

RESTORE, REFRESH, OR RESET YOUR COMPUTER

How to restore, refresh, or reset windows

If you're having problems with your PC, you can try to restore, refresh, or reset it.

Restore (System Restore) your computer is a way to undo recent system changes you've made, such as installing an application that conflicts with others that are already installed.

Refresh your computer reinstalls Windows and retains your personal files, settings, and the applications that came with Win10 and apps that you installed from the Windows Store. *However, any legacy applications that you installed from the Internet or a disc will be lost.*

Reset your computer reinstalls Windows but deletes your files, settings, and applications—except for the apps that came with your PC out of the box.

RESTORE YOUR COMPUTER TO AN EARLIER POINT IN TIME (SYSTEM RESTORE)

If you think an app or driver that you recently installed caused problems with your PC, you can restore it back to an earlier point in time, called a restore point. System Restore doesn't change your personal files, but it might remove recently installed applications and drivers.

To restore your computer using System Restore

1. From the *Ask me anything* box, type **system restore**.
2. From the top of the column, click on **create a restore point**.
3. Click **System Restore** (to go back in time to a previous restore point) or **Create** (to create a new restore point).
4. In either case, follow the prompts.

REFRESH YOUR COMPUTER WITHOUT AFFECTING YOUR PERSONAL FILES

If Windows 10 is crashing, freezing, or otherwise misbehaving, one option is to “refresh” your PC. In the past we would have had to find our disk copy of Windows, back up all of our data, and perform a fresh install to enjoy a back-to-factory-fresh feeling. But now Windows 10 allows you to perform a fresh install from within Windows without losing any data.

Note, however, that all the legacy programs, including files that piggy-backed from the hardware manufacturer (bloatware), plus any that you have installed from

disks or the Internet will be lost. On a positive note, all your lost apps will be placed in a "Removed Apps" link on your Desktop screen. If the program was originally downloaded from the Internet, a direct link to the target site will be available

To refresh your computer

If your computer is still working, you can refresh it from the PC Settings application within Windows. Go to Settings (Windows + I), Update and Security, and then Recovery. Finally, at Reset this PC, click *Get started*. From there you will have two choices: *Keep my files* and *Remove everything*.

TO REMOVE EVERYTHING AND REINSTALL WINDOWS (RESET)

All of your personal files will be deleted and your settings will be reset. Any modern applications that came with your computer will be reinstalled, but all other apps will be removed.

To reset your PC

If your computer is still working, you can reset it from the PC Settings application within Windows. Go to Settings (Windows + I), Update and Security, and then Recovery. Finally, at Reset this PC, click *Get started*. From there you will have two choices: *Keep my files* and *Remove everything*.