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.
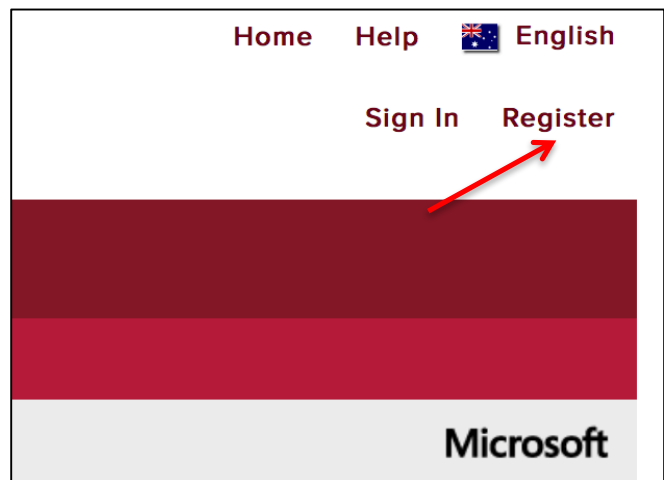
This guide is divided into 3 sections further on.

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.

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.

NSW | Education & Communities

Home   Help   🇦🇺 English

Sign In   Register

Product Search   🔍

Microsoft   Adobe   More Software

Account Verification > Verify Email Address

Organization-Issued Email Address*

john.smith2@education.nsw.gov.au

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.

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.**

Product Search 🔍   🛒 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.

NSW 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: **Students**
Verification Method: Organization-issued email address
Status: Unverified (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.

