

## FREE SOFTWARE DOWNLOADS FROM THE DEC – Windows User Guide

You must be a member of an academic institution to qualify for ordering academically discounted software. The academic software discounts offered on this Web Store are not for the general public. You will be requested to provide proof of your academic affiliation during the registration process in order to take advantage of the academic pricing available for students and educators.

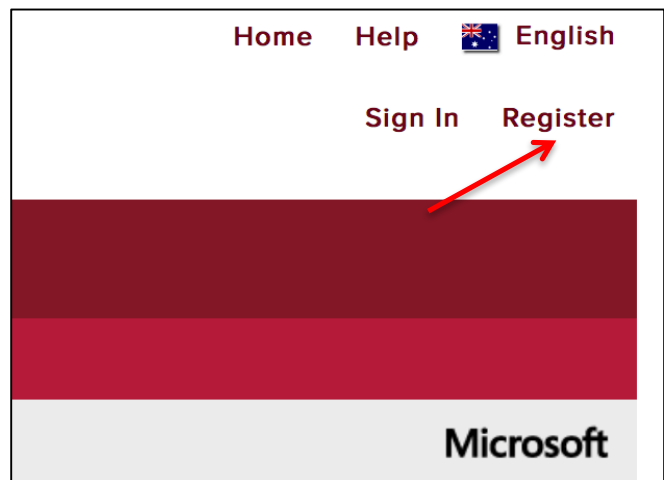
**This guide is divided into 3 sections further on.**

There is a section for Windows Laptop and tablet users, Mac Laptop users and Apple iPad users.

1. Access this Web Site:

<http://nsw-students.onthehub.com/WebStore/ProductsByMajorVersionList.aspx?>

2. **You must Register first.** Click on the Register link, top right of the screen. **Do not Sign In using the Sign In Link.**



3. This window will appear asking you to confirm that you are student with a DET email address, such as john.smith2@education.nsw.gov.au. Click Continue.



Home Help English

Sign In Register

Microsoft Adobe More Software

## Verification

To order products on this WebStore, you must be affiliated with an organization that is authorized to use this WebStore.


How would you like to register?

☒ With an organization-issued email address (e.g. a ".edu" address)

☐ By activating an account that has already been created for you

Continue

4. In the window, which appears, type in your DET email address. Such as the example shown for John Smith. You are not asked for your password. Click Continue.



[Microsoft](#) [Adobe](#) [More Software](#)

## Account Verification > Verify Email Address

**Organization-Issued Email Address\***

A confirmation email will be sent to the address you provide. Please ensure that your email is configured to allow messages from the domain "@onthehub.com". Check your Spam folder if the email does not arrive within a few minutes.

[Back](#) [Continue](#)

5. You will be taken to the Account Registration Window. It is important that you complete each section carefully marked by red arrows. There is a security feature built into the page to make sure you are a real person and not a malicious software program. Click the green Register Button when finished. If you make a mistake it will return you this page until all fields are entered correctly.

**IMPORTANT Note:** The password you enter here shouldn't be your Portal password. Pick something else that is at least 6 characters long and make a note of it, so you can log back in when needed.

## Account Registration

First Name\*

John

Username\*

John.smith2@education.nsw.gov.au

Choose a Password\*

.....

Password must be at least six characters long.

Last Name\*

Smith

Email Address\*

John.smith2@education.nsw.gov.au

Your email address will act as your username. You will use it to sign in to the WebStore.

Confirm Password\*

.....

☐ I would like to receive email communications from Kivuto Solutions Inc., including information about promotions and new releases.

You can unsubscribe at any time. For further details and contact information, please refer to the [Privacy Policy](#).

## Proof of Eligibility

Your Organization\*

NSW Department of Education SO and Adobe

Group of which you are a member\*

Students


You will be liable for the full price of any products you have ordered if you are unable to supply proof of your eligibility upon request

Organization-Issued Email Address\*

John.smith2@education.nsw.gov.au

AMANCE

AMANCE



[Privacy & Terms](#)

Back

Register

6. You are taken to this screen and must complete these selections before you can complete the registration process. Some choices don't really relate accurately to high school students. See the example below. **Click Save to complete the registration process.**

Shopping Cart (0)

Microsoft Adobe More Software

**i** You're almost done. To help us give you the best experience possible, please fill out the form below.

### Your Profile

Help us get to know you better!

By filling out the questions below, we can deliver the best experience possible. This information will be kept strictly confidential.

**What month do you expect to graduate?\***

December

**What year do you expect to graduate?\***

2020

**What is your field of study?\***

Other

**Which operating system do you use more often?\***

Windows

**Where did you hear about us?\***

Through email sent from my school

**Save**

7. This confirmation screen will be generated to show the registration process is complete.

Education & Communities

Home | Help | English

Hello, John.smith2@education.nsw.gov.au | [Your Account/Orders](#) | [Sign Out](#)

Orders & Downloads Account Information **Eligibility** Change Password

**i** Thank you for registering.

**i** Your account is currently pending verification. Some orders may be placed on hold until this verification is complete. See details below.

### Eligibility

You are a member of (or have requested membership in) the following groups:

Organization:	NSW Department of Education SO and Adobe
User Groups:	<b>Students</b>
Verification Method:	Organization-issued email address
Status:	<b>Unverified</b> (Expires: 2017-02-08)

An email has been sent to John.smith2@education.nsw.gov.au with the subject **"Email address confirmation"** to confirm the email address. Please follow the instructions in the email. If you do not receive it within an hour, please ensure your email program is configured to allow emails from **kivuto.com**. Click below and we will resend the confirmation email.

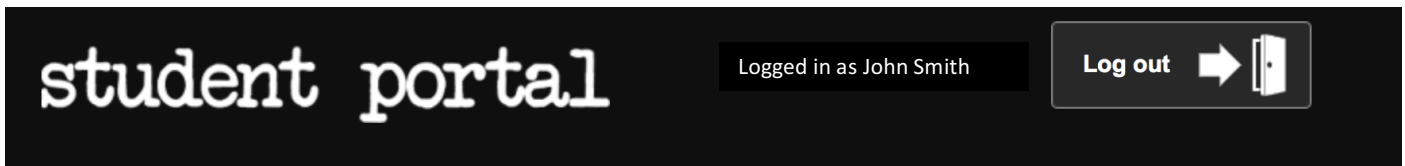
[Resend Confirmation Email](#)

[Request Additional Eligibility](#)



A confirmation email has now been sent to your DET email account. This email contains a verification link back to the NSW Students WebStore.

Use you DET username (the first part of your email address, eg; john.smith2 and your portal password to log into the Student Portal. Click Agree.



## Conditions of Use

Your use of email and the Department's online systems may be monitored.

**Help** are not permitted to use these services to knowingly search for, link to, access or send anything that is offensive, obscene, pornographic, threatening, intimidating, abusive or defamatory.

Be aware that your email is kept and the websites you visit are recorded. The emails and website records are official documents. These may be used in investigations, court proceedings or for other legal reasons. For example if someone claims a student has misbehaved online, these records may be checked.

If you go beyond this point it will mean you agree with these conditions. By agreeing you accept to follow school and departmental policies for online behaviour.

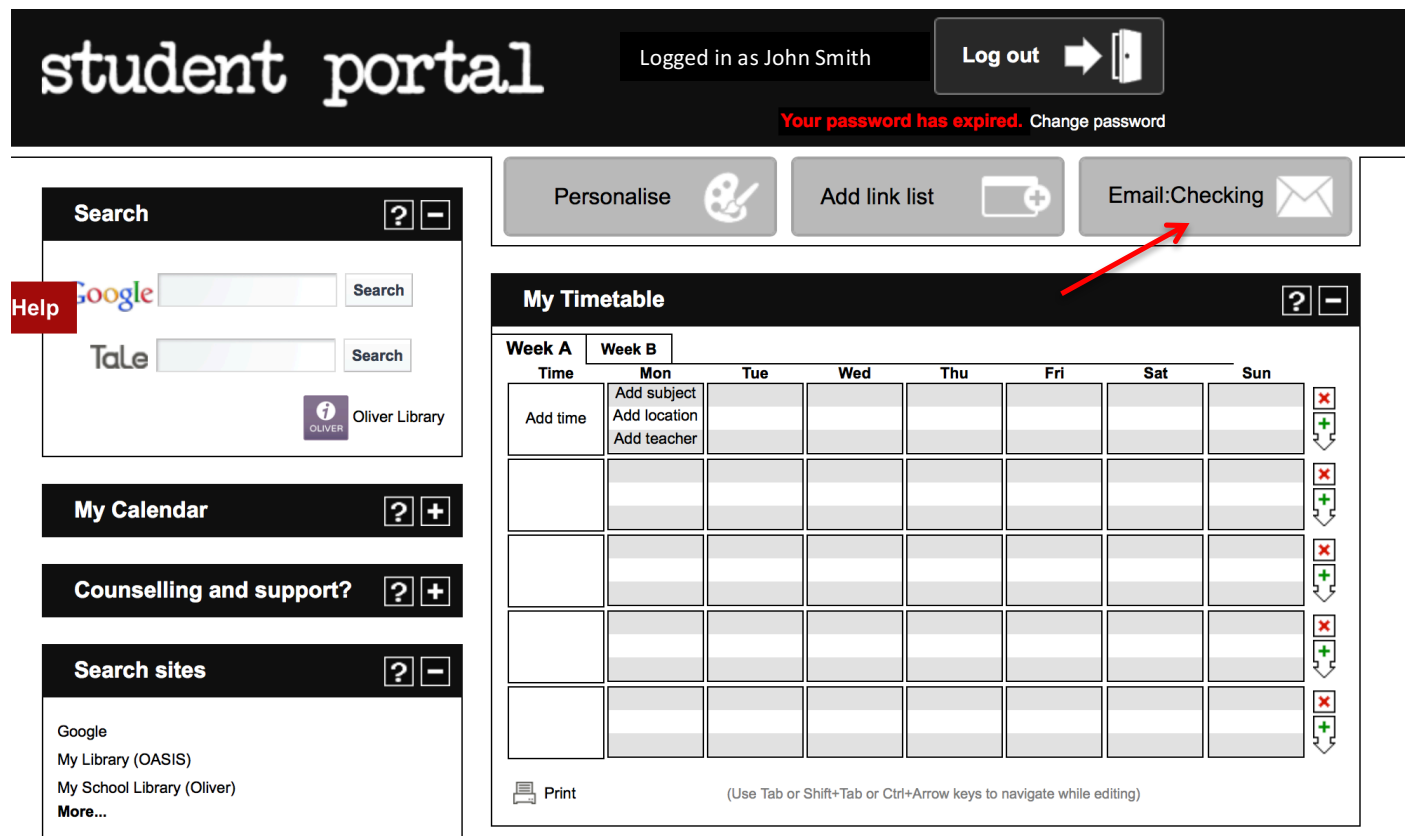
**Privacy:** NSW DEC monitors use of emails and online services to ensure compliance with online policy. [More](#)

