

Questions & Answers (Q&As)

Windows 11 upgrade

Leaders Q&As

As a leader do I need to do anything to prepare my team for the upgrade?

The Windows 11 project team will reach out to you for a discussion regarding the logistical aspects of the upgrade. This discussion will include finding the dates that work best for you and your team and the type of upgrade that each team member will be receiving.

After this discussion we will send an email to you and your team with the specific upgrade information and details, and what you and your team can expect on upgrade day.

Please support your team by answering any questions or concerns they may have and ensuring that where possible all team members can complete their upgrade in the allotted time slot.

Here are some speaking points to assist you in conversations with your team members about the upgrade.

How can I help my team feel comfortable with the upgrade?

Encourage your team to review the training materials and resources available:

- [Windows 11 pre-upgrade checklist](#)
- [Windows 11 post-upgrade checklist](#)
- [Windows 11 user guide tips & tricks](#)
- [Windows 11 general Q&As](#)
- [Windows 11 technical Q&As](#)

More information and all resources can be found on the [Windows 11 Upgrade](#) Intranet page.

You can also reassure them that support is available, and if they have concerns, they can reach out to the ICT Support Desk.

What if someone can't attend site on the day of the schedule site visit?

The Windows 11 project team will work with the person directly to schedule the upgrade when the team member returns.

This is most likely to be a drop-in session later or we will work with them to plan a scheduled time and date specifically for them.

The same situation will apply if someone is on extended leave, like annual leave, maternity leave or long service leave etc.

We have unused devices in storage at my site. Will you collect these?

Yes, we will arrange a time to collect any unused devices.

My team members attend different sites all the time, which site should they attend and when?

They can attend any of the sites our team will be visiting to do their upgrade.

Can my team keep using Windows 10 if they are not ready to switch?

No. Windows 10 support will end on 14 October 2025, so upgrading is necessary for security and compliance for the organisation and for the device to work properly.

How can I make sure the upgrade process doesn't impact productivity?

Encourage your team to complete the pre-upgrade checklist beforehand and plan work around the scheduled upgrade time.

If the checklist is completed before the upgrade day, and you make sure your team are available, the process should be smooth and with less interruptions.

Why has my team been scheduled a full day or large block of time for the upgrade?

You do not need to be available for the entire day. We have done this to make the upgrade is as easy as possible for you and your team. By providing you a large amount of allotted time, it means that you can work with your team to make sure everyone can attend at a time that suits them on that day.

Will I need to track who has completed the upgrade in my team?

No. The Windows 11 project team will track and manage the rollout, but we appreciate your support in ensuring your team is aware of their scheduled upgrade.

What should I do if my team experiences 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](tel:1300742212).

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