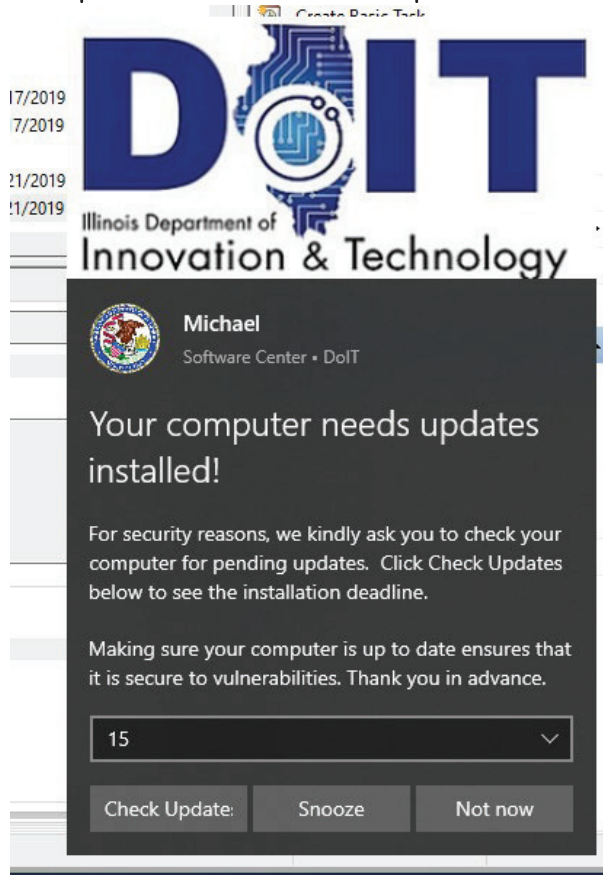


## Windows 10 Updates and Toast Notifications

DoIT has implemented a 'toast notification' method that will allow our End Users to see when Windows 10 updates are available and ready to install. Toast Notification is simply a small message that shows up in a box at the bottom of your screen and displays notice of a system occurrence. The user will have the option to view **available updates and deadlines for installation** in the computers Software Center. The user can decide to choose **Not now** and the next day it will notify them again. There is also a **Snooze** option to temporarily hide the notification and defer the update installation for a preset number of hours. The Toast Notification will display at 2:30PM each day once updates are available for installation. If no actions are taken the updates will install at their preset mandatory installation date/time.



By utilizing this process our users are given an opportunity to install the updates at a time that is convenient for them, and avoid unexpected reboots since the user can have control over the time the updates will install. Software Center will tell the End User when the updates will be installed automatically (Mandatory install time) and the system restarted if no action is taken prior to that time.

# Work From Home (WFH)

## Critical Update Installation Instructions

### Open Software Center

From the *Start* menu expand the menu item *Microsoft Endpoint Manager*.

Select from the expanded menu *Software Center*.

### Install All Updates

From *Software Center* select *Updates* from the tab menu on the left.

Click on the *Install All* button found above the list of applicable updates.

Allow updates to run. This may take some time.

### Advanced Install Instructions

Who these instructions are for:

Maintenance Windows, Sensitive Machines, and Power Testers

Follow above instructions with the following addendums:

Install updates one (1) at a time, followed by a reboot on the test machine of your choosing.

Uninstall any update that causes a critical issue along with notes on WHICH KB causes the issue and a detailed description of the issue.

Updates that cause an issue that is not critical should be reported without being uninstalled.

Follow the reporting instructions below when reporting issues.

### Failure to Install

“Failure to install” is a common error that needs to be resolved and will not cause any issues before resolution. Don’t be alarmed or panic if updates fail to install. Follow these instructions first.

Use the Advanced Install Instructions for several updates, this step helps identify whether the issue is with specific content or all content and will dramatically hasten the resolution of the issue.

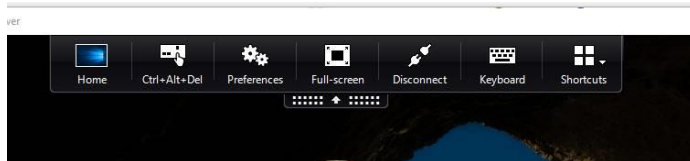
Failure to install should be reported to the helpdesk once all updates that can be installed have been installed.

## WFH Reboot Instructions

### CTRL + ALT + DEL

Using the Citrix VDA client, Insert *Ctrl-Alt-Del* function to bring up the Microsoft Windows action menu screen (Citrix VDA client Ctrl-Alt-Del is found with Preferences and Disconnect functions in the drop-down menu at the top of the screen.)

Image of the VDA Client



### Reboot

From the MS action menu screen, find the power symbol in the bottom right corner.

Open the Power menu and select Restart

Allow time for the updates to complete installation before attempting to reconnect to the machine. This will take a minimum time of thirty (30) minutes and a maximum time of two (2) hours.

## WFH Critical Update Issue Reporting

### HelpDesk

Do not report issues sooner than two (2) hours after initiating a reboot if the issue is accessibility after rebooting.

Take notes and screenshots as appropriate to capture issues as well as possible. Taking special care to provide step-by-step instructions on how to recreate the issue whenever possible.