[Online Communication Services: Acceptable Usage for School Students](#)





Click on the Email: Checking button.

The main interface of the Student Portal. At the top is a header bar with the 'student portal' logo, 'Logged in as John Smith', and a 'Log out' button. Below the header, there is a navigation bar with buttons for 'Personalise', 'Add link list', and 'Email:Checking' (which has a red arrow pointing to it). The main content area is divided into two columns. The left column contains a 'Search' box with a 'Help' button, a 'My Calendar' section, a 'Counselling and support?' section, and a 'Search sites' section. The right column contains a 'My Timetable' section. The 'My Timetable' section shows a grid for 'Week A' and 'Week B' with columns for days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and rows for subjects, locations, and teachers. There are also 'Print' and 'Help' buttons in the timetable section.

Locate the verification email in your Inbox. It will be from 'NSW Students WebStore' and click on it.

NSW Education

Click here to enable desktop notifications for NSW Dept of Education and Communities Mail. [Learn more](#) [Hide](#)

Mail ▾

COMPOSE

Inbox (4)  
Starred  
Important  
Sent Mail  
Drafts  
Follow up  
Misc  
Priority  
More ▾

Important and unread 1-4 of 4 ▾

- ☐ ☆ **Glenwood-h.School@det.n.s.** Re: Year 7 Vaccinations - Dear Parent/ Carers Year 7 Vaccinations The vaccination program for Year 7s ▾ Feb 1
- ☐ ☆ **Rennie, Bruce** FREE Microsoft and Adobe Software for Students. - Hi to all Glenwood High School Students, As part c ▾ Jan 29

Starred

Star a message to have it show here. [Hide](#) this section when empty. [Dismiss](#).

Everything else 1-50 of many ▾

- ☐ ☆ **NSW Students WebStore** Email address confirmation - \*\* This is an automated message -- please do not reply as you will not rece 2:55 pm
- ☐ ☆ **Wish** The most wanted Tops this year are on sale right now... - Hi Belle, The most wanted Tops this year are Feb 7

The email will look like this when opened and seem not to have any content. Click the 'View entire message' link in blue to reveal the message contents.

NSW Education

Click here to enable desktop notifications for NSW Dept of Education and Communities Mail. [Learn more](#) [Hide](#)

Mail ▾

COMPOSE

Inbox (4)  
Starred  
Important  
Sent Mail  
Drafts  
Follow up  
Misc  
Priority  
More ▾

Email address confirmation Inbox x

NSW Students WebStore <noreply@kivuto.com> 2:55 PM (6 minutes ago) ☆ ▾

to me ▾

...

[Message clipped] [View entire message](#)

Click here to [Reply](#) or [Forward](#)

Using 0.02 GB

Program Policies

Powered by Google™

Last account activity: 11/14/15 [Details](#)

The verification link will become visible. Click on the link.

\*\* This is an automated message -- please do not reply as you will not receive a response. \*\*

NSW Education & Communities

This email is to confirm the email address that you supplied. Please click the link below to complete the verification of your email address:

<http://nsw-students.onthehub.com/d.ashx?s=7ps987q3st>

If you are redirected to your institution's internal sign-in page, use your institution credentials.

If you have any questions, please see the [Help page](#) of the WebStore.

Thank you,  
NSW Students WebStore  
<http://nsw-students.onthehub.com/d.ashx?s=cbahzb6knx>

This link will actually log you in automatically into the NSW Students WebStore using your DET email address and the password you created during registration. At this stage you can log in and out as often as you need. **The message 'Your email address has been successfully verified', will appear highlighted in yellow.**


You will notice your shopping cart is empty. Click on the Red Download Software button and start loading up your shopping cart.

The screenshot displays the top section of the NSW Students WebStore. At the top, there is a dark red header bar. On the left, a white search bar is labeled 'Product Search' with a magnifying glass icon on the right. On the right side of the header, there is a shopping cart icon and the text 'Shopping Cart (0)'. Below the header, a dark red navigation bar contains three links: 'Microsoft', 'Adobe', and 'More Software'. A yellow banner message with an information icon states: 'Your email address has been successfully verified.' A red arrow points to this message. Below the banner is a dark red section titled 'Announcements'. It contains a single announcement: 'We are performing server maintenance. You may experience a brief interruption in service. We apologize for any inconvenience and thank you for your patience.' dated '2016-02-07'. Below the announcements is a white box with a pink border. It contains a 'Welcome to your Academic Software Download Centre!' message, followed by text stating that all NSW Department of Education and Communities School students are eligible to download and license Adobe and Microsoft software. It also mentions that the software is only available for download onto personally owned devices. Further text explains that students need to use their @education.nsw.gov.au email address to register and click on the 'Sign In' link. A 'Note' states that individual students are eligible for one download per application only. At the bottom of this white box is a dark red button labeled 'Download Software'. A red arrow points to this button.

You are now on the shopping page. You can move between the three Software Tabs for Microsoft, Adobe and More Software and select the software you require to download One by One.

# WINDOWS USERS GUIDE

Lets start with Microsoft Office for Windows. Click on the Microsoft Tab and click on the software you want to download. Lets say Office Professional Plus 2016 for Windows.

Product Search 

Shopping Cart (0)


Microsoft Adobe More Software

Microsoft


## Announcements

- We are performing server maintenance. You may experience a brief interruption in service. We apologize for any inconvenience and thank you for your patience. 2016-02-07


☐ Show recent versions only




Windows 10




Office 2016




Office for Mac 2016




Office 2013



Windows 8.1




Windows 7



Office for Mac 2011

Once you click on the software title, you are now able to add it to your shopping cart by clicking the green 'Add to Cart' button.

## Office Professional Plus 2016 ▲



Microsoft Office 2016 helps you to do your best work – anytime, anywhere and with anyone. New, modern versions of the desktop applications, Word, Excel, PowerPoint, Outlook, and OneNote, are built for maximum productivity. You'll quickly produce professional documents with powerful authoring features, design controls for pixel-perfect layouts and new built-in Excel tools help you get more out of your data, faster and easier. You'll have access to your docs in the cloud whenever you need them. And with your documents stored online, it's easy to get your team on the same page. Just share, present and work together on projects with built-in team collaboration tools across the suite.


