Family History Imaging

If your computers haven't upgraded to Win10 on their own last week then we'll have to try it manually.   It's heavily dependant on the internet because it is downloading a lot from Microsoft.com after the Win10 image has been installed.   It might be a multi-day event for you in that case.   There's a couple places where you need your FHC number and email address.   I'm not sure if that means you have to be on your FHC network to validate it.   The only part that can be done at home (if you have faster internet) is the last part which is to upgrade to the latest Win10 (H2).

I've numbered the steps below in the attachments.   Here's the description:
NEED: an 8GB or larger USB stick.   your FHC number (6 digits starting with 3 I think) and your centre's email that ends with ldsmail.net

Part 1 - Get the image (Only have to do this once)

1.   On a computer in your FHC
2.   You will need to be in the Administrator account
3.   Login to the admin account - Administrator with password of ldsfhcadmin
4.   Go to Start, and choose the FHC_application finder (image-1)
5.   Click on Downloader 10.3 image version 4
6.   Click Save (image-3)
7.   Click OK (image-4)
8.   provide center number (image-5)
9.   provide email ending in @ldsmail.net (image-6)
10. Check your downloads folder
11. Click on what you just downloaded and it will download the Windows image to a folder on your desktop called FHC_image
12. wait about 20-40 minutes depending on your internet

Part 2 - Prepare a USB (only once)

1.   The document attached will show you how to burn the image to the USB
2.   Use rufus.exe as shown
3.   Wait another 30 minutes

Part 3 - Apply the image to each of your computers (many times)

1.   I assume you have saved anything you need from the folders
2.   Reboot the computer
3.   Follow the directions from ((7-USB-fhc-win10) document   **(You have the right Model number machine right?)**
4.   Choose the UEFI option for the USB drive
5.   Wait another 10-20 minutes for each computer
6.   After Step 7 in the document (7-USB-fhc-win10)
7.   You can plug out the USB stick and start it in another computer
8.   Around step 11 you will have to wait for the same prompts that you had when you downloaded the image
9.   enter your FHC center number and email ending in @ldsmail.net
10. It will take more time and do more rebooting
11. there will be one point where it will expect you to pick a language - default US English will work
12. click the arrow button
13. then you can step away for another 10-20 minutes
14. You are waiting for it to come up with a dialog saying Account creation completed and an OK button

Part 4 - FIRST update to windows (may take awhile depending on internet)

1.   You should be in the Administrator account now
2.   Click ok from the last step above
3.   on the bottom right, click on the corner and select All settings
4.   navigate to Updates and Security
5.   click Check for Updates
6.   It will start downloading and preparing a bunch of stuff
7.   it may be different for each computer depending on how old it is

8. This could take 20-50 minutes
9. at the end of it you're waiting for a grey button that says restart now
10. click that

Part 5 - Contact Familysearch

1. Prepare for remote support
2. After it reboots go to the Administrator account   - password is ldsfhcadmin
3. Go to Chrome and type in **remote.familysearch.org** in the address bar and hit enter (8 - get Teamviewer QS)
4. Click on the RED Teamviewer link
5. when it downloads, hit Run or open when done
6. Once it opens it will give you a 9-digit number and a 4-digit password
7. Call 1-866-406-1830
8. Option 1 for english
9. Option 5 for tech support (I think) - Perhaps Sister Tollman will answer
10. Or if you get the operator ask for Elder Skinner in tech support
11. He helped with the 5 computers in Saskatoon
12. He'll remote in and finish the install
13. If you want a **Missionary account installed** - let him know and he'll prepare something exclusively for the missionaries to play in - instead of mucking about in the patron account
14. He'll work some magic and then get you to login to each of the other accounts which will do some more setup
15. Then it will be ready

Part 6 - There's one more Windows 10 update (H2)

1. this one can be done from home and it takes the longest
2. you basically go back into the Updates and Security and hit Check for Updates again
3. It will say Feature update to H2 - and a link will say download and run
4. could take about an hour to download and even longer to execute.
5. find a place to start it and then walk away for a day

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