

BEFORE your device is upgraded to Windows 11

Windows 11



Before upgrading to Windows 11, please complete a few simple checks to ensure your device is ready to be upgraded.

Check that OneDrive is sync'd / syncing

On the bottom right corner of your screen, find the blue cloud:

- If the cloud is blue and does NOT have a grey line running across it, your OneDrive is sync'd. No further action needed.



- If the cloud HAS a grey line striking it out then follow these steps:

1. Click on the blue struck through cloud
2. Click "Next"
3. Click "Next"
4. Click "Start backup"
5. Click "Use this folder"



If you get a message that some files could not sync click on each and follow the prompts to resolve the issues.

1



2



3



4



N

Use OneNote?
Be sure to sync under:

"File" → "View Sync Status"



BRACE



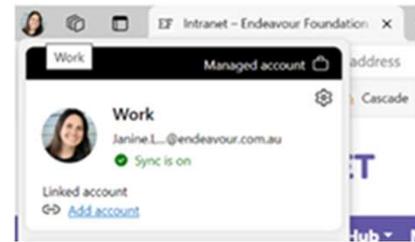
Community Solutions

NDVR
Endeavour Foundation

Check that Microsoft Edge is syncing

Open Microsoft Edge (your internet browser) and click on your profile icon/photo in the top left corner of the screen

If you see "Sync is On", you're all set!



If you do not, please follow the prompts to turn your Sync On:

1. Click on the three dots (⋮) in the top-right corner of your Edge browser window.
2. Select "Settings" from the dropdown menu.
3. In the left-hand menu, click on "Profiles". If you're not signed in, you'll see an option to sign in. Click on it and enter your Microsoft account credentials.
4. After signing in, click on "Sync" and toggle the Sync switch to On.
5. Choose the data types you want to sync, such as Favorites, Settings, Passwords, etc.

Import your Chrome bookmarks/favourites into Microsoft Edge

Do you currently use Chrome and have bookmarks/favourites saved?

1. Make sure you are connected to the VPN or at the office
2. On your current device desktop, find this ICON:
3. Double-Click the icon, then wait (this can take 10 seconds)
 - You will see a Microsoft Edge windows open
 - A second Microsoft Edge window will open – **this completes the import**
4. Open Microsoft Edge again to check if you can see your bookmarks/favourites.



**Please Note – Google Chrome will be unavailable for Windows 11*

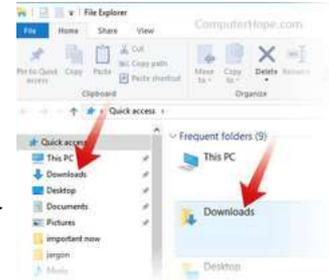
Move "Downloads" to OneDrive/Documents if you need them

Do you have files in your Downloads folder that you need to see after the upgrade?

NO If No, no further action needed.

YES If Yes, follow these steps:

1. Open your Downloads folder.
2. Move/Save any files to a OneDrive or Documents folder where they will sync.



Record passwords saved in your Chrome browser

If you have passwords stored on your Chrome browser, please record these in a safe place so that you can access them again when required.

Please note that no passwords will be imported from your Chrome browser to your Edge browser after the upgrade.

You are now ready for your upgrade to Windows 11

Remember – we are here to help!



**Log a ticket in
[#TeamPossible](#)
Support Hub**



**Email [windows11@
endeavour.com.au](mailto:windows11@endeavour.com.au)**



**Call us on
1300 742 212**



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