



Family Practitioner Services

FAO: All FPS Contractors

Updated: Monday 13th October

This is an important update regarding the use of Windows 10 devices to connect to the HSCNI Network / FPS Secure Web Portals.

Microsoft will officially end support for the Windows 10 Operating System on the **14th October 2025**, meaning no further security or feature updates will be provided.

Previous communications indicated that connections from Windows 10 devices would be blocked after this date. **This policy has now been revised.**

Contractors **will continue to be able to connect** using Windows 10 devices beyond 14th October 2025.

However, it is important to note:

- Windows 10 is now an unsupported operating system, and its continued use **presents a significant and growing security risk** to both your systems and the wider HSCNI Network.
- To ensure the continued security and efficiency of HSCNI digital systems, as well as protect patient data, **BSO ITS strongly recommends upgrading to Windows 11 as soon as possible** to ensure compliance with current security standards.
- BSO ITS **may not be able to offer technical support for connectivity or system issues encountered on Windows 10 devices**. To ensure continued support can be provided, it is strongly recommended to upgrade to Windows 11 as soon as possible.

This policy will remain under active review. **Contractors should be aware that the ability to connect using Windows 10 devices will be withdrawn in future.**

Adequate notice will be provided ahead of this change.

As independent external contractors, BSO cannot advise on upgrade steps, but information on Windows 11 (*including system requirements and upgrade guidance*) is available on the [Microsoft Website](#).

For any further assistance or information, please contact the [FPS eBusiness Team](#)