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

Tell Me

Mosaic computers in the William States Lee College of Engineering follow a different process. Mosaic staff upgrade Mosaic computers.

Info

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

Windows 10 N is included in this year's upgrade.

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

![Software Center](image)

6. Locate **Windows 10 1909 - Upgrade** and click the **Install** button

![Software Center](image)

7. Follow the prompts until installation is complete

![Info](image)

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 fix a shortcut to a Google Drive shared folder?
- How do I know what operating system I am running?