

**Quick Guide**  
**Windows 11 Version 23H2 In-Place Upgrade**  
**Nov 2024**

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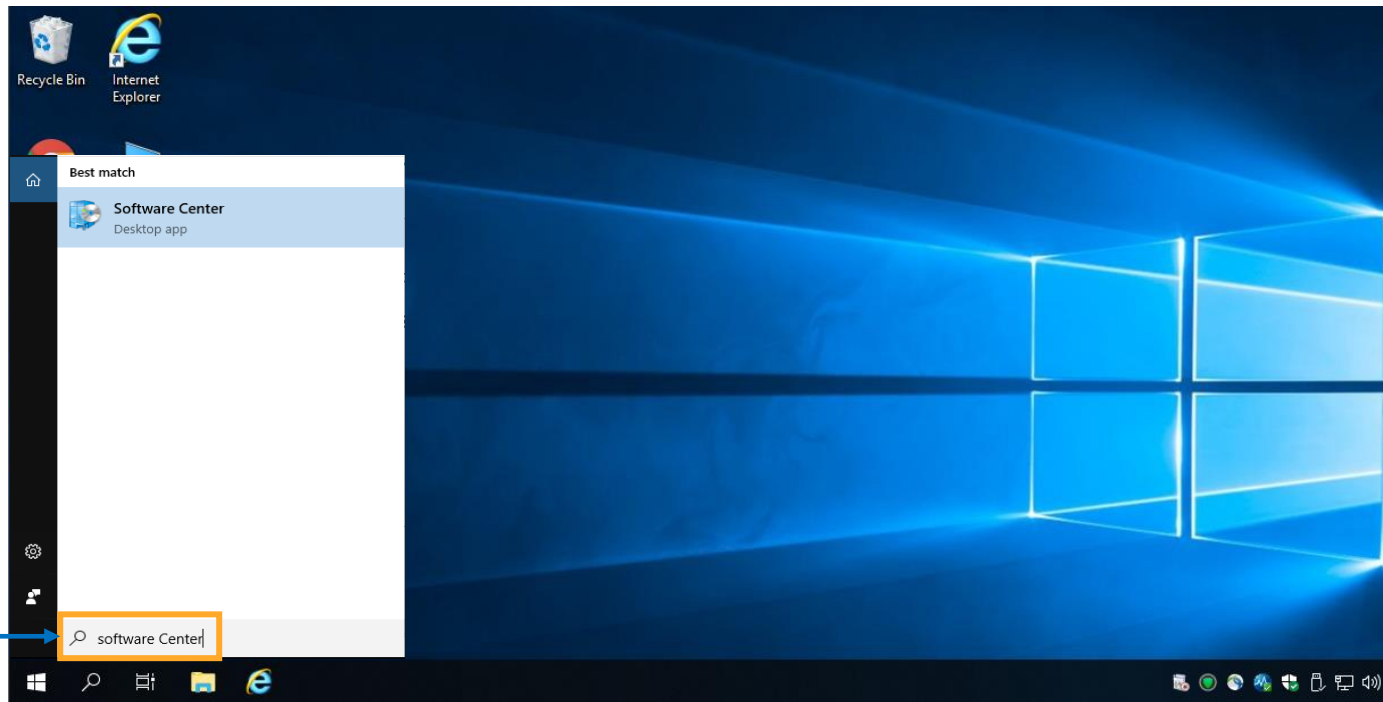
**Please take note of the following before proceeding with the upgrade:**

- Ensure that there is at least **50GB of free disk space (recommended)** available on your **Windows C drive**.
- Your data will not be deleted during the upgrade, but we recommend you to back up your data **as a precaution**.
- **Save all your work, close all software applications** (e.g. MS Outlook, MS Edge) and **remove any external storage media** before proceeding.

The upgrade may take up to 4 hours to complete. Please ensure that **your device is secured to your workstation with a cable lock** during this period. If your workstation is not a fixed piece of furniture, please ensure that the **cable lock is attached to a stable and immovable object** to prevent unauthorised removal of the device.

