

## System restore for Windows users.

Windows periodically makes a 'snapshot' of your operating system and creates a 'restore point', if you are having problems these restore points can be used to take your computer back to a time before the problem occurred, it won't affect your files but you may lose programmes, updates and drivers installed after the chosen restore point, any programmes, updates and drivers lost after using system restore can be re-installed, but it may have been these that caused the problem.

### For Windows 7 or Windows Vista

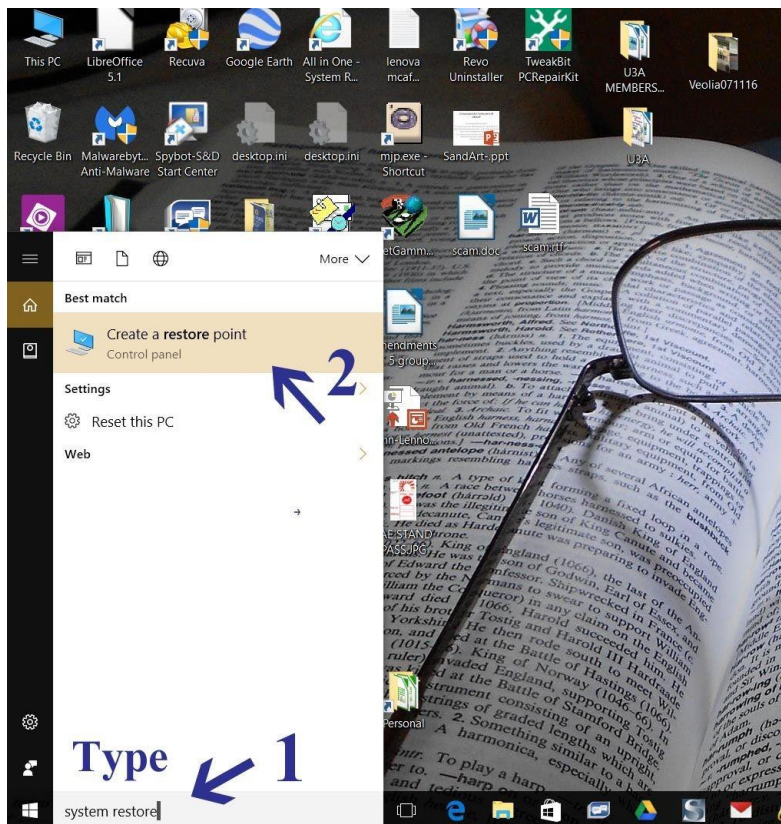
Navigate to the **Start -> All Programs -> Accessories -> System Tools** program group and click on **System Restore**, on the Restore system files and settings page click on **Next**  
Choose a restore point before your problem started and click on **Next**  
Confirm your restore point and click on **Finish** then click on **Yes** if you want to start the process.

### To find system restore in windows 8.1

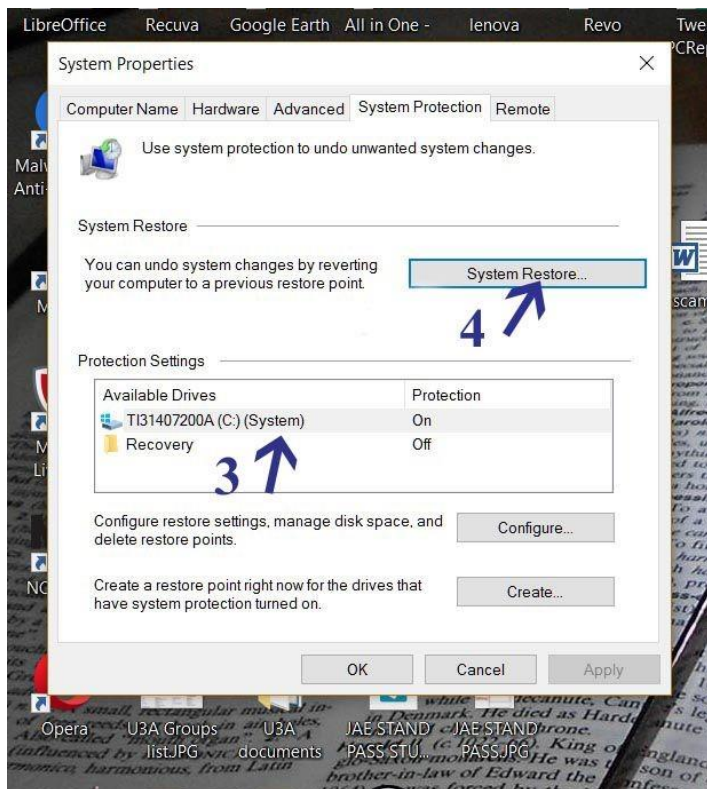
If you use a touch screen swipe in from the right edge of the screen, and then tap **Search**.

If you're using a mouse, move the mouse pointer to the upper-right hand corner of the screen then move the mouse pointer down and click on **Search**.

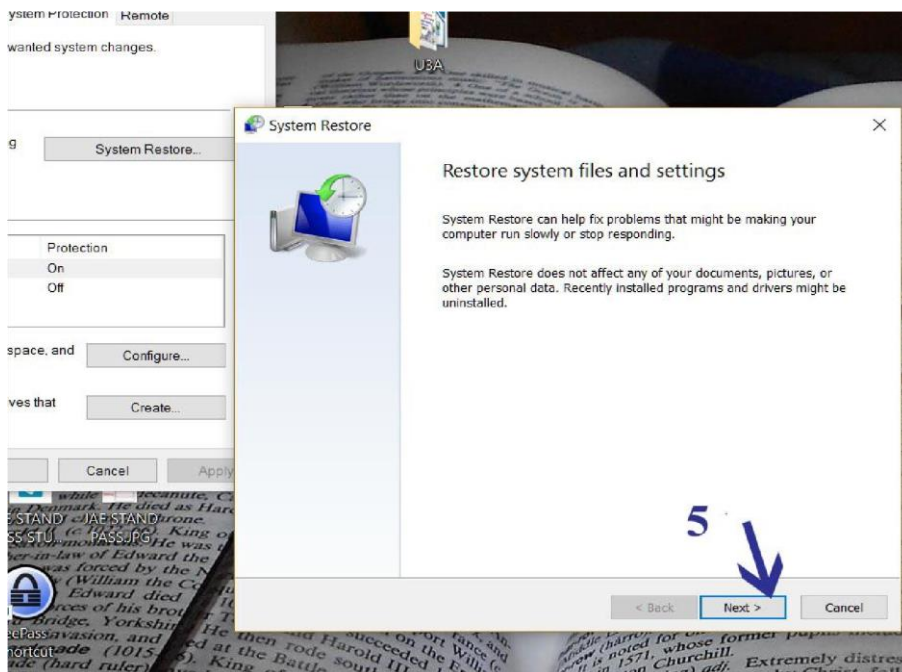
1. Type **system restore** in the search box, and tap or click **system restore** in the list that appears
2. In the left hand panel on the screen tap or click **create a restore point** and then follow the instructions from figure 3 below.



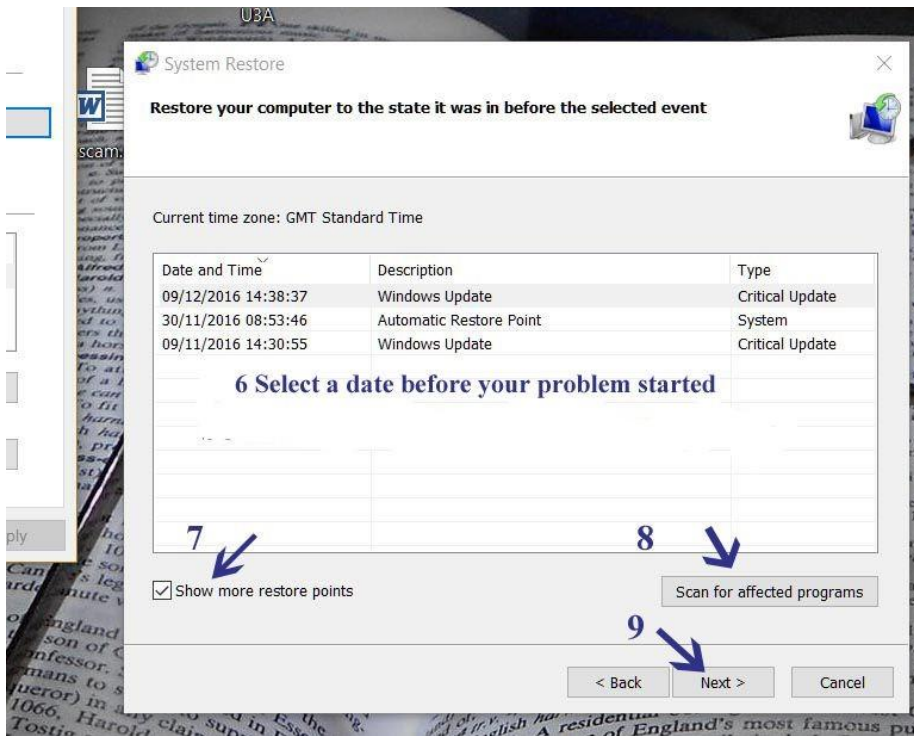
**For Windows 10 users:** 1. Type **system restore** in the 'ask me anything' box at the bottom left of your screen, (to open your desktop hold down the Windows key and D) 2. click on **Create a restore point**



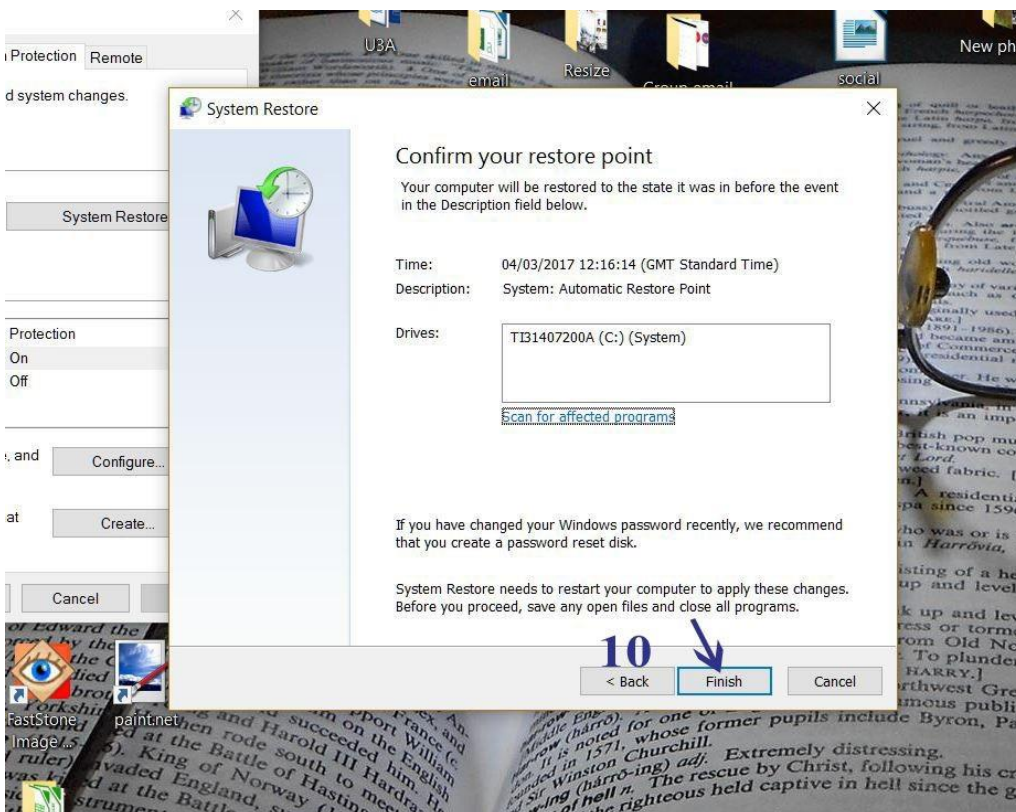
3. Your system drive, (usually C:) should already be highlighted. 4. Click on System restore. (Windows 8.1 users may be offered a Recommended restore point, if this is before your problem choose it, if you want to restore to an earlier date tick the **Choose a different restore point** box)



