

Upgrading to Windows 11 - Frequently Asked Questions

This FAQ addresses common concerns and questions for users upgrading from Windows 10 to Windows 11, providing essential information to ensure a smooth transition.

Q. Why should I upgrade to Windows 11?

Windows 10 is reaching the end of its life, meaning it will no longer receive security updates or support from Microsoft. Windows 11 offers enhanced security features, improved performance and new functionalities that can improve your computing experience.

Q. When is Windows 10 end of life?

Windows 10 will reach its end of life on 14th October 2025. After this date, Microsoft will no longer provide updates or support for the operating system.

Q. What does "end of life" mean for Windows 10?

It means Microsoft will cease all support, including security updates, bug fixes and technical support. Running an unsupported OS increases vulnerability to security risks and software compatibility issues.

Q. Can I upgrade to Windows 11 for free?

Yes, eligible Windows 10 PCs can upgrade to Windows 11 with no additional cost, if you have a Business Premium licence.

Q. Is my PC compatible with Windows 11?

Windows 11 has specific system requirements, including a compatible 64-bit processor, 4GB RAM, and 64GB storage. We'll be able to check for you and ensure your device is compatible.

Q. How long does the upgrade process take?

The upgrade process can vary depending on the hardware and internet speed but generally takes around 30 minutes to an hour.

Q. Will my files and applications be preserved?

Yes, your files and applications should remain intact during the upgrade. We'll always ensure we back up your data before starting the upgrade process.

Q. Will my accessories work with Windows 11?

If they work with Windows 10, they should work with Windows 11. However, it's a good idea to check with the manufacturer for any updated drivers or software required for Windows 11 compatibility.