



## A few things that you may need to do after your FreshStart is completed

1. **Windows Passwords** – During the FreshStart service, all Windows login passwords are changed to “password” all lower case. Please update your login password(s) ASAP to protect access to your desktop and data.
2. **Wireless Keys** – Home or office wireless keys will need to be reentered after your FreshStart. These were stored previously on your PC as encrypted files and cannot be auto transferred by FreshStart.
3. **Windows 10 License Activation** – If you have FreshStarted from a **Windows 7 PC** or if you FreshStarted from a **Windows XP or Vista PC and bought a Windows 7 license Key**, you will need to activate your new Windows 10 license.

A few important notes:

- Your computer must be connected to the Internet in order to activate your Windows license key.
- Currently, you must have a Windows 7 or 8 key for the free Windows 10 upgrade. If you have a Vista or XP key, you will need to purchase a new key.

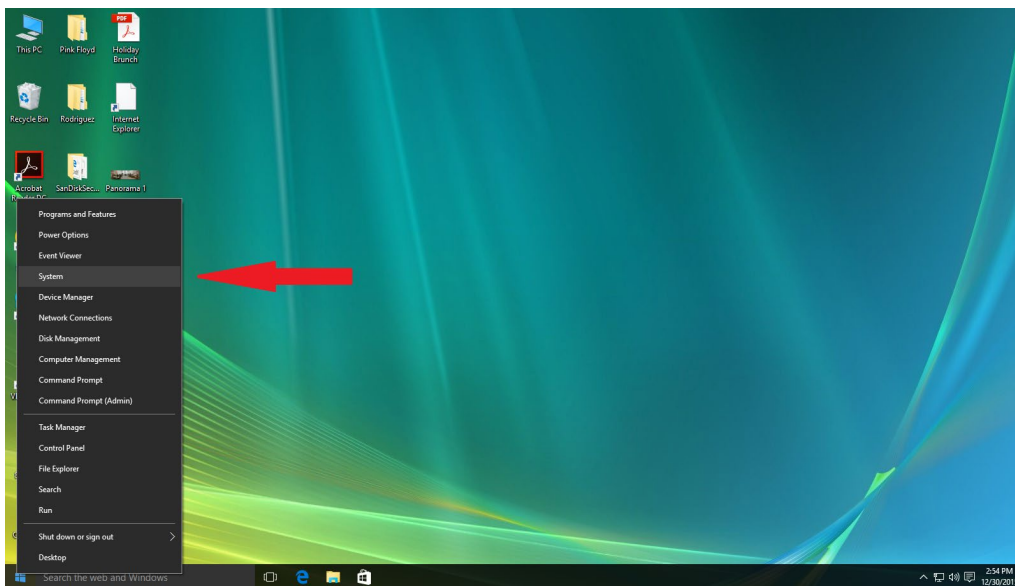
The 25 digit product key can be found on a sticker on your PC.



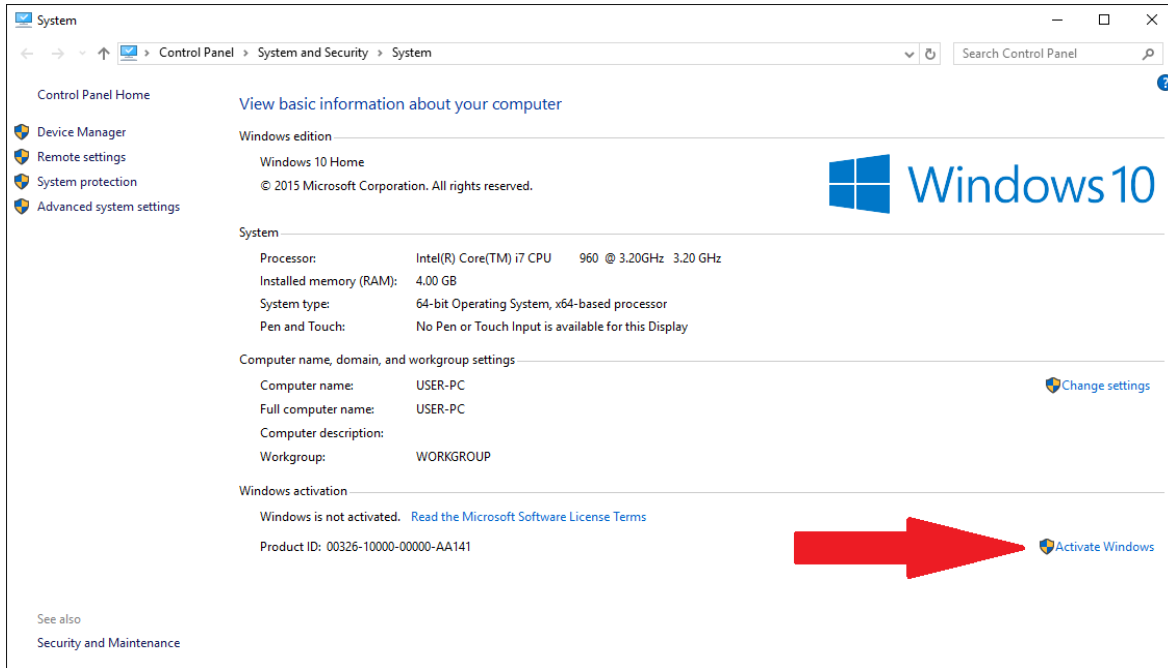
To activate, just right click on the Windows Icon on the bottom left corner of your home page and then click on System.



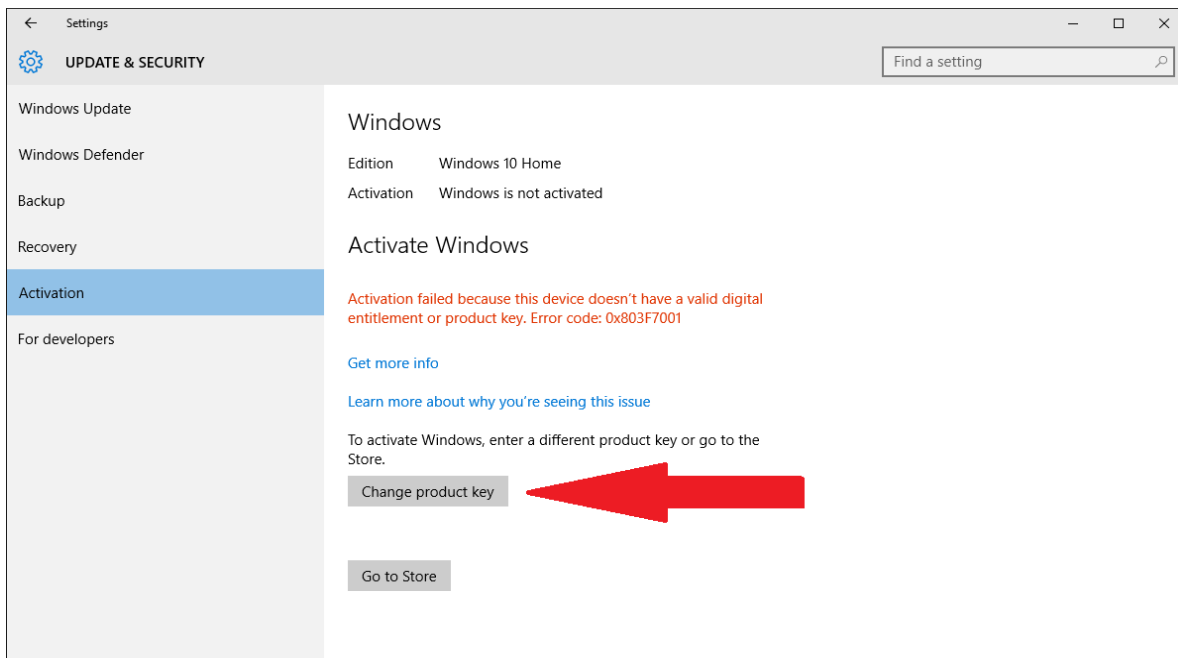
Then left click on **System**.



Left click on the link at the bottom right of the window labeled **Activate Windows**.



It should state that your Windows 10 Key is not activated. Left click on **Change product key**.



Enter your 25 digit Windows 7 product key and you should be good to go.

Enter a product key

## Enter a product key

Your product key should be in an email from whoever sold or distributed Windows to you, or on the box the Windows DVD or USB came in.

The product key looks similar to this:  
PRODUCT KEY: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX

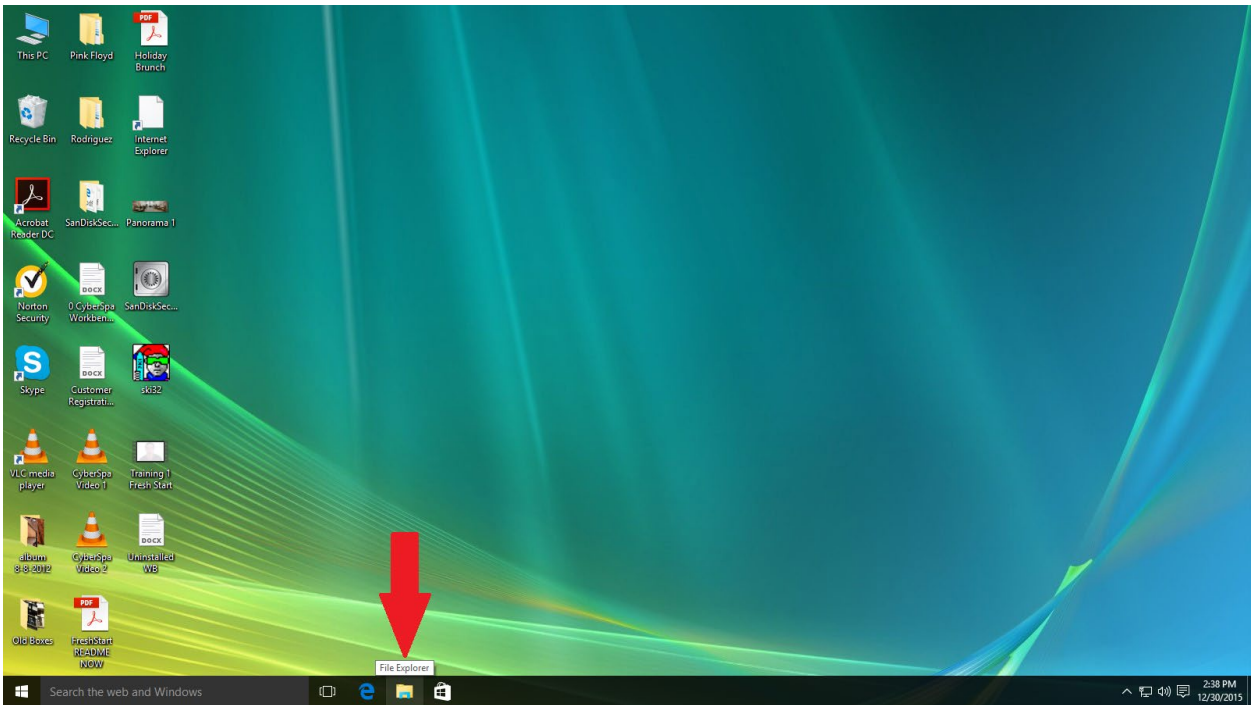
Product key

Dashes will be added automatically

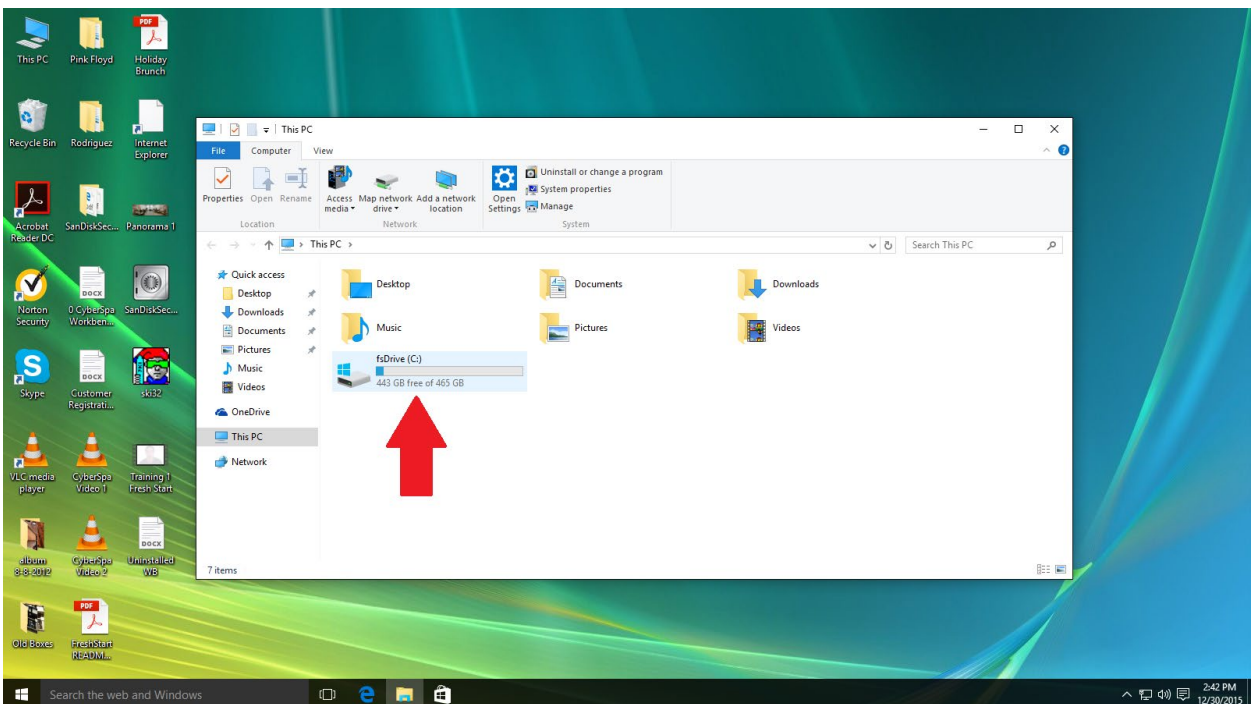
Cancel

**Windows 8 PCs** should activate automatically. If you have an early version of Windows 8 with a sticker on the PC, follow the instructions above to activate a Windows 7 PC.

