



 Add to saved

# Help your customers have a positive upgrade experience

10 MINS | 4.9 (191) ★★★★★

Start Story

## Modules in this Story



Help your customers have a positive upgrade experience

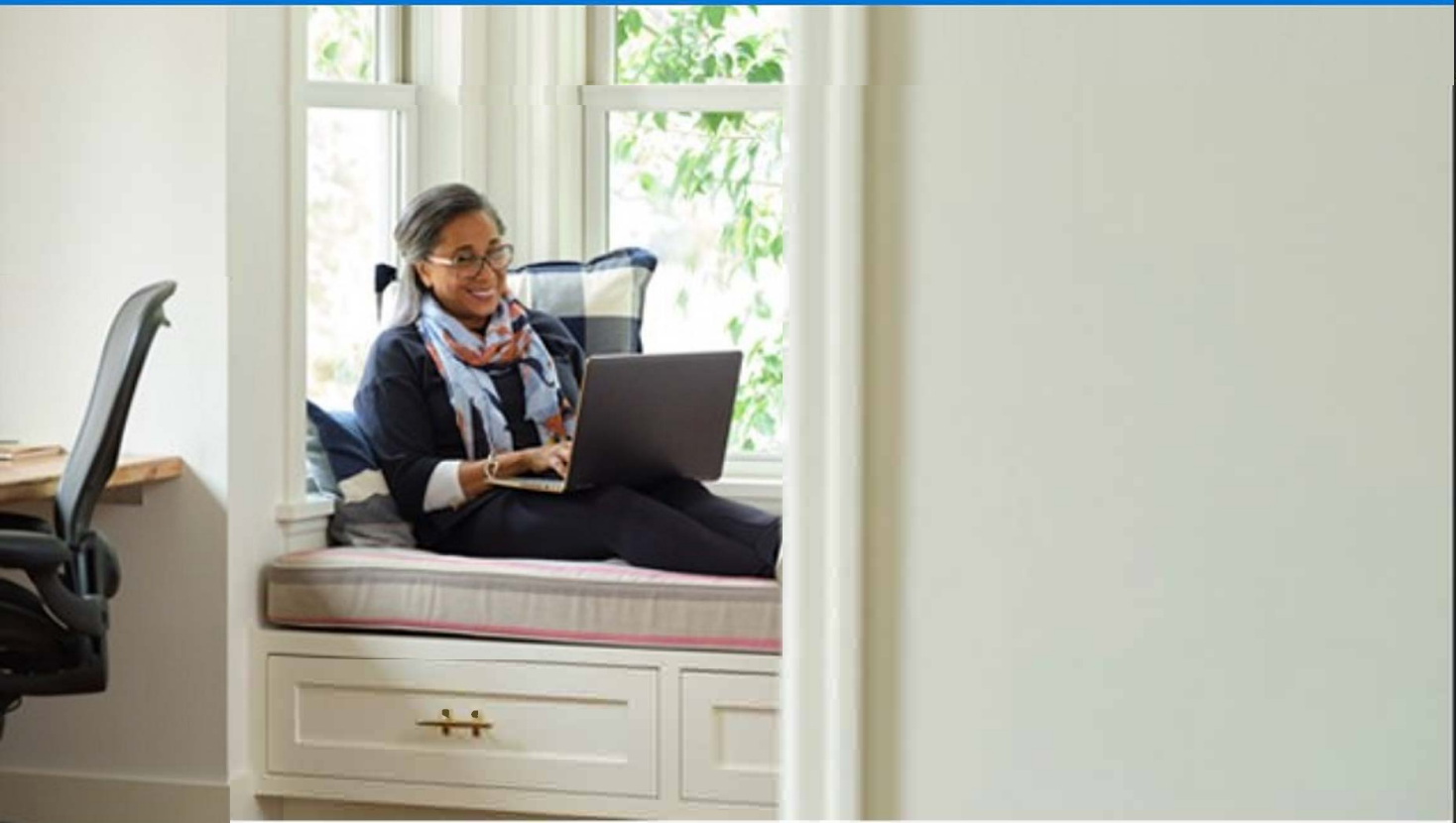
10 MINS



Help your customers have a  
positive upgrade experience

[ACCESSIBILITY](#)

