

# Windows desktop: Prepare to set up

## Resetting your Windows computer to make it safe, and ready to start afresh.

A second-hand Windows computer, whether purchased or given to you by a friend or family, needs to be reset before you can use it safely. Resetting the computer erases all the previous owner's files and personal information, and lets you set up the computer as if it were brand new.

## What you will need

Before you begin the course, your computer must have the latest edition of Windows, which is Windows 10. For more information about Windows 10, refer to the *Windows desktop: Security and privacy* guide. You should also check that your computer is connected to mains power, switched on, and showing the **Sign-in** screen.

## First steps

Because your computer is switched on, it should be showing something on the screen. If the screen is black, your computer might have gone to sleep.

Gently press the **Space bar** on the keyboard to wake it up. If nothing happens, briefly press the power button to turn your computer on.

If the screen asks you to choose a language, your Windows computer has already been reset, and is prepared for setting up. You can skip ahead to the course called *Windows desktop: Set up* to finish setting up your computer.

If you see a **Sign-in** screen, it means you will need to reset your computer. To continue, you will need the previous owner's password or PIN, so make sure they're standing by to help with this. Without their password or PIN, you won't be able to reset the computer.

When they have entered their password or PIN, the screen will change to the **Desktop**, and you can continue.



Make sure your mouse, monitor and keyboard are connected properly before commencing the Reset

# Windows desktop: Prepare to set up

## Finding the Recovery option in Windows Settings

To reset the computer, you will use a feature called **Windows Recovery**. You can find this in the **Windows Settings** menu. To open this menu:

1. Click on the **Start** button in the bottom left corner of the screen. The **Start menu** will pop up.
2. On the very left of the **Start menu**, find the small cog icon and click it. The **Windows Settings** home panel will appear.
3. At the bottom, find **Update & Security**. If you can't see it, you can use your mouse to scroll down until it appears. Click on it to open.
4. In the menu on the left, click **Recovery**. The right side of the screen changes to show the **Recovery** options.

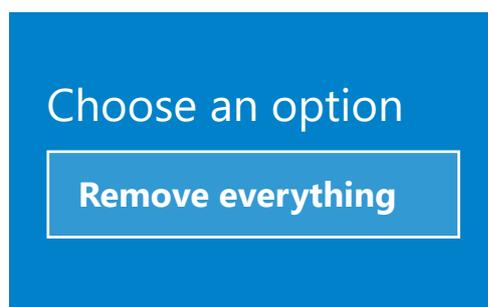


The Recovery option appears in the Windows Settings Update & Security menu

## Getting ready to reset your computer

At the top of the **Recovery** options, you can see the option to **Reset this PC**. This will safely remove all the previous owner's personal information, files, and apps.

1. Click on the button that says **Get Started**.
2. A blue **Reset this PC** window will open, and ask you to choose whether to keep user data or remove everything.
3. Because you want to erase all the previous owner's personal information, files and apps, click on **Remove everything**.
4. Your computer will spend a minute or so getting things ready. Then it will show you some **Additional settings**, which you can use to make the Reset more secure. Click on **Change settings**.



A solid blue box means you should carefully check what action you're about to take

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5. The information changes to show the **Data erasure** option. It deletes all the previous owner's data, information, and apps, and is the most secure way to reset a pre-owned computer. Click on the switch to turn **Data erasure** on.
6. Click on **Confirm** to continue with the reset.

## Performing the Reset

Your computer hasn't started deleting any data yet, but when **Ready to reset this PC** appears, it's the last chance for the previous owner to back-up any files or photos. There's no turning back from here!

The reset will take 30 to 60 minutes, depending on how much data has to be erased.

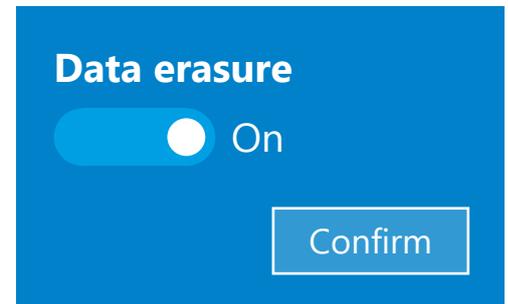
When you're ready, click **Reset**.

The reset begins, starting with the **Preparing to reset** screen. A percentage will show how close each stage of the reset is to finishing. Your computer will restart several times, and then show either a black screen with a Windows logo, the name of the computer's maker, or a plain black screen.

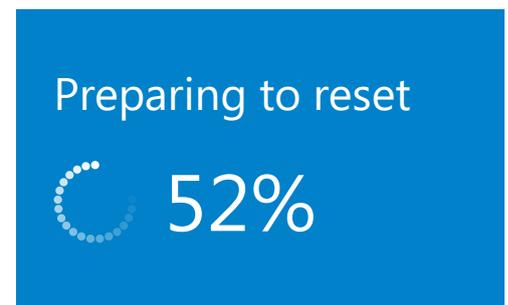
All these screens are a normal part of the reset process.

## Finishing up

When you see a screen that asks you to **Select a language**, your computer is reset and ready to set up.



After you click on Confirm, the previous owner will have one last chance to back-up any files or photos still on the computer



A percentage will show how close each stage of the reset is to finishing