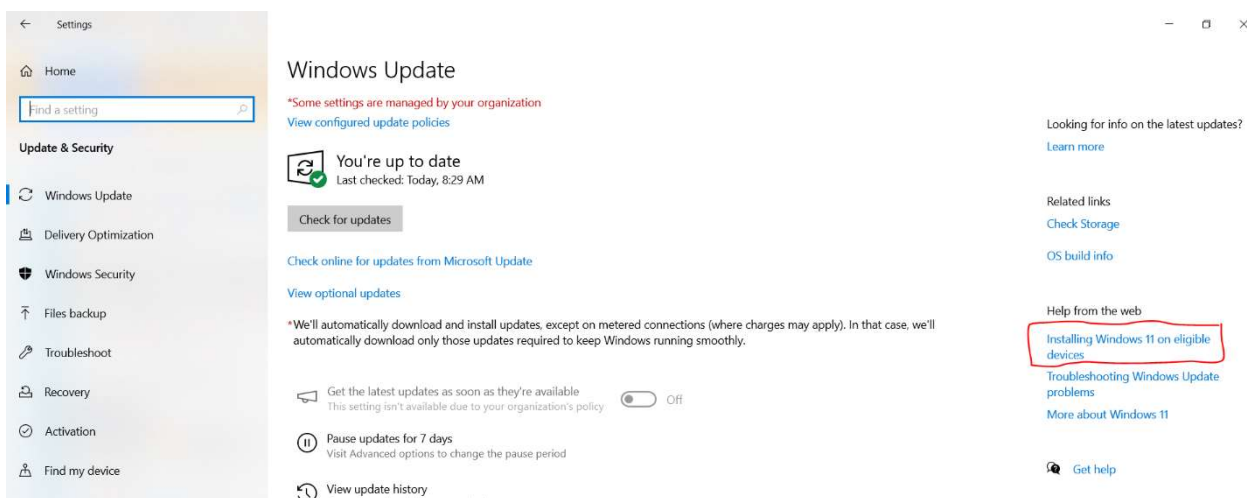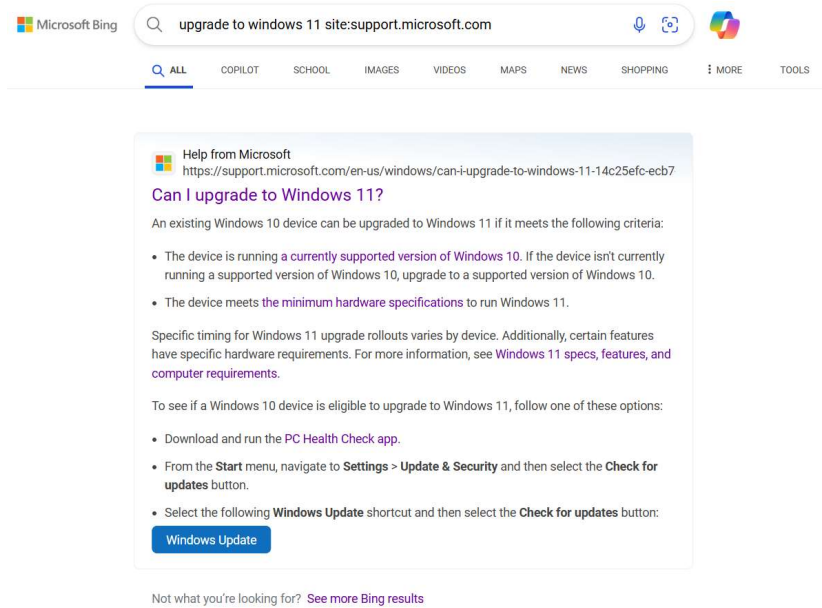Updating to Windows 11

Notes before you get started:

- **Please ensure your files are backed up**, e.g. via OneDrive. Updating to a new operating system should preserve all of your files, so this step is not technically necessary, but we recommend it just in case.
- **Please only undertake this step during our TSI business hours** so that we can provide support if anything goes awry.

