

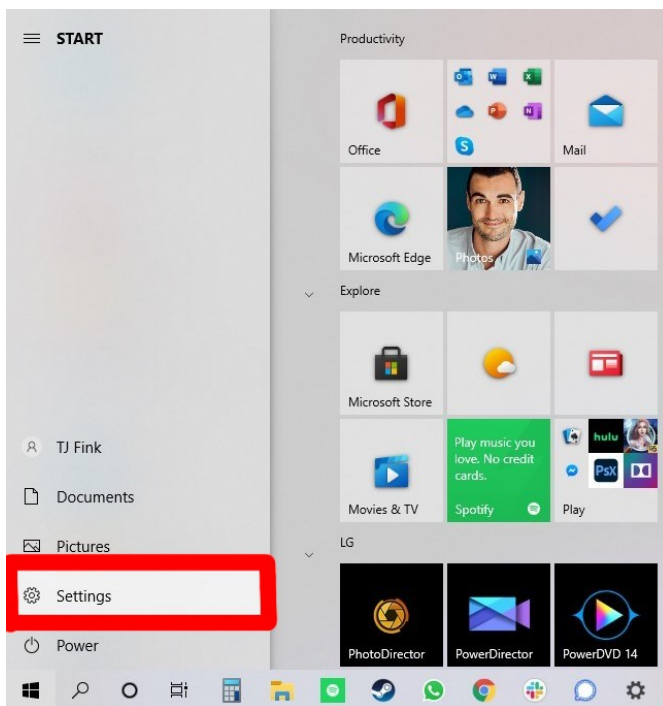
# Wiping a Windows laptop

[Windows 8 or 10]

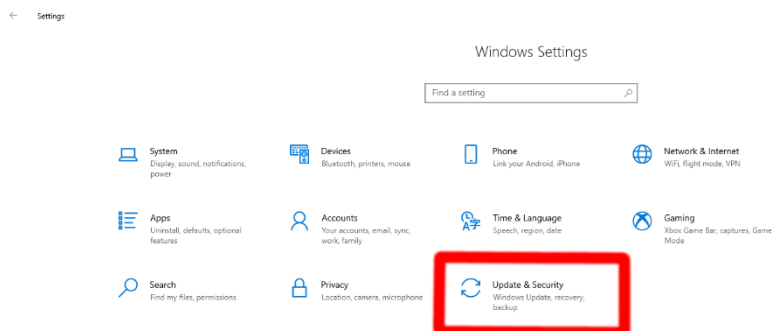
Although we securely wipe all donated devices, we highly recommend that all donors perform a factory reset on laptops before donating them to ensure that their personal files are erased. Windows 8 and 10 have an easy built-in method for accomplishing this.

## How to perform a factory reset in Windows 10

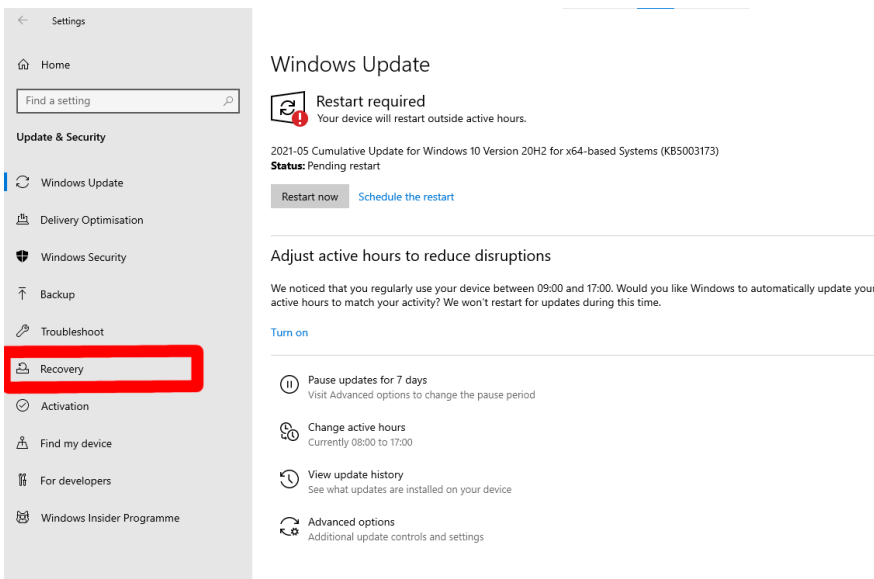
Open the Start Menu and choose “Settings”:



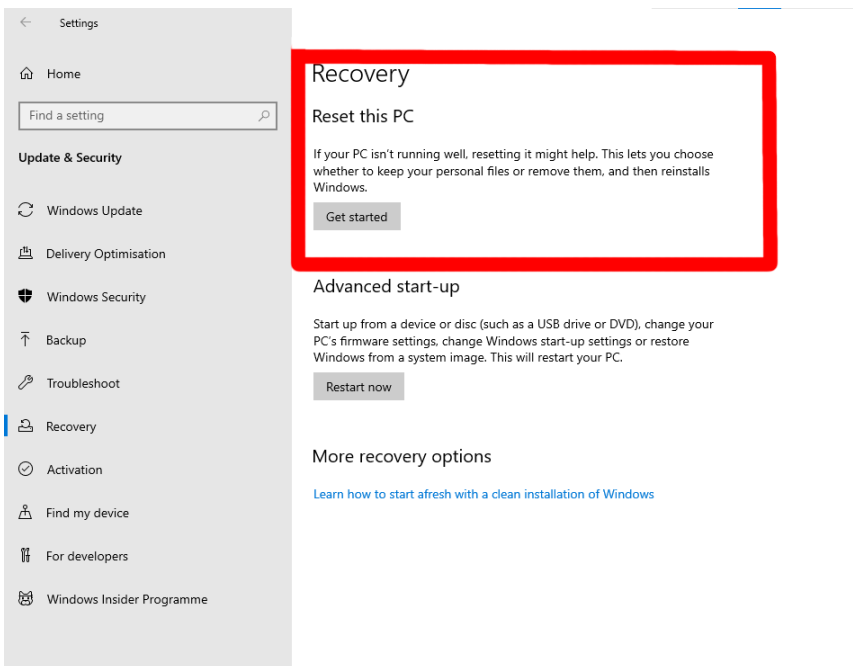
Select “Update & Security”:



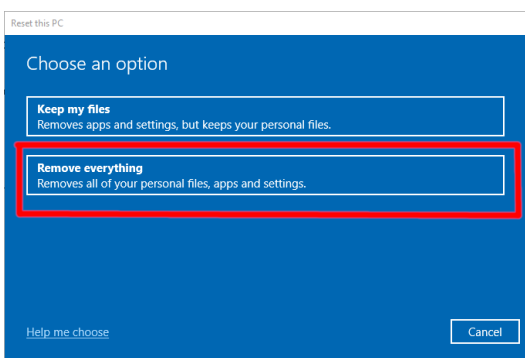
Click “Recovery” on the left-hand side:



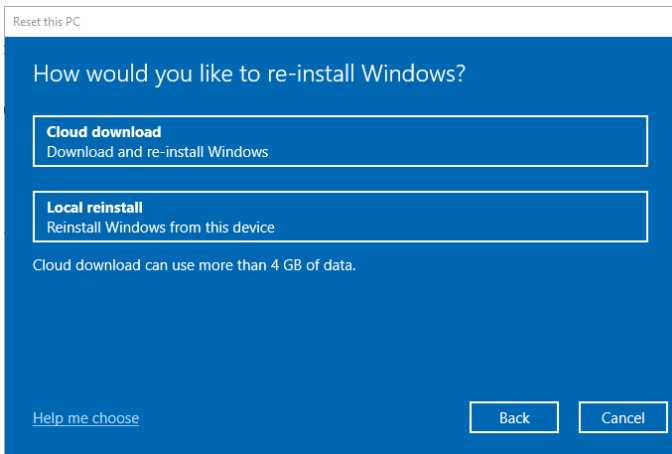
In the “Reset this PC” section, click on “Get Started”:



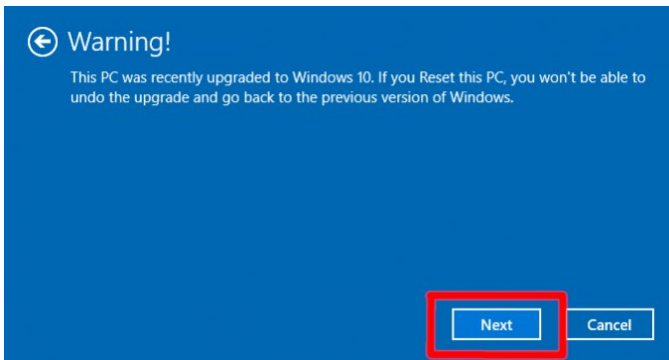
You will be asked if you want to “Keep my files” or “Remove everything”. It is highly recommended that you choose “Remove everything”. Note: This will delete all your personal files from the device, so ensure that anything you want to keep is backed up elsewhere before proceeding.



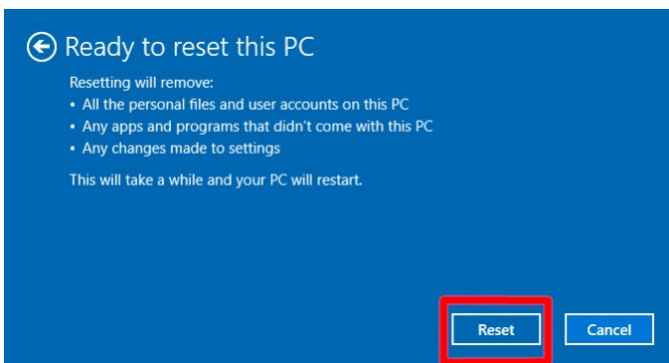
On recent versions of Windows 10 you may be asked if you want to reinstall Windows via the cloud or locally. The cloud option is less likely to fail but will download around 4GB of data using your Internet connection.



You may be warned that you won't be able to roll back to a prior version of Windows. Click "Next".