5. This is the warning that you may lose recent installed programmes, when you are ready click on next

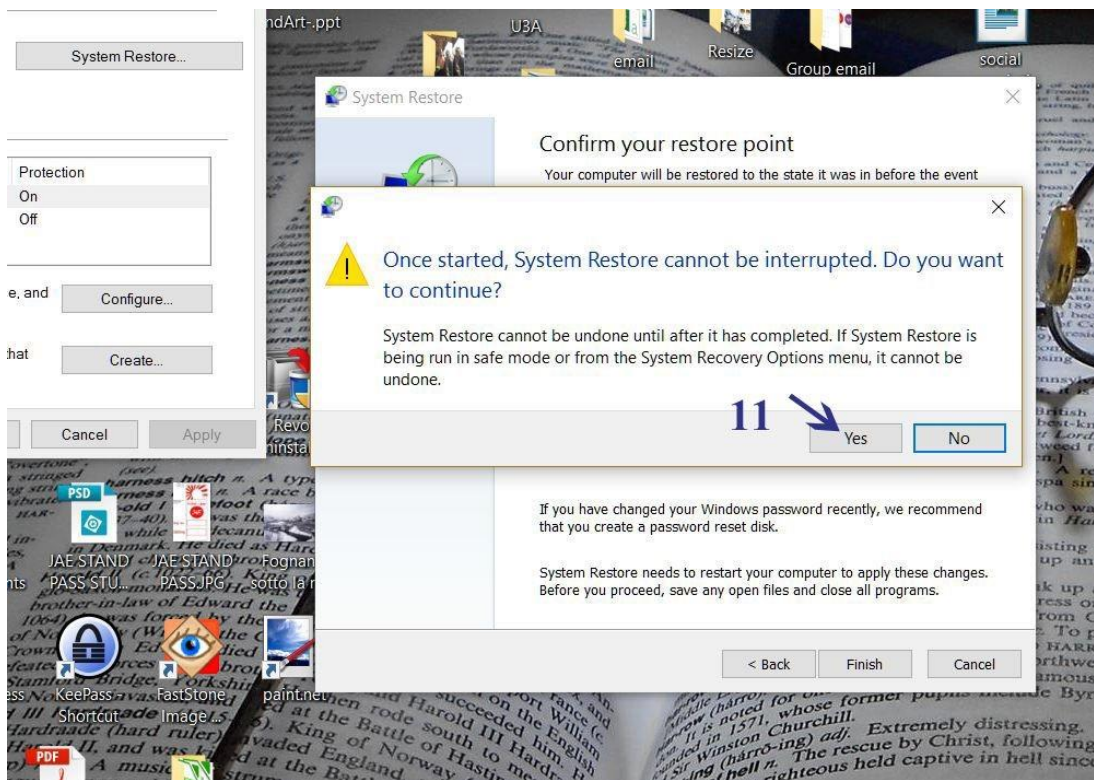


6. Select a date before your problem started by tapping or clicking on it
7. You may have to click on this box to see more restore points.
8. You can click on this box to see what programmes might be affected.
9. Click on Next when you are ready.



10. This screen confirms your restore point, at any stage you can return to the previous screen by clicking on the Back button, if you are happy with the restore point click on Finish.





11. Click on Yes to start the process, it may take some time, it is advisable to have your laptop or tablet plugged into the mains, relax, put the kettle on, if this doesn't solve your problem you can try an earlier restore point.