

Questions & Answers (Q&As)

Windows 11 upgrade

Technical Q&As

What happens to my files and folders after the upgrade?

All your files and folders will be backed up before the upgrade, except for your Downloads folder. To make sure your Downloads folder is available after the upgrade please follow the steps in the [Windows 11 pre-upgrade checklist](#).

Which internet browser should I use?

Microsoft Edge has been our default browser since April 2024. Previously, you could also use Chrome, but after the upgrade to Windows 11, only Microsoft Edge will be allowed.

Edge has all the functionality you need, but if you use Chrome bookmarks, you should import them before the upgrade by following these steps:

1. Open **Microsoft Edge**
2. Click the **three dots** in the top-right corner
3. Select **Settings**
4. Choose **Import browser data**
5. Under **Import from Google Chrome**, click **Import**
6. Select what you want to import and confirm

For more details, refer to the [Windows 11 pre-upgrade checklist](#).

I've already upgraded but forgot to move my Chrome bookmarks. Can I still import them?

Yes! Your Chrome shortcuts are saved in a folder in your **OneDrive**. Follow the steps in the [Windows 11 pre-upgrade checklist](#) to import them into Edge.

Where is my NDVR Teams background?

After upgrading to Windows 11, any custom background images you added in Microsoft Teams will need to be re-added. If you saved them in a folder on your previous system, they will still be there. Here's how to restore them:

1. Open **Microsoft Teams**
2. Go to **Settings > Devices > Background effects**
3. Click **+ Add new** and select your saved image

You can download Endeavour Foundation Teams backgrounds from the [Brand Hub](#) on the Intranet as well.

Why are some applications and plug-ins missing after the upgrade?

The upgrade installs the standard Windows 11 system and commonly used applications. Any extra applications or plug-ins require separate installation and we will be engaging with leaders prior to the upgrade to find out what additional applications your team require.

Will I need to reset my passwords after the upgrade?

No, your login details will remain the same. However, you may need to sign back into some apps like Outlook, Teams, and OneDrive.

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 as they will not be imported into the Edge browser.

Why do I need to press CTRL + ALT + DELETE to log in after my Windows 11 upgrade?

After the upgrade, you'll need to press CTRL + ALT + DELETE every time you log in. This is a security feature required to unlock your device.

After pressing the key combination you can enter your password, or use PIN, fingerprint, or facial recognition if enabled.

Why am I being prompted to set up a pin code and facial recognition when I login to Windows 11?

A pin code or facial recognition will be required when logging into your device. To set this up simply follow the on-screen prompts, which will appear on your login screen when you go to login the second time. You can also follow these [instructions](#) to set up your sign-in options as well.

What if I prefer not to use facial recognition?

If you don't want to login using facial recognition you can select '**Sign-in options**' on the login screen to choose an alternative login method.

Why is my computer asking me to update after my Windows 11 upgrade?

After the upgrade, your device may require 3–5 additional updates over the next few weeks. This is normal and ensures your system stays secure and runs smoothly.

You'll see a pop-up prompt asking you to restart your device within 5 minutes. Please complete the update as soon as possible.

Why have my monitor and display settings changed after my Windows 11 upgrade?

After the upgrade, your monitor and display settings will be reset. This means you may need to adjust your screen resolution, display order, or extended display settings.

You can follow these steps to reconfigure your display:

1. Click on **Settings** or use the search bar on the Taskbar.
2. Select **Display** from the menu.
3. Identify connected monitors, extend displays (if needed), and adjust display positions to match your previous setup.

Why do my Outlook view settings look different after the Windows 11 upgrade?

After the upgrade, your Outlook 'view' settings (such as reading pane layout, folder pane arrangement, and custom views) will reset to default. This means you'll need to reconfigure them to match your previous preferences.

To adjust your Outlook view settings:

1. Open **Outlook**.
2. Go to the **View** tab on the ribbon.
3. Select options like **Reading Pane**, **Folder Pane**, and **View Settings** to customise your layout.
4. Adjust settings to match your preferred view.

Why can't I see my OneNote notebooks after my Windows 11 upgrade?

After the upgrade, OneNote will create a new default notebook, and your existing notebooks from your previous device won't display automatically when you open the app for the first time.

