



Windows 10 - Reset and recovery

If you are experiencing problems with your Windows 10 PC you may need to reset it or recover it to a previously stable point.

Here's a couple of ways to do that.

1. If a recent Windows update is causing issues, uninstall it to try and resolve the problem.
 - Select the Start button, then select Settings > Update & Security > Windows Update > View your update history > Uninstall updates.
 - View update history settings.
 - Right click the update you want to remove and select Uninstall.
2. Resetting your machine reinstalls Windows 10 and lets you decide if you wish to keep your files or remove them.
 - Select the Start button, then select Settings > Update & Security > Recovery.
 - Open recovery settings.
 - Under Reset this PC, select Get started and then choose from the options listed.

There are other options which involve using media (e.g. downloaded files, CD / DVD) to reinstall Windows 10 or by using a recovery drive which may exist on your machine.

We recommend getting expert assistance to advise on how to do this - or to do it for you.