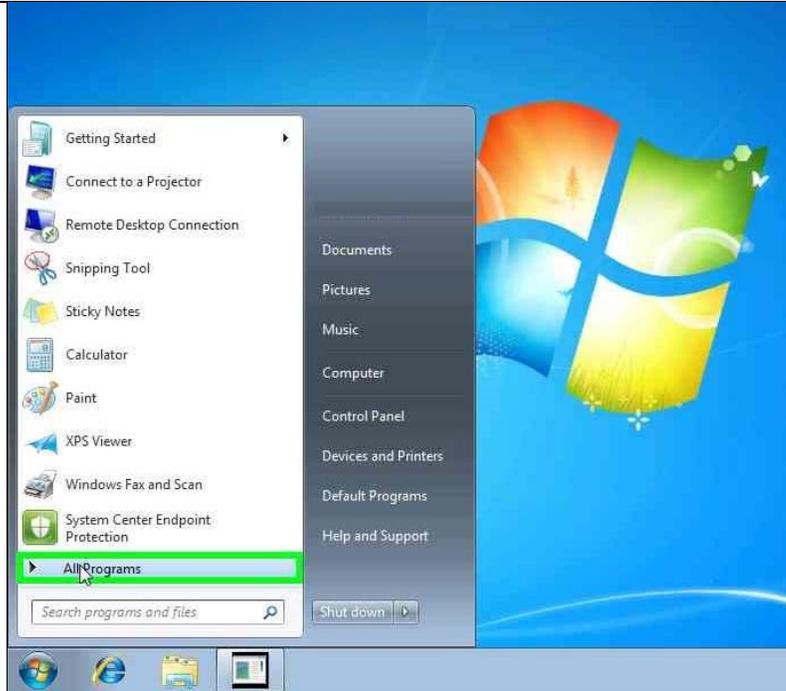


## Instructions for Manually Installing Windows 10

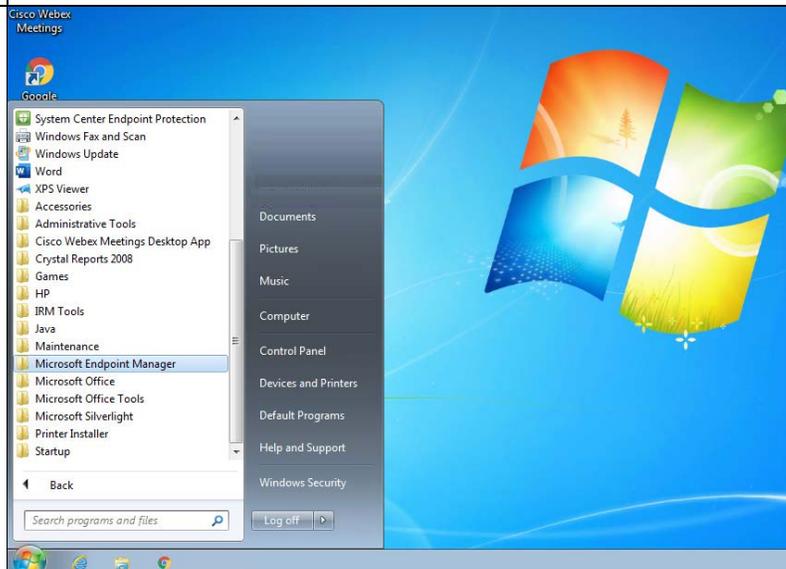
### Before you begin this upgrade:

- Understand that this is expected to take up to three (3) hours to complete. ITS suggests you begin this process at the end of your normal working hours.
- Save any documents located on your current desktop to a shared drive, or they could be lost.