***

1. Visit your system settings by clicking on the Windows icon in the bottom right-hand side of the screen and clicking on the gear icon – or by typing "Settings" into the search bar beside the Windows button.
2. Click on "Windows Update" in the top-right hand side. Alternatively, click on "Update & Security" amongst the options.
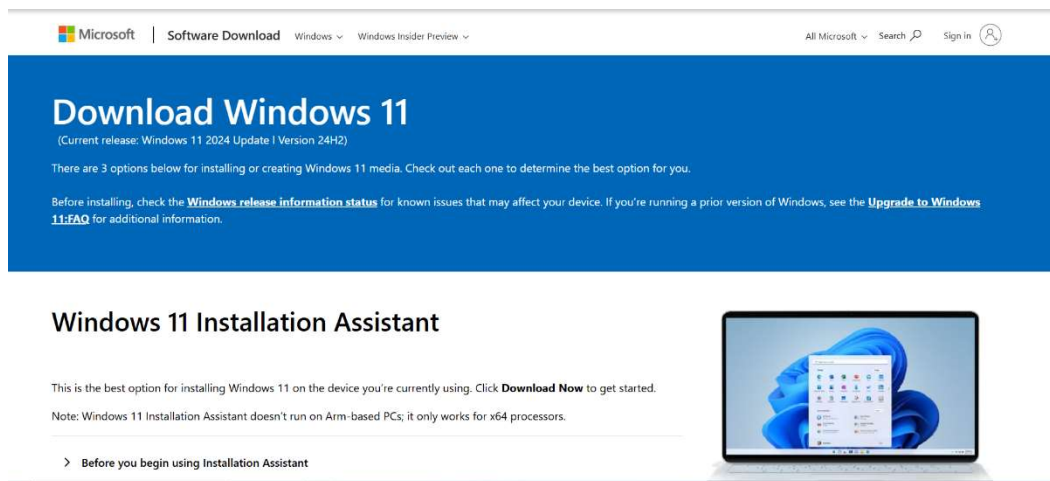

3. If you do not see an "upgrade to Windows 11" option here, click on "Installing Windows 11 on eligible devices" on the right-hand side.

4. It will bring you to this informational blurb. There are instructions to determine if your computer is eligible for the Windows 11 update.

5. If your computer is eligible for the update, visit this link: https://www.microsoft.com/en-ca/software-download/windows11 to reach the following page (alternatively, click on "Windows 11 specs, features, and computer requirements" and type "Windows 11" into the search area).

6. You then scroll down a little to the Windows 11 installation Assistant.
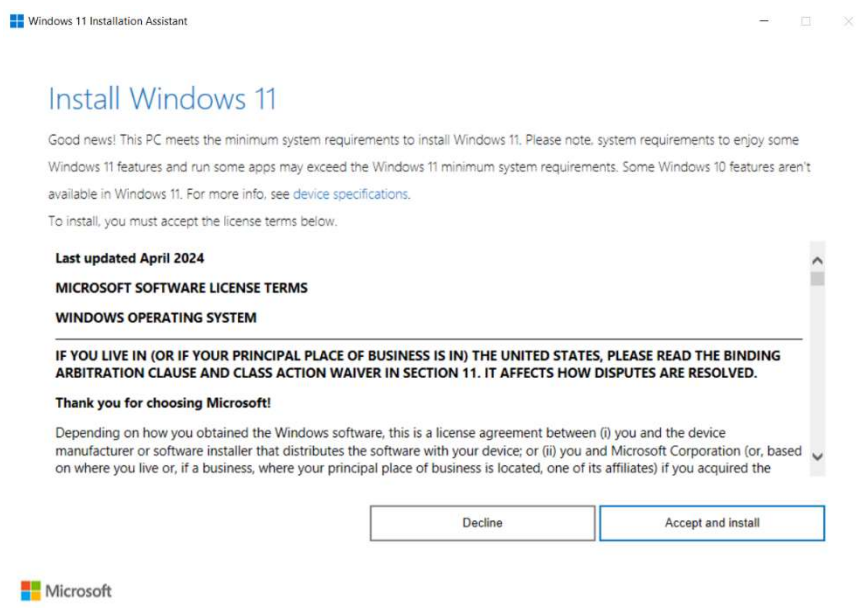
Windows 11 Installation Assistant

This is the best option for installing Windows 11 on the device you're currently using. Click **Download Now** to get started.

