How do I upgrade my university Windows 10 computer to version 1909?

Tell Me

**Info**

Please see [this FAQ](#) to determine your current operating system version. In some cases you might already be running the latest version.

**Note**

The upgrade installation may take up to 1 hour to complete and will involve multiple reboots.

- Desktop computers: It's recommended that you start the installation right before leaving the office for the day (or another open window of time, such as during lunch).
- Laptop computers: Make sure your laptop is plugged in. The installation can be completed on- or off-campus.

1. Log into your university computer using your NinerNET credentials
2. Click on the **Start/Windows** button in the lower left corner of your desktop
3. Under **All Programs/All Apps**, locate the **Microsoft Software Center** folder
4. Open **Software Center**
5. Select **Operating Systems** on the left

![Image of software center](image-url)
6. Locate **Windows 10 1909 - Upgrade** and click the **Install** button

7. Follow the prompts until installation is complete

**Info**
If you have trouble upgrading, contact the IT Service Desk, 704-687-5500 or help.uncc.edu

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**Related FAQs**

- How do I upgrade my university Windows 10 computer to version 1909?
- What software has been verified to work with Windows 10?
- How do I remove the search box from the task bar in Windows 10 (version 1909)?
- How do I request my University computer to be upgraded to Windows 10?
- How do I fix a shortcut to a Google Drive shared folder?