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.”
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.
Revising 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, or live chat with a Service Desk Representative at https://chat.its.ny.gov.