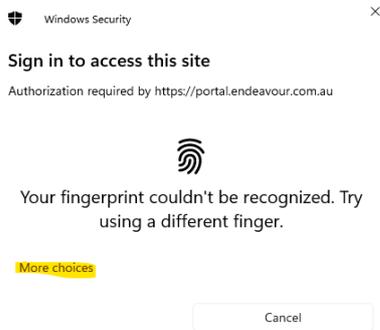
To open your previous notebooks:

1. Open **OneNote**.
2. Click on **File > Open**.
3. Locate your notebooks that were pinned or stored on the network from where they were originally created.
4. Click on each notebook to open it.
5. Your notebooks, along with their sections and pages, will now appear in the app.

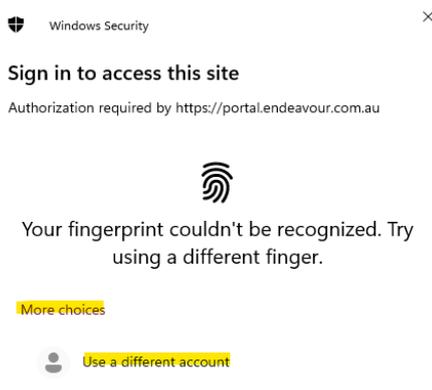
Why can't I log in to Power BI and Carelink SSRS using my fingerprint or facial recognition after the upgrade?

If you are unable to log in, follow the below steps to login with Edge.

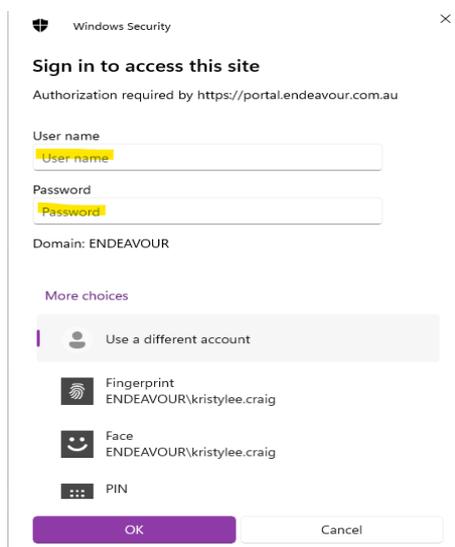
1. When you get to this window click on "More choices".



2. Then click on "Use different account".



3. Sign in using your username and password.



Why can I only use the Outlook Classic and not the new Outlook?

After a restart, some users may see a message stating, "This account has been blocked from accessing the new Outlook for Windows by your System Administrator." This is expected behaviour.

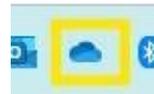
Click Continue twice, and Outlook should open correctly.

The new Outlook will appear for about one day after the upgrade, then revert back to Outlook Classic. Users are required to continue working in Outlook Classic.

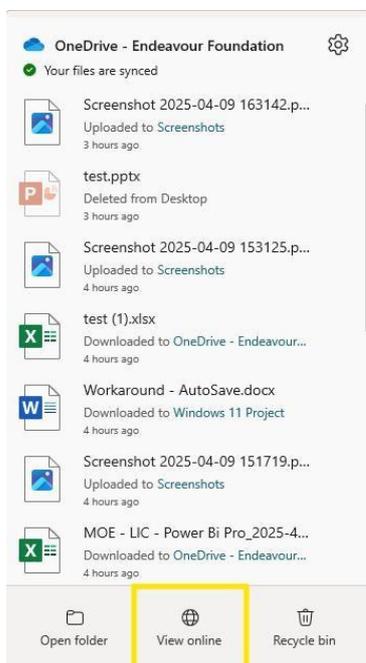
Why isn't AutoSave working in Word, Excel, or PowerPoint after the upgrade?

AutoSave may not turn on automatically when using Office apps with OneDrive on your desktop. For now, while this issue is being resolved, you can use the web version of One Drive:

1. Open **OneDrive** from the notification bar.



2. Select **View online** as below. Your web browser will open and you can continue using OneDrive online.



Why can't I find my Office templates after the Windows 11 upgrade?

After the upgrade, Office templates will no longer be available by default. This is a known issue, and the Windows 11 project team is working on a solution to sync templates automatically.

