UNIVERSITY OF MIAMI
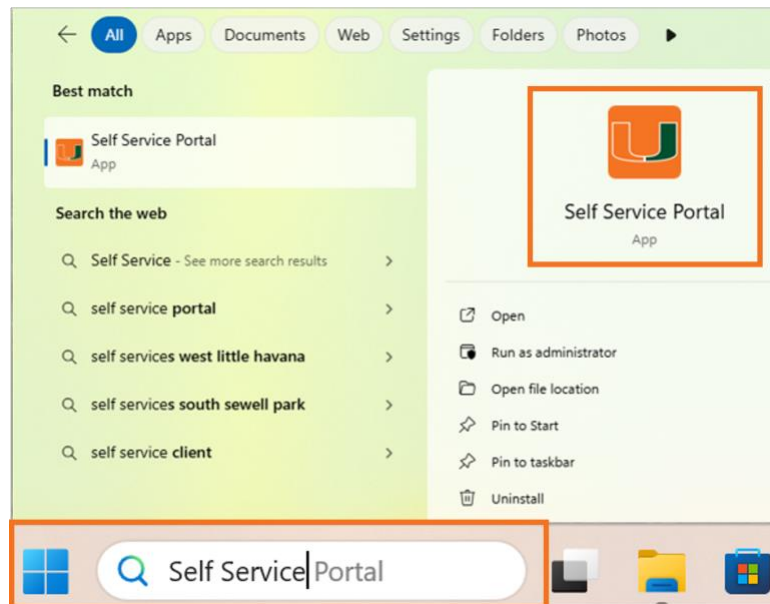**DEPARTMENT of INFORMATION TECHNOLOGY**

Tip Sheet:
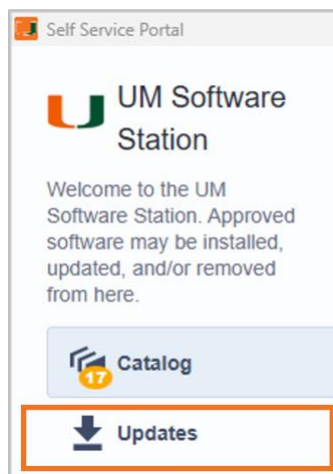# Windows 11 Operating System Upgrade via Self Service Portal App

If you have questions related to the information provided on this tip sheet,
please contact the IT Service Desk.

Instructions:

1. In the search bar located at the bottom of the screen on the Windows Taskbar, type "Self Service" and press enter.

2. Once the Self Service Portal app window opens, select "Updates" from the options on the left.
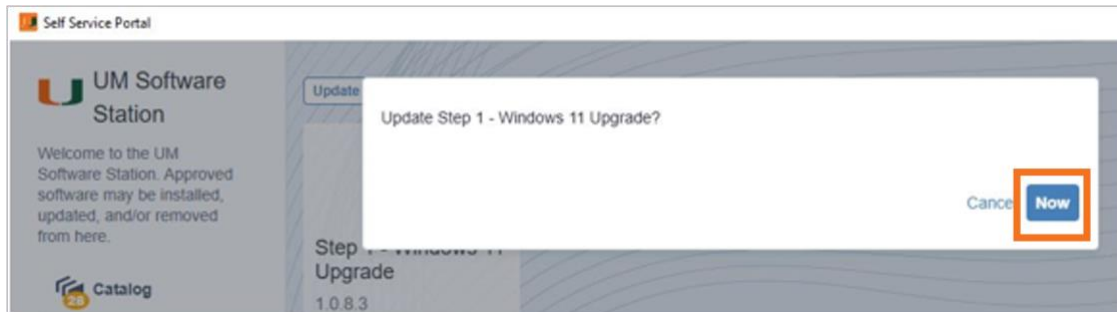
Tip Sheet:
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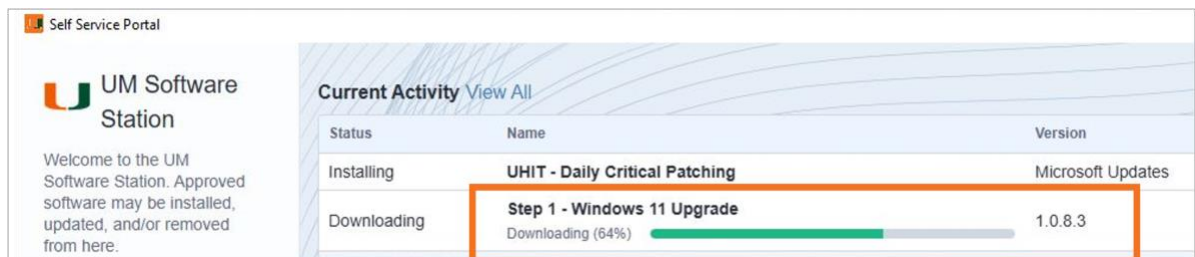of INFORMATION
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3. Click "Update" below the "Step 1 – Windows 11 Upgrade" tile.
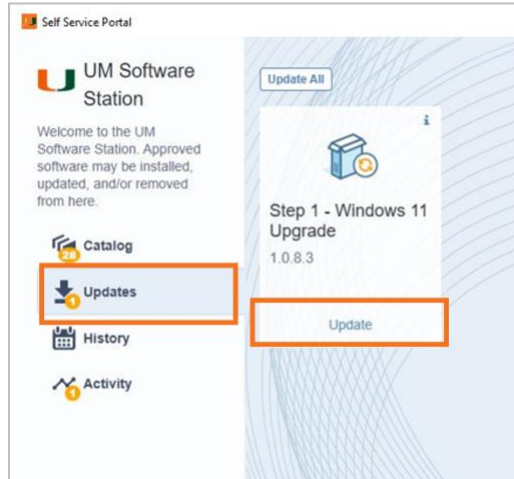
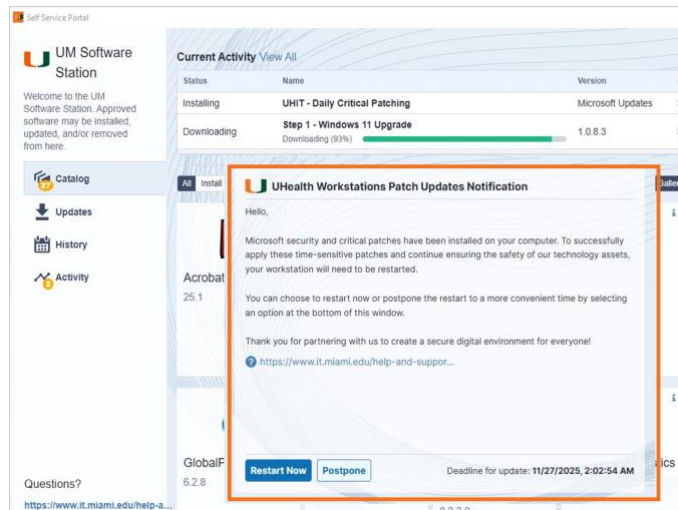4. You will be prompted to begin the upgrade process. Press "Now" to continue and initiate the download.

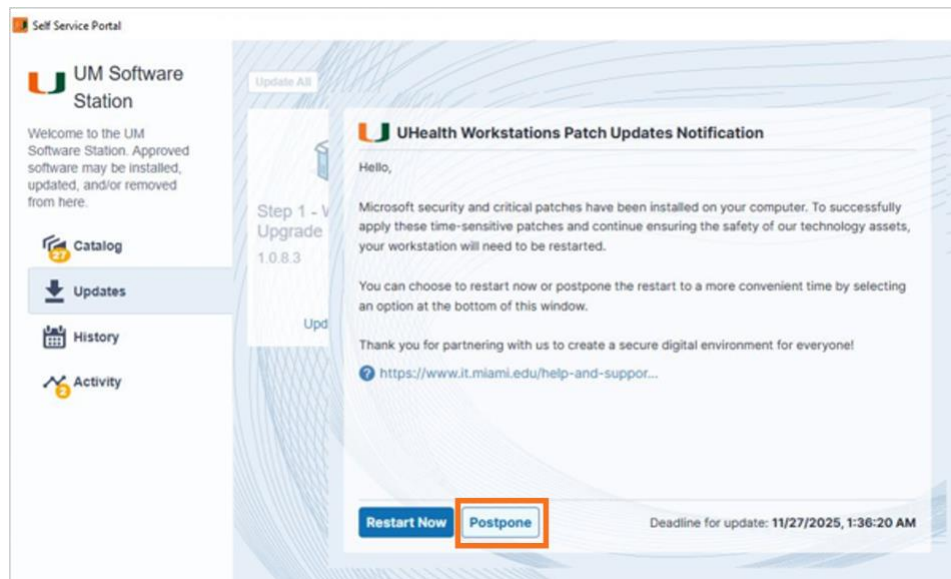5. Allow the download to complete fully.