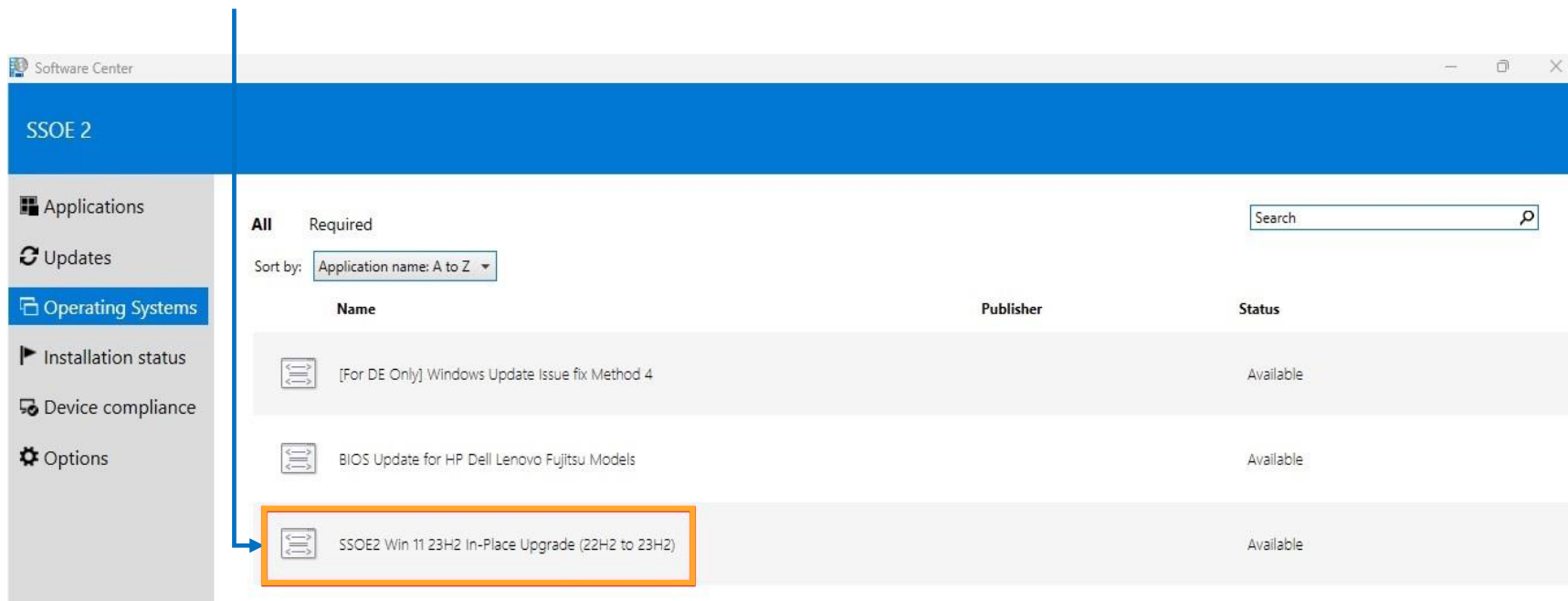
1

Click on the **Search Windows** Button and type Software Center.  
Click **Software Center**.



