software Center                     | • Video Guide for Windows 10 upgrade  
• Written Instructions for Windows 10 upgrade            | • Be sure to backup your data prior to running the Self-Upgrade  
• As the upgrade takes ~2 hours, ITS recommends initiating the process at the end of the business day. Leaving a machine on lets the system migrate overnight, minimizing customer downtime  
• After upgrading, follow these instructions to make sure your machine is running Windows 10 |
| Request remote assistance with the Windows 10 upgrade | ITS-supported customers Contact the ITS Service Desk and others contact your TC. | An ITS Field Support staff member or your TC will contact you requesting permission to remotely access your computer to perform the Windows 10 upgrade. |
| Request in-person assistance with the Windows 10 upgrade | ITS-supported customers Contact the ITS Service Desk and others contact your TC. | An ITS Field Support staff member of your TC will schedule an appointment to come to your location and perform the Windows 10 upgrade. |

Need more help? Contact the ITS Service Desk.