[START >](#)

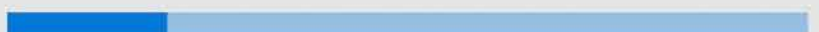


## Ensure a great experience

With **easy-to-use tools** that help you optimize your screen space with new ways to connect, work, and play—Windows 11 is the place that brings you closer to the things you love.

By making sure our customers have a great **Windows 11 upgrade experience**, we can help ensure their entire Windows 11 experience is everything we'd hoped it would be.

***In this story, we'll discuss possible issues that may affect a customer's upgrade and ways you can help solve them.***



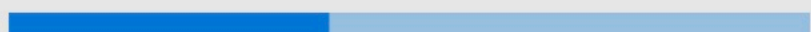


# Tips for successful upgrade

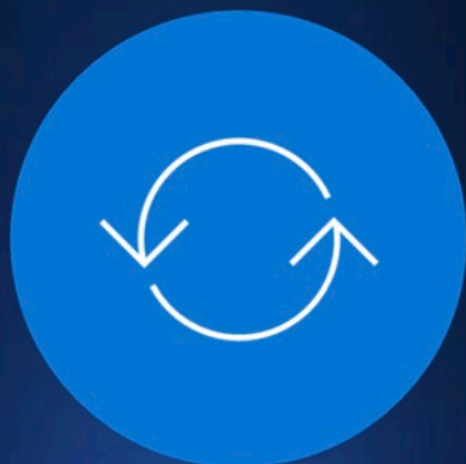


In order to ensure your customers have a great experience in their upgrade to Windows 11, there's a few tips you should follow.

***Let's take a look at some things that can help make their upgrade to Windows 11 as smooth as possible.***



# Tips for successful upgrade



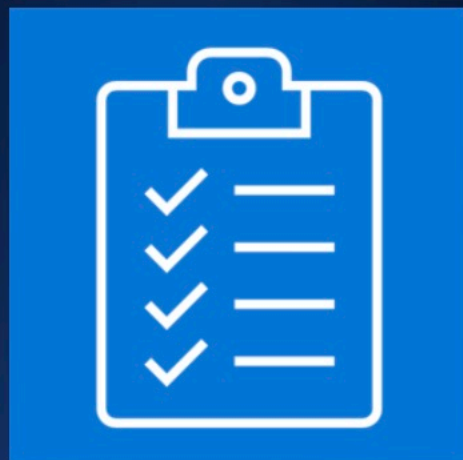
## Windows 10 2004 update

Ensure your customer's Windows 10 device has, at minimum, the Windows 10 2004 update installed.\* You can check this in the Windows 10 settings app under "**Windows Update.**"

\*Internet access required. Service fees may apply.

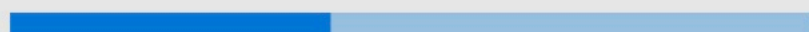


# Tips for successful upgrade



## Check requirements

Visit and read the [device upgrade requirements](#) to check whether a device is eligible to upgrade to Windows 11. Or, download and run the [PC Health Check App](#).

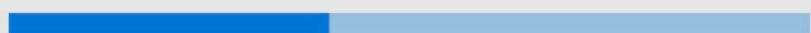


# Tips for successful upgrade



## Ensure there's enough storage

Windows 11 requires 64 GB of memory. During the upgrade process, however, **extra space is required**. Windows will clean up this extra disk space about ten days after the upgrade is complete.