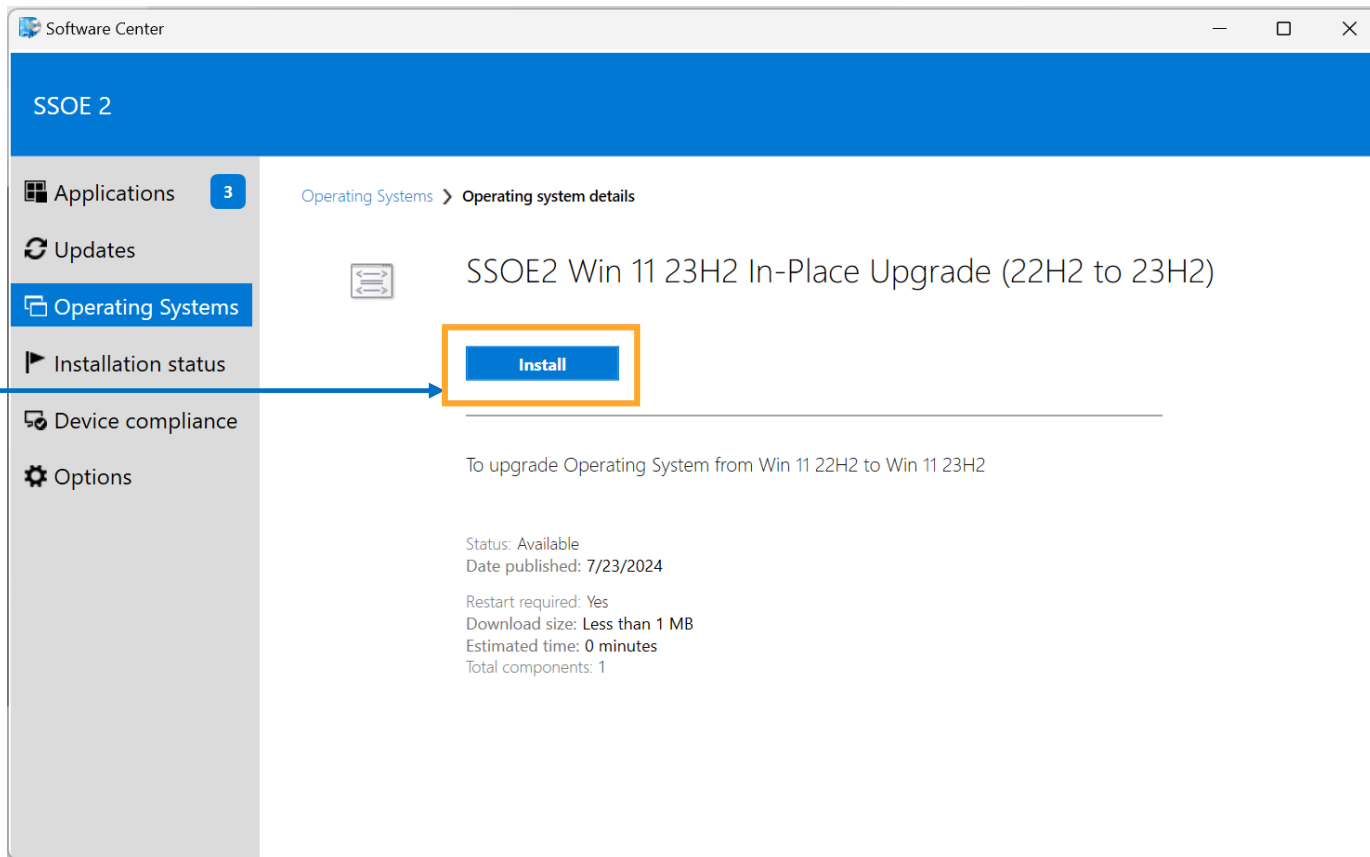
2

Under **Operating Systems**, double-click  
**SSOE2 Win 11 23H2 In-Place Upgrade  
(22H2 to 23H2)\***.



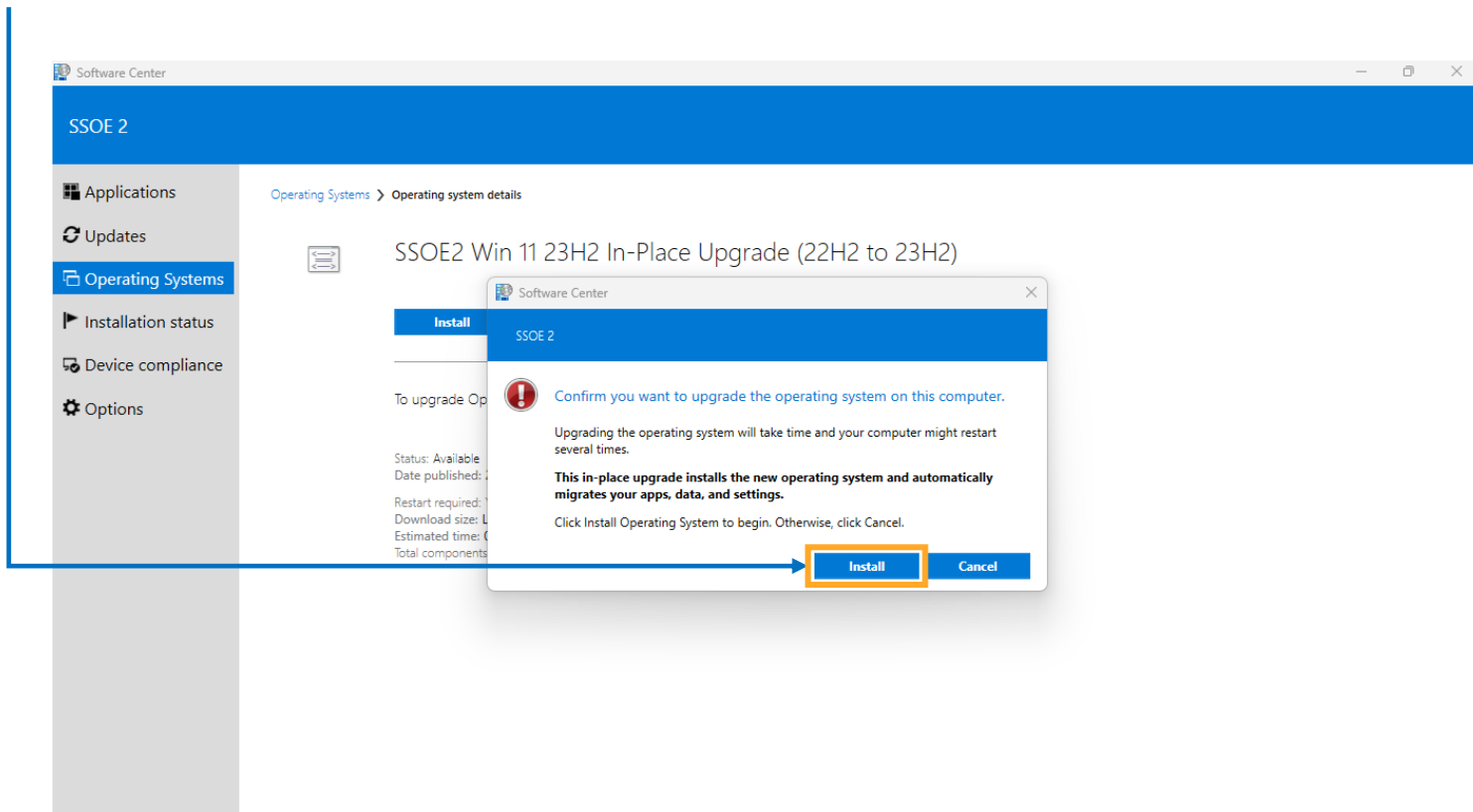
\*If you do not see this installer, please contact your school Desktop Engineers (DEs) to check.

