

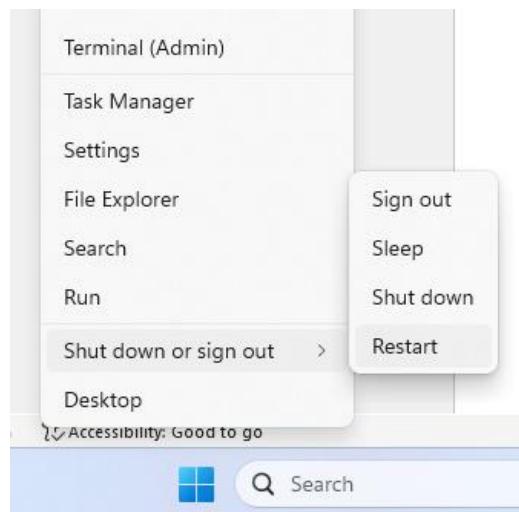
# Student laptops running slowly

We have carried out extensive investigation and testing of scheme laptops running slowly. We have found that in almost all cases, this is due to updates which are unable to complete effectively because the devices aren't being given sufficient time to finish update cycles and are often not restarted frequently enough.

We have successfully rectified the vast majority of running issues by carrying out a few steps to ensure successful updating:

## 1. Restart the device

In most cases, the laptop lid is closed at the end of each lesson and opened again when next needed. This has the effect of 'resetting' large downloads and update installations. To properly shut down – right-click on the Windows button and select Shut down or sign out and select Restart.



## 2. Plug the power in

When running with the power adaptor plugged-in, the laptop will continue to work – even when the screen goes to sleep.

### 3. Make sure you are connected to WiFi

Check to make sure that the wireless indicator is showing, rather than the globe symbol. 



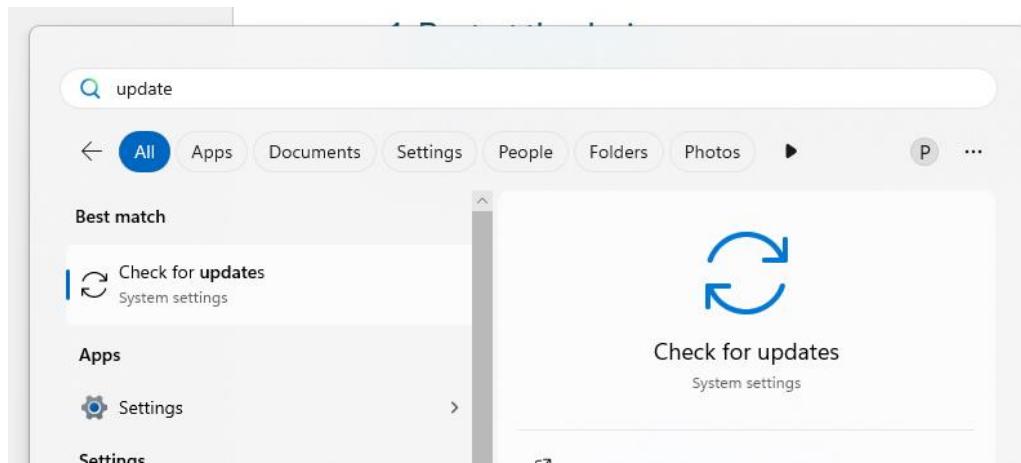
To connect to your WiFi press Ctrl-Alt-Del and then click on the globe or WiFi symbol in the lower right corner.



Alternatively, plug in an ethernet cable.

### 4. Login and run updates

Login to the laptop with the student account. If it's running very slowly, it may take a while but once it's logged in, click the Windows button and type 'update'. Choose Check for Updates.



Most often we find at this stage that the device is trying to install a large update such as Windows 24H2. You may see that an update is ‘Downloading’ or ‘Installing.’ Watch the progress and if it seems to be stuck, return to step 1, and follow the process again.

The key here is to leave everything connected and be patient. We find that where a device is left overnight, it is generally performing correctly again by the following morning.