

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 has been upgrading Primary Care laptops in batches by allowing them to connect to Microsoft and download the Win 11 upgrade directly to your device. This has only been partially successful, and we need to push the upgrades directly to Win 10 devices using our management systems.

To avoid disruption to your work please leave your laptops (if still on Win 10) powered on and connected to the internet overnight during the week beginning 08/09/2025.

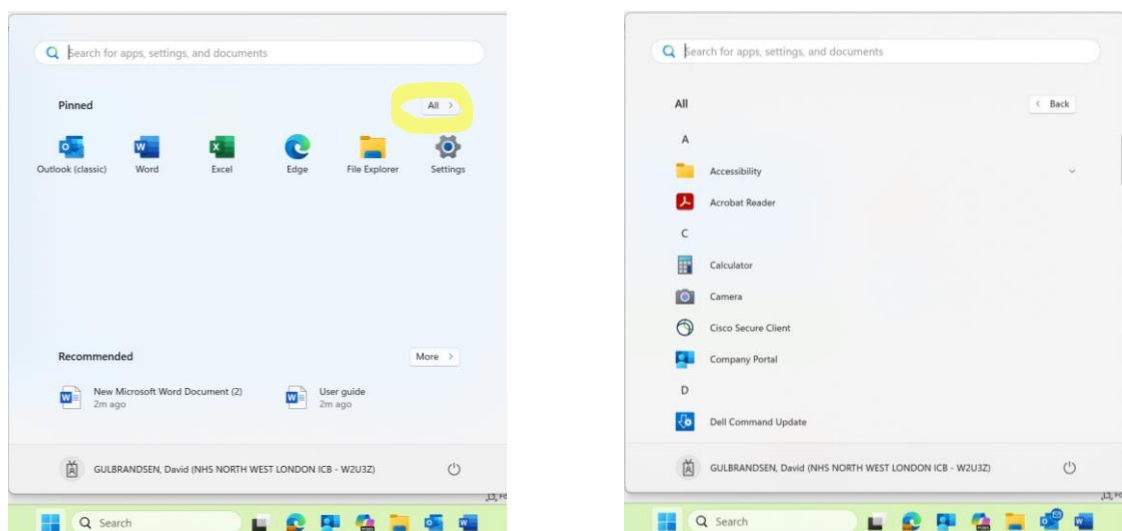
It's very important that you do this. Devices that aren't upgraded in this method will subsequently have the upgrade deployed during a normal working day.

Any devices still on Win 10 at the end of October may be disabled due to the security risk.

User Guidance.

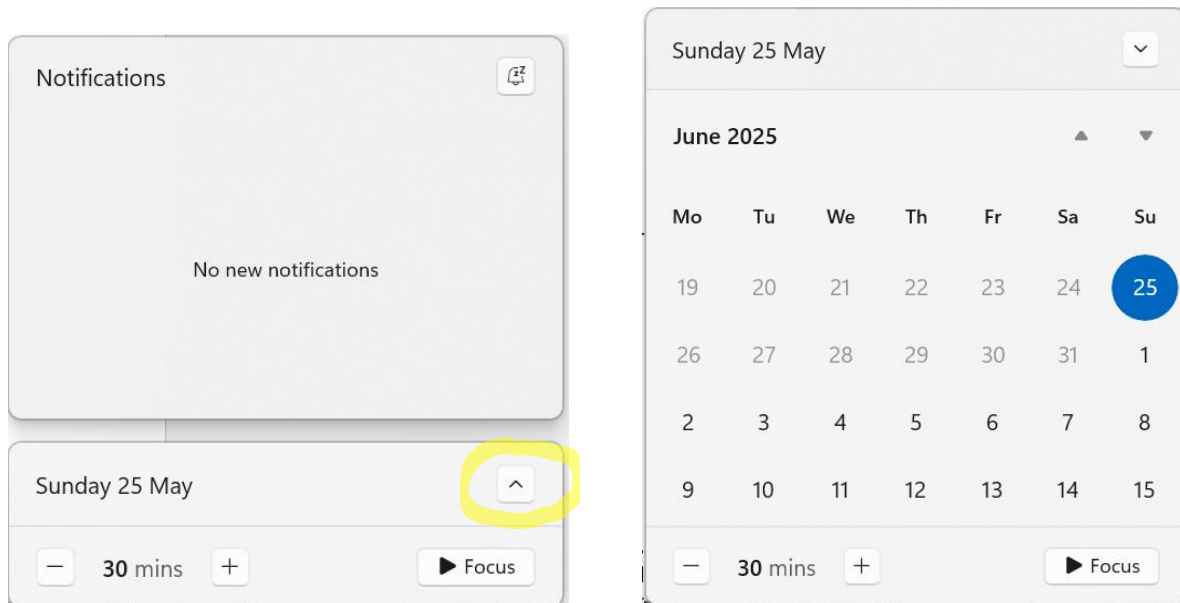
Once upgraded you will see a familiar log on screen, and you'll be able to log on with your normal credentials. However, you may notice minor differences in the layout to your desktop.

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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