3  
Click **Install**.



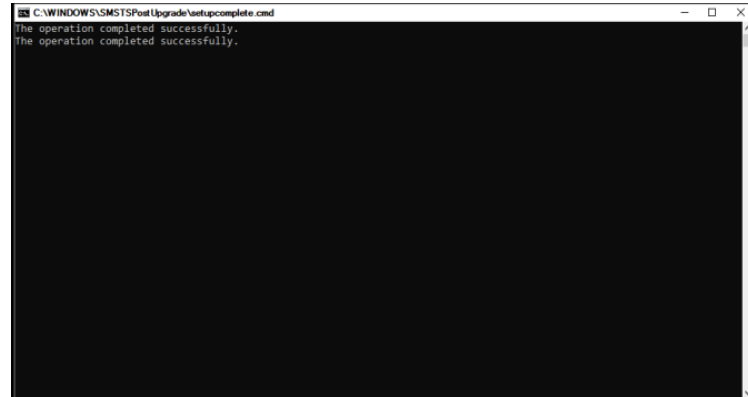
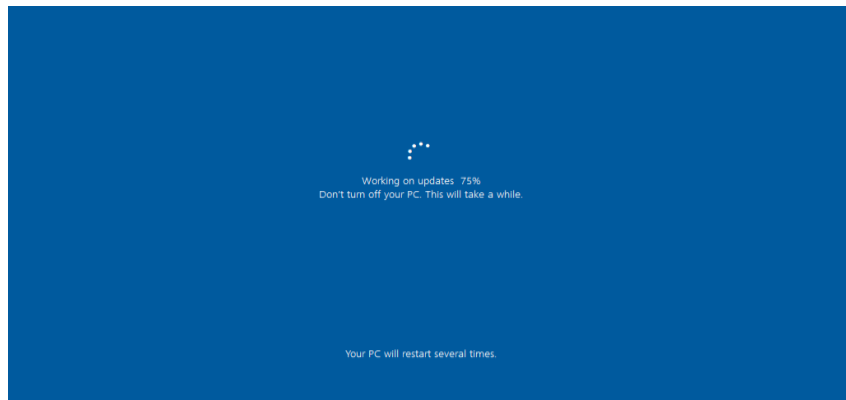
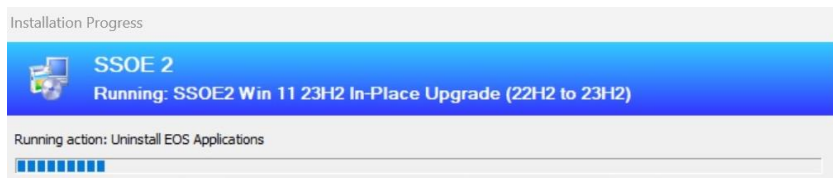
4

Click **Install** again.