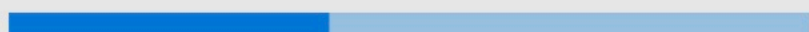
# Tips for successful upgrade



## Start the upgrade

Remember, **Internet access is required for download**. So, make sure your customer's Windows device is connected to the Internet. The upgrade process will take approximately **three (3) hours** based on their Internet connection and requires an **average download size of 3-4 GB**.\*

\*Internet access required. Service fees may apply





# Tips for successful upgrade



## Sign in with your Microsoft account

In order for your customer to get the **best Windows 11 experience**, a Microsoft account is required. Help them sign in with an existing Microsoft account or create a new one.

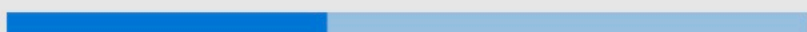


# Tips for successful upgrade



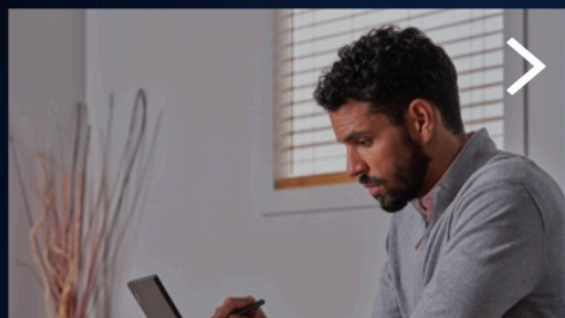
## Choose your settings

Help your customer understand how they can back up their important folders on their Windows 11 PC with [OneDrive PC Folder Backup](#).



# Resolving customer issues

Select a picture below to learn about specific upgrade issues your customers may have.



Windows Insiders



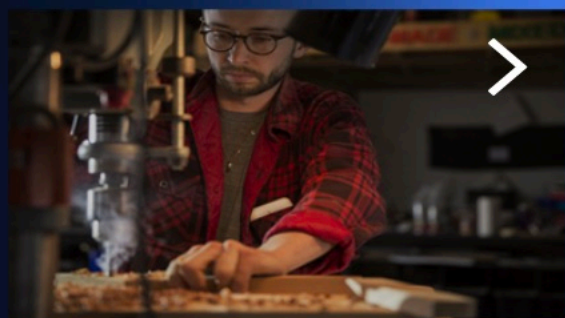
Device not qualifying



Processor not supported



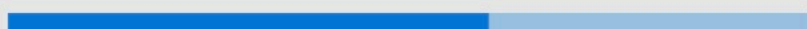
Insufficient disk space



TPM issues



Microsoft account issues





# Windows Insiders



***"I've been using Windows 11 as a Windows Insider, but the PC Health Check App says my device no longer qualifies."***

**SOLUTION >**



# Windows Insiders

"Thanks for being part of the Windows Insider Program!

**For Members**, the system requirements were bypassed during this trial. However, now that Windows 11 is available to the general public, the system requirements are being fully enforced. **The PC Health Check App is correct** and your device does not meet the system's hardware requirements."

PROBLEM >

MENU >

# Resolving customer issues

Select a picture below to learn about specific upgrade issues your customers may have.



Windows Insiders



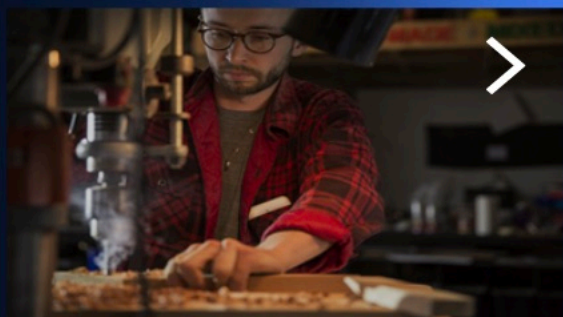
Device not qualifying



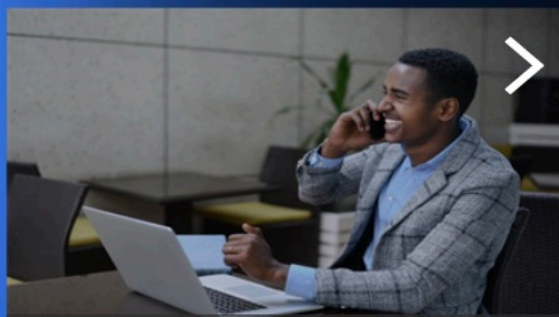
Processor not supported



Insufficient disk space



TPM issues



Microsoft account issues





# Device not qualifying



***"I have Windows 10 and it says I don't qualify. I don't know what to do?"***

**SOLUTION >**

# Device not qualifying

"The **PC Health Check App** will indicate which system requirement your PC does not meet.

If your device does not meet the requirements, **you may need to consider purchasing a new device.**"

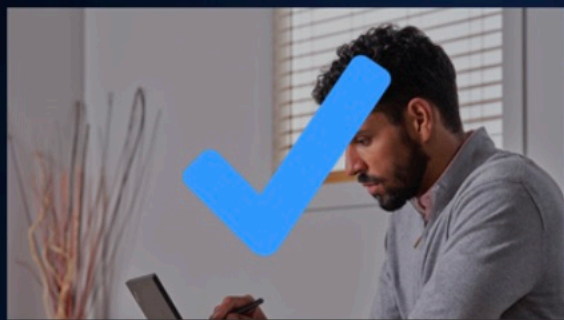
**PROBLEM >**

**MENU >**



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Windows Insiders



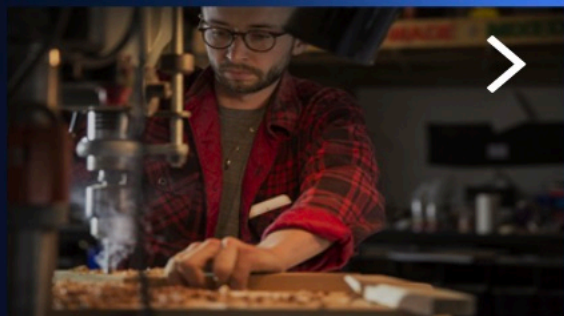
Device not qualifying



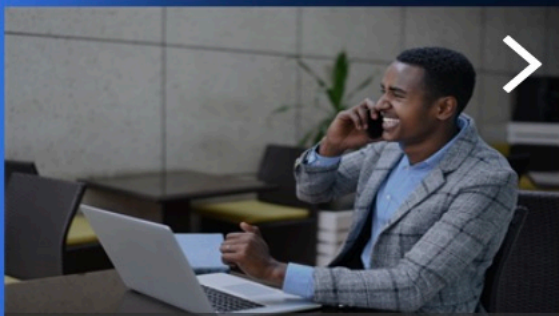
Processor not supported



Insufficient disk space



TPM issues



Microsoft account issues



# Processor not supported



***"The App says my  
processor is not supported.  
What can I do?"***

**SOLUTION >**

# Processor not supported

“Upgrading your device’s current processor **may or may not be possible.**”

Your **OEM will be able to provide you with information** regarding any options you may have for upgrading your device’s current processor.”

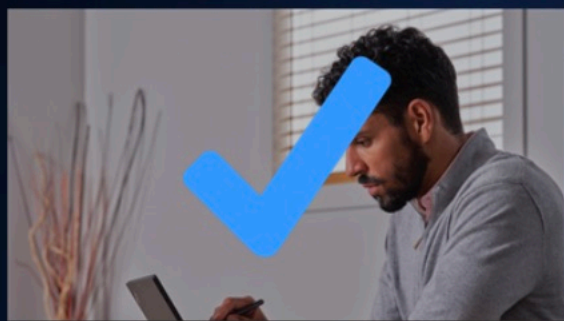
**PROBLEM >**

**MENU >**



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Windows Insiders



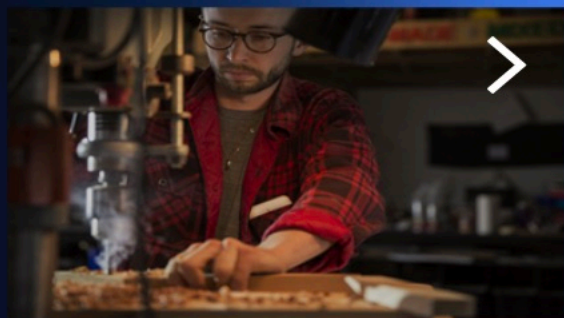
Device not qualifying



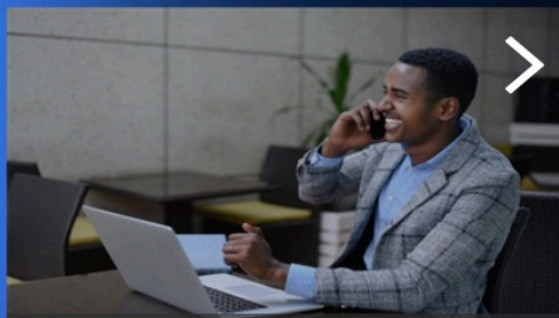
Processor not supported



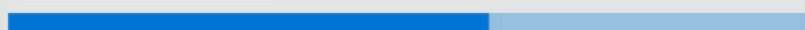
Insufficient disk space



TPM issues



Microsoft account issues



# Insufficient disk space



***"The App says my PC does not have enough free disk space. I tried to delete some files. What more can I do?"***

**SOLUTION >**



# Resolving customer issues

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Windows Insiders



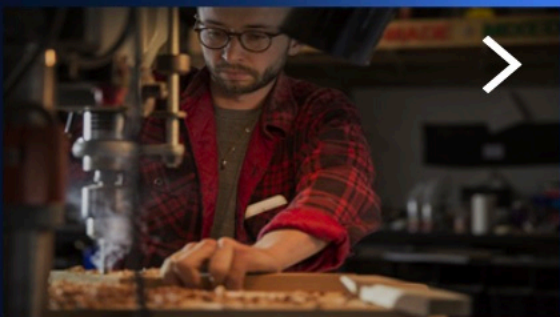
Device not qualifying



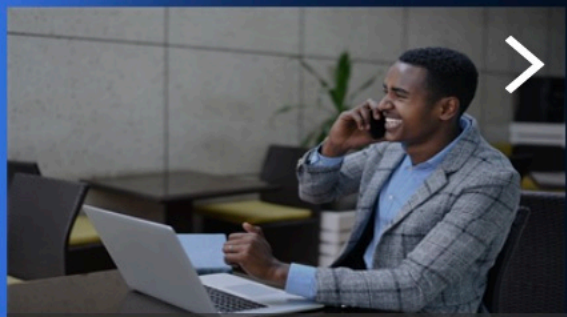
Processor not supported



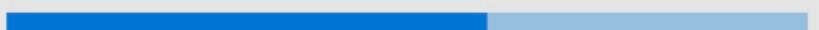
Insufficient disk space



TPM issues



Microsoft account issues





# TPM issue



***"My computer has TPM 1.2.  
How can I get TPM 2.0?"***

**SOLUTION >**

# TPM issue

“Adding a TPM 2.0 chip to your device **may or may not be possible.**”

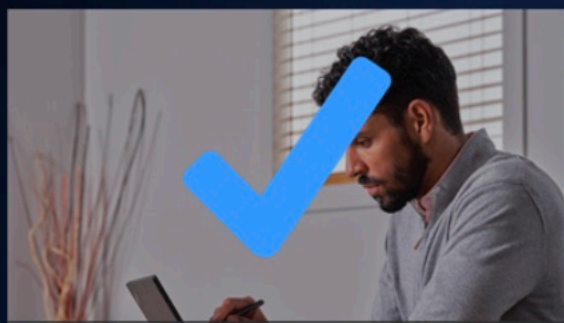
**Your OEM** will be able to provide you **information regarding any options** you may have for adding a TPM 2.0 chip to your device.”

