

Questions & Answers (Q&As)

Windows 11 upgrade

General Q&As

Why are we upgrading to Windows 11?

We need to upgrade to Windows 11 because Windows 10 will no longer be supported after 14 October 2025. This means no security updates, leaving our systems vulnerable, and our organisation will no longer meet compliance standards.

What are the benefits of Windows 11?

Windows 11 offers better security, improved performance, a modern and user-friendly interface, and new features that enhance productivity and collaboration.

Will I receive training on how to use Windows 11?

Yes, we'll provide user guides and other training materials to help you get familiar with Windows 11.

We will also have technicians from the ICT Service Desk dedicated to the Windows 11 upgrade to assist people with any questions and concerns you may have.

Can I keep using Windows 10 if I prefer it?

No, Windows 10 will no longer be supported after 14 October 2025, so upgrading is necessary to ensure security and compliance.

Will this upgrade apply to all devices, including desktops and tablets?

Yes, the upgrade applies to all eligible work devices, including laptops, desktops, and tablets.

Will the upgrade process disrupt my work?

We'll schedule upgrades in phases to minimise disruption, and you'll receive advance notice and instructions on what to expect.

How will I know when my device is scheduled for an upgrade?

You'll receive an email with the date, time, and details of your upgrade, along with any other important information you need to know regarding the upgrade.

We will also ensure that all leaders are equipped with information about the upgrade to support you along the way.

Will I get a new laptop/tablet?

We'll check if your device can run Windows 11.

- If it's compatible, we'll install Windows 11 on it.
- If it's not, we'll either boost its performance so Windows 11 can be installed or replace it with a new one.

When will my device be upgraded to Windows 11?

The upgrades will be rolled out over a period starting from the end of January 2025 up until October 2025.

We will inform you in advance for details of your upgrade.

Is there anything I need to do with my device to prepare for the upgrade?

There are a few easy pre-upgrade checks you will need to do before your device is upgrade to Windows 11. You can use this [pre-upgrade checklist](#) to do this.

Is there anything I need to do with my device after it's been upgraded?

After your device has been upgraded you can use this [post-upgrade checklist](#) to make sure everything is working correctly on your upgraded device.

We will have technicians available to help you with these post-upgrade checks when your device is being upgraded.

What happens if I miss my scheduled upgrade time?

There will be options for a make-up or drop-in session instead.

Who can I contact if I have issues after the upgrade?

The ICT Support Desk will be available to assist with any questions or technical issues after the upgrade. You can contact them via [#TeamPossible Support Hub](#) or by calling [1300 742 212](#).

You can also visit the [Windows 11 Upgrade](#) Intranet upgrade for other resources like user guides and technical Q&As.