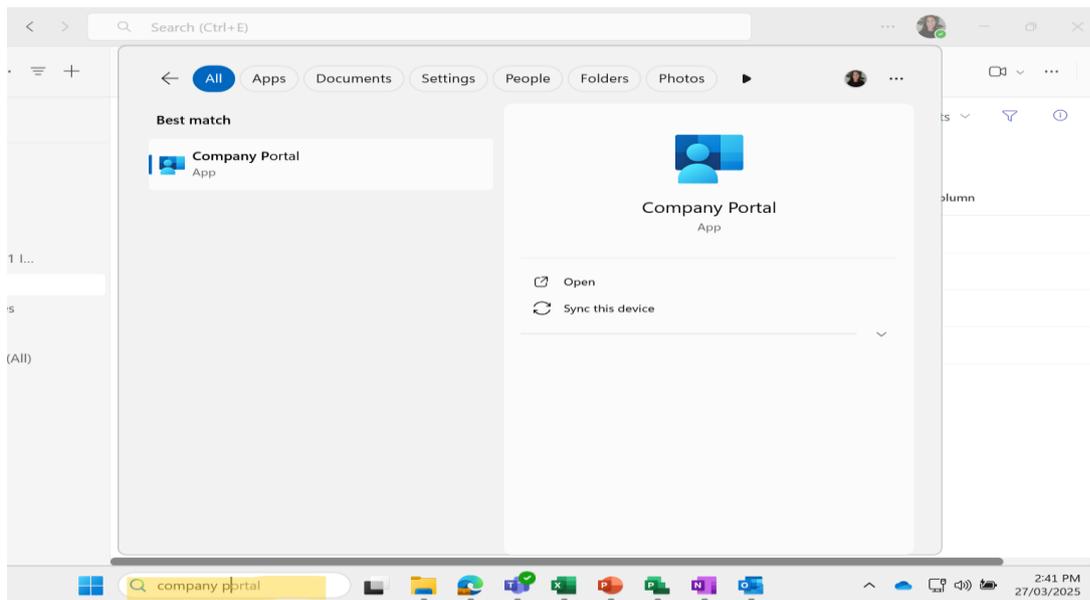
To ensure you don't lose access to Office templates:

1. Before the upgrade, save a copy of your templates to OneDrive.
2. After the upgrade, you can open them directly from OneDrive whenever needed.

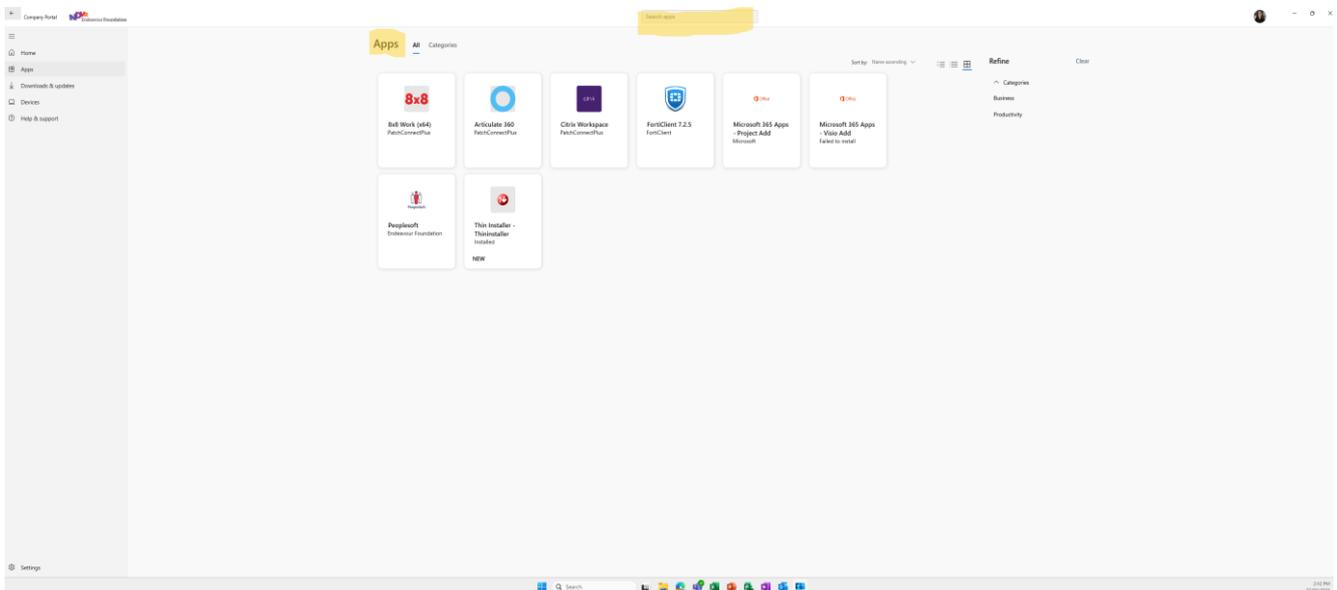
How do I install company apps using the Company Portal in Windows 11?

