

Windows laptops & PCs | Easy | 2 min read

How to free up storage space

When storage fills up, a computer slows down and cannot save new files or install updates. Clearing space is simple, but you should be careful about what you remove.

Quick fixes to try first

- Empty the Recycle Bin (Windows) or Bin (Mac). Warning: this deletes the files for good, so look through first.
- Look in your **Downloads** folder. It often holds installers and old files you no longer need.
- Uninstall programs you no longer use.

Step by step

1. See what is using the space. Windows: open **Settings**, then **System**, then **Storage**. Mac: open **System Settings**, then **General**, then **Storage**.
2. On Windows, you can turn on **Storage Sense** on the same page. It tidies temporary files automatically. Read what it will delete before turning it on.
3. Sort large files. Photos and videos usually take the most room. Copy them to an external drive or cloud storage first, check that they open, and only then delete them from the computer.
4. Remove old downloads and duplicate files by hand.
5. Restart the computer and check how much space you have now.

Be careful with

- Anything in Windows, System32, Library or Applications folders. These belong to the system and programs.
- Files you cannot identify. If you are not sure, leave them alone.
- Photos and documents with no other copy. Back them up before deleting anything.

If you use OneDrive or iCloud, deleting a file from the computer may delete it from the cloud as well. Check how yours is set up first.

When to get more help

Stop and ask for help if the storage is nearly full but you cannot see what is using it, you are asked to buy more storage and are unsure, or you are not sure whether something is safe to delete. Tell us how much space is free and what is using most.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.