

## FAQs:

### Upgrading from Windows 7 to Windows 10

**Upgrade Instructions:** To upgrade your University-owned computer from Windows 7 to Windows 10, please contact the UMIT Service Desk at: [help@miami.edu](mailto:help@miami.edu) with the subject line: “Windows 10 Upgrade Request.” A UMIT Technician will be assigned to your request and will schedule a time/date to upgrade your computer.

#### What if I run software that is not compatible with Windows 10?

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- If you currently have specialized software installed that requires Windows 7, UMIT advises that you please contact the software vendor to upgrade to a version that is compatible with Windows 10. If there is a cost associated with the upgrade, UMIT encourages you to start engaging your budget team to work on financing this upgrade. Please keep in mind that standard UM software installed by UMIT – such as Microsoft Office and Adobe Acrobat – are already compatible with Windows 10.

#### What if I run software and the company that made the software no longer exists and/or there is no upgrade specifically for Windows 10?

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- UMIT suggests to first test the software in question on a Windows 10 machine to check for compatibility. In the event that you must run Windows 7 due to software incompatibilities after January 14, 2020, UMIT’s Information Security Office (ISO) will need to be engaged to assess how to secure the computer to ensure that the University of Miami’s security posture is not compromised. To contact the ISO, please email: [ciso@miami.edu](mailto:ciso@miami.edu).

If you have any questions, please contact the UMIT Service Desk at: (305) 284-6565 or [help@miami.edu](mailto:help@miami.edu).