Note: Windows 11 Installation Assistant doesn't run on Arm-based PCs; it only works for x64 processors.
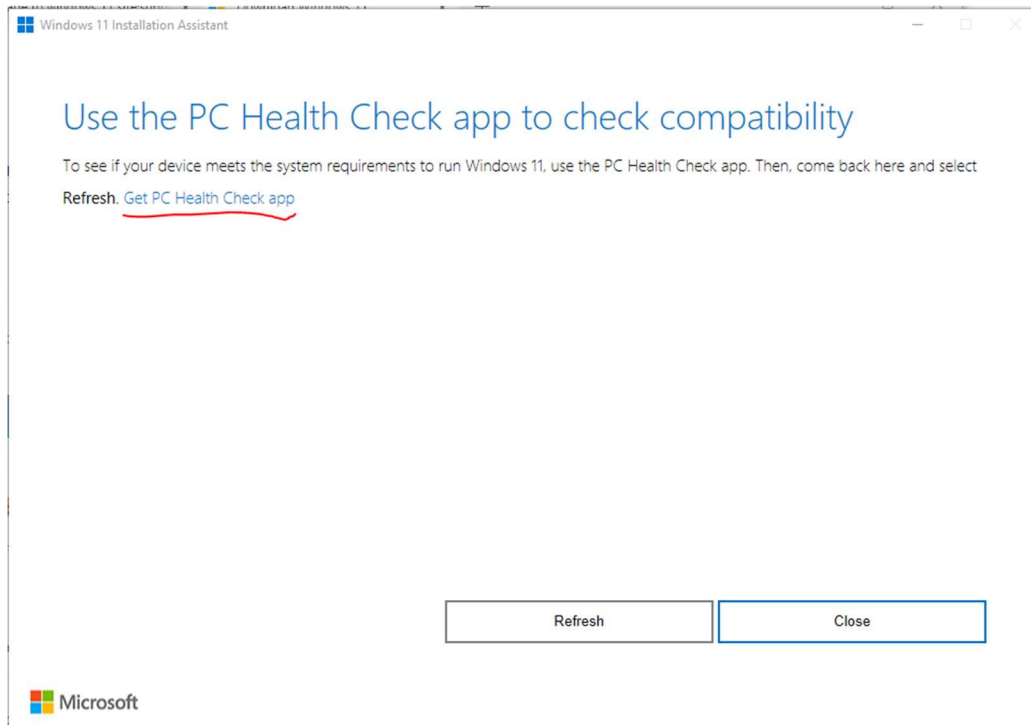
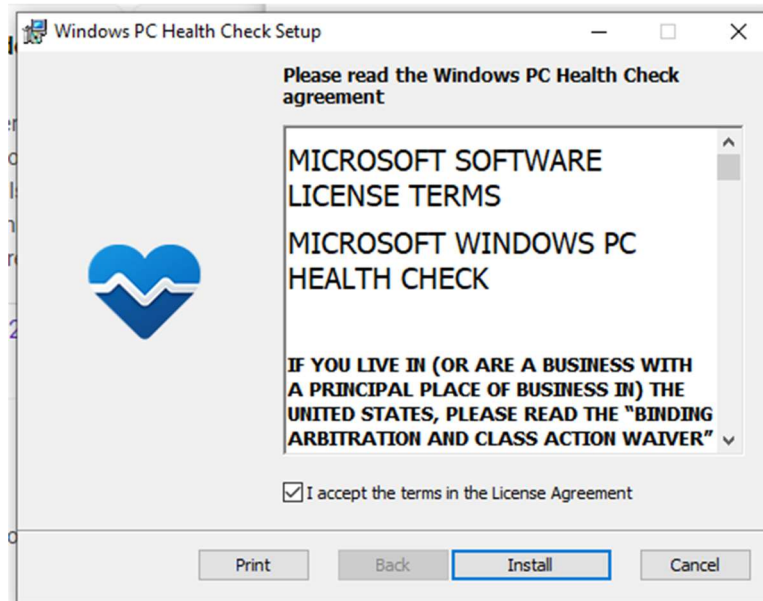> Before you begin using Installation Assistant

Download Now

7. You then press "Download Now". It will download it in the web browser, and you need to click on that when it is done
8. After that, you reach this page, and press "Accept and Install".

9. If you see this page instead, then you press "Get PC Health Check app." It will then download a file that you need to open.
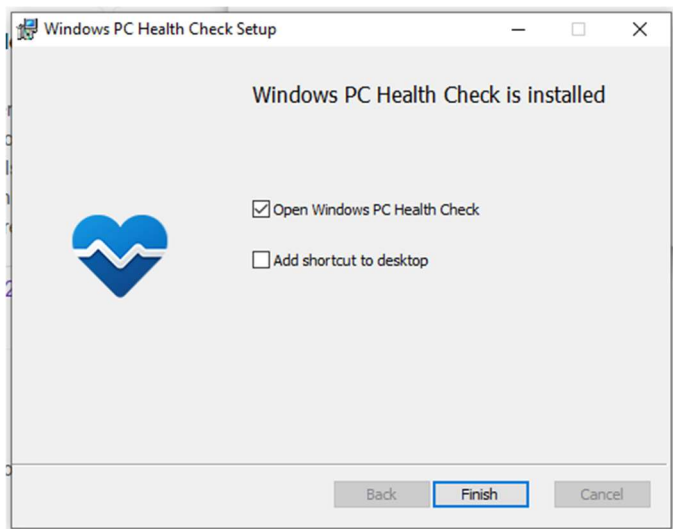

10. Once open, you will see this. Please make sure that you press the check box.
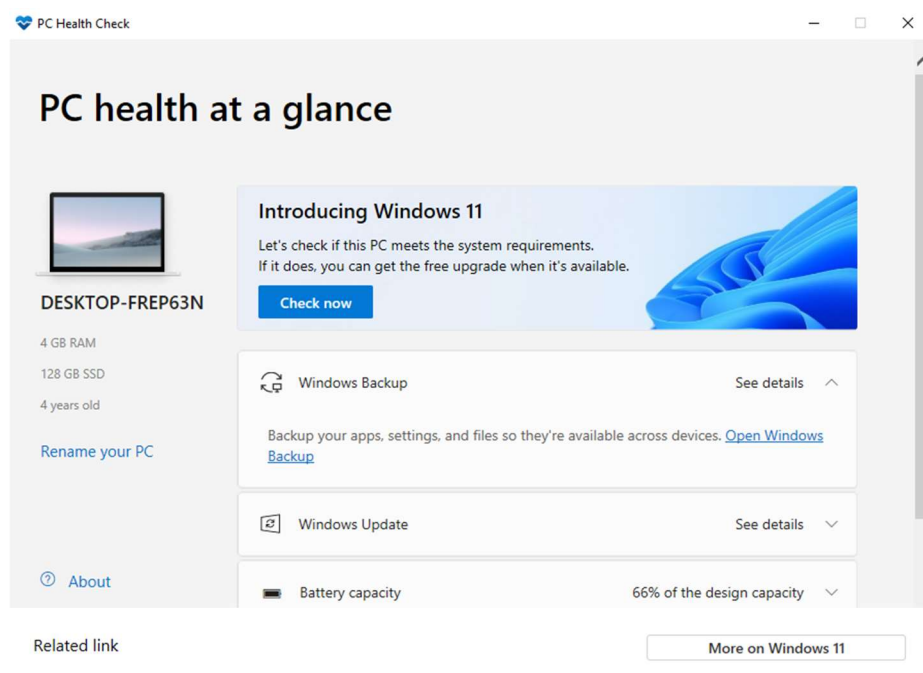
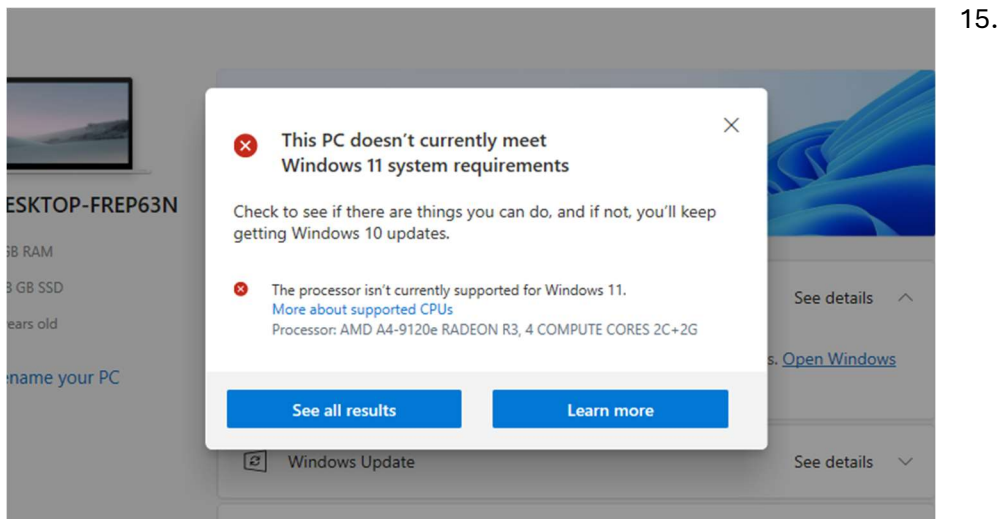11. After that page, you will see it install and then come to this page.