When prompted, click "Reset".



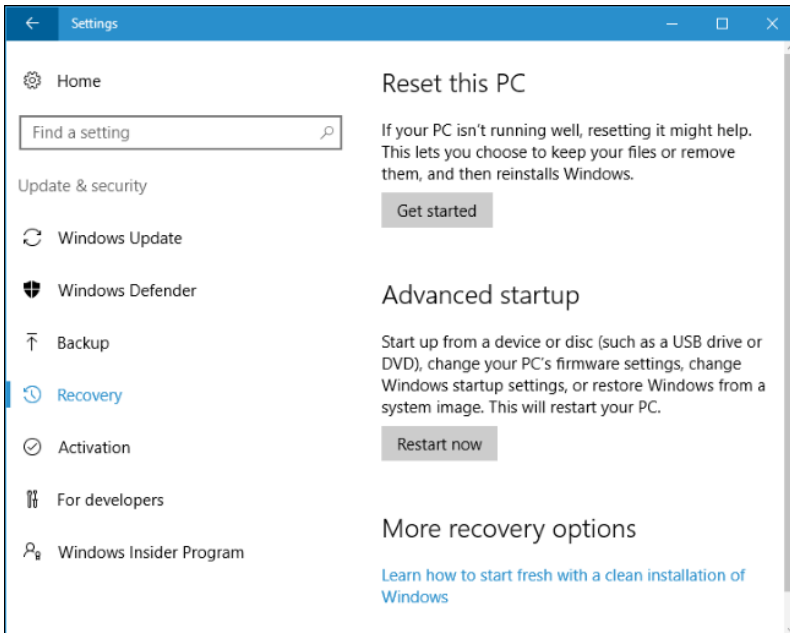
Windows will now restart and will take some time to reset itself.



## How to perform a factory reset in Windows 8/8.1

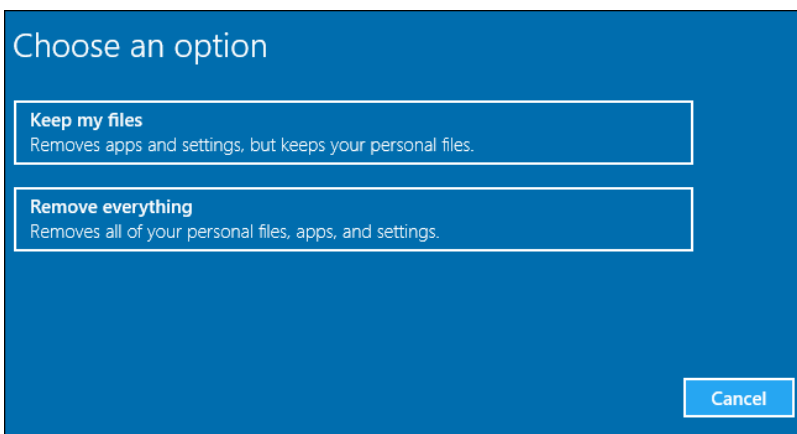
Boot the PC into Windows and open the “Settings” app from the Start Menu. You can also do this by pressing the key combination ‘Windows’ key + ‘i’ and selecting the option “Change PC Settings” from the menu on the left.

Head to “Update & Recovery” and then “Recovery”. You should see the following screen:

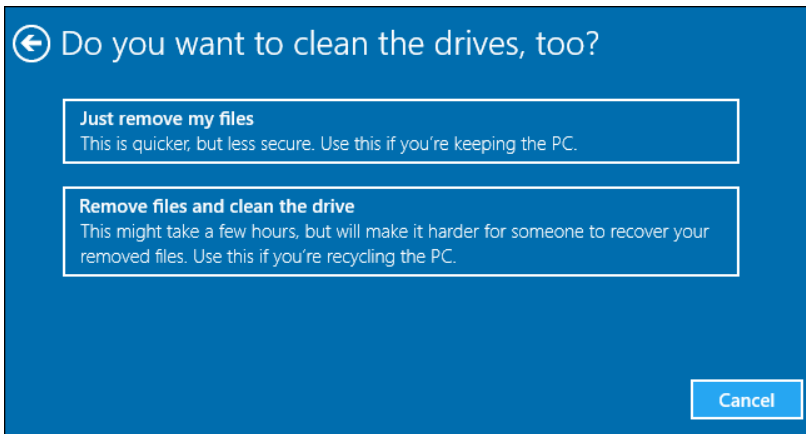


Click the “Get Started” button under “Reset this PC”.

You will be presented with two options – “Keep my files” and “Remove everything”. It is highly recommended that you choose “Remove everything”. Note: This will delete all of your personal files from the device, so ensure that anything you want to keep is backed up elsewhere before proceeding



When you choose to remove everything, you will then be asked if you want to clean the drives too. We recommend that you choose this option. It can take several hours, but will ensure that nobody can recover your personal files.



## How to perform a factory reset if the device does not boot into Windows

If your device does not boot into Windows, you can sometimes reset it from the boot options menu which should appear automatically when Windows is unable to boot successfully.

Select "Troubleshoot > Reset this PC" from the boot menu:

