How do I upgrade my University Windows computer to version 21H2?

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.

**Note**

The upgrade installation can be completed on or off-campus and should only take a few minutes and a single restart. In some cases, it may take up to 1 hour to complete and involve multiple reboots.

1. Plugin your University Windows computer.
2. Log in to your University computer using your NinerNET credentials.
3. You will see a prompt for a Windows Update:

   ![Windows Update](image)

   Your organization requires your device to restart by 1/27/2022
   Important updates will be installed after your device restarts. Ready? Restart now. Or, select Restart tonight and we’ll update overnight.

   - Pick a time
   - Restart tonight
   - Restart now

4. You can choose to Pick a time, Restart tonight, or Restart now.
5. Once the updates are initiated, follow the prompts until installation is complete.

**Info**

If you have trouble upgrading, contact the IT Service Desk at 704-687-5500 or [help.charlotte.edu](http://help.charlotte.edu).

---

**Related FAQs**

- What is the default browser for Windows 10 on University computers?
- What software has been verified to work with Windows 10?
- Why am I getting a connection error for eduroam wireless on my Windows 10 computer?
- How do faculty/staff change the desktop background on a university computer to the new University logo?
- How do I upgrade my University Windows computer to version 21H2?