- 5 **The update will be initiated** – it may take up to 4 hours to complete, and your computer will restart during the update.

Please ensure that your device is secured with a **cable lock attached to your workstation\*** and connected to the **power adaptor** during this period.



\*If your workstation is not a fixed piece of furniture, please ensure that the cable lock is attached to a stable and immovable object to prevent unauthorised removal of the device. 7

- 6 Once you see the **Windows login screen**, it means that the upgrade has successfully completed.



This concludes the Windows 11 Version 23H2 in-place upgrade.  
Refer to the next two slides for FAQs related to this upgrade.



# Frequently Asked Questions (1/3)

## 1. Why do we have to perform this Windows 11 upgrade?

The annual release of new Windows operating system updates is essential for **enhancing the teaching and learning experience**, as well as to provide better security and introduce new Windows features.

## 2. Will my installed software still be available after the upgrade?

Previously installed software will not be removed and will be immediately available after the upgrade.

## 3. Do I need to back up my data?

We **strongly recommend that you back up your data** as a precautionary measure.

## 4. Do I need DEs' assistance to perform the Windows 11 Version 23H2 upgrade?

You can follow the **step-by-step quick guide** to perform the upgrade on your own. However, if you require additional support, you are encouraged to seek assistance from the DEs.

## Frequently Asked Questions (2/3)

### 5. Can I perform the Windows 11 upgrade at home?

It is **recommended to perform the upgrade through SSOE 2 Network** in school. Upgrading at home is not recommended as any network disconnection may cause the upgrade to fail.

### 6. Do I have to be present throughout the whole upgrade?

You **only need to initiate the upgrade once** and if you need to leave your device during this period, please ensure that it is **secured to the workstation with a cable lock**. If your workstation is not a fixed piece of furniture, please ensure that the cable lock is **attached to a stable and immovable object** to prevent unauthorised removal of the device.

### 7. What happens if the upgrade fails for my SSOE 2 device?

You should contact the **SSOE 2 Service Desk or DEs immediately for assistance**. You may request a loaner device from your ICT department, if available.

### 8. What will happen if the upgrade is not completed by 30 May 2025?

Your device will be **quarantined** after the deadline, and **you will not be able to access emails or school resources** on the SSOE 2 network. You will need to **contact the DEs to unlock the device** and perform the upgrade, which will take up to 4 hours.

9. If school's SSOE 2 devices End Of Lease (EOL) date is before or on 30 May 2025, can users skip the upgrade?

Yes, users may choose not to perform the upgrade if the devices are confirmed to reach EOL **before or on 30 May 2025**, as all new devices will come with Windows 11 23H2.

# Quick Guide for Microsoft Copilot



Navigate to [www.bing.com/chat](https://www.bing.com/chat) and sign in with your work account to get started



## Draft content and communications

Need to write a customer email or a creative brief for a project? Copilot is your professional writer on call. Go from a prompt to a full draft in seconds.

### Try

Enter a prompt like *"Draft a cold call email to a customer"* or *"Write an outline for a creative brief for a video project."* Continue providing Copilot instructions for how to tweak the response to fit your needs.



## Get insights to solve complex problems

Have a problem but don't know where to start to find the solution? Copilot can elegantly perform an analysis and answer questions with multiple data points.

### Try

Ask for insights in a helpful format, like *"How does <product> compare to <competitor product>? Provide the comparison in a table."* Try swapping out the table for a pros and cons list.



## Summarize a long article, document, or PDF

Available in the Copilot sidebar in Microsoft Edge browser

Turn a 20-paged PDF into a bulleted list, short paragraph, or single sentence summary.

Try

Open a long web article in Microsoft Edge. Enter a prompt in Copilot in Edge, like *"Summarize this in five bullet points."*



## Learn new things quickly

Copilot can be your personal coach! Instead of sifting through articles to learn about a topic, ask Copilot questions tailored to your needs and interests to get consolidated insights from the web.

Try

Try this prompt: *"Explain how a large language model works in simple terms"*. Let your curiosity lead you.



## Generate images to elevate your content

Leave behind stock images and text-only reports in favor of custom-generated images for emails, social media, and more! Just describe the image(s) you want.

Try

Create an image to tell your story with a prompt like *"Create an illustration of a shark jumping out of a coffee mug."*