** St. John’s University advises students to back up all personal data prior to performing a Windows Restore. The University is NOT responsible for recovering any unsaved data that may become lost. Before beginning the restore, it is recommended that the laptop be connected to the power adapter. **

1. Select Power icon on the screen. All power options will display. Press and hold the “Shift” key on the keyboard, and select Restart. The “Shift” key must remain depressed until the Options screen appears.

2. A series of options are presented. In order to perform the restore, select “Troubleshoot.”

3. At this point, select which type of Restore to be performed.

A. Refresh your PC:
   This process will restore all programs and system files and settings to their original state. Any personal data, such as documents, or pictures will remain unaffected. However, any additional programs that have been installed after receiving the laptop will be removed, and Windows operating system settings restored to their original state. If a corrupt system update or bad driver caused the system to malfunction, this option will repair it.

B. Reset your PC:
   This process wipes the entire system, and restores it to the original state in which the laptop was issued. ALL personal files, such as documents, music, pictures, and any additionally installed programs or customization will be removed off of the laptop. This option is recommended for systems affected by malware, such as viruses and spyware.

** Follow instructions in Section A for Refresh, or Section B for a Reset. **
SECTION A: Refreshing Windows:

1) After selecting “Refresh your PC” a window will appear requiring the selection of the account that needs to be refreshed. Select the account used, and enter the corresponding password:

2) On the next screen it explains what is occurring to the laptop while it is refreshing. Select “Next”

3) Select “Refresh” on the next screen to start the refresh process.

SECTION B: Reseting Windows:

1) After selecting “Reset your PC,” a window will appear notifying that all personal files will be removed off the device. Select “Next” to continue.

2) On the following screen there will have two (2) options; “Just remove my files” and “Fully clean the drive”, select one of the options to proceed.
   a. Remove Files
      This option is recommended if only wanting to erase personal data files.
   b. Fully clean drive
      This option is recommended if issue has occurred due to malware, such as a virus or spyware.
SETTING UP THE ACCOUNT

Once the laptop completes the Restore, it will require the recreation of the student account. To create the account, follow the directions on the screen.

1. The first screen that will display will require the Computer name. The Computer name must be set as student NT Account-PC. This is the same username used when logging into the desktop computers on campus in either the labs or classrooms. If unaware of the username, it is configured by the following information:
   - The first letter of the student’s first name
   - The first four (4) letters of the student’s last name
   - The last three (3) digits of the student’s X Number
   - Example: John Smith X Number: X012345678 = NT user: JSmitt678

2. It will also require a color to be selected, then click Next.

3. The next screen is for wireless setup. Select “Skip.”

4. The next window will be titled “Your Account”, next to “Username” enter the student’s NT username.

5. The password for the account will also have to be recreated. The password it will have to follow certain requirements
   - A minimum of eight (8) characters
   - At least one (1) capital letter
   - At least one (1) lower case letter
   - At least one (1) number

6. A password hint will also have to be set.

7. Click “Finish”

If you have any questions or concerns after completing this process, please contact the St. John’s University Laptop Support Center at (718) 990-7487.