# Frequently Asked Questions for Windows 10:

## I Changed my Unitec Password. Do I need to update anywhere?

In Windows 10, you no longer need to update Credential Manager. Change your network password in myUnitec, as usual. And restart your computer.  When you start an application like Outlook or Skype for Business, enter your new password at the prompt.  If you are on your regular computer, tick to *Remember your password* on that computer.  There is no need to update anything else on the computer**\***, except Moodle (within Moodle) if you want to keep your passwords the same.

Another place you may need to update is your phone apps, like Outlook, OneDrive and Skype for Business.

**\*** Some users on Windows 10, may experience connection problems after changing and restarting. If you have this glitch, then log an IMS Self Service job and IMS will assist you.  This fault occurs randomly and IMS are investigating.

## How do I quickly find an application?

Click the Start Button and start typing.  Usually the first 2 or 3 letters will find the right application.  If the application does not appear, follow the instructions for installing an application.

## Installing Applications on Windows 10?

A selection of applications has been provided on the **Software Centre**.

There is a shortcut on your desktop.



Double click to open.  This will show the Applications you can install.  Click on an Application, to see requirements (restart required or time of install) & size of application (the more applications you install the slower your computer may become).   If a restart is required, remember to save any open files.  When ready to install, click **Install**.
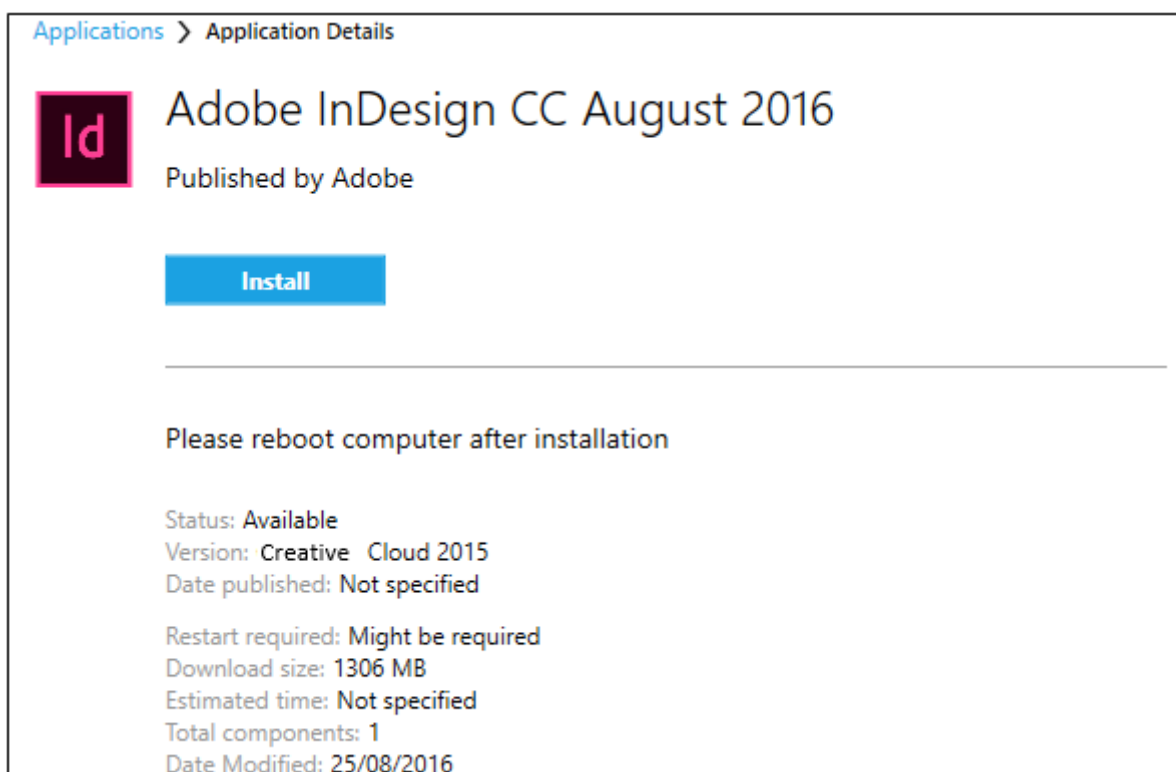


**Note**: Some applications, take several minutes to open the first time.

## How can I arrange for other applications to be installed?

Raise an [IMS Self Service](#), click **Sign in with UNITEC**, then after signing in, use the **Software Request** option.

Enter which applications you are requesting, name of Software and version if applicable. If you need to find your **UNL number**, right click on Start and choose **System**.