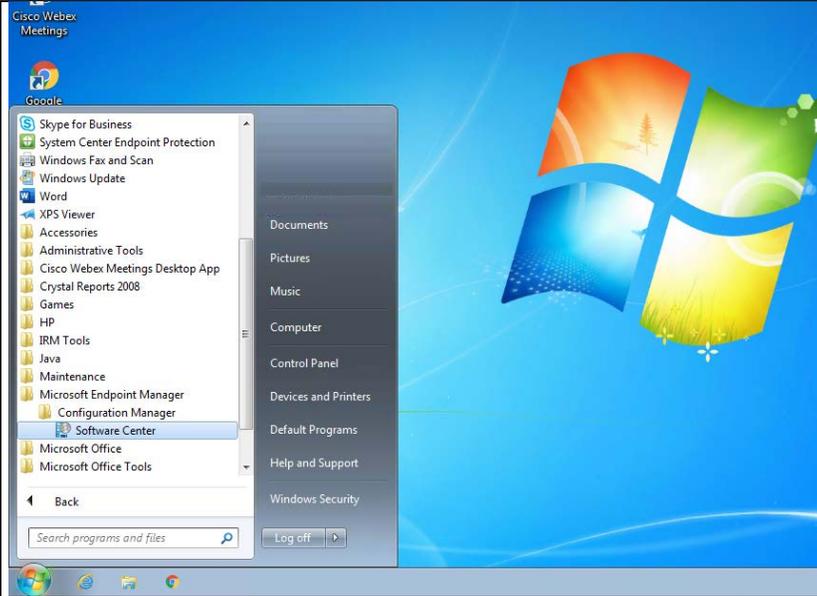
**Step 1:** Click on your Windows start icon. Then click on All Programs.



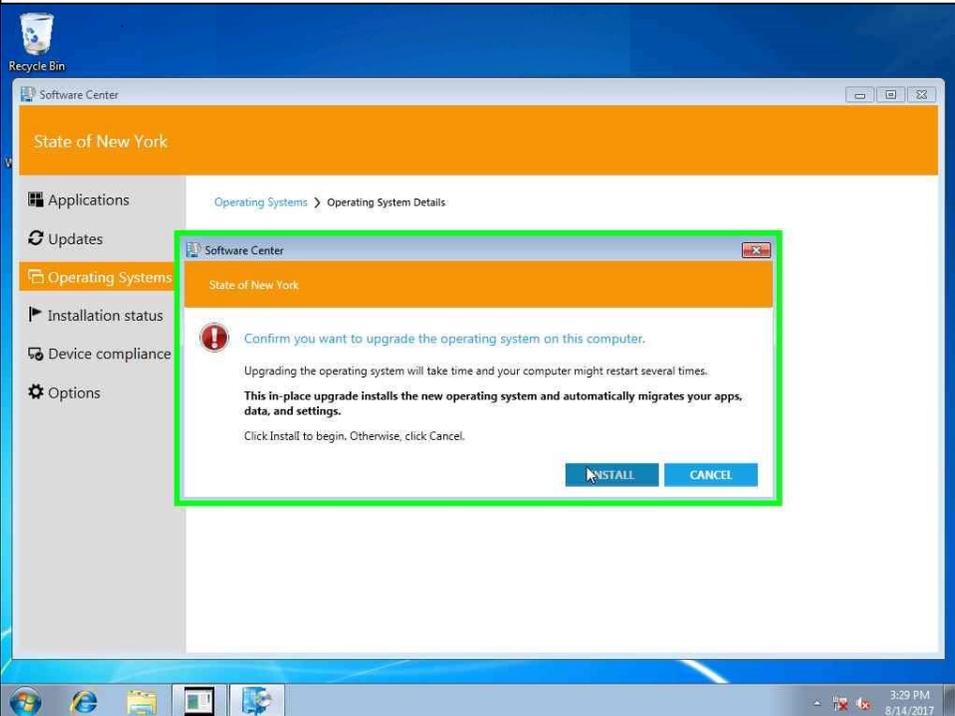
**Step 2:** From within "All Programs", click on Microsoft Endpoint Manager.