You can install approved applications on your Windows 11 device through the Company Portal. Follow these steps:

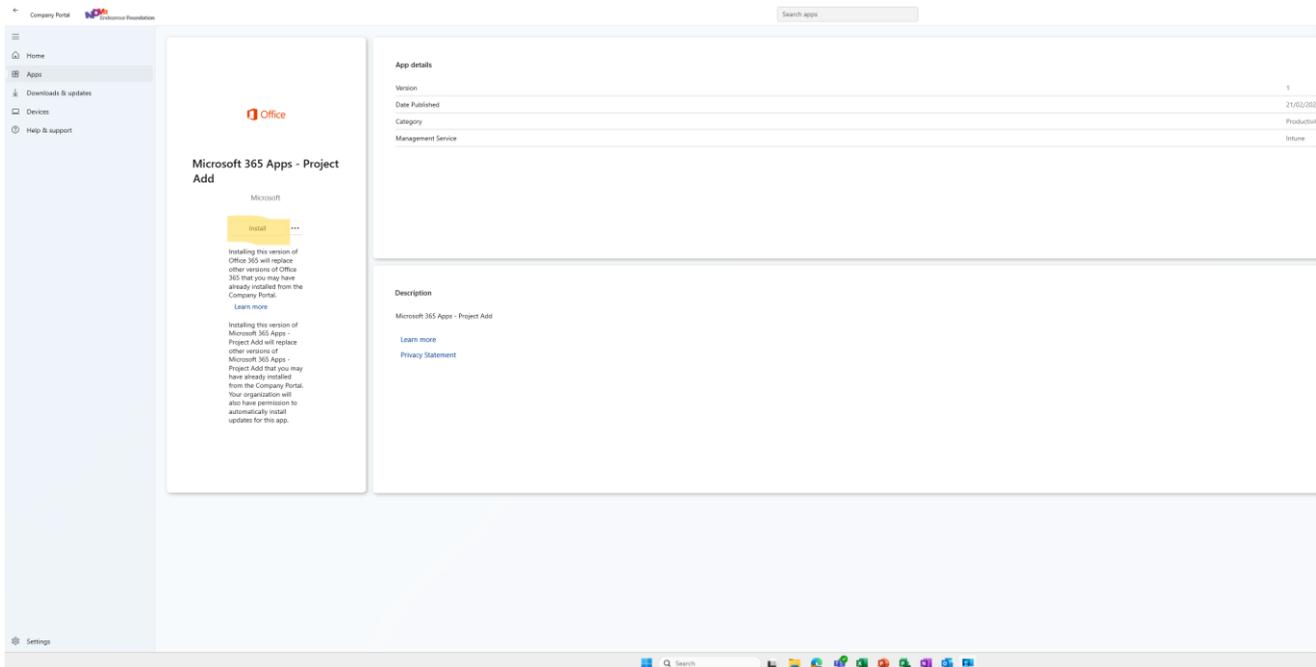
1. Open the Company Portal. You can do this by clicking on the **Start** menu (Windows icon) in the bottom-left corner of your screen and typing "Company Portal" in the search bar.



- Once the Company Portal opens, you will see a list of available applications. Use the search bar or browse the list to find the app you need to install.



- Click on the app you want to install and click the **Install** button. The installation process will begin, and once completed, the app will be available in your **Start** menu.



Is there a guide I can follow to make sure I know how everything works on Windows 11?

Yes, we have created the [Windows 11 user guide](#) that you can use to make sure you are using Windows 11 optimally.

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.