A General Questions About Microsoft Windows 10

A.1 What is Microsoft Windows 10?
Windows 10 is the newest version of the Windows operating system. It is based on the Windows 8.1 platform that it replaces, but it offers many more of the comforts available to you with Windows 7. Many may have already upgraded to Windows 10 at home or purchased a new computer with Windows 10 on it. While it is different, the new functionality and navigation of Windows 10 is similar to Windows 7, including the classic start menu, right-click contextual menus, and minimize, maximize, and close buttons available just as they were in Windows 7.

A.2 How will I benefit from the transition to Windows 10?
There are several benefits to upgrading to Windows 10:

1. With a new computer, running Windows 10 will utilize all of your new computer’s resources and make it run better—new computers are built to run the newest operating systems.
2. With the Bring-Your-Own-Device (BYOD) trend, Windows 10 is designed to integrate the Windows environment across multiple devices. There are numerous features built into the new operating system to allow more functionality on mobile devices such as laptops, tablets, and smartphones.
3. Your computer will be fully supported by Microsoft and more secure from new threats and malware or virus infections for its entire lifespan.

A.3 Will there be a 32-bit and a 64-bit version of Windows 10 available?
No. We have been installing Windows 7 64-bit on campus computers for a while now and most are using the 64-bit version without issue. From the client’s perspective (you), the 64-bit operating system is faster and doesn’t differ noticeably from the 32-bit version of the operating system. Newly purchased computers will not be able to run 32-bit Windows. If there is hardware or software used for a primary business function that requires a 32-bit operating system, OTS can configure an existing Dell computer with Windows 7, but your department should start planning to replace the incompatible hardware or software before Windows 7 is retired in 2019.

A.4 What is the difference between 32-bit and 64-bit operating systems?
The 64-bit version of Windows uses system resources, e.g. memory, more effectively than a 32-bit system. In general, your computer will boot up faster and process commands quicker in 64-bit. All computers sold in stores come with the 64-bit operating system and it has been the Towson standard since the introduction of Windows 7.
A.5  **What is different between Windows 7 and Windows 10?**
The biggest difference is the new Start menu. It has a totally different look, but it still offers you access to all of your applications, computer settings, and power options for shutting down or logging off. It allows you to use tiles to have easy access to your most frequently used programs and files. You can arrange the tiles however you like and you can even remove them all if you don’t like them. Windows 10 also includes the all new Edge browser. This is Microsoft’s fastest and most secure browser.

A.6  **Is there a big learning curve?**
If you are used to working on Windows 7, you will need to learn and get used to Windows 10. However, you will quickly find that many of the functions and navigation shortcuts in Windows 10 are much like Windows 7. Overall, the new functionality of Windows 10 offers great efficiencies in computing much like you have come to expect when using mobile devices. It’s worth the effort to learn, and OTS training offers some self-help resources and training at [http://www.towson.edu/otstraining](http://www.towson.edu/otstraining) to help you beat the curve.

A.7  **Why do I have to have to Windows 10 on my new computer? Why can’t I use Windows 7?**
Intel has changed processors. With the newest operating system, we receive full support from Microsoft and Microsoft’s continued efforts to fix issues and improve the functionality of the operating system. Once a previous operating system starts to lose the focus and support from Microsoft, it puts you and the university at risk. Microsoft only provides limited support for previous generations of operating systems. Support for Windows 7 began to be reduced by Microsoft in January 2015, and full lifecycle phase-out is expected in January 2020.

A.8  **Will Towson install Office 2016 with Windows 10?**
Yes. We will deploy Office 2016 as our standard Office version in May 2016 as we deploy Windows 10 as our standard operating system. For more information about Office 2016, see our Office 2016 FAQ.

A.9  **What happened to Windows 9?**
Microsoft never made it. After Windows 8, they decided to skip straight to 10.

