



WINDOWS 10 RECOVERY



Support website: [MyDigitalTech](https://MyDigitalTech.com)

Support email: hello@mydigitaltech.com

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WINDOWS 10 RECOVERY

This document describes how to complete a system recovery with the inbuilt tools on your computer, Windows 10 recovery environment.

WARNING: This will delete any software you have installed previously, it is advisable to do regular backups of your personal data in case you ever need to use the recovery tool, please read this document to understand the process.

MyDigitalTech Team.

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Recovery options in Windows 10

Windows 10 is configured with a factory installed recovery partition which will restore Windows 10 back to the original state it was supplied except for Office 2016 which will not be reinstalled. If you have paid for an Office key or pay a subscription then you will need to download a new version from Microsoft and manually reinstall it.

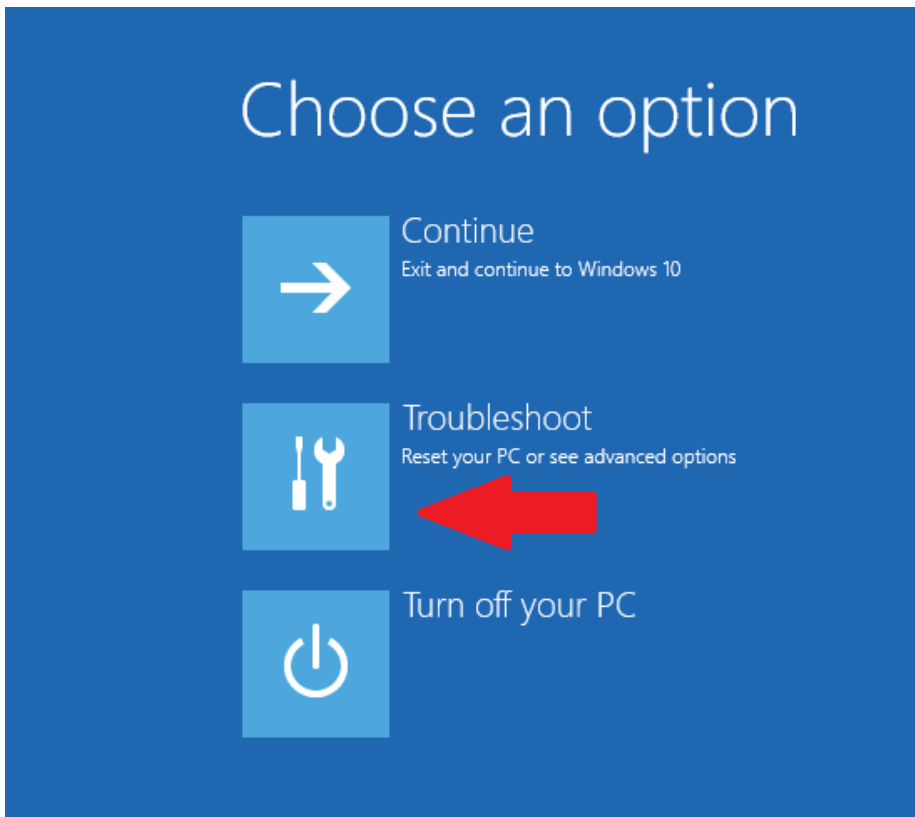
The reason for this is Microsoft regularly updates Office and reinstalling an old version will require many updates to get it to the current version.

After reinstallation, which can take a few hours to complete, the computer will need to be activated with the Certificate of Authority attached to the computer within 30 days.

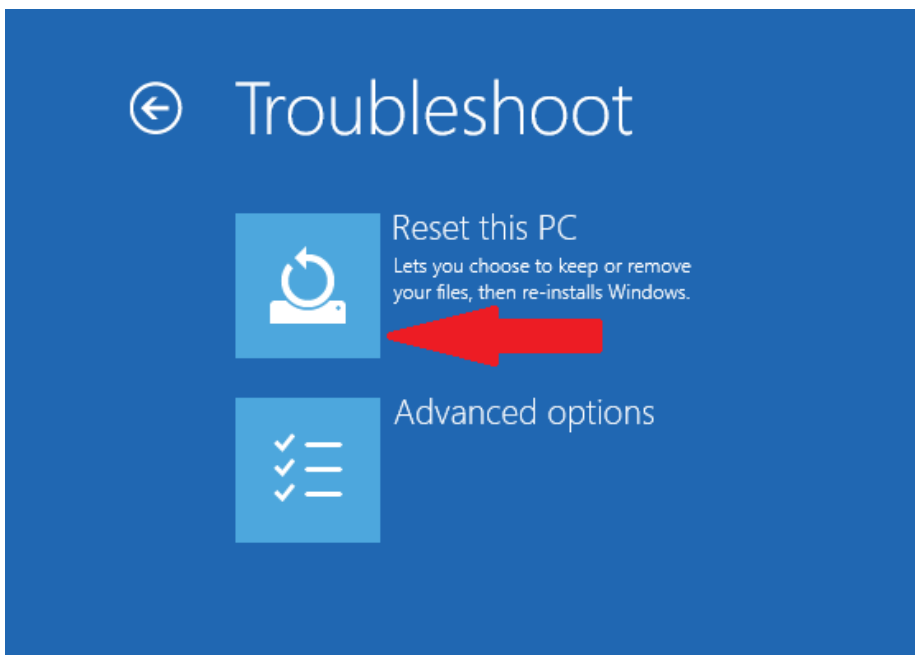
Windows 10 Automatic Recovery

In the event Windows 10 does not start for whatever reason the recovery options are displayed soon after start up.

Select "Troubleshoot"

