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| **it SUPPORT INSTRUCTION** |

**how to upgrade a license**

VERSION 1.0

INTRODUCTORY PROVISIONS

GOALS

This instruction defines the procedure for an employee to follow providing advice on upgrading a license.

TASKS

The main objectives of the instruction are:

* description of the steps to take when you need to upgrade a license.

PERIOD OF VALIDITY AND PROCEDURE FOR MAKING CHANGES

Changes to the instruction are made when new settings appear in the SOFTWARE, as well as when information on current settings is updated.

**FINDING A KEY**

A Windows product key is a 25-character code used to activate Windows. It looks like this:

* PRODUCT KEY: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX

**LOCATING A PRODUCT KEY FOR WINDOWS 10 OR WINDOWS 11**

Depending on how you got your copy of Windows 10 or Windows 11, you'll need either a 25-character product key or a digital license to activate it. A digital license (called a digital entitlement in Windows 10, Version 1511) is a method of activation in Windows 10 and Windows 11 that doesn't require you to enter a product key. Without one of these, you won't be able to activate your device.

**Where to find your product key depends on how you got your copy of Windows.**