It is recommended to perform all updates to secure your system. **It is required that your computer be up to date in order to access Gundersen Health System (GHS) resources.**

Gundersen Health system will not be held liable for any changes that you apply to your personal computer or operating system. In an effort to allow remote access from your personal device it is your choice to follow the instructions being provided to meet minimum requirements for remote access.

**Requirements:**

- Windows 8.1 or higher.
- Have all security patches and upgrades applied.
- Chrome is our preferred browser.

**Windows 10 Updates**

1. Select the Start (**Windows**) button from the bottom-left corner.
2. Go to Settings (gear icon).
3. Select the **Update and Security** icon.
4. Choose **Windows Update** tab in the sidebar (circular arrows).
5. Select **Check for updates.** If there is an available update, it will begin downloading automatically.

**Windows 8.1 Updates**

1. Make sure your PC is plugged in and connected to the Internet. Don’t disconnect, unplug, or turn off your PC while the update is being installed.
2. Swipe in from the right edge of the screen, tap **Settings**, and then tap **Change PC settings**. (If you’re using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, click **Settings**, and then click **Change PC settings**.)
3. Tap or click **Update and recovery**, and then tap or click **Windows Update**.
4. Tap or click **Check now**.
5. If updates are found, tap or click **View details**.
6. In the list of updates, tap or click **Install**. If you're prompted for an administrator password or confirmation, enter the password or provide confirmation.
7. After the installation is complete, restart your PC and sign in.
Still having trouble?

If you have questions or concerns about the instructions, Gundersen Health System recommends you reach out to Microsoft directly to determine if your computer meets minimum requirements for our work from home environment.

**Microsoft Assistance**

1. Click the following link: [https://support.microsoft.com/en-us/help/12373](https://support.microsoft.com/en-us/help/12373)
2. Select Windows 8.1 or 10 from the dropdown.
3. Click **Get help now** to engage a virtual Microsoft agent.