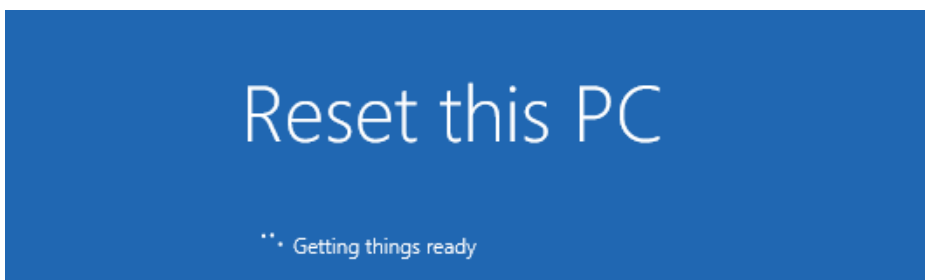
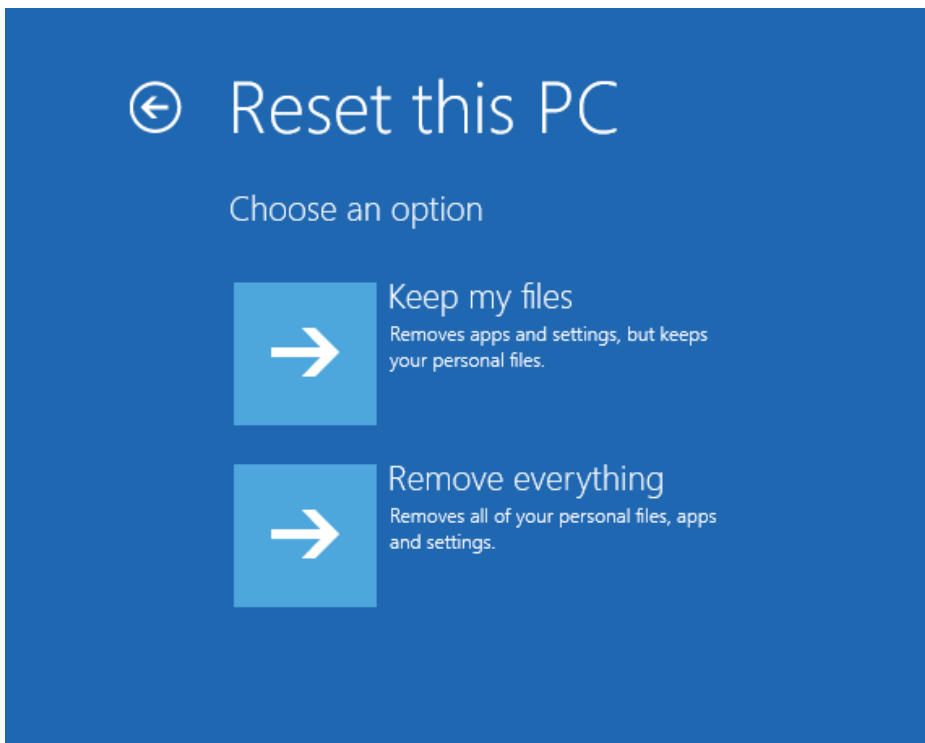


Select "Reset this PC"



Reset This PC

Select the correct option for the type of recovery required.



Select "Only the drive where Windows is installed"



Reset Options

This is the final chance to select how you want recovery to work, select the option you require.

Reset this PC

Do you want to fully clean your drive? When you remove your files, you can also clean the drive so that the files can't be recovered easily. This is more secure, but it takes much longer.



Just remove my files

Use this if you're keeping your PC.

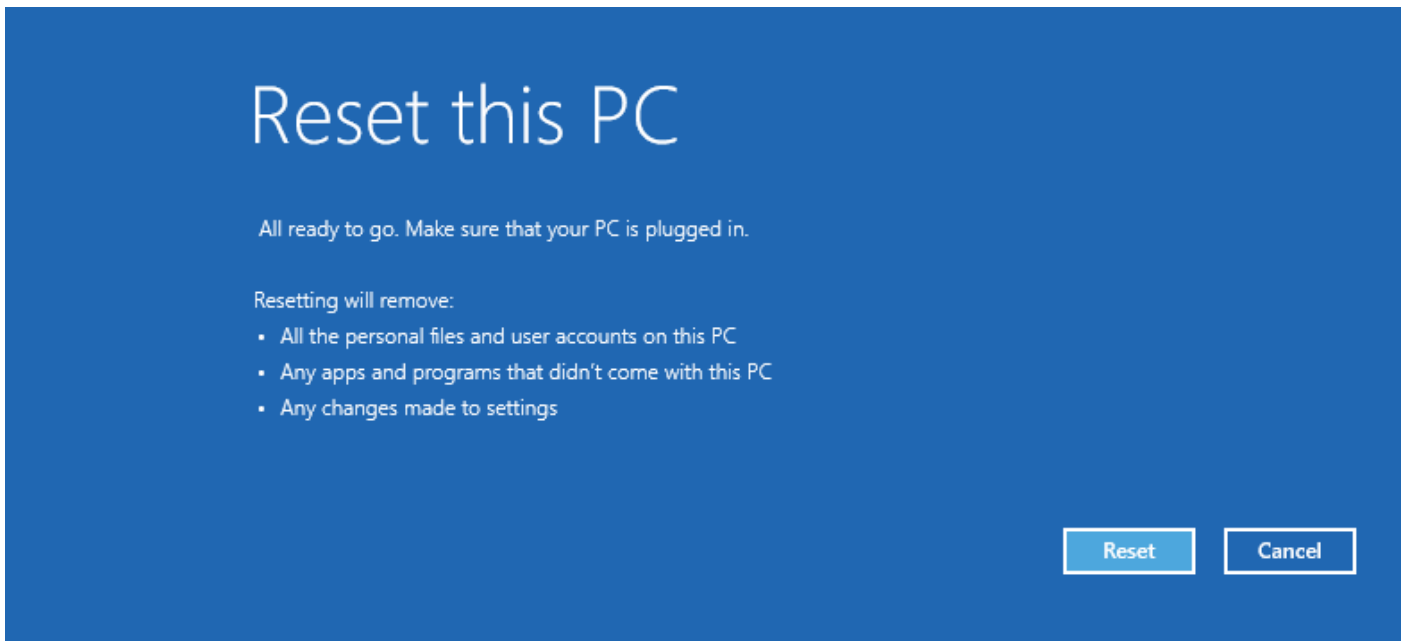


Clean the drive fully

Use this if you're going to recycle the PC. This can take several hours.

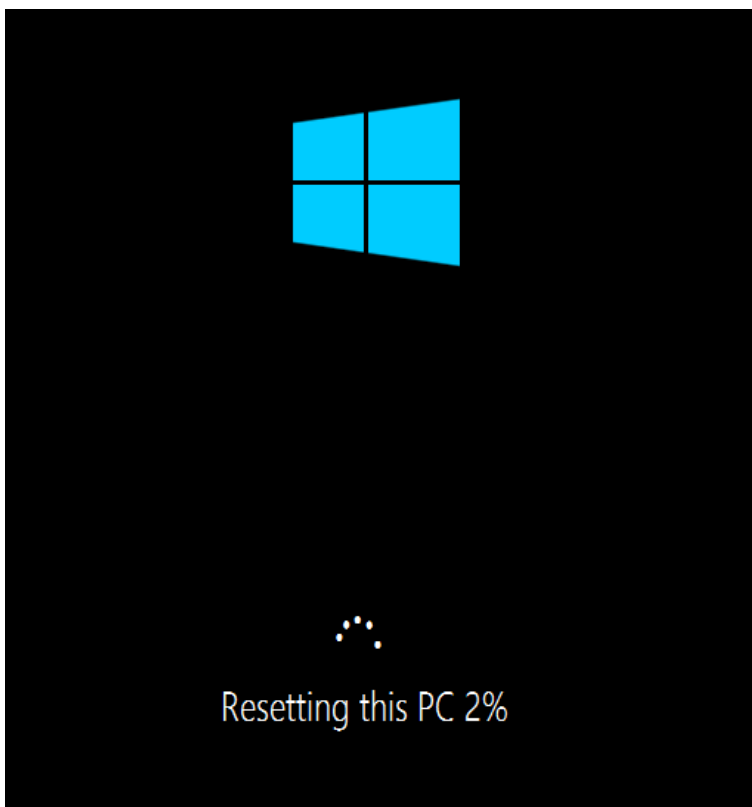
Reset this PC

•• Getting things ready



Recovery is being carried out how long it takes depends on the computer's hardware and the type of recovery being carried out.

