

Windows 10 End-of-Life & HSCNI Network Connectivity – Important Policy Update

FAO: All Contractors

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

Microsoft ended mainstream support for Windows 10 on 14th October 2025. Following that date, BSO-ITS permitted continued access from Windows 10 devices for a further 12 months to allow customers additional time to upgrade their equipment and transition to a supported operating system.

This extended access period will now come to an end.

What is Changing?

From 14th October 2026, BSO-ITS will re-enable operating system compliance checks on HSCNI connectivity services.

As a result:

- Devices running Windows 10 will no longer be permitted to connect to HSCNI Network / FPS Secure Web Portals.
- Any connection attempt from a Windows 10 device will be blocked.
- Customers using Windows 10 devices must upgrade to a supported operating system, such as Windows 11, before 14 October 2026 to maintain access.

Why is this Change Being Made?

Windows 10 is now an unsupported operating system and no longer receives the level of security protection required to safeguard HSCNI systems and information.

Restricting access to supported operating systems helps:

- Protect patient, staff and organisational data.
- Reduce cyber security risks to HSCNI systems and services.
- Maintain compliance with current security standards and best practices.
- Ensure users can continue to receive appropriate technical support.

What You Need to Do

If you currently use a Windows 10 device to access HSCNI services, you should:

- Assess whether your device is capable of running Windows 11.
- Upgrade to Windows 11, or replace the device, if necessary, before 14 October 2026.

How to Check Your Operating System

- Click the magnifying glass icon or search bar on your taskbar.
- Type "About your PC" and open the matching result.
- In the window that opens, scroll to the Windows Specifications section.
- Your installed version will be displayed (for example, Windows 10 Pro or Windows 11 Pro).

Further Information

As independent external contractors, BSO-ITS cannot provide advice on upgrading or replacing devices. Information on Windows 11, including system requirements and upgrade guidance, is available on the Microsoft Website.

BSO-ITS is providing this communication well in advance of the enforcement date to ensure all contractors have adequate time to make the necessary arrangements and avoid disruption to their access to HSCNI systems.

Thanks

BSO-ITS