# KAUST IT Guide to:
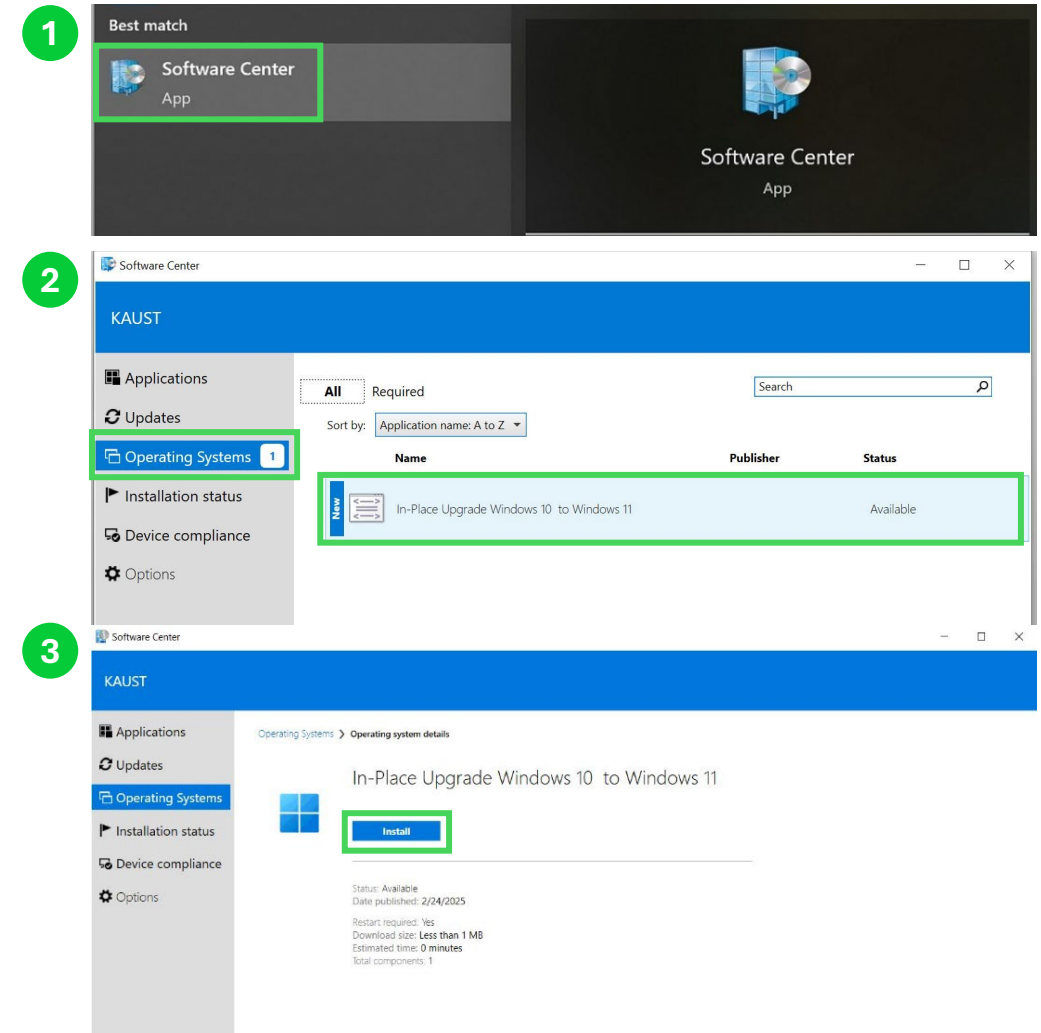# Upgrading to Windows 11

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Prerequisites:

- <u>Backup</u> all your data on a **hard drive**, **cloud storage** or **Atempo Lina**. <u>KAUST IT will not be responsible for any data loss</u>.

- For devices containing **critical software** used for research purposes, <u>check and confirm</u> with vendors if the software will be affected by the upgrade.

- Device <u>must have at least</u> **100GB** of **free disk space**.

- Computer <u>must be connected</u> to a **stable power source and a wired internet connection** throughout the upgrade.