**Step 3:** In Microsoft Endpoint Manager, click on Software Center

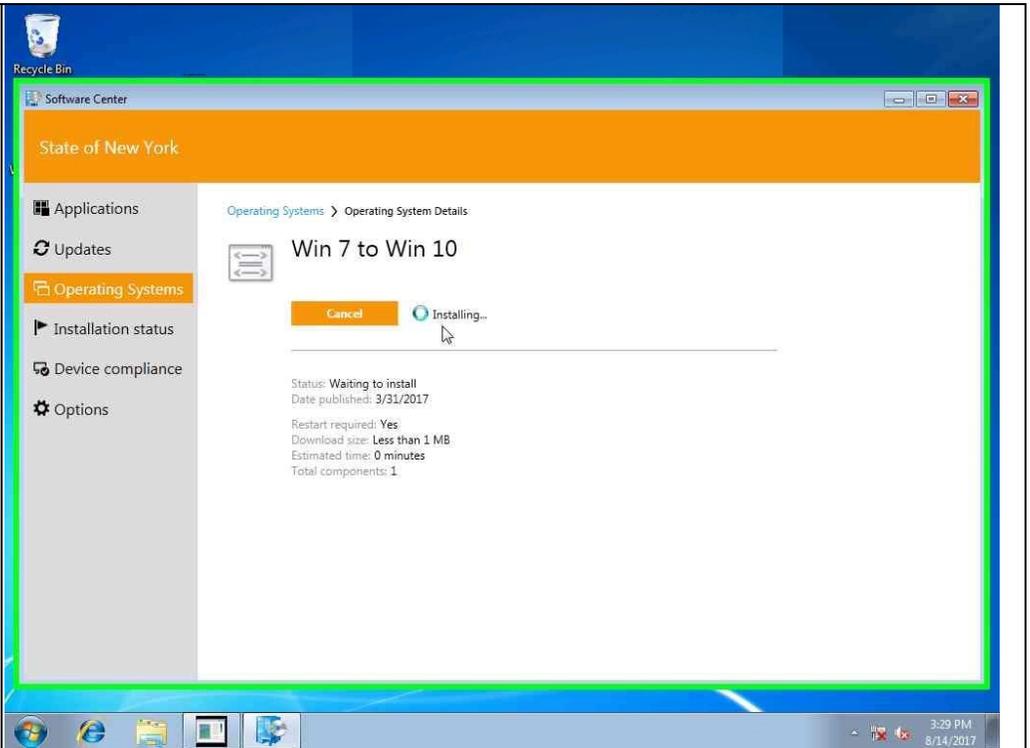


**Step 4:** Within Software Center, click on Operating Systems and then click Win 7 to Win 10. Confirm that you want to upgrade by clicking "Install."

