

Primary Care Communication regarding Windows 11

Subject: Upgrade of GP Laptops - Reminder

Audience: NWL GP Practices, NWL GPIT Leads, NWL GP Laptop Users

Win 10 will be end of life (eol) on Oct 14th, 2025. Subsequently support, including security updates, will no longer be available after this date. This presents a security risk to your data and systems so the upgrade of your devices to Win 11 is mandatory.

NWL IT have begun upgrading Primary Care laptops in batches. We will remotely make a configuration change to your laptop that allows/forces it to download the Win 11 upgrade from Microsoft directly to your device.

Please ensure all laptops currently in use are regularly powered on and connected to a network (can include home Wi-Fi) to receive updates.

Laptop Upgrade – what you will see.

You will receive a notification on your laptop that it has been scheduled to receive the config change. For the period specified please ensure your laptops is powered on and connected to a power source. The download and installation will take in the background while you work.

Please note this process may take a number of days depending on your network speed and your work patterns.

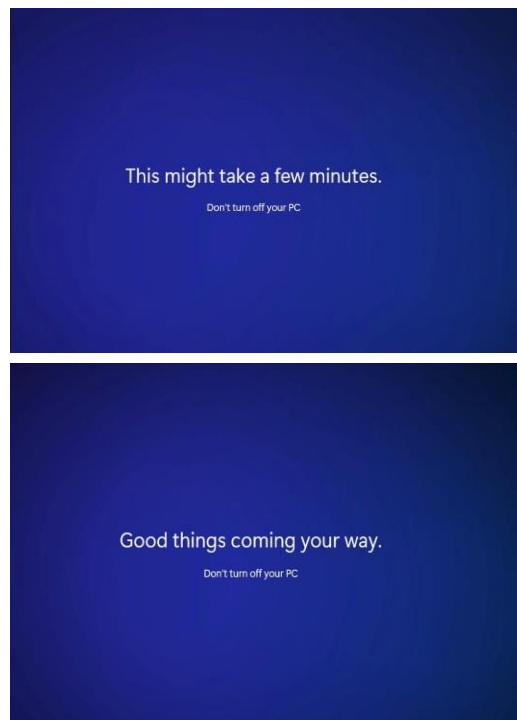
When you see the icon with the orange dot in your taskbar, see Fig 1 below, your device is ready to apply the updates/upgrade.

Fig 1.



When it's convenient please save your work and restart your device. If you don't restart manually it will automatically restart after 2 days. Please note that the final upgrade process may take up to 30 minutes.

You will see the following screens during the final upgrade after reboot:

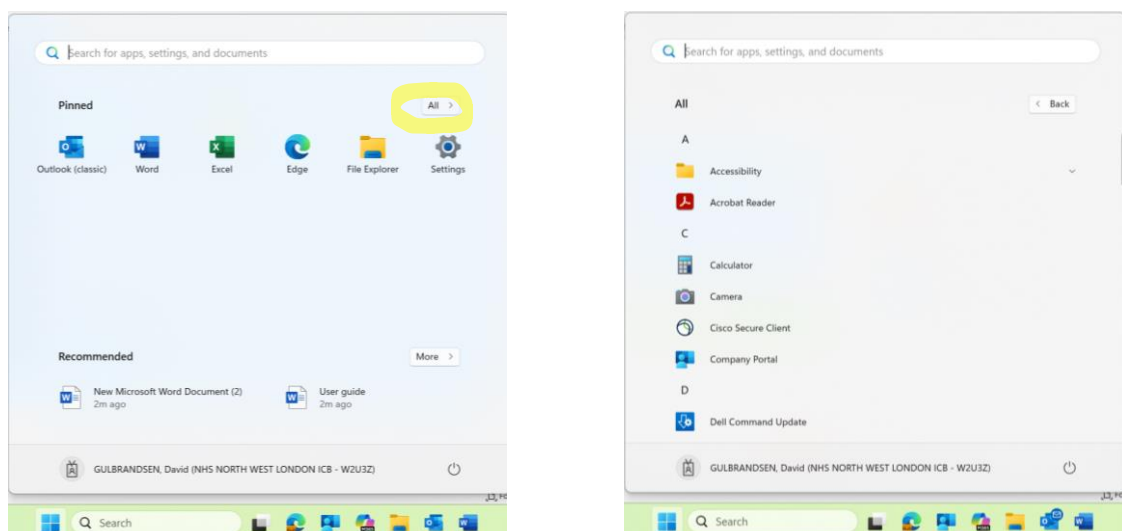


When complete you will see a familiar log on screen, and you'll be able to log on with your normal credentials.

User Guidance.

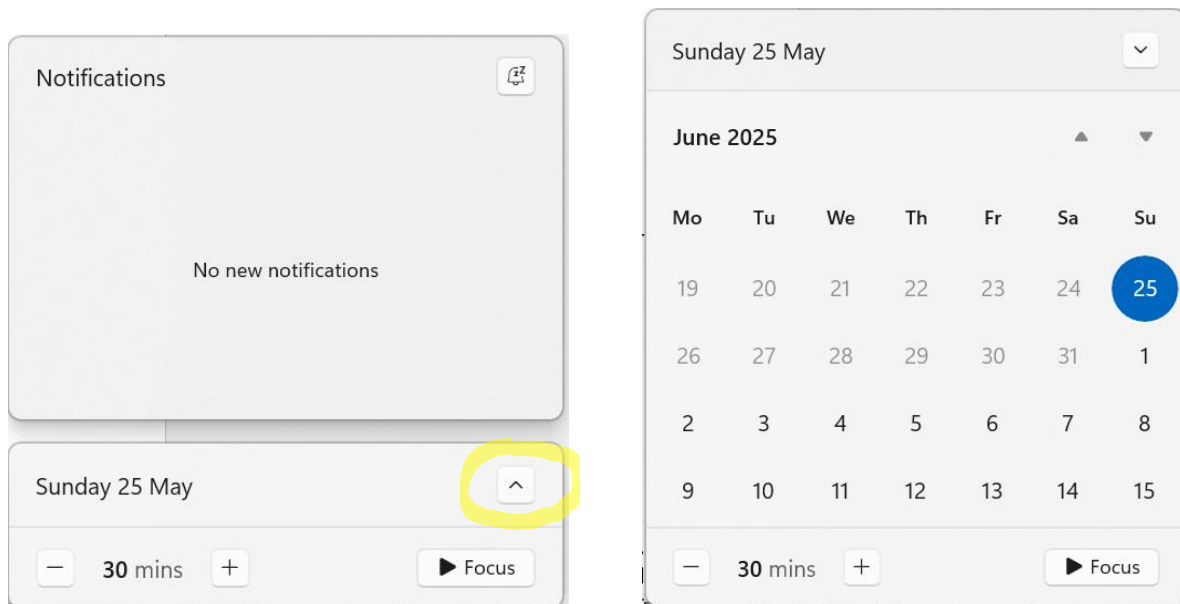
You may notice minor differences in the layout to your desktop.

Your start button taskbar and access to your programs will be in the middle of your taskbar. Click on your start button then All to give you your list of installed programs.



You will also have an additional step to access your calendar. Please click on the time and date on the right-hand end of your task bar.

You will see two boxes pop up, one for your notifications and one for your date. To view your calendar please click on the up arrow next to the date. See below.



You will also see Microsoft widgets on your taskbar e.g. weather widget below. Widgets will be subsequently removed after a minor update deployed by the ICT team.



Win 11 is designed to be compatible with Win 10 applications and we've tested / verified core applications but there may be 3rd party applications that do not function correctly. ICT will assist at best endeavours only after you consult with your suppliers and /or solution instructions.

Further user guides will soon be available in the ICT self-service portal and or Collabor8 but if you have any questions regarding Win 11, please contact the ICT operations team at the address below:

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