A full restore cleaning the drive can take a couple of hours on a slower computer.



Windows 10 Manual Recovery

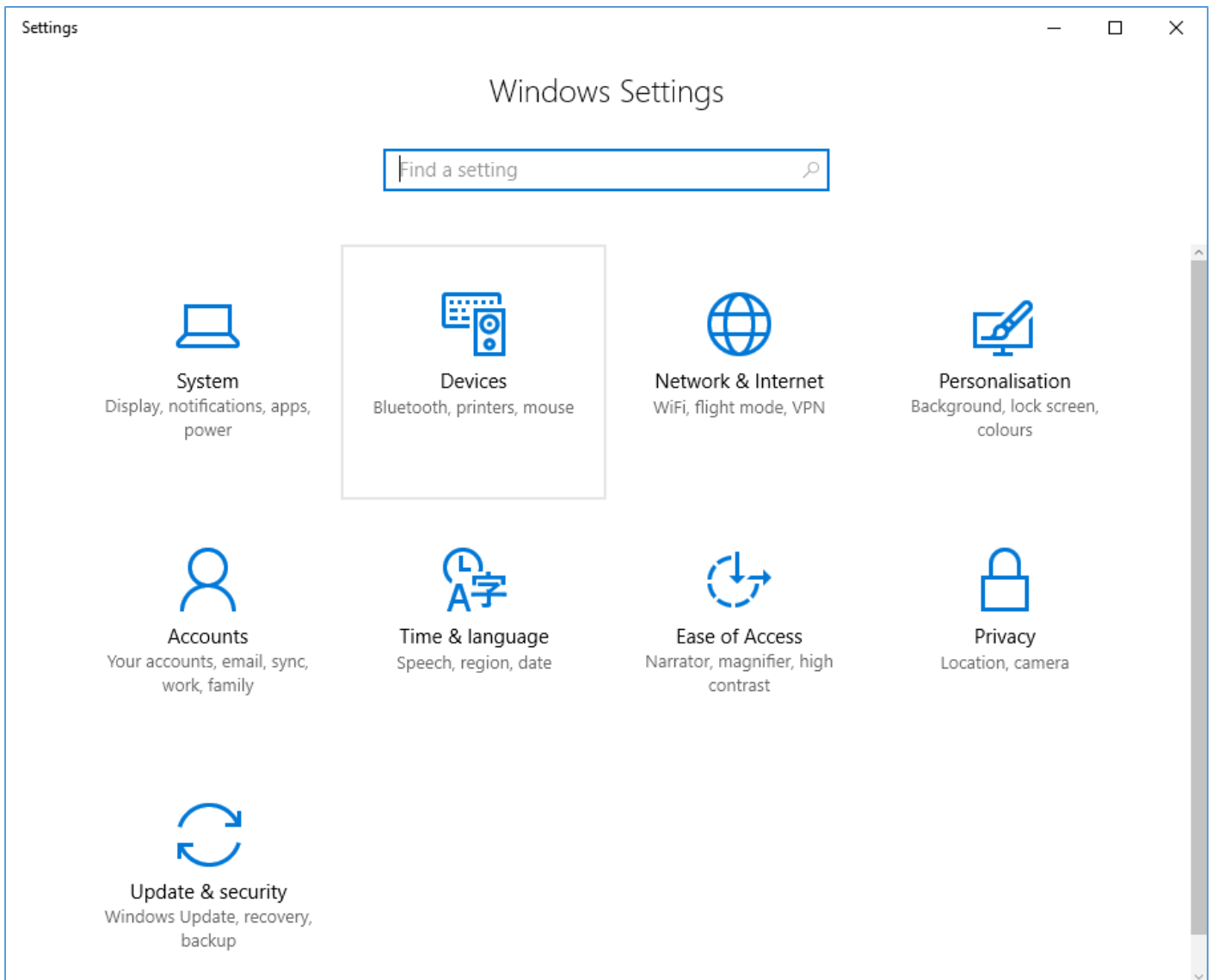
In the event Windows is not working properly, an update or installed program is causing issues you can restore Windows 10 without affecting your data.

Also if you want to go back to the factory installed state if you are selling your PC for example you can fully wipe the disk and reinstall Windows 10 as you received it apart from Office 2016 not being installed.

To do this from the desktop left click the “Windows” start button scroll to the bottom of the menu then click on the “Settings” App, this will open the following screen:

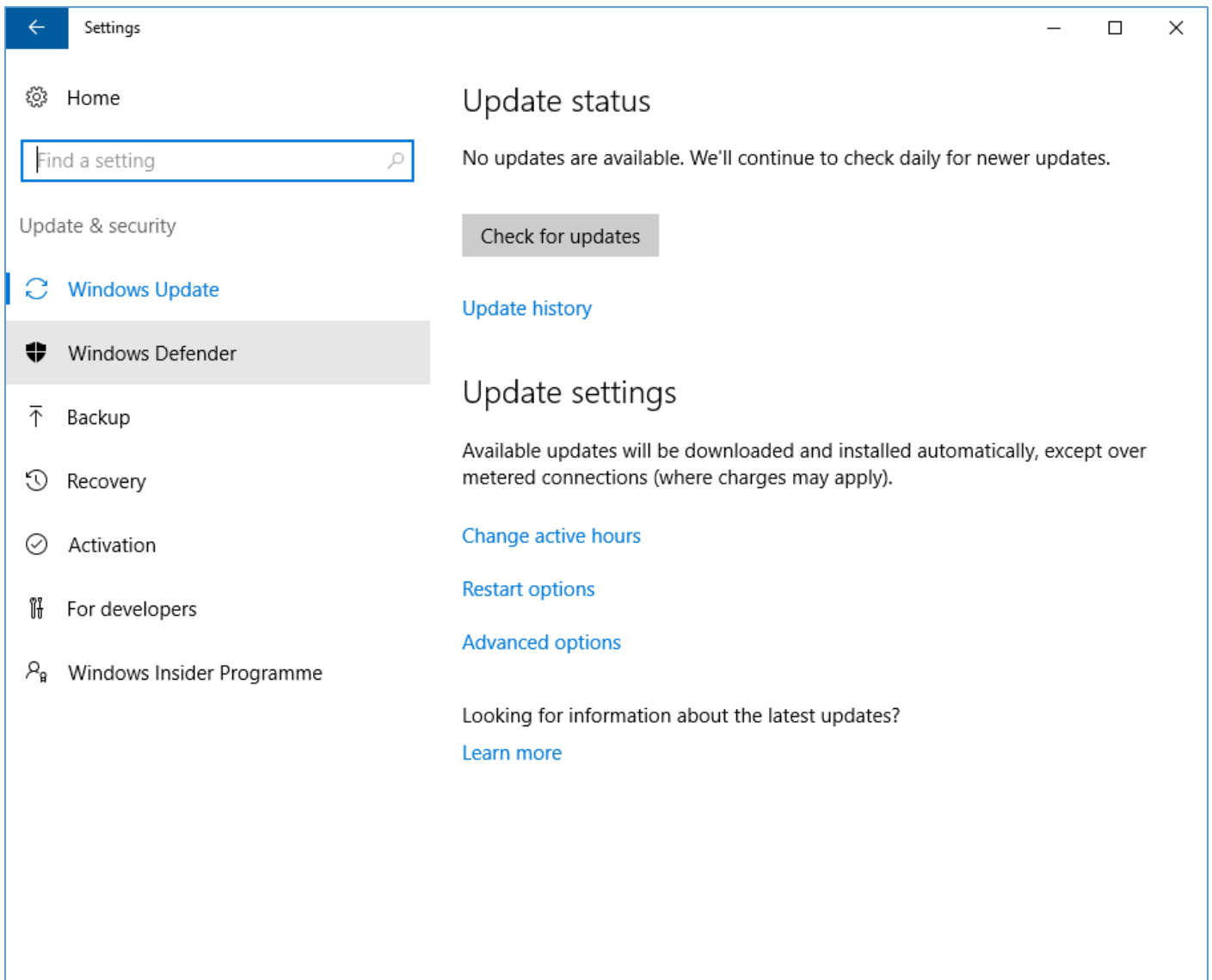
Windows Settings

First click on the “Start” button and then on the “Settings” App, now click on “Update & security” to continue to the next menu.



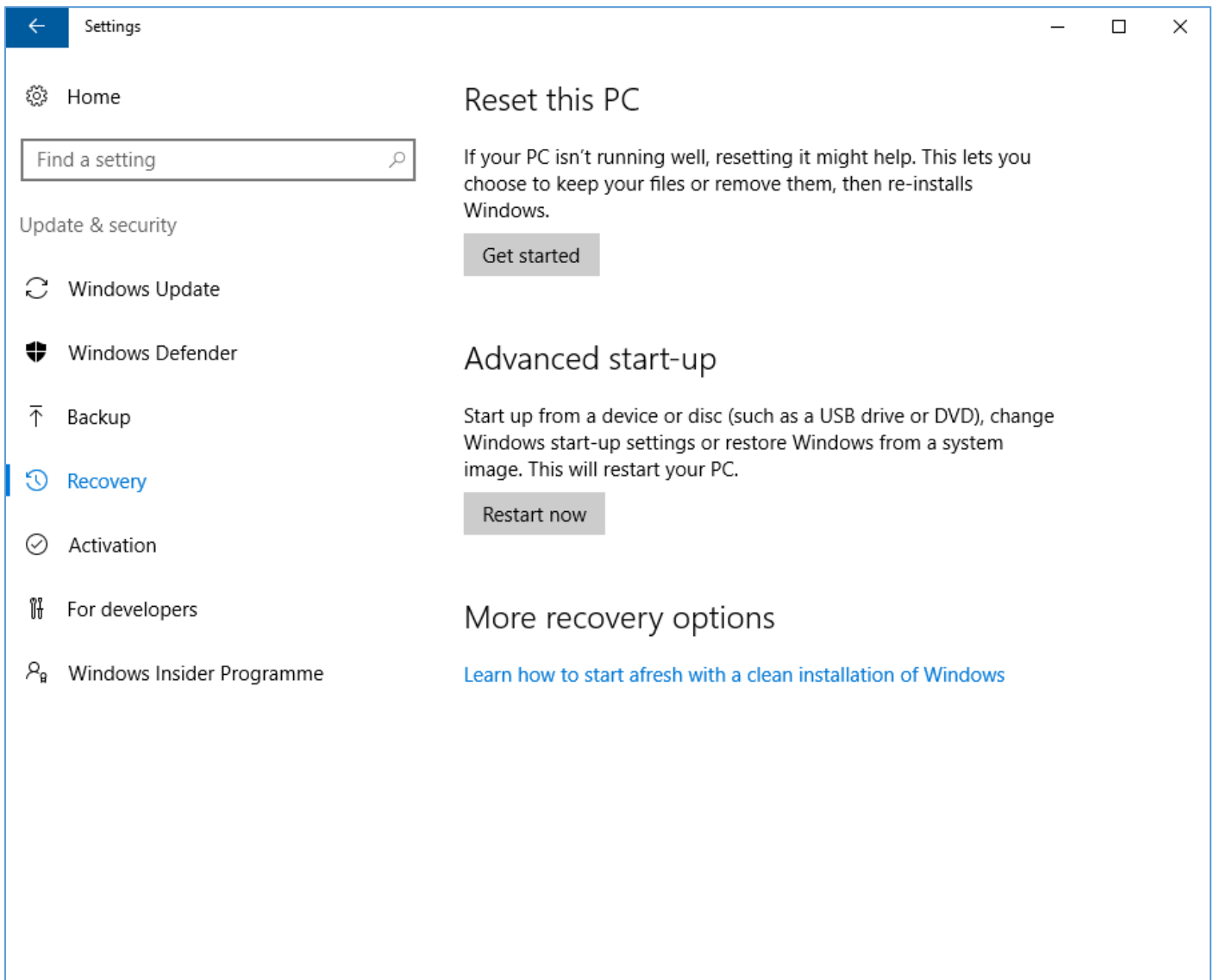
Settings Menu

From this menu click the “Recovery” tab to the left of the menu.



Reset This PC

From this menu the “Get started” button to continue the recovery process.



Choose An Option

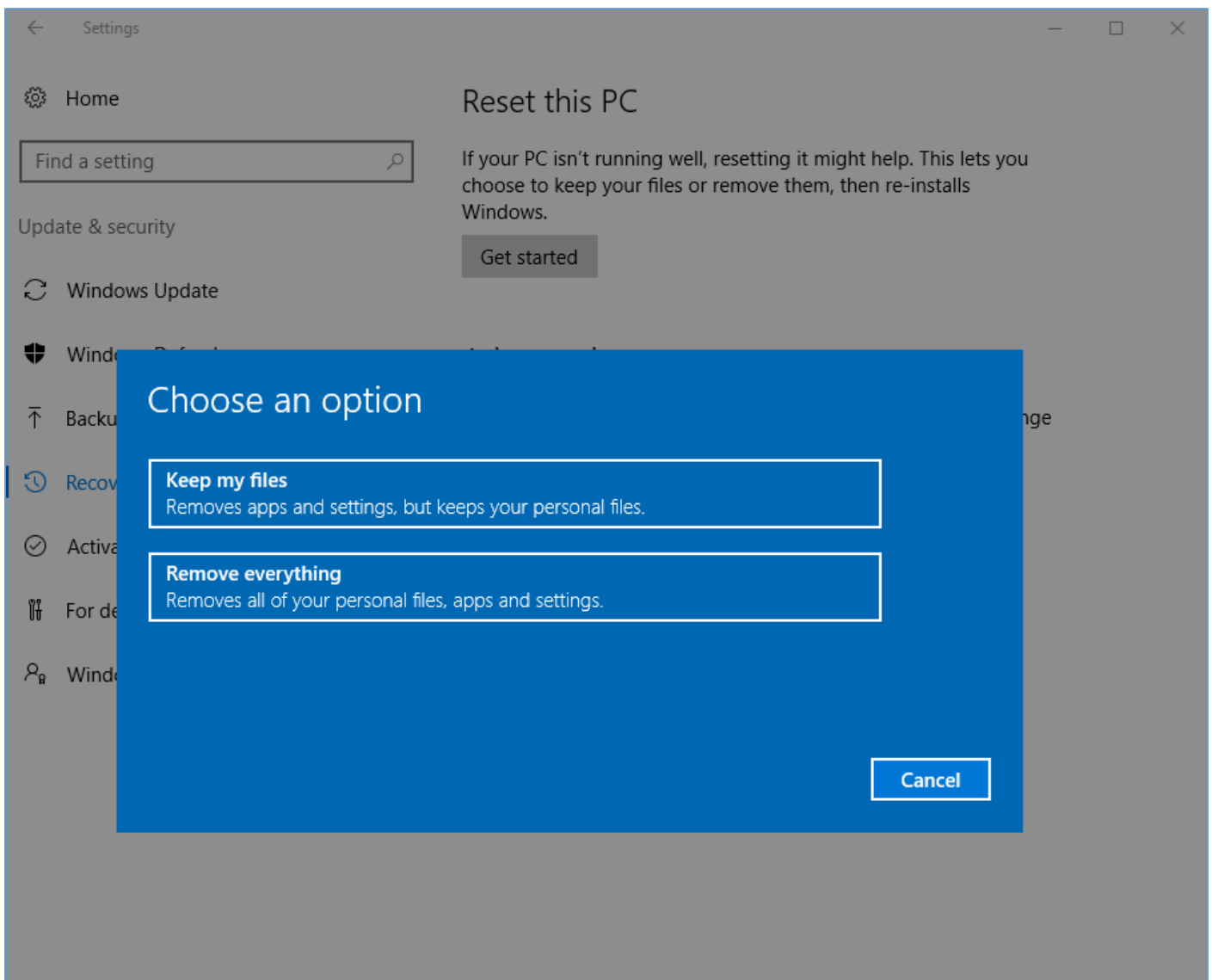
From this menu there are two options

- Keep my files

This cleans the drive of apps including programs installed by the end user but keeps your personal files like documents and pictures.

- Remove everything

This is a factory restore option which will return your computer to the point you received it from MyDigitalTech apart from Office 2016 which will be cleaned and does not restore. The reason for this is Microsoft regularly updates Office and reinstalling an old version may require several updates to get it to the current version. You will also lose any personal files and folders so remember to back these up before beginning recovery.



Clean The Drives

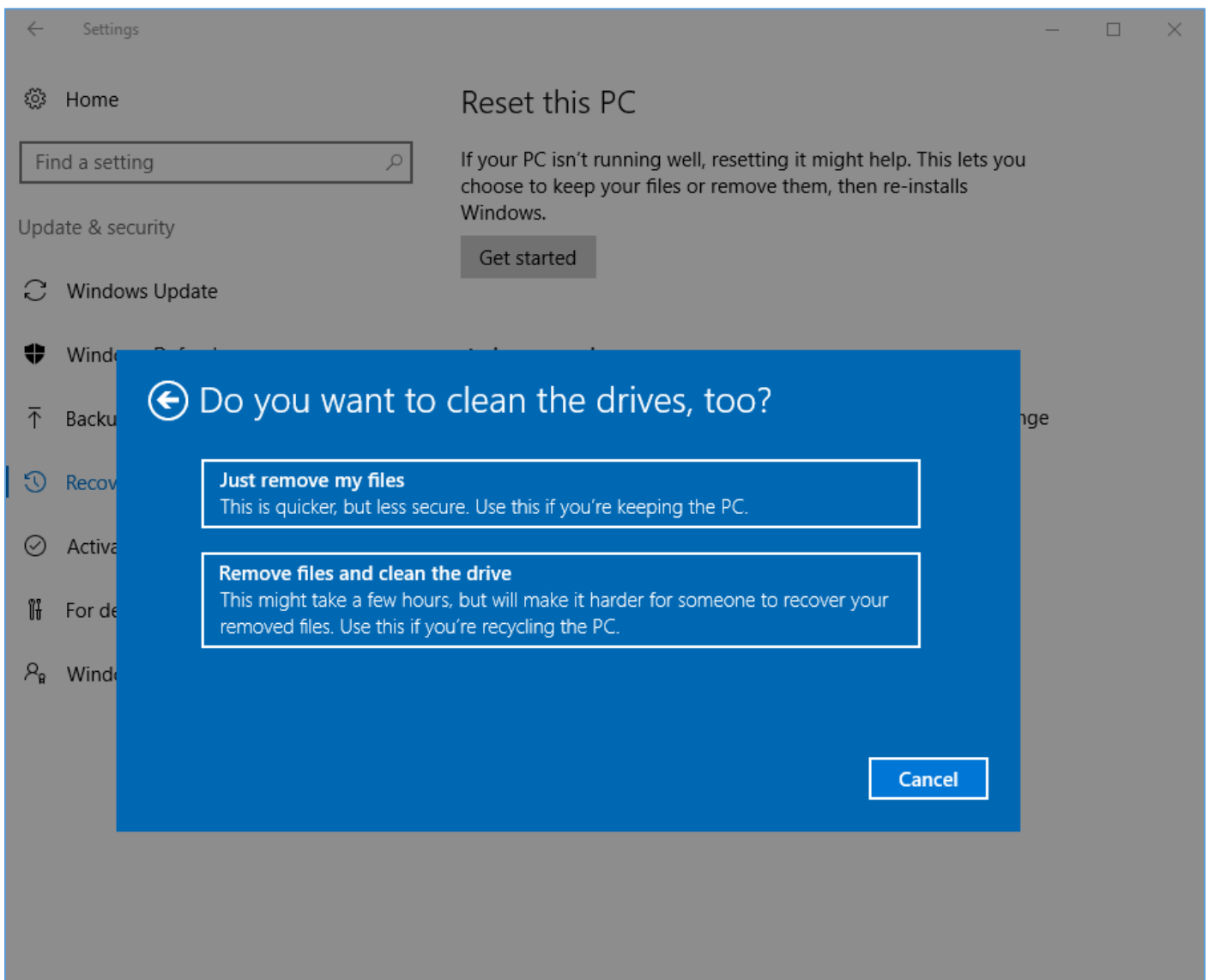
There are two options to clean the drive.