B  **Windows 10 Features**

B.1  **How has Windows 10 changed since Windows 7?**
Windows 10 is very different from our current standard operating system, Windows 7. It still offers all the comforts of the traditional Windows 7 operating system, with new features that save time and increase efficiency. The biggest difference is the new Start menu. It has a totally different look, but it still offers you access to all of your applications, computer settings, and power options for shutting down or logging off.
B.2 What are Start menu tiles?
The Start menu in Windows 10 allows you to use tiles to have easy access to your most frequently used programs and settings. You can arrange the tiles however you like and you can even remove them altogether if you don’t like them. Some tiles are active and offer you up to the minute information, such as weather.

B.3 What is Cortana?
Cortana is a digital assistant who will help you search your computer and the web. She is sort of similar to Siri or Hey Google, which you may have used on your mobile devices. She can tell you about the weather or traffic, give you stock market updates, answer questions, and even tell jokes.

B.4 What is the difference between Internet Explorer and Edge?
Edge is Microsoft’s newly designed web browser for Windows 10. It is Microsoft’s fastest and most secure browser, and it features the ability to annotate web sites and share pages with your annotations. Your computer will still have Internet Explorer, Chrome, and Firefox, so you can continue to use whatever browser you prefer.

B.5 Can documents be saved and available on OneDrive or on other cloud storage services?
Every faculty and staff member has access to OneDrive for Business, which allows documents to be saved and accessed from anywhere. We do not recommend using any other cloud storage. Every faculty and staff member also has access to Virtual Workspace which can be used to access personal H: drives and departmental O: drives. Virtual Workspace is secured by our own security protocols, and is accessible from any computer with an Internet connection.

B.6 What’s new in the Settings menu?
The Settings menu lets you adjust a wide variety of settings on your computer, such as personalizing your desktop background, menu colors, screen savers, and the languages your computer recognizes. You can also see your display settings, internet connection, and turn on accessibility options like the screen reader or high-contrast mode. The settings menu does not replace the Control Panel, it is designed to make it easier to access the settings that you may want to adjust, while the Control Panel is for more behind the scenes features that OTS may need to adjust.

B.7 Is it true I don’t have to hit Ctrl-Alt-Delete to bring up the login or unlock screen on my computer?
Yes. When your computer is locked or not logged in, you can hit any key or click the mouse to bring up the login screen. When you are logged on to the computer, you can still use Ctrl-Alt-Delete to lock your computer, sign out, or change your password.

B.8 Why is the Windows Store disabled?
Microsoft created a Windows Store, much like the app stores you find on iOS, Android, or Windows mobile devices. Since Towson doesn’t offer any apps to faculty or staff, and OTS does not have the opportunity to test the apps in the store for security or compatibility with our systems, the store has been disabled on Towson computers.
B.9 What is a Microsoft Account?
A Microsoft account is the new name for what used to be called a Windows Live ID. For more information, see [http://windows.microsoft.com/en-us/windows-live/sign-in-what-is-microsoft-account](http://windows.microsoft.com/en-us/windows-live/sign-in-what-is-microsoft-account). You do not need a Microsoft Account to access your Towson computer, and Towson can’t offer support like resetting the password for your Microsoft account.

B.10 Do I have to sign up for Hotmail, SkyDrive, etc. when setting up my Microsoft Account?
No. While you can use your Microsoft Account to sync with and use other Microsoft services like Hotmail and SkyDrive, you are not automatically signed up or required to sign up for any additional services.

C Campus Deployment: Timelines, Planning

C.1 When will Windows 10 be available?
Windows 10 will be available to faculty and staff after June 1, 2016. Windows 10 is already available for classroom and lab technology staff.

C.2 Who does Windows 10 apply to?
Windows 10 only applies to new computer purchases and existing systems that have a compelling business reason to run Windows 10. Existing computers will continue to use Windows 7 for the rest of their lifespan or until Microsoft stops supporting it in January 2020. If OTS needs to do a clean install or rebuild on your existing system, your computer will be considered for the upgrade to Windows 10.

We have already worked with local IT and contacts outside of OTS to test Windows 10. Financial Services will not be able to start testing until after the current fiscal year closeout. It is recommended that those using financial applications not purchase new computers and continue to use their current computers with Windows 7 installed until this testing can be completed.

Windows 10 is available now. We started to install Windows 10 on newly purchased computers in June 2016. Labs and classrooms also have access to Windows 10. The timeline for installing Windows 10 in labs and classrooms is the department’s call.