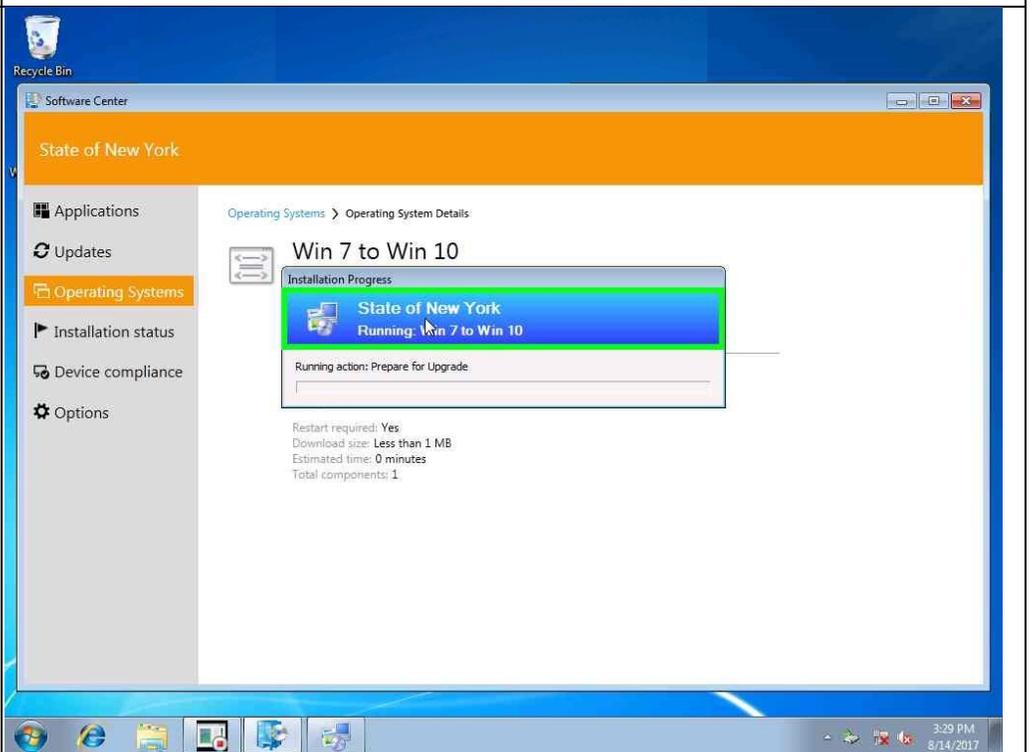


## Instructions for Manually Installing Windows 10

**Step 5:** Verify that Windows 10 has begun installation as shown below.

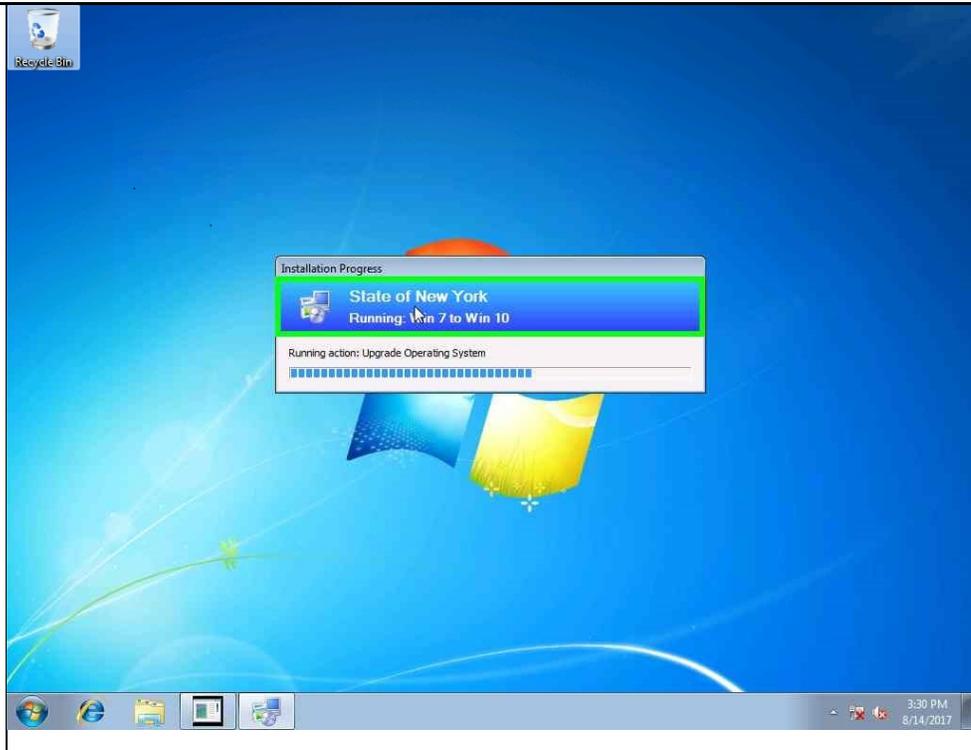


**Step 6:** A Progress bar will appear and remain onscreen until the upgrade is complete.



## Replacing an Expiring RSA Software Token

**Step 7:** Example of progress bar during upgrade process. (Typically takes about ~3 hrs.)



Find helpful Windows 10 resources on the [Windows 10 ITS Get Help webpage](#).

For answers to your Windows 10 questions please contact the ITS Service Desk directly through ITSM Service Now, at 1-844-891-1786, [fixit@its.ny.gov](mailto:fixit@its.ny.gov), or live chat with a Service Desk Representative at <https://chat.its.ny.gov>.