- Just remove my files

This is a factory restore that will remove your files and preinstalled Apps, Office 2016 will be removed. The reason for this is Microsoft regularly updates Office and reinstalling an old version may require several updates to get it to the current version.

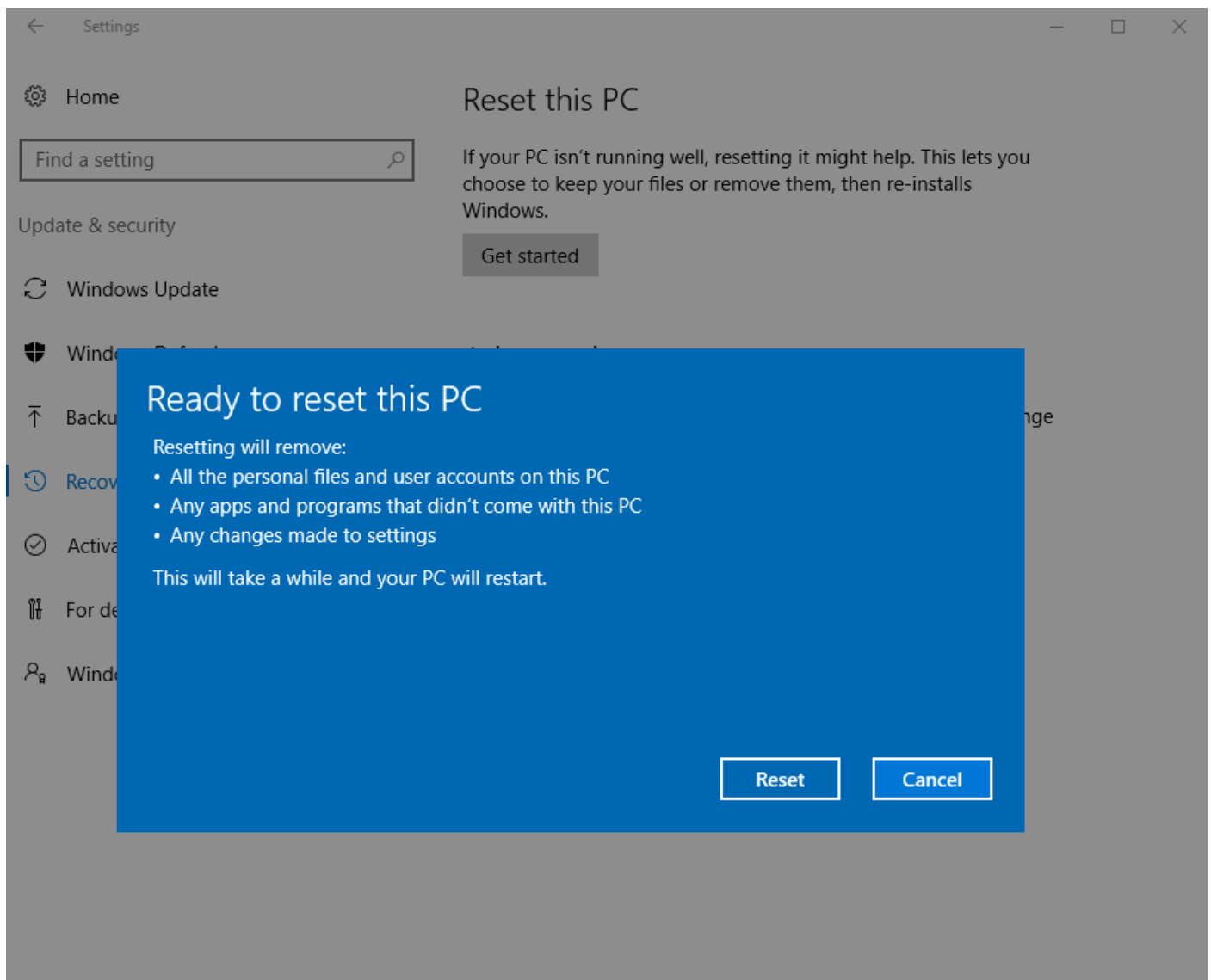
- Remove files and clean the drive

This option is a full reinstall from the factory built recovery image contained within Windows 10 and will also remove Office 2016 and all user files and programs installed.