C.3 How do I know if my computer is slated to be upgraded?
If you have an existing computer that is working fine, you will not be upgraded. If you purchase a new computer or if OTS needs to do a clean install or rebuild on your existing system, your computer will be considered for the upgrade to Windows 10 based on the recommended minimum system requirements at Towson.

C.4 I am getting a new computer and I would like to have Windows 7 installed on it. Is that OK?
No, all new computers are required to have Windows 10 installed. Intel has changed processors and the new hardware is not full compatible with Windows 7. If you have to keep Windows 7 for a business reason, you can request a reconditioned computer from EduCycle.
C.5 I have a Mac and am running Windows in a Virtual Machine (VM). Do I have to upgrade?
No. Upgrading an operating system is only performed if there is a compelling academic, business, or research need to do so. To request an upgrade, submit a TechHelp service request or call the Faculty/Staff Help Center at 410-704-5151.

C.6 Having my computer unavailable during the installation is inconvenient. What can I do?
If you want OTS staff to see an Administrative Assistant to gain access to your office, we can take care of configuring a computer for you at a time when you are away from your office. However, generally, it is recommended that you be present as we can help you become familiar with the new operating system and help you find resources and training that is available to you.

C.7 Does this include laptops?
Yes. New laptops configured with Windows 10 include many features that are catered towards mobile devices much like what you find on tablets and smart phones, making it a lot more efficient and mobile ready. For existing laptops, upgrades will be based on relevant business need.

C.8 If I have a TU desktop computer signed out to use at home, will it be upgraded too?
No, unless there is an academic, business, or research need to do so. However, if we need to clear and rebuild the computer, we will consider upgrading the computer to Windows 10.

C.9 Can I get Windows 10 for my personally owned home computer system?
Towson will not be providing Windows 10 for personally owned computers, but it is available for free from Microsoft until July 29, 2016. For more information about the free upgrade, see https://www.microsoft.com/en-us/windows/windows-10-upgrade.

C.10 What about campus labs?
Timetables for upgrading computers in classrooms and computer labs are managed by college and department staff. Eventually all labs will be upgraded to Windows 10 as hardware is updated, but it remains at the discretion of the technology staff responsible for the space. Generally, classrooms and computer lab upgrades coincide with college or department faculty and staff upgrades plans.

C.11 Will computers in Technology Equipped Classrooms be affected?
The deployment of Windows 10 to classrooms will not happen immediately. The Office of Technology services is dedicated to not disrupting the education process. Therefore, computers in the classrooms will be upgraded at the discretion of the local technology coordinator in charge of the space in question. The local technology providers on campus will generally begin upgrading their systems when they feel they are able to support the new operating system.
C.12 If I have Windows 7, can I switch to Windows 10 as part of this upgrade?

OTS will not be upgrading existing computers on campus to Windows 10 unless there is a compelling academic, business, or research need to do so. However, if we need to clear and rebuild an existing computer, we will consider upgrading the computer to Windows 10. OTS will assist the department with quotes for purchasing any upgrades necessary to run Windows 10 as well.

C.13 How do I get Windows 10?

All new computers will have Windows 10 installed, while existing computers will continue to use Windows 7 for the rest of their lifespan or until Microsoft stops supporting it in January 2020. You don’t have to do anything special to get it.

D Compatibility and Support

D.1 What are the minimum system requirements for a computer to run Windows 10?

While Microsoft lists minimum system requirements, generally it is a good idea to have more than their defined minimum requirements to run Windows 10 well. Towson’s recommended system specifications include:

- Intel Core i5 Processor
- 8GB Memory
- 256GB SATA Solid State Drive

D.2 What if I have a compatibility issue? Will OTS pay to upgrade my software/hardware to be compliant?

If you have a compatibility issue with Windows 10, you will need to continue to use your current computer or get a repurposed computer from EduCycle that will run Windows 7. However, Microsoft will stop support for Windows 7 in January 2020. Your department will need to budget for and plan to upgrade any software or hardware that is not compatible with Windows 10 before this time. Windows 7 will be decommissioned and removed from all computers on campus before Microsoft support stops.