Choose a language: English


### Download


**Office Professional Plus 2016 (English) (Student Option)**

Available to: Students

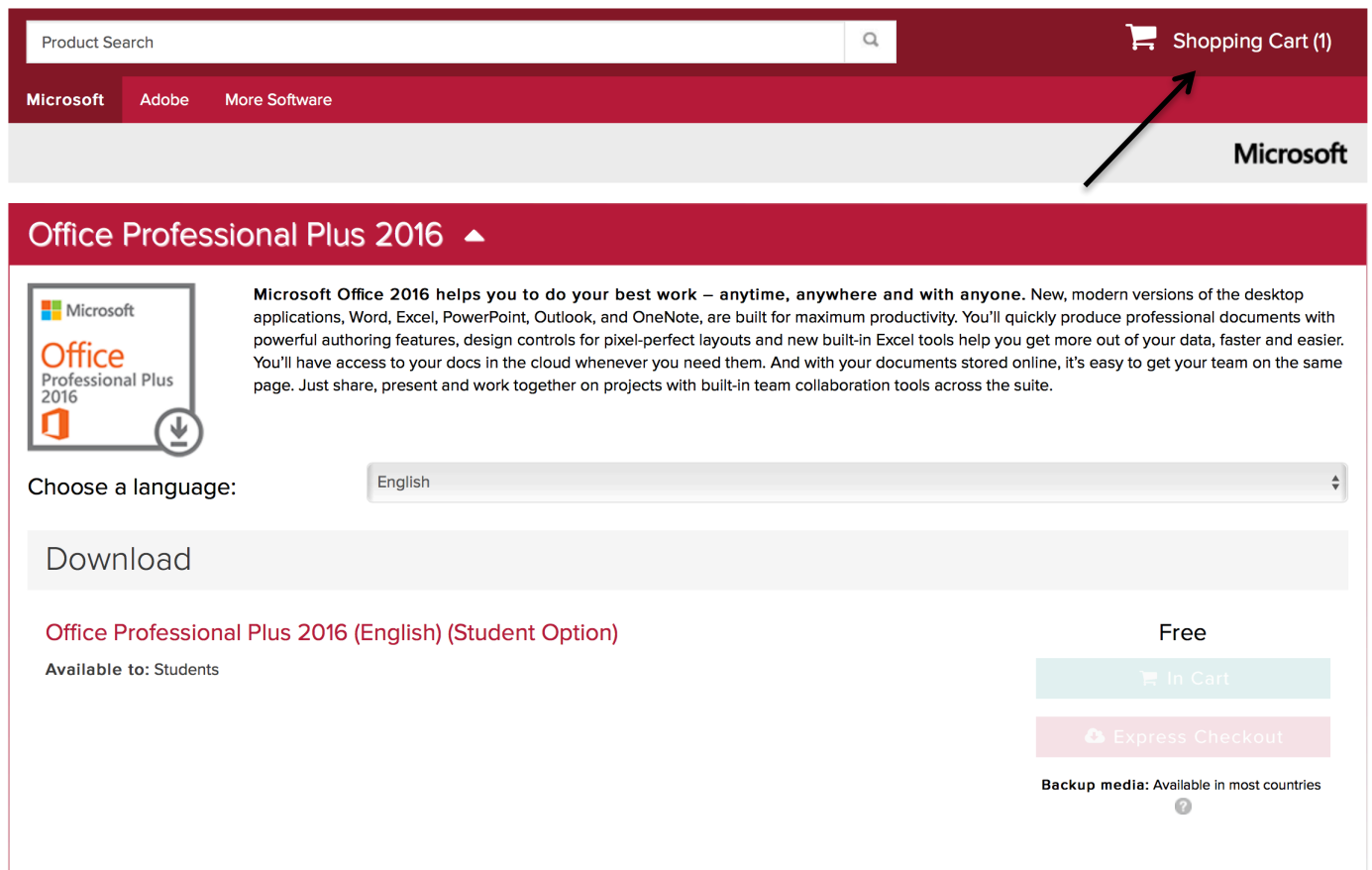
Free

 Add to Cart

 Express Checkout

Backup media: Available in most countries 

Notice that your shopping cart now has one item in it.




Product Search

Shopping Cart (1)

Microsoft Adobe More Software

Microsoft

## Office Professional Plus 2016 ▲

 Microsoft Office Professional Plus 2016

Microsoft Office 2016 helps you to do your best work – anytime, anywhere and with anyone. New, modern versions of the desktop applications, Word, Excel, PowerPoint, Outlook, and OneNote, are built for maximum productivity. You'll quickly produce professional documents with powerful authoring features, design controls for pixel-perfect layouts and new built-in Excel tools help you get more out of your data, faster and easier. You'll have access to your docs in the cloud whenever you need them. And with your documents stored online, it's easy to get your team on the same page. Just share, present and work together on projects with built-in team collaboration tools across the suite.

Choose a language: English

Download

Office Professional Plus 2016 (English) (Student Option)

Available to: Students

Free

In Cart

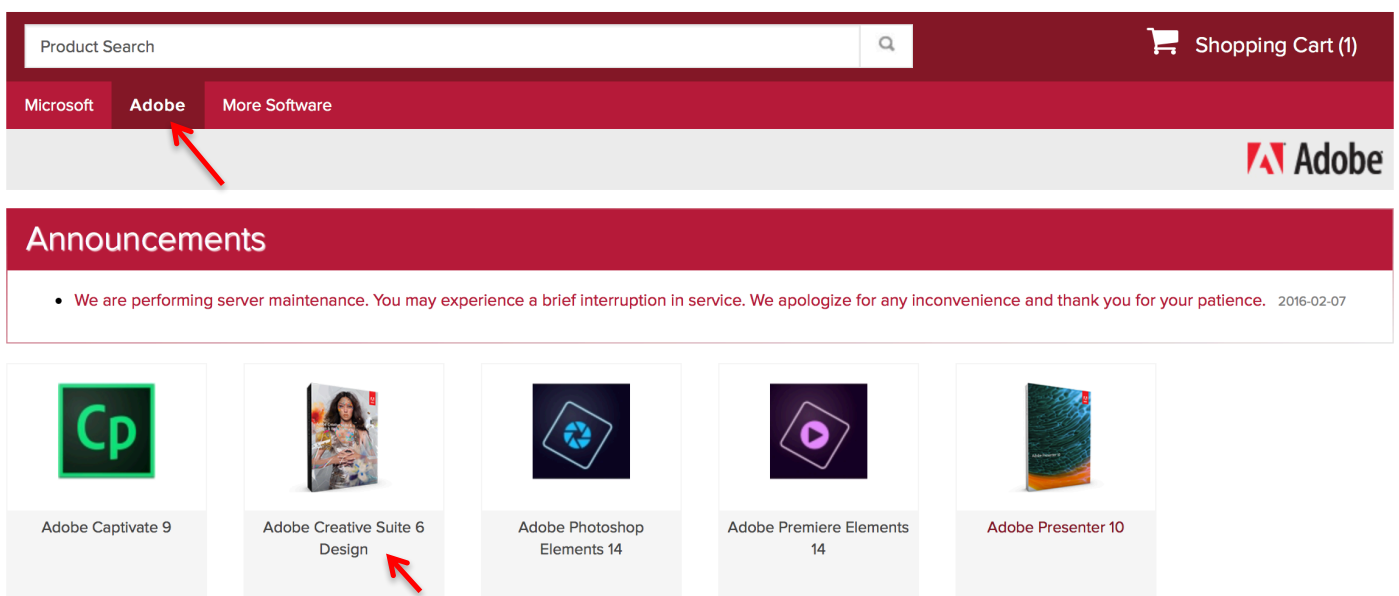
Express Checkout

Backup media: Available in most countries

Lets repeat the process now with some Adobe software.

Click on the Adobe Tab to reveal the free Adobe software. Lets select the Adobe Creative Suite 6 Design by clicking on it.

You can now repeat the process. Click on the green 'Add to Cart' button and you will see you now have 2 items in your shopping cart.



Product Search

Shopping Cart (1)

Microsoft Adobe More Software

Adobe

## Announcements

- We are performing server maintenance. You may experience a brief interruption in service. We apologize for any inconvenience and thank you for your patience. 2016-02-07

Adobe Captivate 9

Adobe Creative Suite 6 Design

Adobe Photoshop Elements 14

Adobe Premiere Elements 14

Adobe Presenter 10

You are free to download any other titles from the NSW Students WebStore. Just check the cost, as not all of them may be free. The cost will be displayed next to the software when you click on the Shopping Cart button on the top right hand corner of the screen.

Product Search

Shopping Cart (2)

Microsoft Adobe More Software

Adobe

### Adobe Creative Suite 6 Design & Web Premium ▲

Adobe® Creative Suite® 6 Design & Web Premium software is the ultimate toolkit for professional design. Deliver eye-catching digital images and craft graphics that remain crisp when scaled. Lay out high-impact print pages with exquisite typography, build HTML5/CSS3 websites that look great on any screen, and design applications for tablets and smartphones.

Choose a platform: Windows

Download

Adobe Creative Suite 6 Design & Web Premium (Windows) (English)

Available to: Students

Free

Quantity: 1

In Cart

Express Checkout

When you have what you want click the green 'Check Out' button to start the download process.

Product Search

Shopping Cart (4)

### Recommended for You

- Extended Access Guarantee (24 months) \$4.95 [Learn more](#)
- Backup disc - Microsoft Office Professional Plus 2016 (English) \$13.95 [Details](#)
- Muvizu:Play+ \$21.95 [Details](#)

### Your Cart

Microsoft Office Professional Plus 2016 (English) (Student Option) - Download	1	Free
Adobe Creative Suite 6 Design & Web Premium (Windows) (English) - Download	1	Free
Adobe Photoshop Elements 14 (Windows) (Multilanguage) - Download	1	Free

Subtotal: \$0.00

[Back to Shopping](#) [View Full Cart](#) [Check Out](#)

Please ensure that you have chosen the correct product and read all system requirements before you place your order.

You will be taken to this window. It is recommended that you click the yellow 'Email order receipt' button and send a copy of your order to yourself for safekeeping. This process retrieves your Product Keys, which you will need to install your software. Write them down or screen shot them, ready for use later.

1 Your order has been placed and a confirmation email will be sent to you shortly. You may want to print this page for your records. Detailed information about all of your orders can be found under Your Account.

## Order Summary

**Order Date:** 2016-03-23 10:57 PM  
AUS Eastern Daylight Time  
**Order Number:** 100463628277

Email order receipt

## Order Information

**Name:**  
**Email:**

## Items All prices are in Australian Dollars

Download



Office Home & Business 2016 for Mac (Student Option) - Download

**Quantity**  
1

**Unit Price**  
\$0.00

**Amount**  
\$0.00

**Notes:**  
Skype for Business 2016 will be available on Mac in 2016.  
Until its release, Lync 2011 for Mac is available for download here.

**Product Key:** [REDACTED] PP6J

**Messages:**

• Microsoft Student Option User Acceptance Form

**Agreement Number:** 6855192 **Enrollment Number:** 6855192

**Basic Access Guarantee (1 month) - Included**  
31 days of access to your download and/or key

Click the green 'Send' button to complete the process

## Email order receipt

Email Address

[REDACTED]

Separate multiple addresses with commas

Cancel

Send

Back to Shopping

Now you are ready to download your software. Click the green 'Download Button'.

1 Your order has been placed and a confirmation email will be sent to you shortly. You may want to print this page for your records. Detailed information about all of your orders can be found under Your Account.

## Order Summary

**Order Date:** 2016-03-23 10:57 PM  
AUS Eastern Daylight Time  
**Order Number:** 100463628277

Email order receipt

## Order Information

**Name:**  
**Email:**

## Items All prices are in Australian Dollars

Download

This will launch the 'Download Instructions' Window. See below.

### Step 1

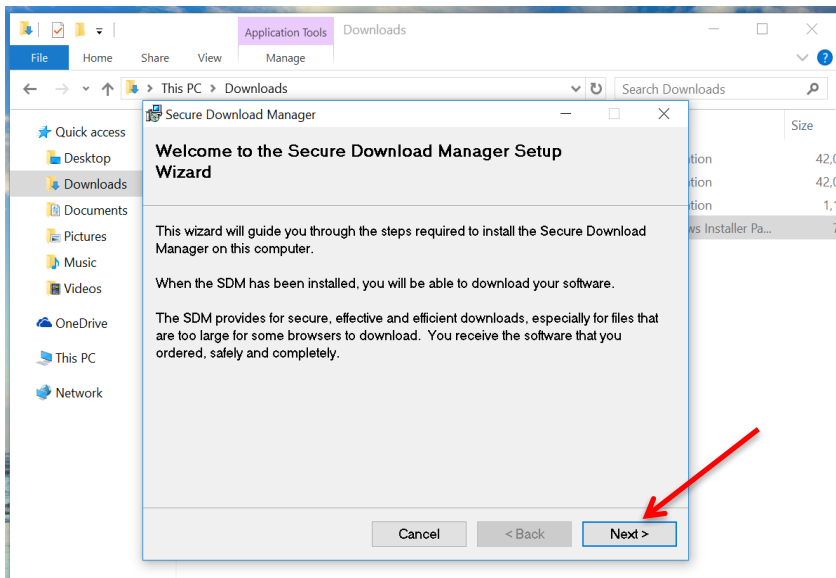
Download and install the Secure Download Manager (SDM) by clicking on the green 'Download SDM' button. This is the application that will allow you download the free software to your computer. You can view the help video, if you are still unsure of how to proceed.

You will be prompted to save the SDM\_EN.msi file. Click the 'Save File' Button.

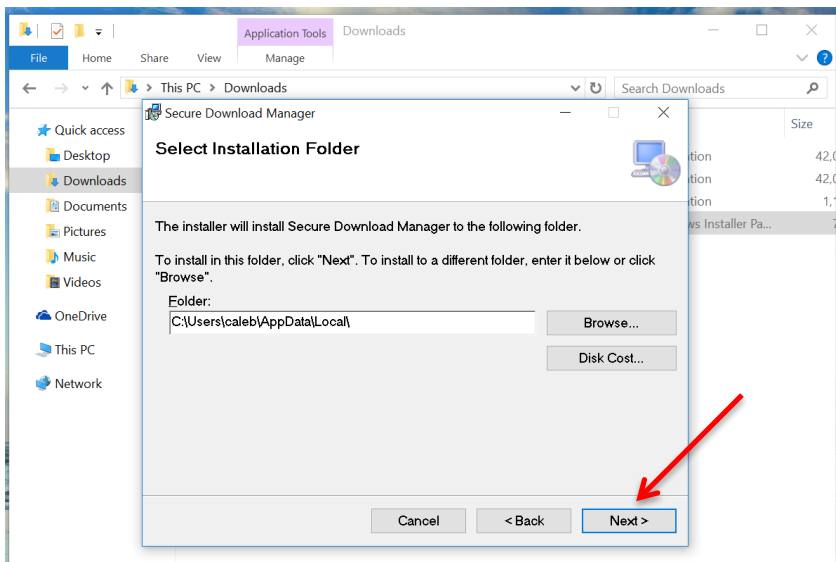
By default, the file will be saved to your downloads folder. Open the Downloads folder and double click the SDM\_EN Windows Installer Package.



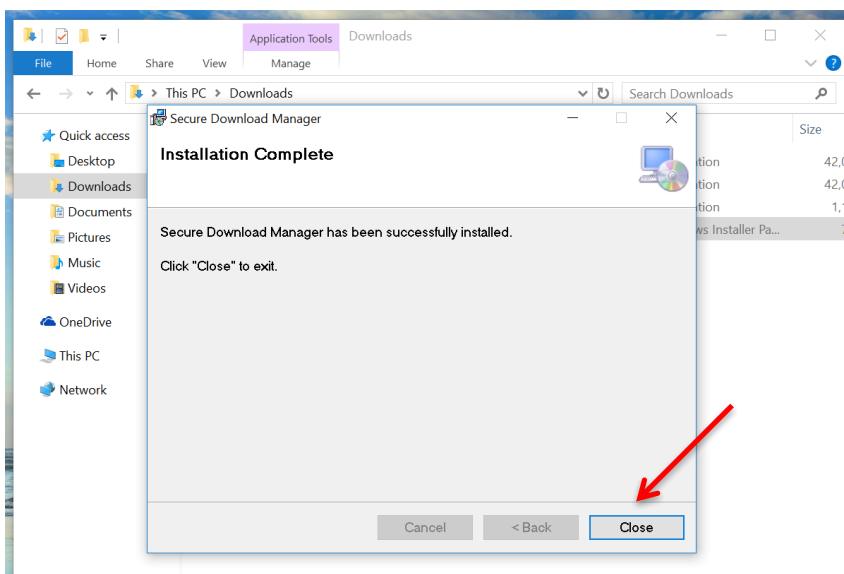
This will launch the Secure Download Manager Setup Wizard. Click the 'Next' button.



Click the 'Next' Button to set the default install location for the SDM.



Click the 'Close' Button to complete the installation. You may get a Pop Up asking you to confirm that you want to install this software from the Internet onto your computer. Click allow



The installation of the Secure Download Manager (SDM) is now complete. It's time to go back to the Download Window for Step 2.

## Step 2

Click the green 'Download .SDX' Button. This will download the (.SDX file) to your Downloads folder. If you double click this file it will open the Download Window for the NSW Students WebStore showing all the software titles you have purchased.

**Download Instructions**

Select Language: English (Australia)

**1** Download & Install the Secure Download Manager (SDM)

**2** Download & Open Your Order Package (.SDX file)

Download SDM

Download .SDX

Need Help?

How to Download OnThe...

1 Download & Install the Secure Download Manager (SDM)

2 Download & Open Your Order Package (.SDX file)

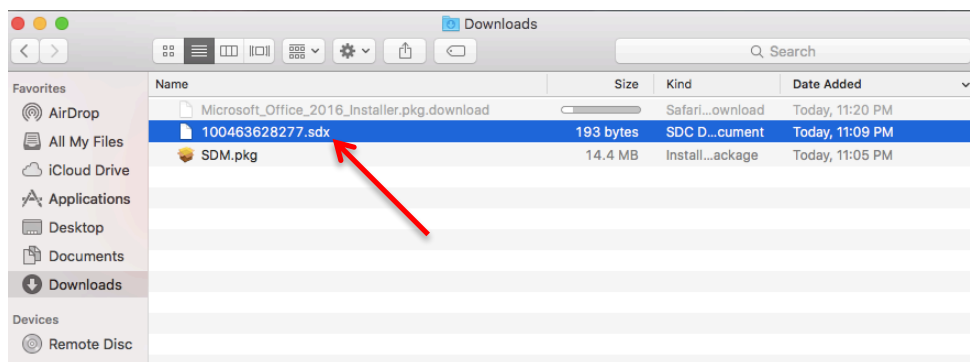
Download SDM

Download .SDX

FAQs

Contact Us

Open the Downloads Folder and double click the (.SDX File).



The window will look like the one shown below. It will display the software you purchased and a green 'Start Download' Button you click to commence the download process.

## VERY IMPORTANT NOTE

For the Adobe products for Windows, you will be given a choice of a 32-bit and 64-bit version of the software. Make sure you only select and install the 64-bit version.

**Adobe Photoshop Elements 14 (Windows) (Multilanguage)**

Basic Access Guarantee (1 month) - Included

Expires: 2016-03-30 (27 days remaining)

Adobe Photoshop Elements 14 for Windows 32-bit (English)

Download Ready

**Start Download**

Size: 1 GB

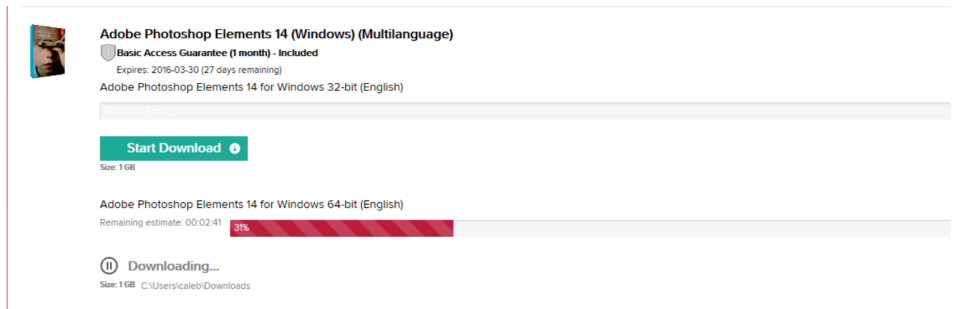
Adobe Photoshop Elements 14 for Windows 64-bit (English)

Download Ready

**Start Download**

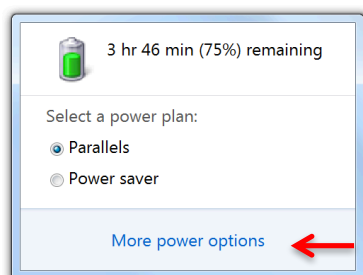
Size: 1 GB

The download will commence.

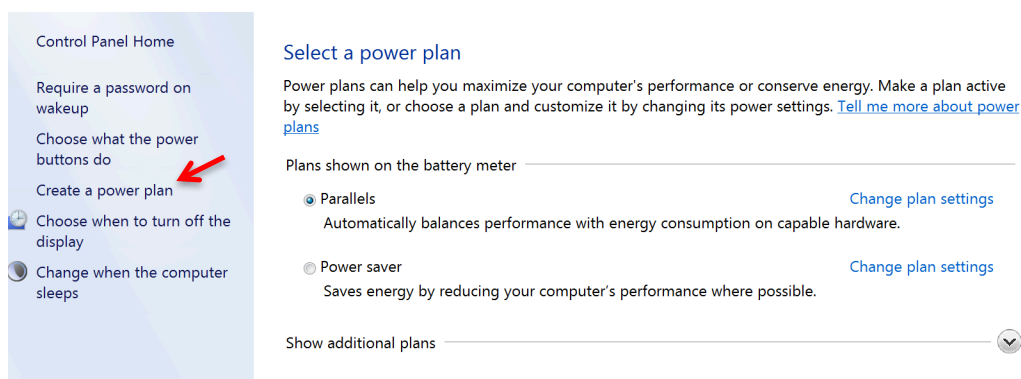


### Important Tip

For a successful download, make sure you have your laptop or tablet connected to the power. If you are able, open the Power Settings by clicking on the Battery Symbol on the bottom task bar and selecting “More power options”.




Select ‘Create a power plan’ from the menu choices available.



Select ‘High performance’, then click the ‘Next’ Button.

### Create a power plan

To create your own plan, start by selecting one of the following plans that is closest to what you want.

- ☐ **Balanced (recommended)**  
Automatically balances performance with energy consumption on capable hardware.
- ☐ Power saver  
Saves energy by reducing your computer’s performance where possible.
- ☒ **High performance**   
Favors performance, but may use more energy.

Plan name:

My Custom Plan 1

Next

Cancel

Modify the 'Plugged in' settings to **Never** for both '**Turn off the display**' and '**Put the computer to sleep**', then click the 'Create' Button.

This will ensure your laptop doesn't turn off or sleep and interrupt the download.

### Change settings for the plan: My Custom Plan 1

Choose the sleep and display settings that you want your computer to use.

On battery Plugged in

Turn off the display: 10 minutes Never

Put the computer to sleep: Never Never

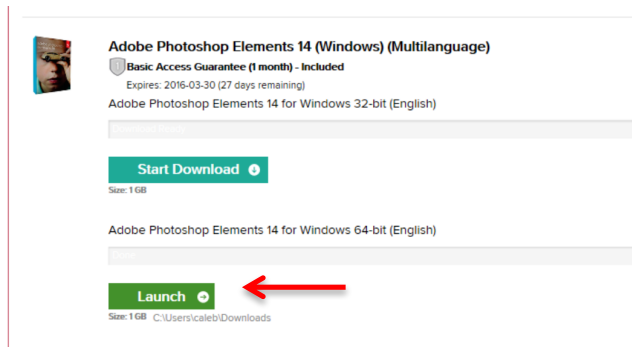
Create Cancel

While it is not essential that you perform this step, many families have reported that their downloads failed or stopped at a certain percentage and wouldn't proceed any further. This step will help overcome this known problem.

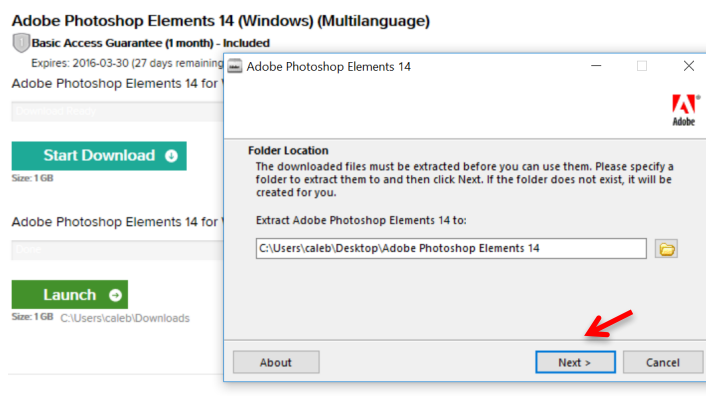
Don't be afraid to pause and restart the download several times to kick start it again if it seems stuck for a long period of time.

It is also OK to close the download window altogether and double click the (.SDX file) again and re commence the download. It will remember what percentage you were up to before and start again from there.

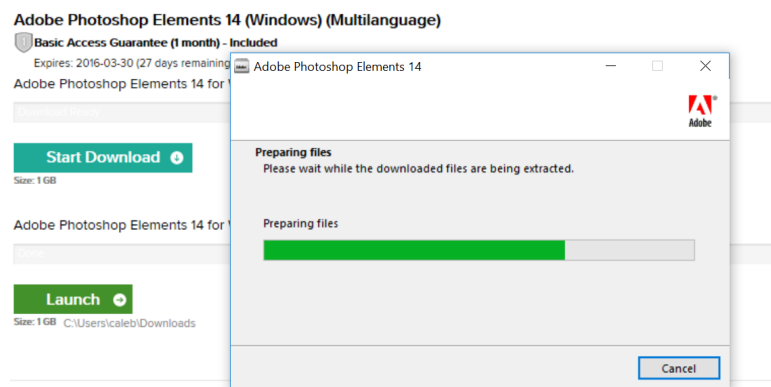
**When the download is complete. The 'Start Download' changes to a 'Launch' Button.** Double click the 'Launch' Button to commence the installation process from the application downloaded to your Downloads Folder.



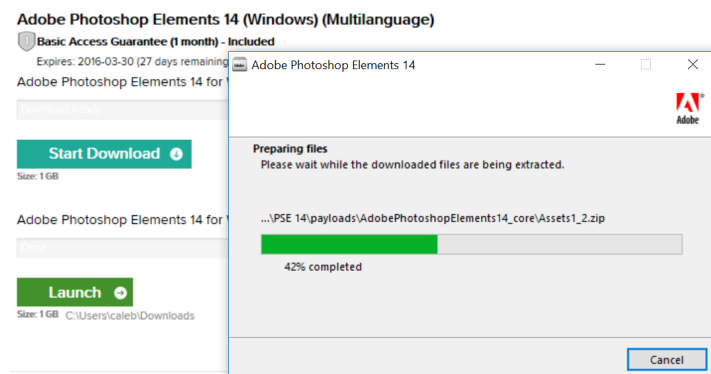
**Click the 'Next' Button.**



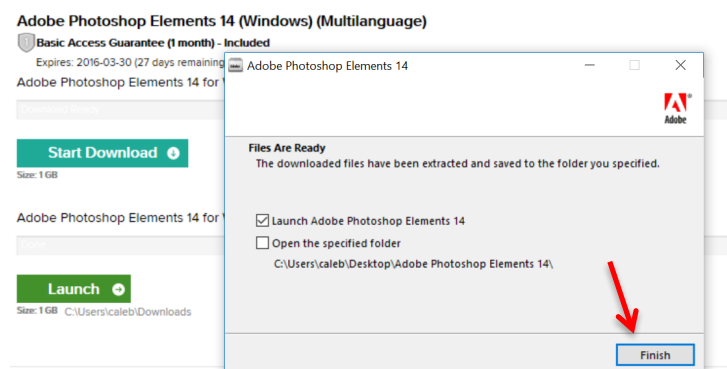
This will start the installation process.



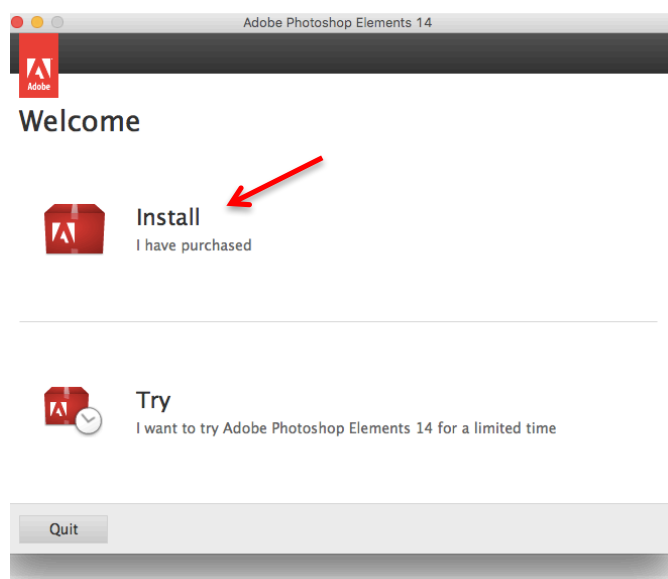
Adobe Premiere Elements 14 (Windows) (Multilanguage)  
This will take some time to complete.



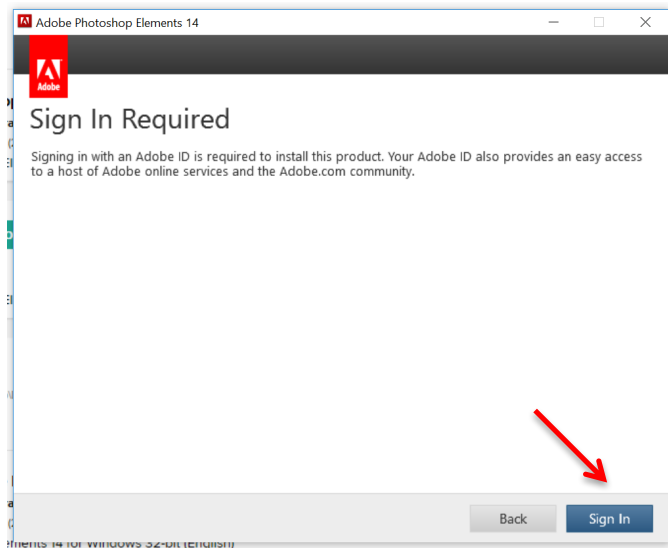
Click the 'Finish' Button and the application will launch.



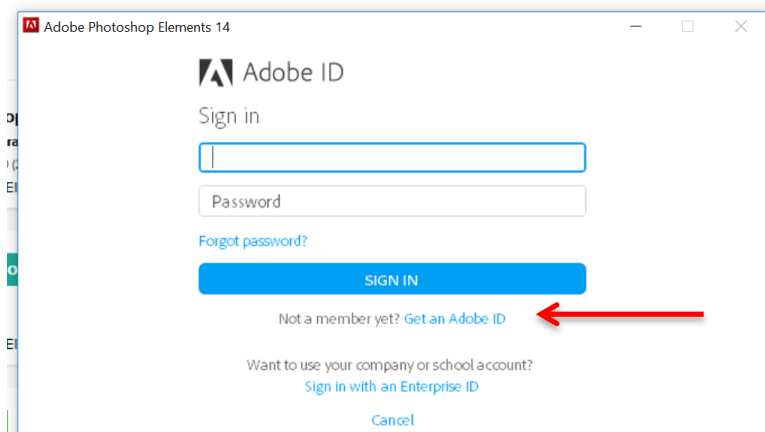
A Welcome Screen will pop up. Click the 'Install' Button'



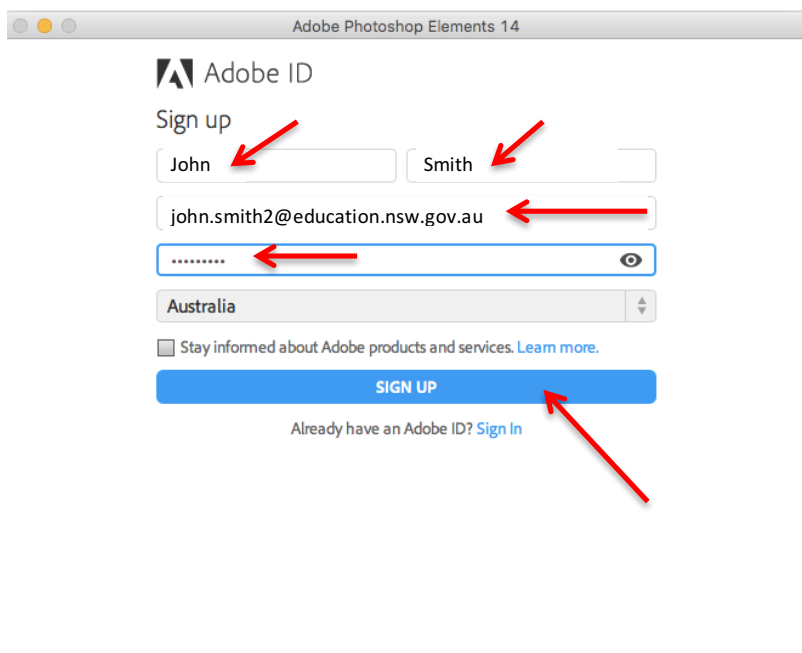
A **Sign In Required Window** will pop up. You need to click the **'Sign In' Button**, even though you probably won't have and adobe ID. We will create that in the next steps.



Click the small blue hyperlink **'Get an Adobe ID'** to proceed with the installation.

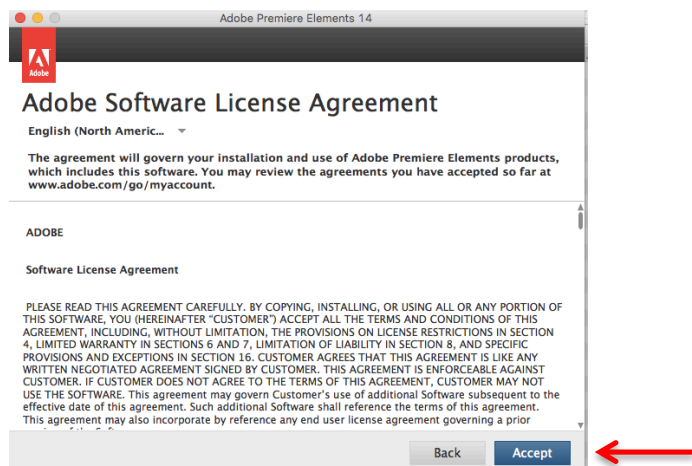


Fill in your details and make sure you use your school email address that ends with **@education.nsw.gov.au**. The password must be 8 characters long and contain a capital letter and a number. Write it down because it is very difficult to reset. **Click the blue 'SIGN UP' Button** to complete the process.

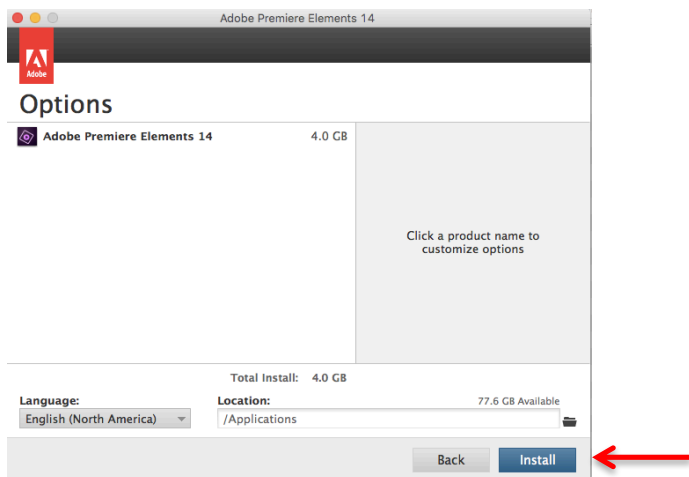


**You will be asked to enter your Product Key. Make sure you have it ready, as the process will fail without it. Enter the Product Key.**

You will then be asked to accept the terms of the Adobe Software License Agreement. Click the blue 'Accept' Button.



The Installer will launch and you can now complete the installation by clicking the blue 'Install' Button.



The other Adobe Products are installed the same way. It is best to download and install the products one at a time. Don't try to download all of the applications at the same time, as it will only slow the whole process down.

Once you have created your Adobe Account and signed in, you will be signed in for all the Adobe installations unless you restart your computer. Make sure you keep a record of your username and password.

Microsoft Office is a little bit different.

Follow these steps for a successful installation.

Just as before, go to your Download Window and click the 'Download' Button.

NSW Education & Communities

Select Language: English (Australia)

### Order Summary

Order Number: 100457486545  
[View your order](#) for full details, including any **product keys** and instructions.

Order Date: 2016-02-28

Download Location: C:\Users\caleb\Downloads [Change Location](#)

### Download Your Software

Office Professional Plus 2016 (English)

**Note:** If you experience difficulty downloading or installing this product, please contact [support@kivuto.com](mailto:support@kivuto.com).

**Basic Access Guarantee (1 month) - Included**  
Expires: 2016-03-30 (27 days remaining)

**Start Download** (2 MB)

[More download options](#)

Once it has finished downloading, click the 'Launch' Button.

Sometimes, you may be required to set up Internet Explorer 11 to start the installation. So I have added that section here. If you already have it installed, you can skip this part.

**Select, Use recommended security and compatibility settings, and then press OK.**

Internet Explorer 11

### Set up Internet Explorer 11

☒ **Use recommended security and compatibility settings**

SmartScreen Filter helps protect you from malicious websites and software by sending some web addresses to Microsoft to be checked. Compatibility lists are downloaded to make Internet Explorer 11 features work better with changing websites and older PC hardware. Read the [Internet Explorer privacy statement](#) online.

☐ Don't use recommended settings

OK Ask me later

Make a selection and then click Done.

Internet Explorer 11

### Choose your home page and search settings

From now on, Internet Explorer will stop websites from silently changing these settings. Choose the settings you'd like to keep. [Click here to learn more.](#)

☒ Microsoft settings:  
Home page: **http://www.msn.com/**  
Default search engine: **Bing**

☐ Your current settings:  
Home page: **http://www.google.com/**  
Default search engine: **Bing**

Done

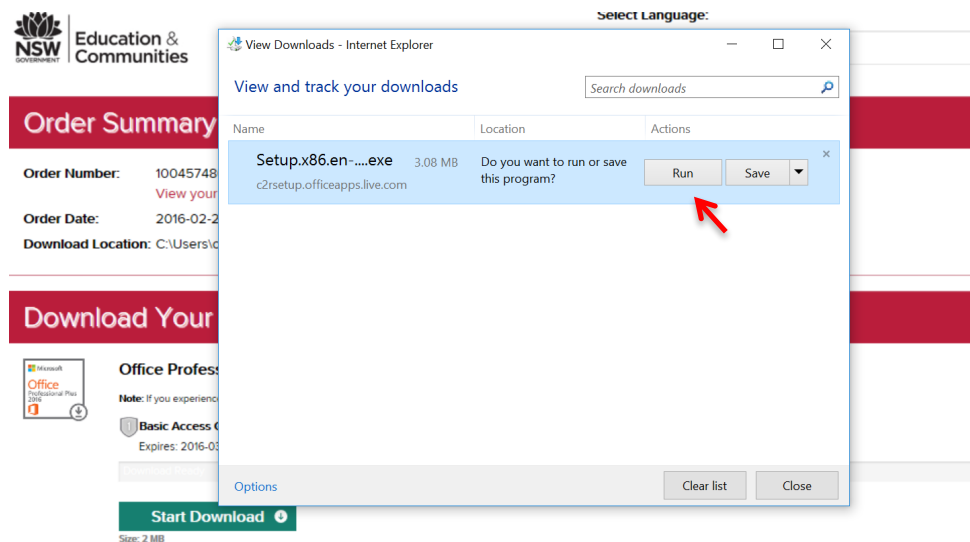
You can always change these settings later from the Tools menu in Internet Explorer.

**Start Download** (2 MB)

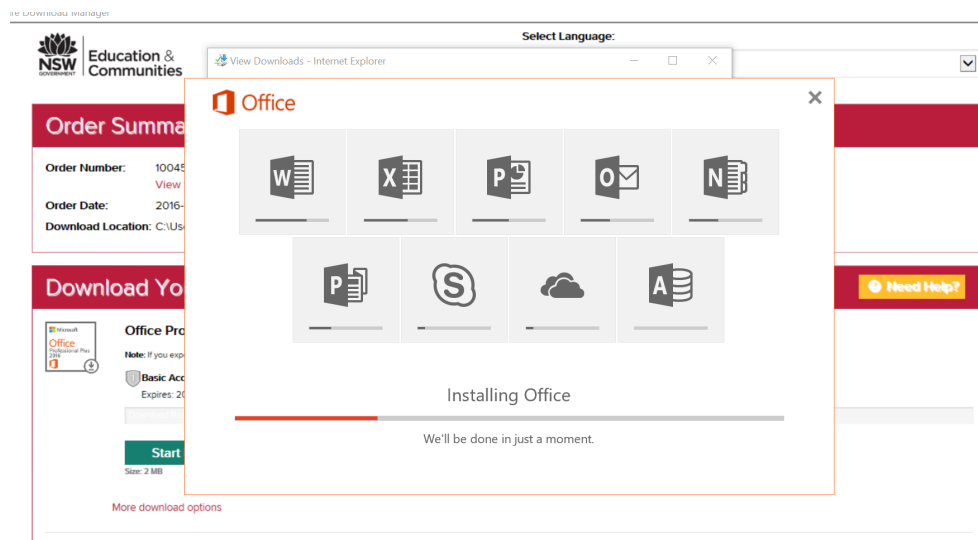
[More download options](#)



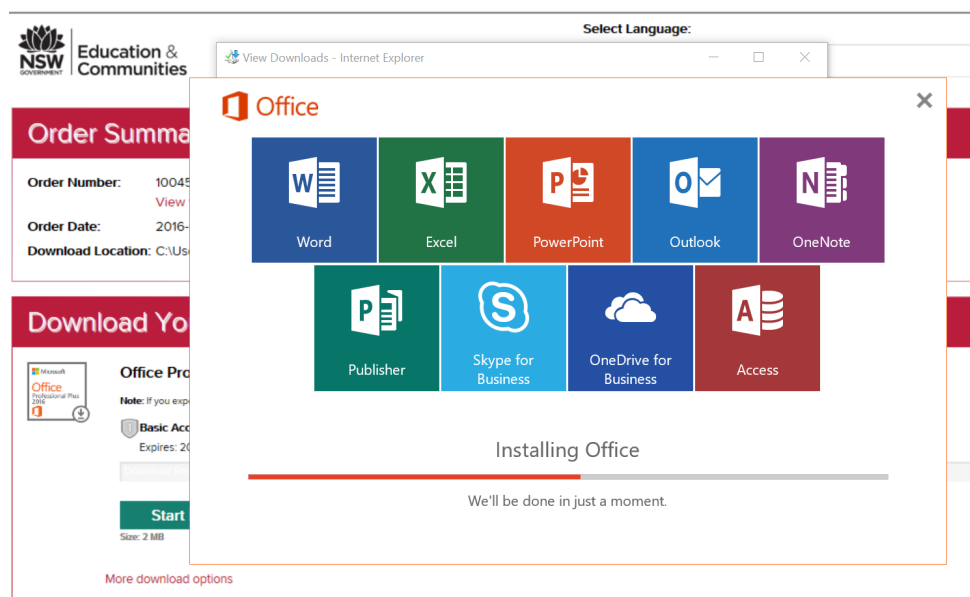
A view of your downloads will appear. Click the 'Run' Button.



The installer will launch.

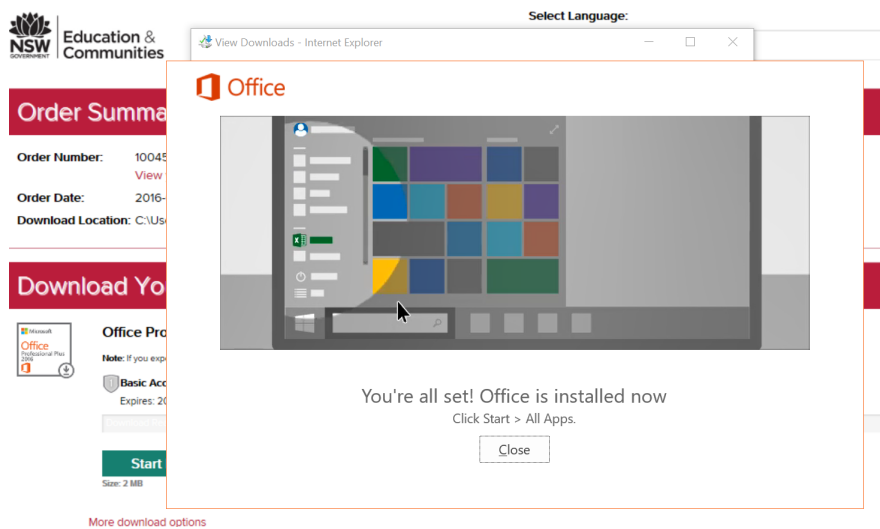


This will take some time. You will see multiple progress bars.