PROBLEM >

MENU >

# Resolving customer issues

Select a picture below to learn about specific upgrade issues your customers may have.



Windows Insiders



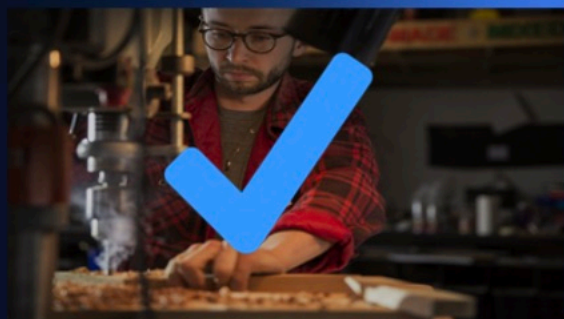
Device not qualifying



Processor not supported



Insufficient disk space



TPM issues



Microsoft account issues





# Microsoft account issues



***"I'm trying to set up my Windows 11 PC and I don't want to use a Microsoft account. I want to use my local account."***

**SOLUTION >**

# Microsoft account issues

"If you're upgrading from Windows 10 Home, a **Microsoft account and Internet connection are required.**

If you'd like to use a local account, you'll need the **Windows 11 Pro edition.**

Would you like me to help you **upgrade from Windows 10 Home to Pro** before you perform the Windows 11 upgrade?"

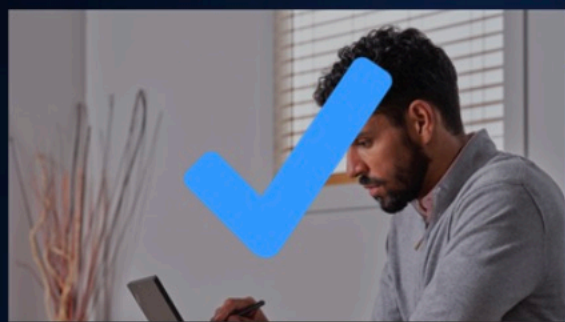
PROBLEM >

MENU >



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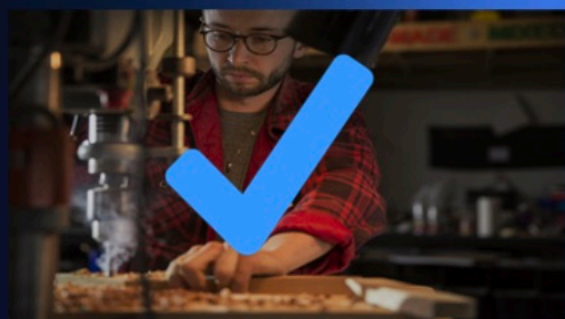
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Processor not supported



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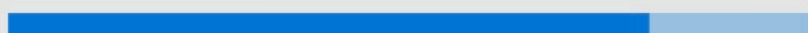
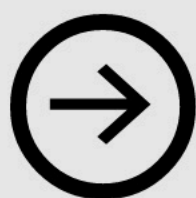
# Back to Windows 10



