

Subject Line: Microsoft Windows 10 Update

Hello, Microsoft has begun pushing a warning message to Windows 10 computers that a critical security update must be performed. Several clients have informed us that they are seeing the warning message. It will appear as a generic blue screen after your computer has been powered up, and it states that after April 10, 2018 Microsoft will no longer support your version of Windows 10 until the critical security update has been performed. Please note if your UAN computer has not been recently connected to the internet, you would not have received this message.

UAN has confirmed that the warning message is a genuine message from Microsoft, and UAN strongly encourages all clients to perform this critical security update as soon as possible.

Please note:

- This update is a Microsoft requirement and UAN cannot stop or delay its roll out. To perform the critical security update select the 'Download update' button located within the warning message.
- This update is very large, for those clients that have metered internet usage at their home may want to perform the update at a different location with unmetered high speed internet, perhaps at another family member's home.
- Several UAN staff members have performed the critical security update on their home computers, and the process took more than an hour to complete.

To check that your computer has been updated or to force the update at a time that is convenient to you, go to the windows Start button and click on Settings (the icon that looks like a gear above the Start button) > Update and Security > Windows Update > Check for Updates and then follow the instructions on the screen.