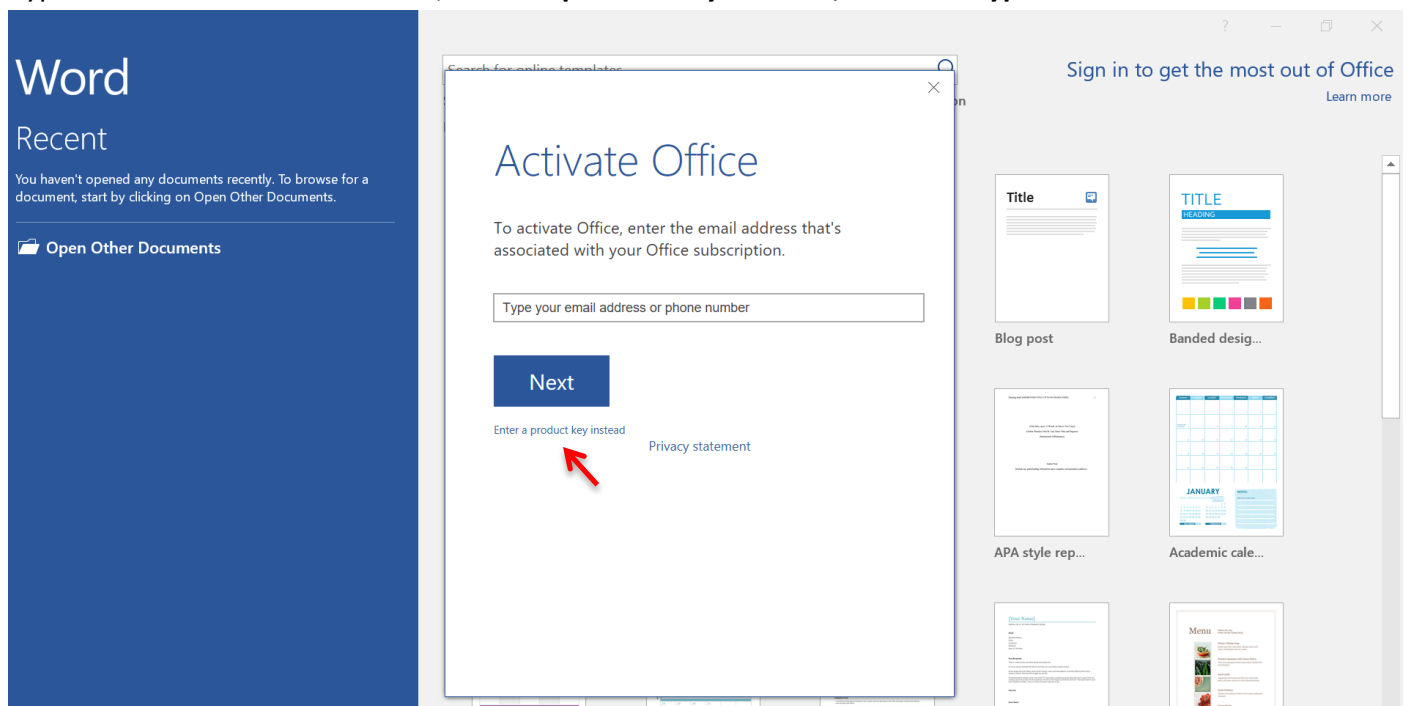


Eventually the applications will change colour as they complete.

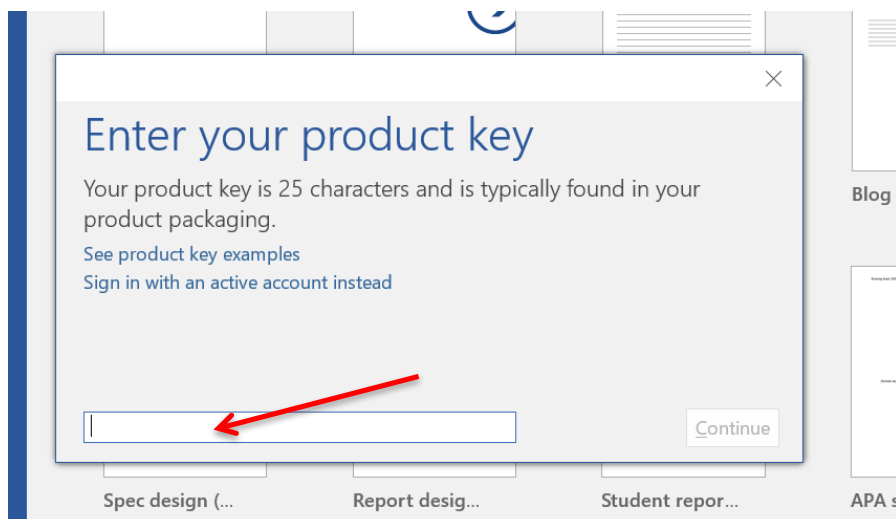
Once the installation is complete you can close the window.



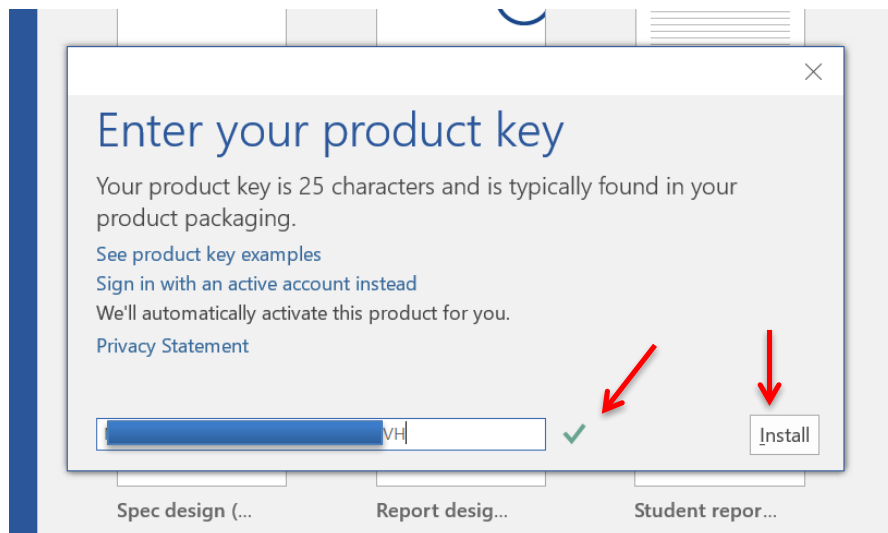
You will be asked to sign into Microsoft to complete the activation process. However, there is a small blue hyperlink under the NEXT Button, 'Enter a product key instead', click this hyperlink.



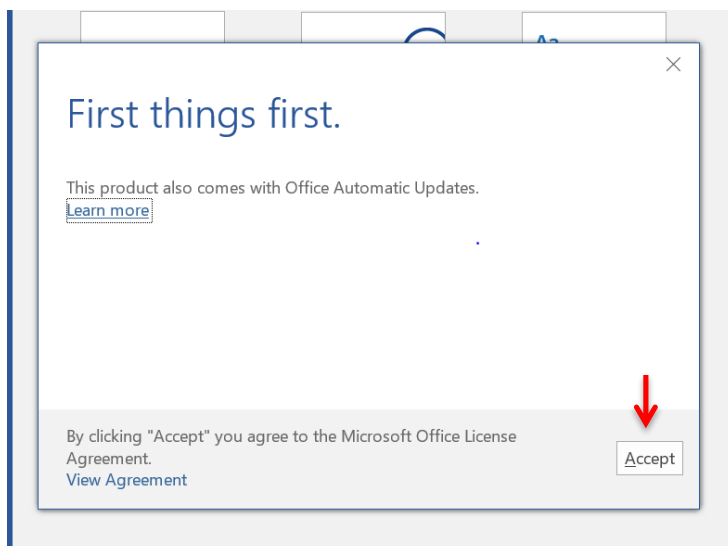
Enter your Product Key.



If you have entered it correctly, a green tick will appear next to the key. Click the 'Install' Button.



Accept the Microsoft Office License by clicking the 'Accept' Button.



### IMPORTANT NOTE

You may be asked to log into Microsoft at some stage of the installation process. If this occurs, click on the small blue hyperlink to create a Microsoft Account, just like we did for the Adobe products.

As before use your @education.nsw.gov.au email account to set up your Microsoft ID, then log in.

Good luck and please contact the school to talk to one of our TSOs, one of our BYOD Coordinators or the Computer Coordinator, if you get stuck.

Yours sincerely  
Glenwood High School

**See Notes Below.**

**Antivirus Note:** The free version of Avira for PC and Mac is available using these links.

Use this link for Mac <http://www.avira.com/en/free-antivirus-mac>

Use this link for PC <http://www.avira.com/en/avira-free-antivirus>

## NOTES

### What is the Secure Download Manager (SDM) and why do I need it?

The Secure Download Manager (SDM) is a program for downloading files securely from your WebStore. When you download software from a WebStore that uses the SDM, **you will be prompted to download and install the SDM to your computer.**

The SDM provides a secure, effective and efficient way to download software, especially for files that are too large for some browsers to download.

### Features

- Resumes unfinished or interrupted downloads from the place where they left off
- Simple installation wizard
- Multiple files can be downloaded at the same time
- Lets you decide when to download what
- Easily handles large files (bigger than 2 GB)
- Ensures your files are secure by using encrypted data
- Downloads quickly in just one click

### How many downloads am I allowed for the same product?

A download is a completely successful downloaded item. You may attempt to download, as many times as you want but it will only count as one download when you have successfully completed the download.

### IMPORTANT NOTE

By default, you are provided with two downloads, at a minimum, to successfully install the product.

**Note The second download is available as a back-up in case you need to re-install the software.**

If you require additional downloads, contact support by clicking the Contact Us link at the bottom of the Help page.

### Why isn't my software downloading?

If the progress bar of the download does not seem to be moving after about 15 or 20 minutes, it may be for one of the following reasons:

- There may be a problem with your network connection. Make sure that your computer is still connected to the Internet.
- Wireless connections have a minor latency that can cause corruption during transfers. Try connecting directly to your modem or router via a network cable and then restart the download.
- The account you are using may not be authorized to download software to your computer. Make sure that you are logged in with an account that has administrative privileges.
- Some networks used at schools or in offices have security programs in place. Try downloading from a different network.

If you are downloading with the Secure Download Manager, and the progress bar appears to have frozen during download or unpacking:

- Delete your order package (the .SDX file in your Downloads folder with your order number as its name).
- Delete the incomplete software (the .SDC file in the folder to which you tried to download the software).
- Re-download your order package and re-attempt your software download.

**Active firewalls, antivirus and antispyware programs can interfere with the download. Try turning off any security programs that you have on your computer.**

**Note:** Disabling antivirus/antispyware software while connected to the Internet or to a local network can create security risks, and may leave your computer vulnerable to attacks. Turn this software back on as soon as possible once you have completed the download.

**Should I install the 32-bit or 64-bit version of my software?**

As a general rule, you should install the 64-bit software, if your OS isn't 64-bit, it will tell you.