D.3 I have an old computer that needs to be cleared and rebuilt. I don’t think that it will run Windows 10. Do I have to upgrade?

If your computer does not meet the recommended minimum requirements, you do not have to upgrade to Windows 10. If you and your department want to upgrade to Windows 10, OTS can assist you with quotes for hardware to bring your system up to the minimum system specifications.
D.4 What can I do if I want to upgrade to Windows 10, but my computer does not meet minimum system requirements?
OTS will work with you to determine your options. It is possible that an EduCycle computer or a Trade Up will be available. If there are available upgrades for your existing computer to help meet the minimum system requirements, we can assist you with quotes, processing the purchase, and installing the upgraded parts.

D.5 How do I find out if my computer meets minimum system requirements?
Minimum system requirements are mostly based on memory and disk space. Most computers will have the disk space required, but you will want to verify how much memory you have. To find out how much memory you have on your current system:

1. Select Start Menu
2. Select and open Towson System Information.
   a. If you do not see Towson System Information, left-click “All Programs”. You will see Towson System Information listed there.
3. Under the “Hardware Details” section of the Towson System Information window, look to see how much memory you have.
4. You will also find the Total Disk Size and Free Disk Space in this location as well.

D.6 Will Towson be supporting touch screen devices with Windows 10?
Yes, OTS will be creating a recommended device list. This will include touch-screen options for laptops and desktops. There will also be a recommended Windows 10 tablet. OTS will support all devices recommended on that list. OTS will continue to offer only limited support to BYOD touch screen devices.

D.7 What are the minimum hard drive space, memory, and processor allocations necessary to run Windows 10 in a VM?
You will need to allocate at least 4GB of memory, a minimum of 128GB (Available) of hard disk space, and 2 processor cores to your VM in order for Windows 10 and Office 2016 to run well.

D.8 My computer runs Windows, but I have no idea what version is installed. How can I find this out?
You can find out what version of Windows you are currently running by:

1. Select Start Menu
2. Select and open Towson System Information.
   a. If you do not see Towson System Information, left-click “All Programs”. You will see Towson System Information listed there.
3. Under the OS Details section of the Towson System Information window, look to see what version of Windows operating system you have.
D.9 I have software or hardware peripherals, e.g. printers, scanners, that are not compatible with Windows 10, can I keep Windows 7?
OTS will address incompatibilities on a case-by-case basis. You can keep Windows 7 on your existing computer or you can receive a repurposed computer from EduCycle, but you will not be able to get a new computer. However, Microsoft will stop support for Windows 7 in January 2020. Your department will need to budget for and plan to upgrade any software or hardware that is not compatible with Windows 10 before this time. Windows 7 will be decommissioned and removed from all computers on campus before Microsoft support stops.

D.10 How do I know if my current software or hardware peripherals (e.g. printers, scanners) will work or be compatible with Windows 10?
OTS can assist with determining that. It is also recommended to look at the manufacturer’s web site for guidance in regards to compatibility and updates.

D.11 If something goes wrong or one of my applications or hardware peripherals (e.g. printers, scanners) doesn't work after the upgrade, what do I do?
It is recommended that the department check the manufacturer Web sites for their software before upgrading to Windows 10. OTS can also assist you with determining your software’s compatibility. However, if your system has been upgraded and you find your software does not work, and you have contacted the manufacturer for help, OTS can arrange for you to get a repurposed computer from EduCycle to run the incompatible application or peripheral.

E   HELP, SUPPORT RESOURCES, AND TRAINING

E.1 What are the training resources available for Windows 10?

E.2 Can I call the Faculty/Staff Help Center for assistance with Windows 10?
Yes. As the new university standard operating system, the Faculty/Staff Help Center will fully support it.

E.3 Will OTS offer training classes on Windows 10?
Formal workshops will not be offered for Windows 10. However, there are a variety of self-help learning materials available on the OTS Training website. Lynda.com (an extensive online software training tutorial video library) offers Windows 10 training as well. To gain access to Lynda.com, submit a TechHelp service request using the request type of Employee Role/Training/Documentation/Lynda.com. In the request detail section, enter your name, department or college, email address and extension.

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