Important: If you are prompted with a "UHealth Workstation Patch Updates Notification," please ***Postpone*** and allow the step 1 download process to complete.
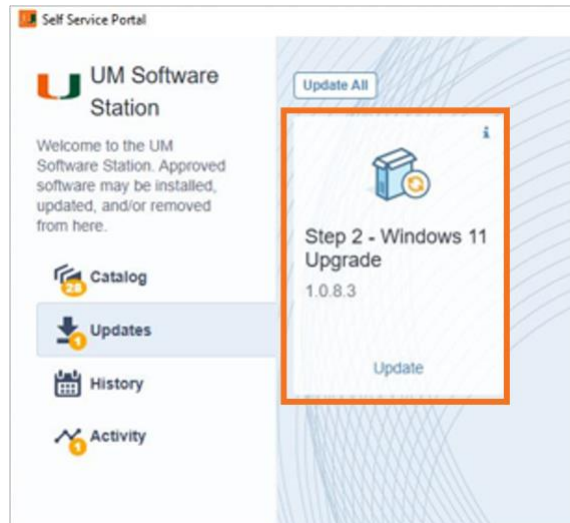

If additional prompts appear, please select ***Postpone*** as well.

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6. Once "Step 1 - Windows 11 Upgrade" is completed, a new tile will appear, allowing you to proceed with step 2 of the process. Click the "Update" button to begin the download.
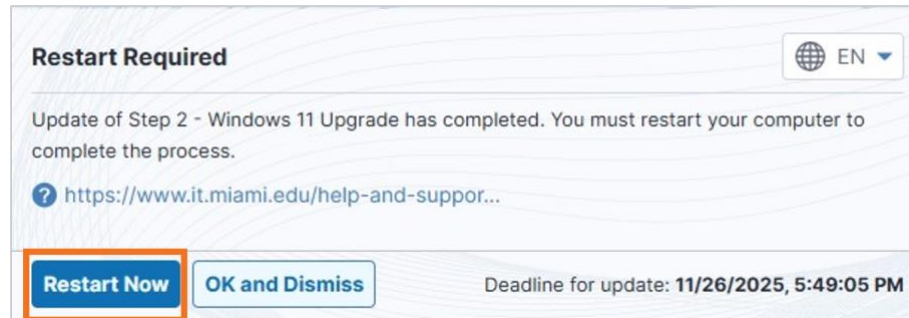

