Saving Files for a Computer Move or Operating System (OS) Reimage

Purpose

This guide is for the Microsoft desktop or laptop user who needs to move files for transfer to a new computer or save files before reimaging a computer system. You will need to take steps to save your critical files and folders that were <u>not saved</u> on the Mason Enterprise Services Architecture (MESA) but reside on your computer's local hard drive.

These instructions will guide you in the process necessary to ensure your critical files and folders will be successfully transferred.

Steps

Critical files and folders that do not reside on MESA would customarily reside in the **My Documents** folder. The **My Documents** folder is the standard location for storing user-created files on your computer's local hard drive. You will need to identify any critical files and folders that are not saved to the **My Documents** folder but are required to be transferred.

Before a computer move or system reimage:

- ✔ Identify files and folders that you will need to transfer but were not saved in the **My Documents** folder on your computer's local hard drive.
- ✔ Copy and save files not in My **Documents** to the **My Documents** folder.

ITU staff will assist and instruct you with these steps <u>but</u>

You are solely responsible for identifying your critical files and folders to transfer.

Help

ITU staff will assist you in this process – but the success of this operation depends on <u>your active participation</u>.

<u>While</u> the ITU Technician is on site with you:

You must be present to answer questions while the ITU Technician performs the service.

<u>After</u> the ITU Technician transfers your critical files and folders:

You must verify that all of your critical files and folders have been identified and transferred.

If you need assistance with this process, contact the ITU Support Center at (703) 933-8870 or email them at support@gmu.edu.