

# Staff Guide to Computer Upgrades

This article will step you through what to expect when your Computer is being Upgraded (often referred to by IT staff as 'Reimage').

## Overview

Upgrading your computer at Brigidine College is done periodically by the IT department. This process involves deleting everything off the computer and reinstalling everything again. This is done when major updates are released by Microsoft that we want our staff to use, this is different to the updates that you will occasionally see when restarting your computer. This process, while confronting, is easy and when working closely with the IT department can also be seamless. It is important to communicate with the IT department any concerns you have before this process happens so that we can clarify and ensure that data is not lost.

## Steps to take before an Upgrade

1. Review the settings, files and programs that will be affected in the Upgrade below.
2. Save any documents into OneDrive that you do not already save there.
3. Backup saved bookmarks and passwords in your Internet Browser.
4. Inform IT of programs that you need post Upgrade.
5. Raise any concerns you have with IT before handing in your laptop or before the date booked for the upgrade.

## Settings, Files and Programs that will be affected in an Upgrade

The following are items that will not be retained when an Upgrade occurs

1. Files that are not saved on OneDrive, Teams or Common drives, this includes anything on your Desktop and in your Downloads folder. We encourage all users to move files that may be sitting on their Desktop into OneDrive or a relevant Team that they do not want to lose. OneDrive saves all files to the cloud and does not save it directly to the computer. [Here is a collection of guides for using OneDrive.](#)
2. Any programs that IT have installed manually. These programs include and are not limited to the following:
  - Synergetic
  - Timetabler
  - SDCS
  - Label printing software

If there is a program that you use regularly and are concerned that it will not be retained when Upgrading please raise this with the member of IT that is performing your Upgrade and we will ensure this is reinstalled for your use.

3. Chrome settings and bookmarks will be lost unless backed up in the Upgrade process, these include:
  - Bookmarks
  - Saved Passwords

This also applies to any other Internet Browser you may use. Please raise this concern with IT and we will guide you in how to back these up. Please [click here](#) for information on how to save your passwords and bookmarks to your Brigidine Google Account.

If there is anything you are concerned about losing during this process and was not mentioned in the above areas please let IT know and we can advise you.

## Summary

Communication with the IT team is extremely important in this process so that we can ensure that this process is painless as possible for you. As always, any concerns regarding this process should be addressed in an IT ticket that is emailed to [support@brigidine.qld.edu.au](mailto:support@brigidine.qld.edu.au) and one of our team members will provide you with appropriate advice.

## Related articles

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