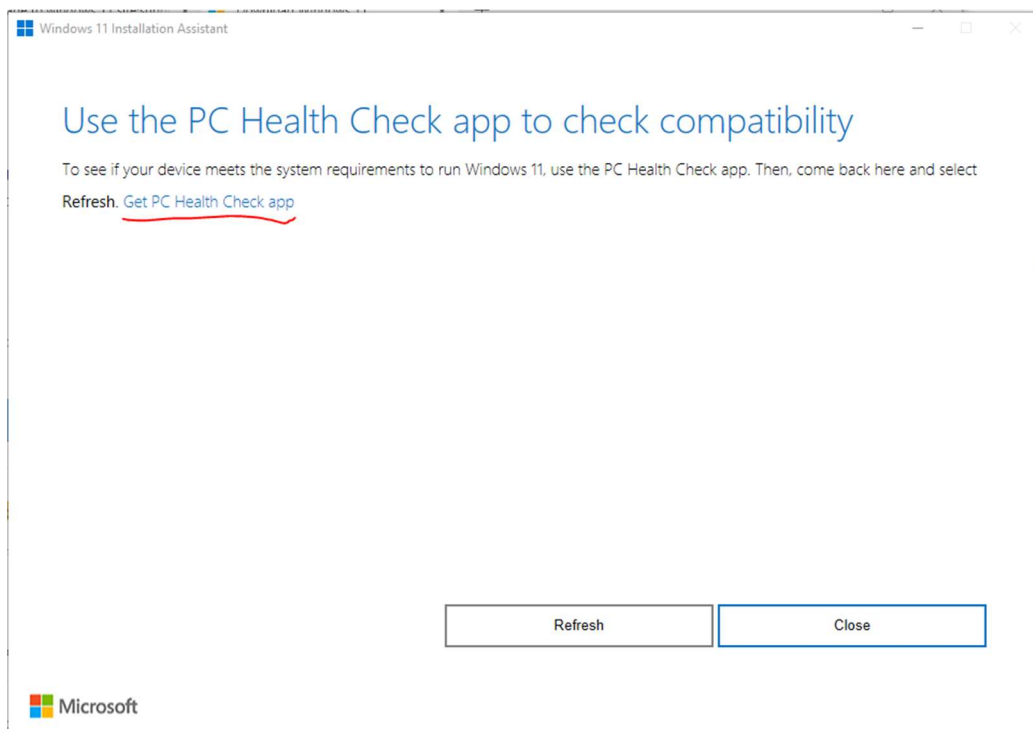12. You then need to press Finish, as it should open the health checker for you.

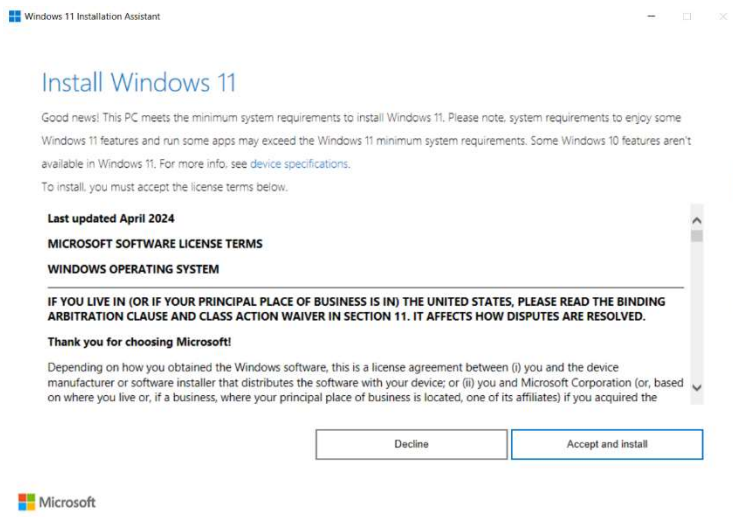13. At this step, you need to press the blue button that says "Check now".

14. It will then tell you if you can upgrade to Windows 11.

15.

15. After you see this screen, you can go back to the screen that you started with and press "Refresh". It will then do one of two things.

16. The first is what you want, and that is going to this screen.

17. The second one is this screen. Please contact TSI for next steps regarding the Windows 11 updating project.