



The Windows 11 upgrade is now available for all compatible devices. Users have the flexibility to choose the most convenient time for their upgrade.

Depending on your device's specifications and internet bandwidth, the entire process may take up to 4 hours, though it typically takes less than 2 hours.

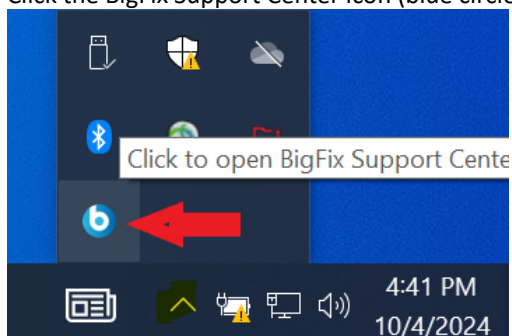
It's recommended not to use the computer during the upgrade. Please start the upgrade at the end of your workday, when your device will not be needed for up to 4 hours.

Before accepting the upgrade offer, please follow these steps:

1. Connect your device to its AC power adapter (if applicable).
2. Restart/Reboot your device.

To begin the upgrade:

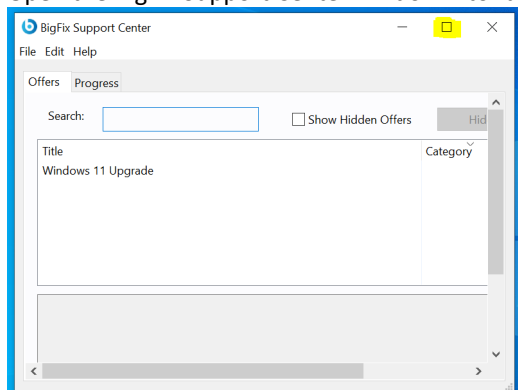
1. Click the BigFix Support Center icon (blue circle with a 'b') in your system tray.



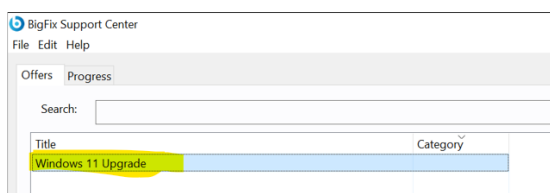
NOTE: You may need to click the (^) to reveal hidden icons):



2. Open the BigFix Support Center window into full screen:

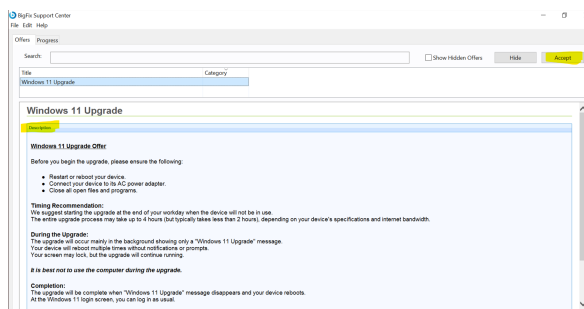


3. Select the 'Windows 11 Upgrade' Offer

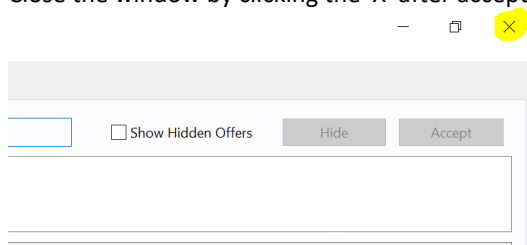




- Review the "Windows 11 Upgrade" offer and click the "Accept" button when you're ready to start the upgrade.

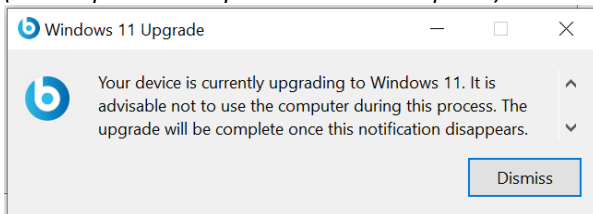


- Close the window by clicking the 'X' after accepting the offer.



- The upgrade process will mostly run in the background while displaying a "Windows 11 Upgrade" message.

(This step can take up to 4 hours to complete.)



Your device will reboot multiple times without any notifications or prompts, and the screen may lock during the process, but the upgrade will continue.

The upgrade will be complete once the "Windows 11 Upgrade" message disappears and your device reboots. When you see the Windows 11 login screen, the upgrade will have been completed. You can log in as usual.

If you encounter any issues or need additional assistance, please contact our helpdesk (bsdis@bsd.uchicago.edu) or your assigned departmental technician.

Frequently Asked Questions (FAQ)

Should I close and save my open files before starting the upgrade?

Yes! The instructions advise you to restart your device before accepting the upgrade offer. This will prompt you to save any open files.

When should I accept the upgrade offer?

You should start the upgrade (by accepting the offer) at the end of your workday, since your device will not be usable for up to 4 hours during the upgrade.



What if I don't see the upgrade offer?

If the upgrade offer is not visible, your device might not be compatible with the Windows 11 upgrade. In this case, please contact our helpdesk (bsd@bsd.uchicago.edu) or your assigned departmental technician for further assistance.

What if I accepted the offer but the upgrade fails to complete?

If the upgrade fails to complete after you have accepted the offer, please contact our helpdesk (bsd@bsd.uchicago.edu) or your assigned departmental technician for further assistance. In some cases, the offer can be reissued, and you will be able to attempt the upgrade again.