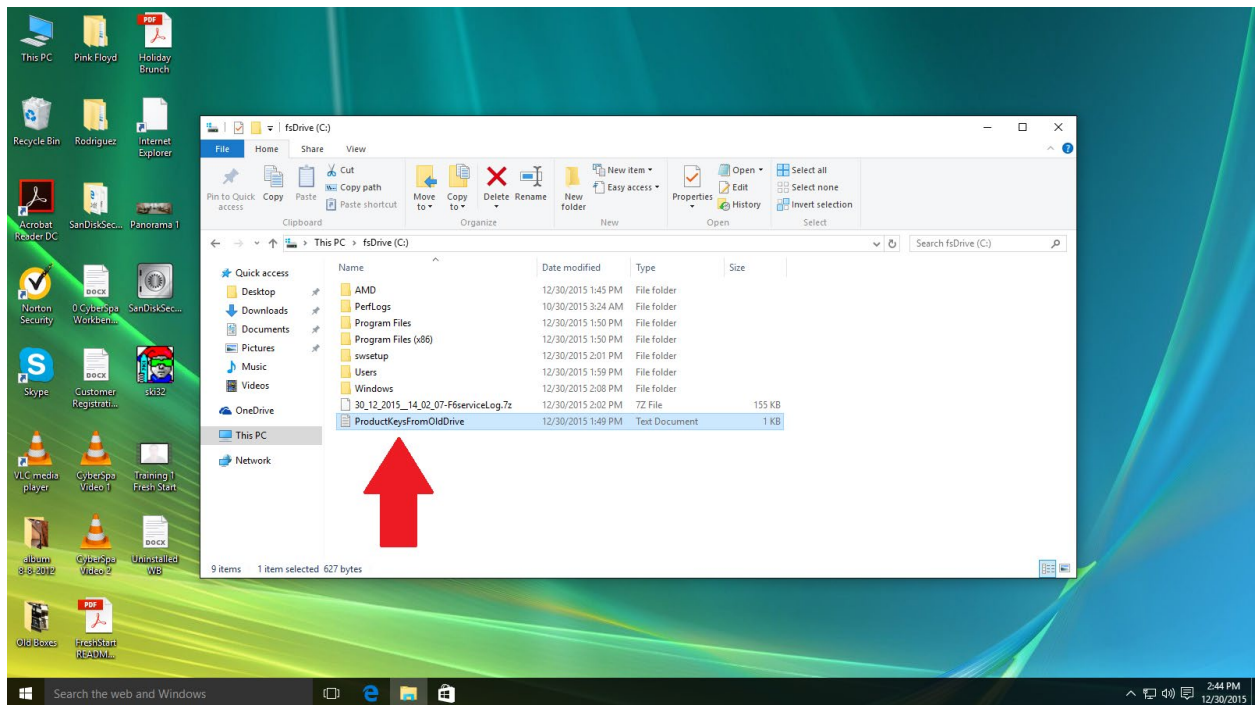
4. **Local Printers** – We do not transfer print drivers during the FreshStart service as they are notorious virus containers. Also, if you have a directly connected local printer it will need to be connected to your PC to complete the new printer setup. All local Printers have free and easy software downloads available from their websites. From your browser just search under “*manufacturer, model name and number*” for example “*HP printer Model B209a*”. You can now download clean new software from the website.
5. **Software Applications not supported for FreshStart Auto Load** – If you have purchased software programs such as QuickBooks, TurboTax, or Video games, these software applications will need to be reloaded. Software license keys that we found on your old hard drive have been placed in a separate text file for your convenience.



To access this file just left click on the start button in the bottom left corner of your screen and then left click on “File Explorer”.



Double left click into the drive labelled “(C:\)”.



You will see the text file labeled **“product keys from old drive”**. Open this file to view all 3<sup>rd</sup> party software keys.

**A special note about Microsoft Office 2013** – If you purchased a license for Microsoft Office 2013 from a store and received a license key that you used to activate it, that key will be found in the text file labeled “product keys from old drive”, but you will need to reenter it to activate the software once you are online.

If you purchased the software online and the key is not in the text file, or if you are using **Office 365**, you will need to go <https://www.office.com/> Sign in and follow the instructions to download and activate your software.

If you have any other questions you can find at:

[www.mypcfreshstart.com](http://www.mypcfreshstart.com)