Resetting your PC

In the event that you would like to restore your PC to how it was initially shipped, there is a reset facility built into Windows 10.

Please note that this process depending on option chosen, will delete all data that you have stored on your hard drive, so before commencing with this back up all your important data to an external cloud provider such as OneDrive, Google Drive or Dropbox, or backup to a physical external disk.

The restore process can be started by typing into the search box next to the windows icon "Change advanced startup options" and selecting this setting when it appears.
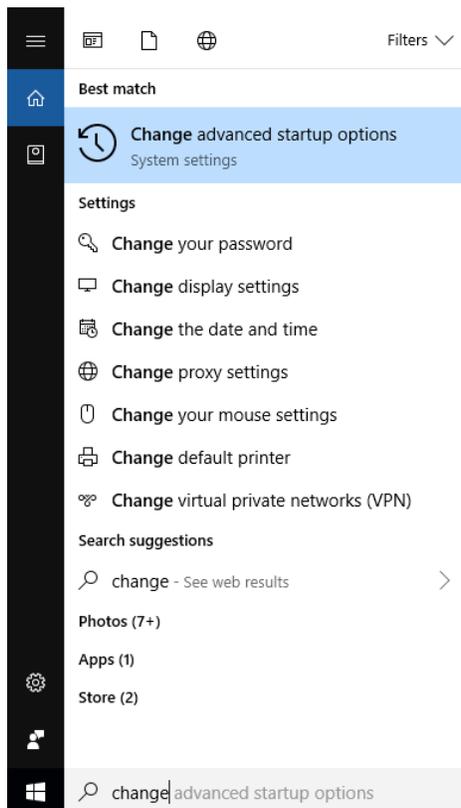
This opens the 'Recovery' window, choose under advanced startup, "Restart now"

Recovery

Reset this PC

If your PC isn't running well, resetting it might help. This lets you choose to keep your personal files or remove them, and then reinstalls Windows.

Get started

Go back to Windows 7

This option is no longer available because your PC was upgraded more than 10 days ago.

Get started

Learn more

Advanced startup

Start up from a device or disc (such as a USB drive or DVD), change Windows startup settings, or restore Windows from a system image. This will restart your PC.

Restart now

The computer will restart, then you will be presented with 3 options, choose, 'Troubleshoot'

Then choose 'Reset this PC'

You will be given the option of keeping your files or removing everything. If you have had issues with a virus or software giving problems, best to choose 'Remove everything'

If you choose 'Remove everything'

The next screen will give you the following options

- Just remove files – This only removes the files and re-installs a clean version of the operating system.
- Clean hard drive – This will make the operating system unrecoverable and wipe all data from the drive.

Choose 'Just remove files'

You will then be asked for confirmation and the reset process will take place. After this is complete you will be setting up the PC/laptop in the same way as when you first received it.