Windows 10 Upgrade Guide

Overview
In an ongoing commitment to provide a secure and compliant computing environment, Information Technology Services (ITS) has made Windows 10 updates and upgrades available via Software Center to managed Mason-owned computers that are joined to MESA.

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1. If your MESA computer is below the ITS-supported version of Windows 10, you will see the following on your screen when you connect to the Mason network:

![Windows 10 Upgrade Message]

The version specified and deadline will change with each subsequent version upgrade.

There will also be an Upgrade Windows 10 shortcut on your desktop. Double-click the shortcut to launch Software Center.
2. Click the **Upgrade Windows 10** shortcut in Software Center.

![Upgrade Windows 10 shortcut in Software Center](image1.png)

3. On the Application Details page, click **Install**.

![Application Details page with Install button](image2.png)
4. You have the option to click **Defer** or **Install**.

- **Defer** the upgrade installation up to three times prior to the deadline
- **Install** (Remember to save anything you are working on)

**NOTE:** This installation will take up to two hours. It is recommended to start the installation at the end of your work day. After the third deferral, you will not see this pop-up window again, and the installation will start automatically.

![Upgrade to Windows 10 - Fall Creators Update](image)

5. When the upgrade installation has begun, the following pop-up window will appear:

![Installation Progress](image)

The following temporary maintenance lock screen will appear and remain until the upgrade installation is complete:

![This workstation is currently upgrading to the latest version of Windows 10](image)
If you try to log in while the upgrade is in progress, you will see the following pop-up window:

![Upgrade in Progress](image)

If you try to log in again, you will see the following pop-up window:

![The sign-in method you’re trying to use isn’t allowed. For more info, contact your network administrator.](image)

Attempting to log in while your computer is upgrading will not impact the upgrade installation process.

Once the upgrade is complete, the maintenance lock screen will disappear, and your lock screen will return to its normal default. You should be able to log in as you normally do.

If you have any questions or concerns, please contact the ITS Support Center at 703-993-8870 or support@gmu.edu.