- For any further questions or support. Please contact the **IT Service Desk** at **910** or **012 808 0910, or** visit **VITA.kaust.edu.sa** to log a ticket with our **Walk-in Support Desk**.
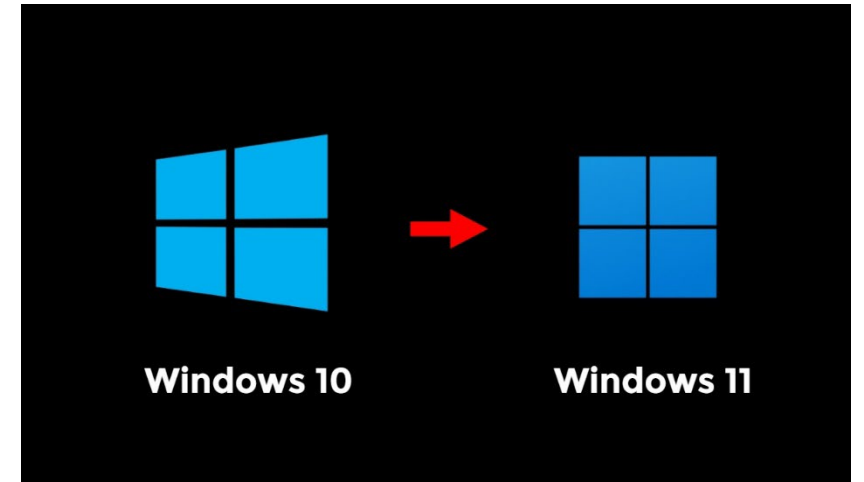
How to upgrade to Windows 11 – 1/2

1 **On your desktop** – Click the Start Menu and open **Software Center**

2 **In Software Center** - Click on **Operating Systems** and select **In-Place Upgrade Windows 10 to Windows 11**

3 **Operating System details** - Click **Install** to begin the upgrade process

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4 **During the installation** - A confirmation prompt will appear regarding multiple restarts, click **Install** to initiate the upgrade
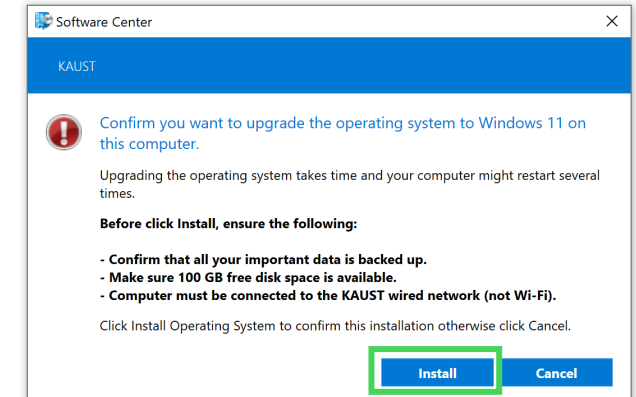
! **Please note that during the installation:**

- **Do not disconnect** your device from the internet or power source or turn it off
- Device will **restart multiple** times during the upgrade
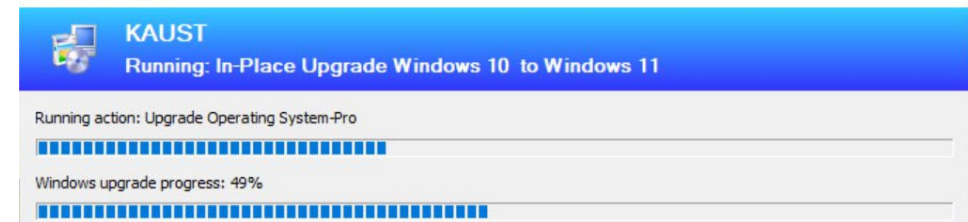- Upgrade will take **60 – 90** minutes

5 **Once the upgrade is complete, log in to your device.**

For further information or assistance, please contact the IT Service Desk on **910** or **012-8080-910**, or visit our **walk-in-support desk** during business hours. You can also log a ticket using our chatbot **VITA** at **it.kaust.edu.sa** (or **vita.kaust.edu.sa if you are off campus**).

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