7. Click "Now" to acknowledge the prompt for restart.
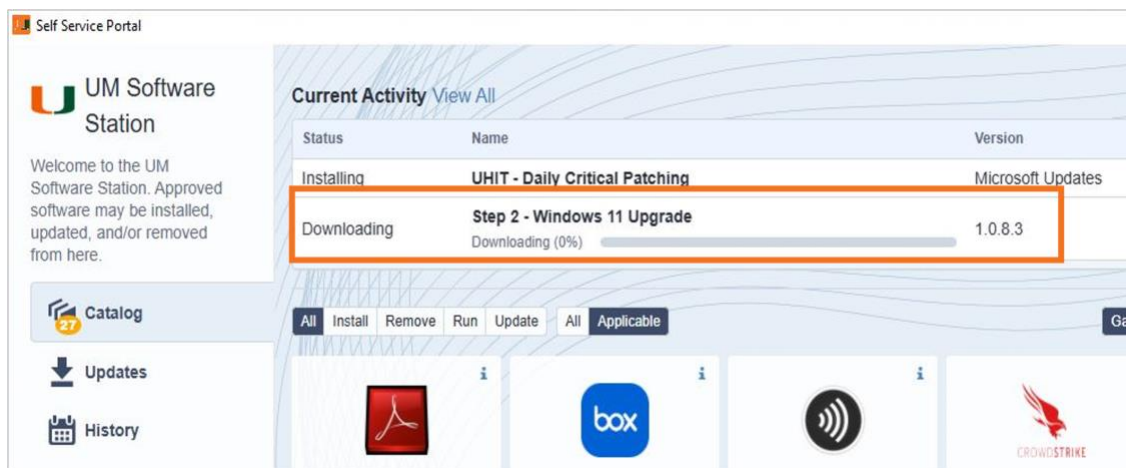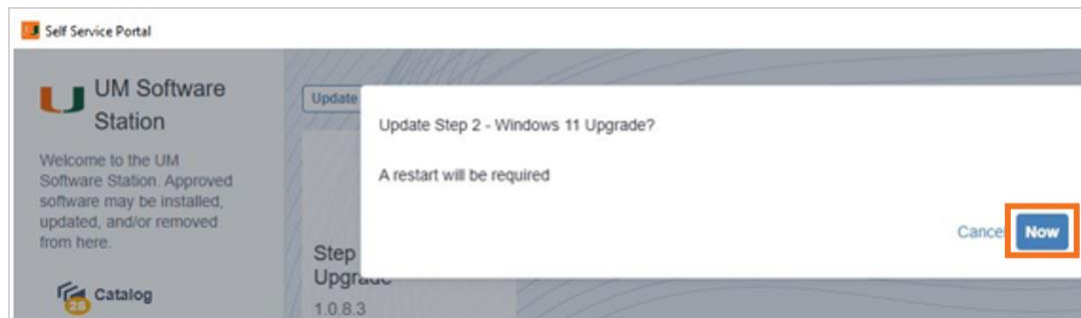
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8. Upon completion of step 2, you will be prompted to reboot. Click "Restart Now" to finalize the upgrade.

Restart Required ⊕ EN ▾

Update of Step 2 - Windows 11 Upgrade has completed. You must restart your computer to complete the process.

❓ https://www.it.miami.edu/help-and-suppor...

Restart Now | OK and Dismiss | Deadline for update: **11/26/2025, 5:49:05 PM**

9. Once the reboot has been completed, in the search bar located at the bottom of the screen on the Windows Taskbar, type "Check for updates" and press enter or click the icon.
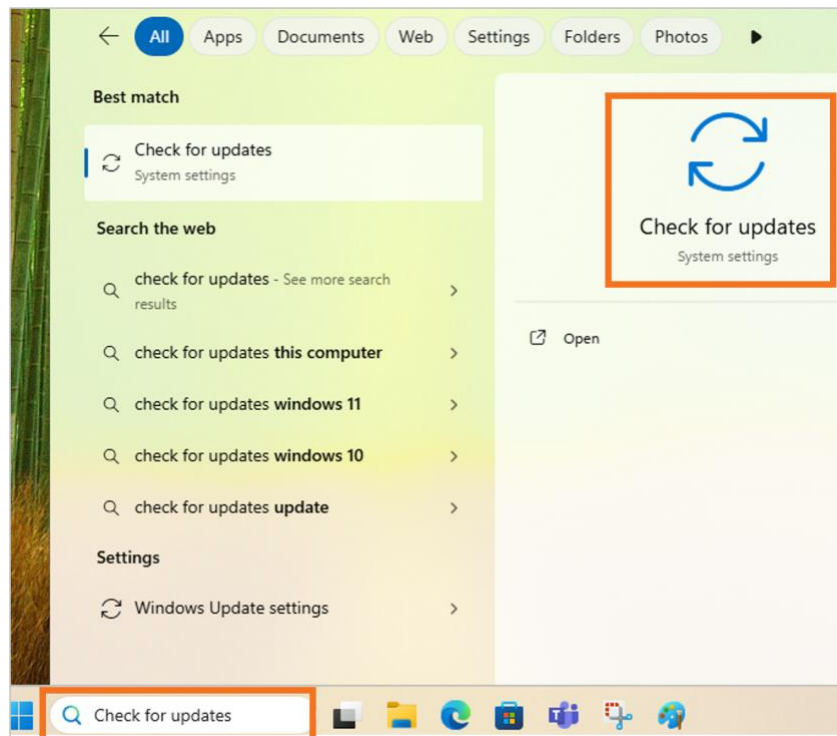
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10. Click the drop-down icon to the right of the "Check for updates" button and select "Check online for updates from Microsoft Update."

Allow all updates to be completed, then reboot once prompted.

Once you receive the message "You're up to date," the upgrade to Windows 11 is now fully complete.