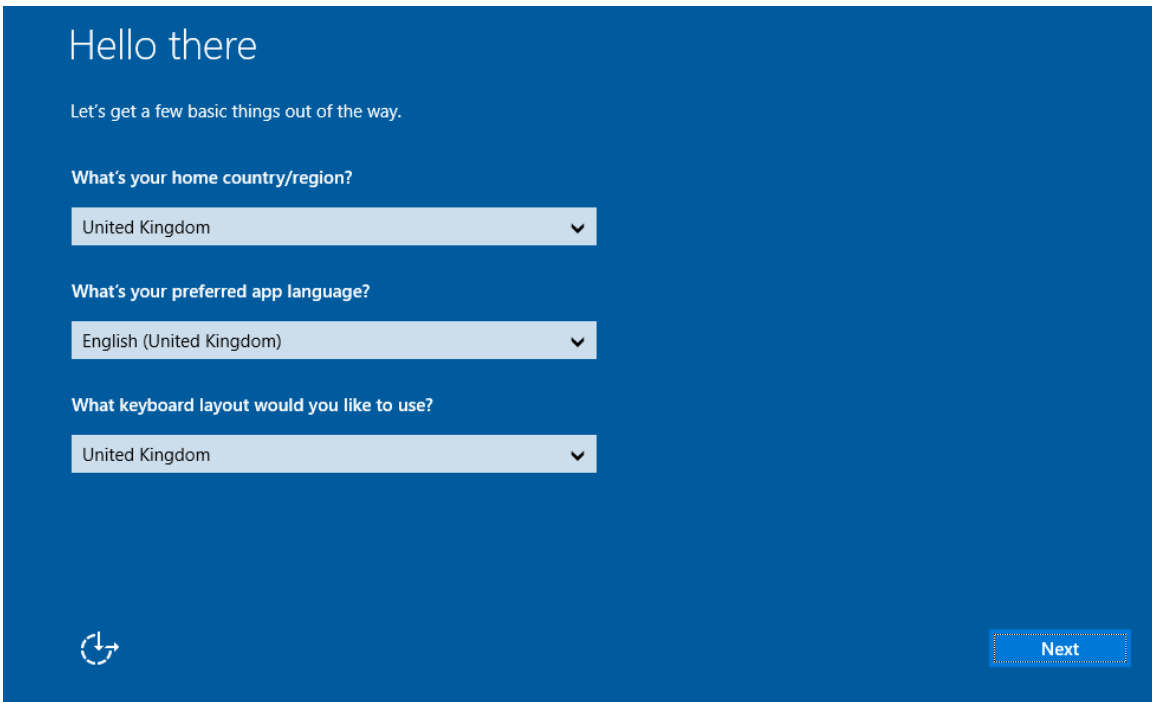
Ready To Reset This PC

After clicking the “Reset” a window will appear with the message “Getting a few things ready” and a percentage counter while Windows prepares the recovery. Windows will then restart and continue the “Preparing” process until recovery starts with a “Resetting this PC” message, this process can take over an hour or more. While in the process of recovery Windows cannot be used and cannot be switched off as this could render Windows 10 unusable.

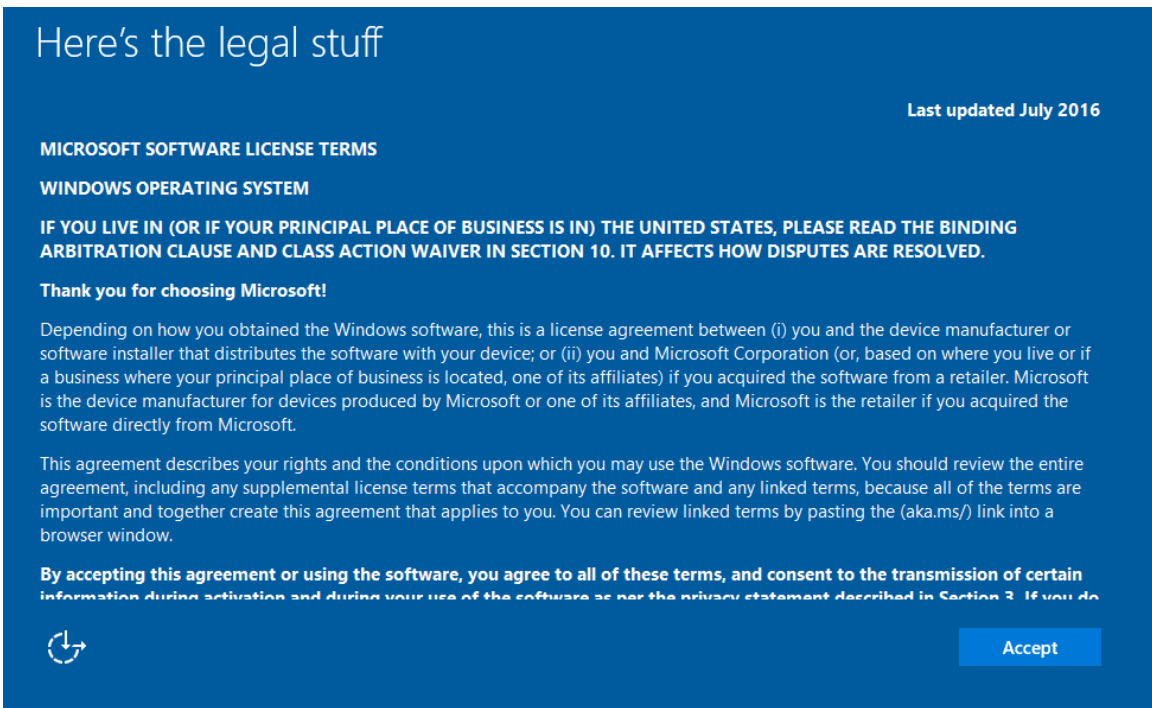


Recovery Complete

First restart screen after recovery has completed.



Click "Accept" to continue.



Setup Windows 10

Either select “Customize” or “Use Express settings” to continue.

Get going fast

Change these at any time (scroll to see more). Select **Use Express settings** to:

Personalise your speech, typing and inking input by sending your input data to Microsoft. Let Microsoft use that info to improve the suggestion and recognition platforms.

Let Windows and apps request your location, including location history, turn on Find My Device, and use your advertising ID to personalise your experiences. Send Microsoft location data to improve location services.


Help protect yourself from malicious web content and use page prediction to improve reading, speed up browsing and make your overall experience better in Windows browsers. Your browsing data will be sent to Microsoft.

Automatically connect to suggested open hotspots. Not all networks are secure.

Get updates from and send updates to PCs on the Internet. Send full diagnostic and usage data to Microsoft.

Connect with friends. Let Skype use your contacts and verify your phone number. SMS charges may apply.

[Learn more](#)

 [Back](#) [Customise](#) [Use Express settings](#)


Create an account in Windows 10

Create an account for this PC

If you want to use a password, choose something that will be easy for you to remember but hard for others to guess.

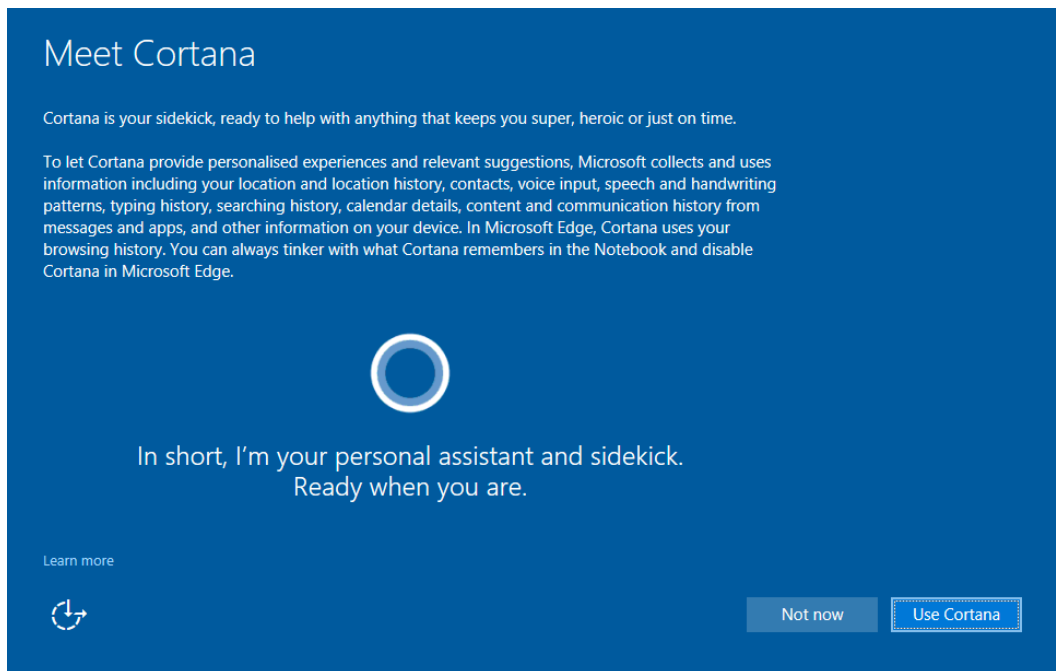
Who's going to use this PC?

