URGENT REMINDER: UPGRADE YOUR COMPUTERS TO WINDOWS 10!

Microsoft has officially ended its support for the Windows 7 operating system, as of January 14, 2020. This may have a large impact on your practice if you are still using Windows 7. Security upgrades will no longer be supported, making your system vulnerable to malware attacks. There have been some reports of healthcare practices using Windows 7 experiencing malware attacks, despite being on the PPN.

You could expose your computer to malware through the use of an infected USB device, by opening an infected email, or by visiting an infected webpage. The PPN will not protect your system in such cases.

If you are still using Windows 7 on any of your computers, you will need to upgrade to Windows 10, the current Microsoft operating system.

Step 1: Check if you are running Windows 7

You should ensure that any computers that are running Windows 7 are disconnected from your network. To see what operating system you are using, go to Control Panel and Select "System". Look under "basic information about your computer" (red arrow):
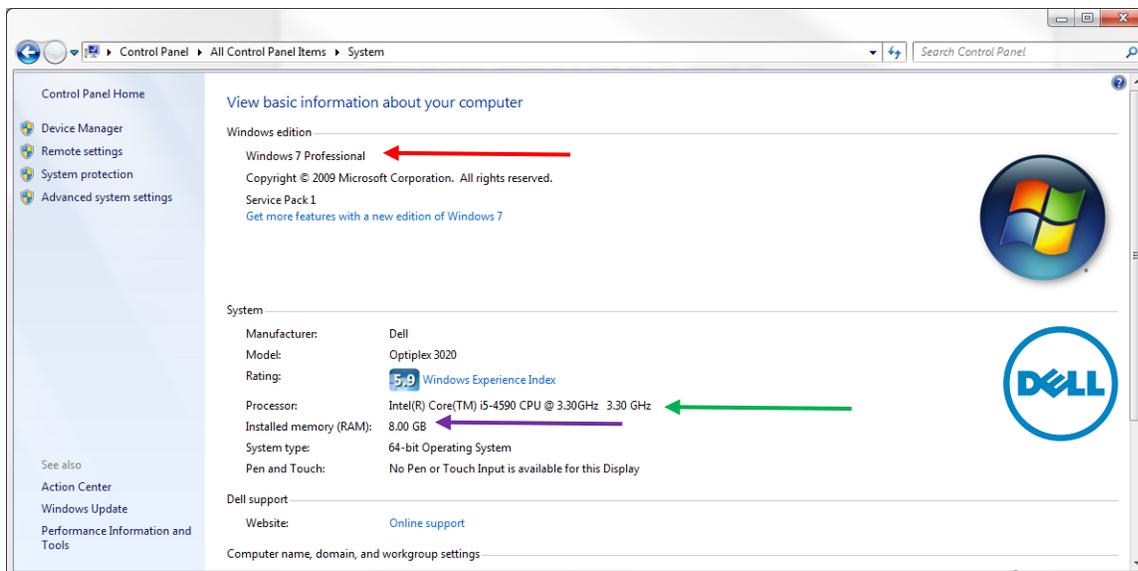
Step 2: See whether you can upgrade your machine

Next, you will want to upgrade any machine(s) still on Windows 7 to Windows 10. To upgrade, your machine must meet these minimum specifications:

- A minimum of 8GB RAM (Memory)
- At least an Intel or AMD Processor i5-4950 3.30Ghz or higher
- At least 30GB of free hard drive space

Here is how you will know if your machine meets these specifications.