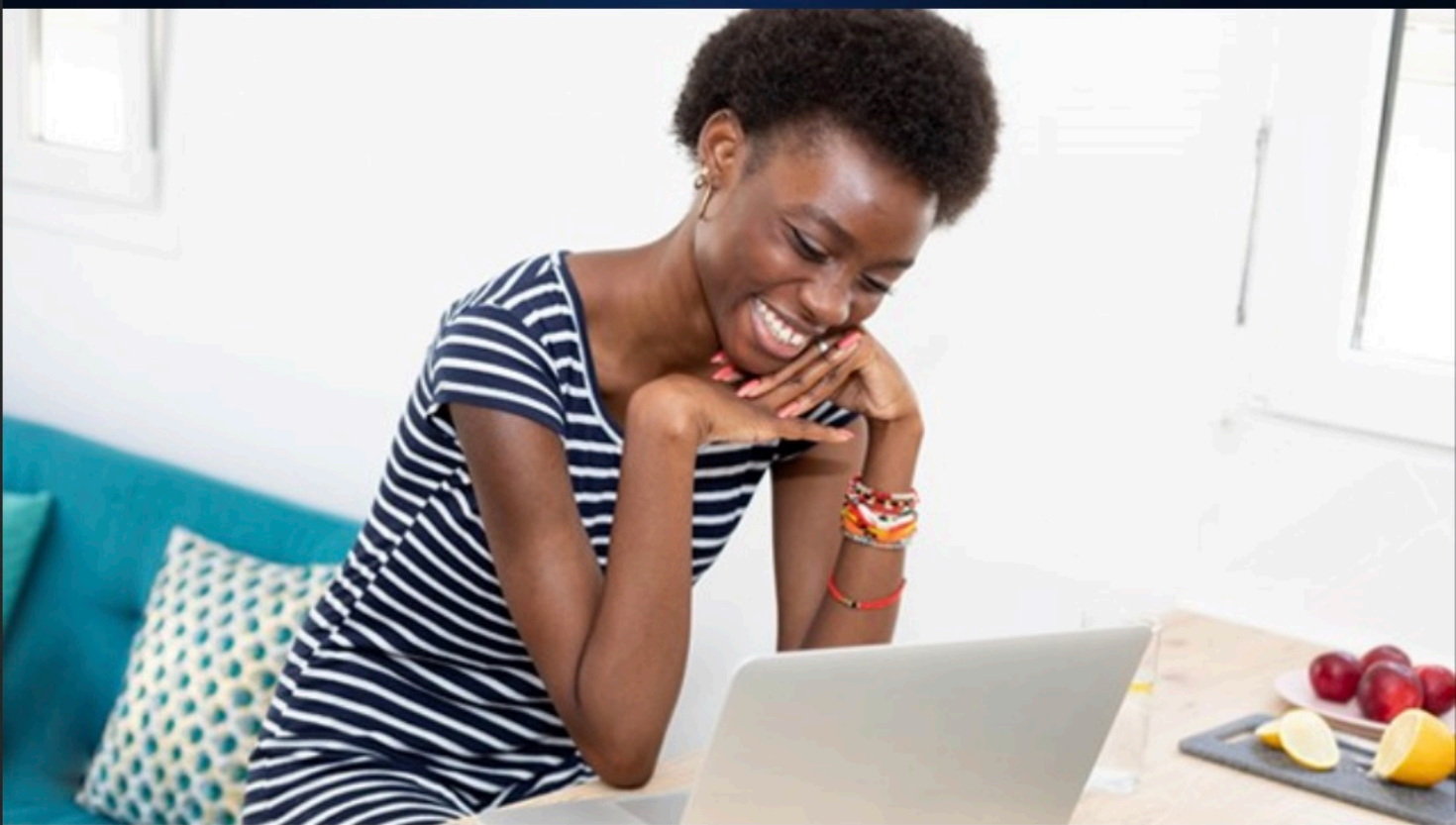
While we hope all of our customers will love Windows 11, we realize some may have reasons for moving back to Windows 10.

This is why Microsoft provides a **10-day period to move back to Windows 10** and keep the files and data you brought with you.

Make sure your customers know they can **always go back** (within 10 days) for any reason.



# A positive experience is key



It's our hope that Windows 11 will bring all of our customers closer to what they love—but **ensuring they have a positive upgrade experience is key.**

Make sure you have the **information you need** to help solve their issues and remember to use your tech bench if you need assistance.

***To learn more about Windows 11, take the [Windows Accreditation 2021](#).***



Select 'X' to close.