Make it secure.

 [Next](#)

Meet Cortana Option

Choose if you want to “Use Cortana” or not.

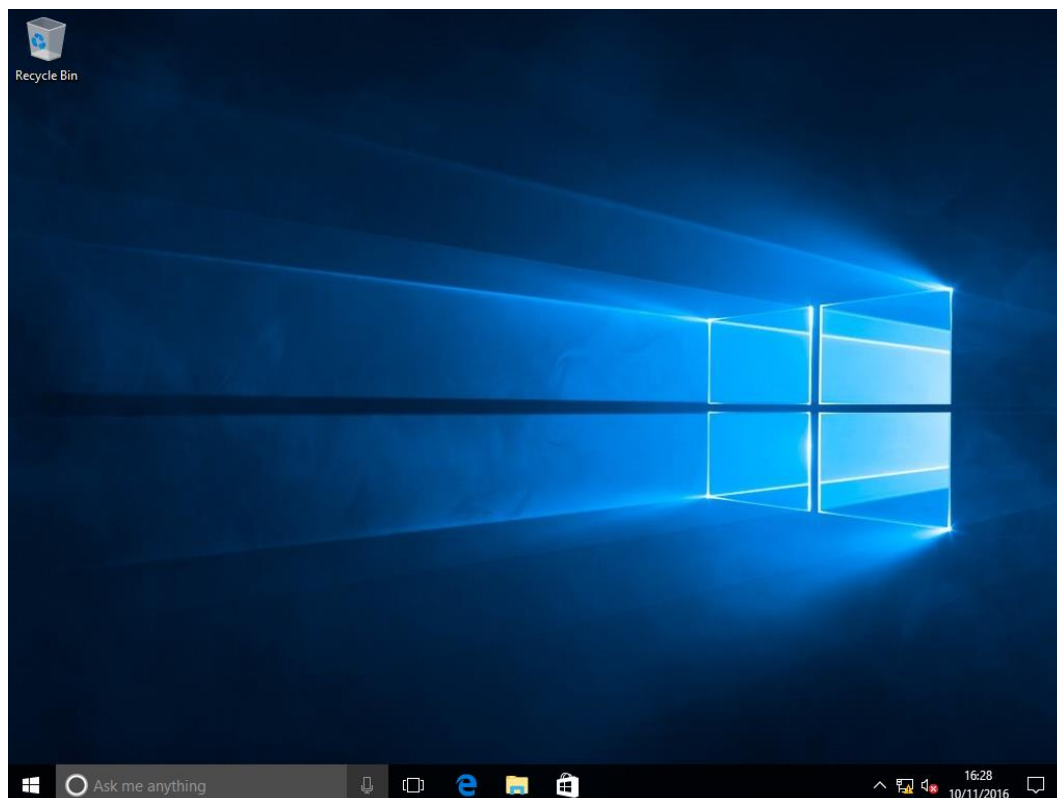


The screenshot shows a blue dialog box titled "Meet Cortana". The text inside reads: "Cortana is your sidekick, ready to help with anything that keeps you super, heroic or just on time." Below this, it explains that Microsoft collects and uses information like location, contacts, and browsing history to provide personalized experiences. A large white Cortana ring icon is centered on the screen. Below the icon, it says "In short, I'm your personal assistant and sidekick. Ready when you are." At the bottom left, there is a "Learn more" link with a circular arrow icon. At the bottom right, there are two buttons: "Not now" and "Use Cortana".

Don't turn off the computer while Windows is being configured.

Getting things ready – please don't turn off
your PC

Windows will complete by finishing up on the desktop.



Activate Windows

Windows 10 will require activation by entering the COA so updates and Apps can be used, this is done by right clicking the start menu and selecting "Control Panel" from the popup menu. Click "System and Security" from the Control panel and then "System" from the next menu.

Click "Activate Windows" link on the bottom right of this menu.

The screenshot shows the Windows 10 System control panel page. The breadcrumb navigation is: Control Panel > System and Security > System. The page title is "View basic information about your computer".

Windows edition

- Windows 10 Pro
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System

- Manufacturer: MyDigitalTech
- Processor: Intel(R) Core(TM)2 Duo CPU E8400 @ 3.00GHz 3.00 GHz
- Installed memory (RAM): 4.00 GB (3.46 GB usable)
- System type: 32-bit Operating System, x64-based processor
- Pen and Touch: No Pen or Touch Input is available for this Display

MyDigitalTech support

- Phone number: 0845 450 6323
- Support hours: 08:30-17:00 Mon-Thurs, 08:30-16:00 Fri (excluding public holidays)
- Website: [Online support](#)

Computer name, domain and workgroup settings

- Computer name: WIN-KM9HUJHBK11 [Change settings](#)
- Full computer name: WIN-KM9HUJHBK11
- Computer description:
- Workgroup: WORKGROUP

Windows activation

- Windows is not activated. [Read the Microsoft Software Licence Terms](#)
- Product ID: 00330-80000-00000-AA396 [Activate Windows](#)

See also [Security and Maintenance](#)

Activate Windows Now

Click on “Change product key” and have your product key ready to insert.

Settings

Home

Find a setting

Update & security

- Windows Update
- Windows Defender
- Backup
- Recovery
- Activation**
- For developers
- Windows Insider Programme

Windows

Edition Windows 10 Pro

Activation Windows is not activated

We can't activate Windows on this device because you don't have a valid digital licence or product key. Go to the Store to buy genuine Windows. Error code: 0x803F7001

[Learn more](#)

Activate Windows now

Running a non-genuine copy of Windows can put you at greater risk from viruses and other security threats.

Go to the Store to buy genuine Windows or enter a product key.

[Go to Store](#) [Change product key](#)

If you're having problems with activation, select Troubleshoot to try to fix the problem.

[Troubleshoot](#)

Insert Product key

Insert the Windows 10 product key from the Certificate of Authority sticker attached to your computer, write it down first, the key is the alphanumeric key in the format of five sets of letters and numbers described in the following image.