1. RAM and Processor : find the system information by using Control Panel (see above). It will show the Processor (green arrow) and installed memory (RAM) (purple arrow).
2. To check your hard drive space, double click on the "Computer" icon. You will see the capacity of your C:\Drive (see picture below). If there is very little free space left, the bar will show as red. If you see less than 30GB of free space and the bar is red, you do not have sufficient space to upgrade!
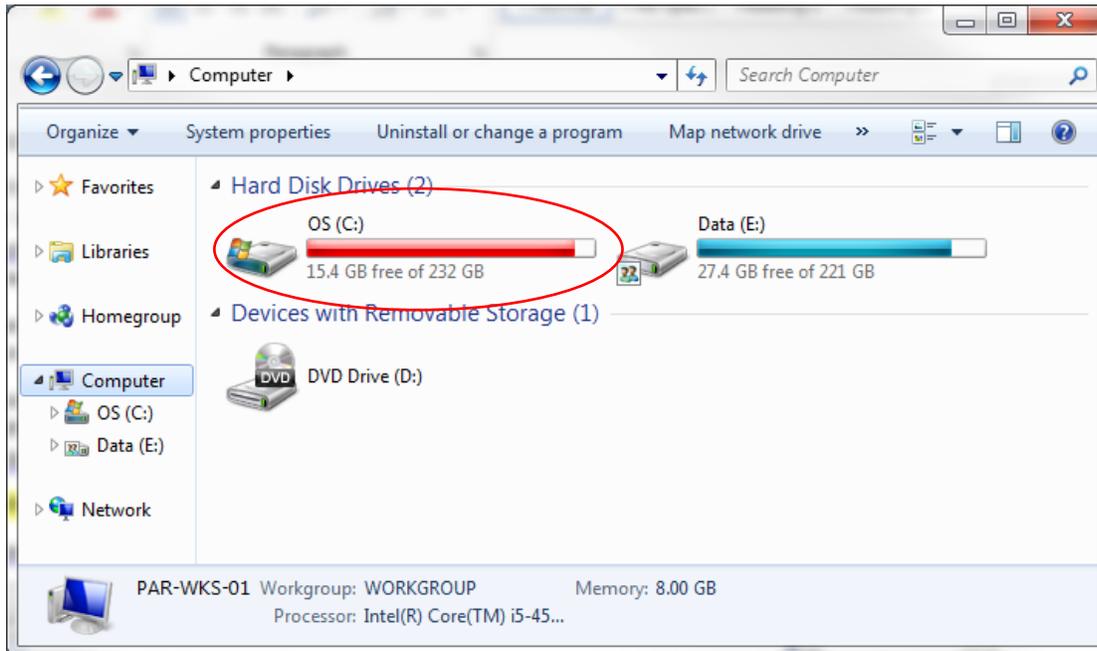
Step 3: Upgrade your machine, or purchase one that can support Windows 10

If your computer meets the requirement, you can go ahead with the upgrade.

To upgrade, go to Microsoft.com and choose the appropriate version of Windows 10 for your office (Windows 10 professional or Windows 10 enterprise).

Here the link to download: https://www.microsoft.com/en-us/software-download/windows10?ranMID=24542&ranEAID=0JlRymcP1YU&ranSiteID=0JlRymcP1YU-dfF09KSdWonSvWcelglGbA&epi=0JlRymcP1YU-dfF09KSdWonSvWcelglGbA&irgwc=1&OCID=AID2000142_aff_7593_1243925&tduid=(ir__6cdje0cevokfthp3kk0sohzizm2xgd1331szl3z100)(7593)(1243925)(0JlRymcP1YU-dfF09KSdWonSvWcelglGbA)()&irclickid=_6cdje0cevokfthp3kk0sohzizm2xgd1331szl3z100

If your computer does not meet the minimum specifications, you will need to purchase a new computer that supports Windows 10. There are many places to purchase new computers in Victoria.

If you are unsure of what to buy, contact your IT services provider, or the Doctors Technology Office at dtoinfo@doctorsofbc.ca (or call 1-604-638-5841).

Step 4: Check that everything is working

The DTO has created a checklist to walk you through the process of upgrading your software. It can be accessed here: https://www.doctorsofbc.ca/sites/default/files/dto-checklist-microsoft_windows_10_upgrade.pdf

You may also wish to contact the help desk for your EMR if you are concerned about how the upgrade may affect your EMR functionality.

The DTO strongly recommends that physicians secure the assistance of a professional IT consultant to help with set up. An IT consultant can ensure that your upgraded or new device is set up in a way that is best for you, as the default settings may not be the most efficient. If you do not have a regular source of IT support, please call or email the DTO (dtoinfo@doctorsofbc.ca or call 1-604-638-5841) for help.