student portal

Logged in as John Smith

Log out ➡
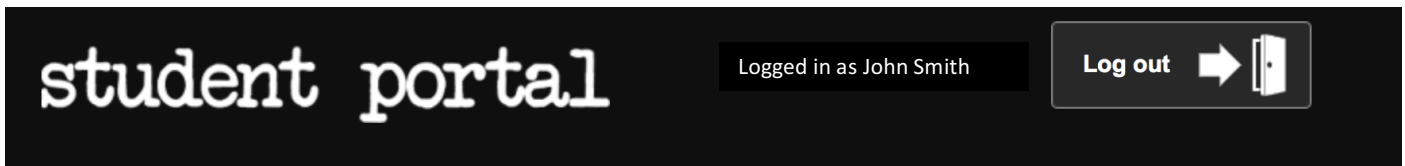
Conditions of Use

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, ene, 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.
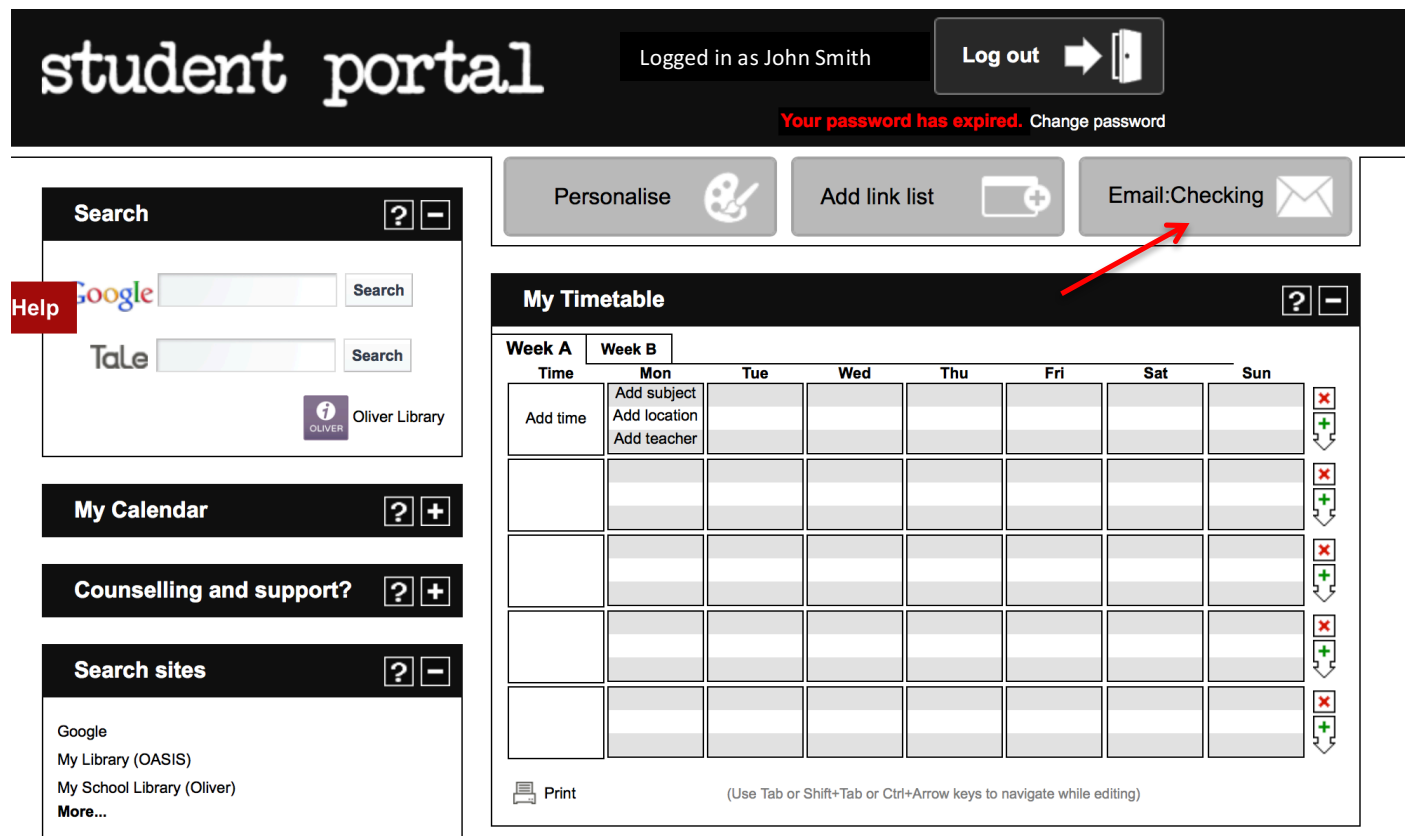
Privacy: NSW DEC monitors use of emails and online services to ensure compliance with online policy. More

Online Communication Services: Acceptable Usage for School Students

Disagree   **Agree**   ⬅

NSW | Education

NSW Department of Education Conditions of use

Click on the Email: Checking button.

student portal

Logged in as John Smith

Log out ➡

Your password has expired. Change password

| Personalise | Add link list | Email:Checking |

Search

Google [____] Search

Tale [____] Search

OLIVER Oliver Library

Help

My Calendar

Counselling and support?

Search sites

Google
My Library (OASIS)
My School Library (Oliver)
More...

My Timetable

Week A Week B

Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Add time	Add subject Add location Add teacher						

Print   (Use Tab or Shift+Tab or Ctrl+Arrow keys to navigate while editing)

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

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.

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. **

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.

Product Search	🔍	🛒 Shopping Cart (0)

Microsoft   **Adobe**   **More Software**

ⓘ Your email address has been successfully verified.   ⟵

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

Welcome to your Academic Software Download Centre!

All NSW Department of Education and Communities School students are eligible to download and licence Adobe and Microsoft software from this website.

This software is only available to download onto personally owned devices.

Students will need to use their @education.nsw.gov.au student email address to register on their first visit. To register, click on the "Sign In" link at the top of the page and then click on the REGISTER button. A verification email will be sent to your DEC email address. To complete the registration please select the link provided in the email.

Note: Individual students are eligible for one download per application only.

Download Software   ⟵

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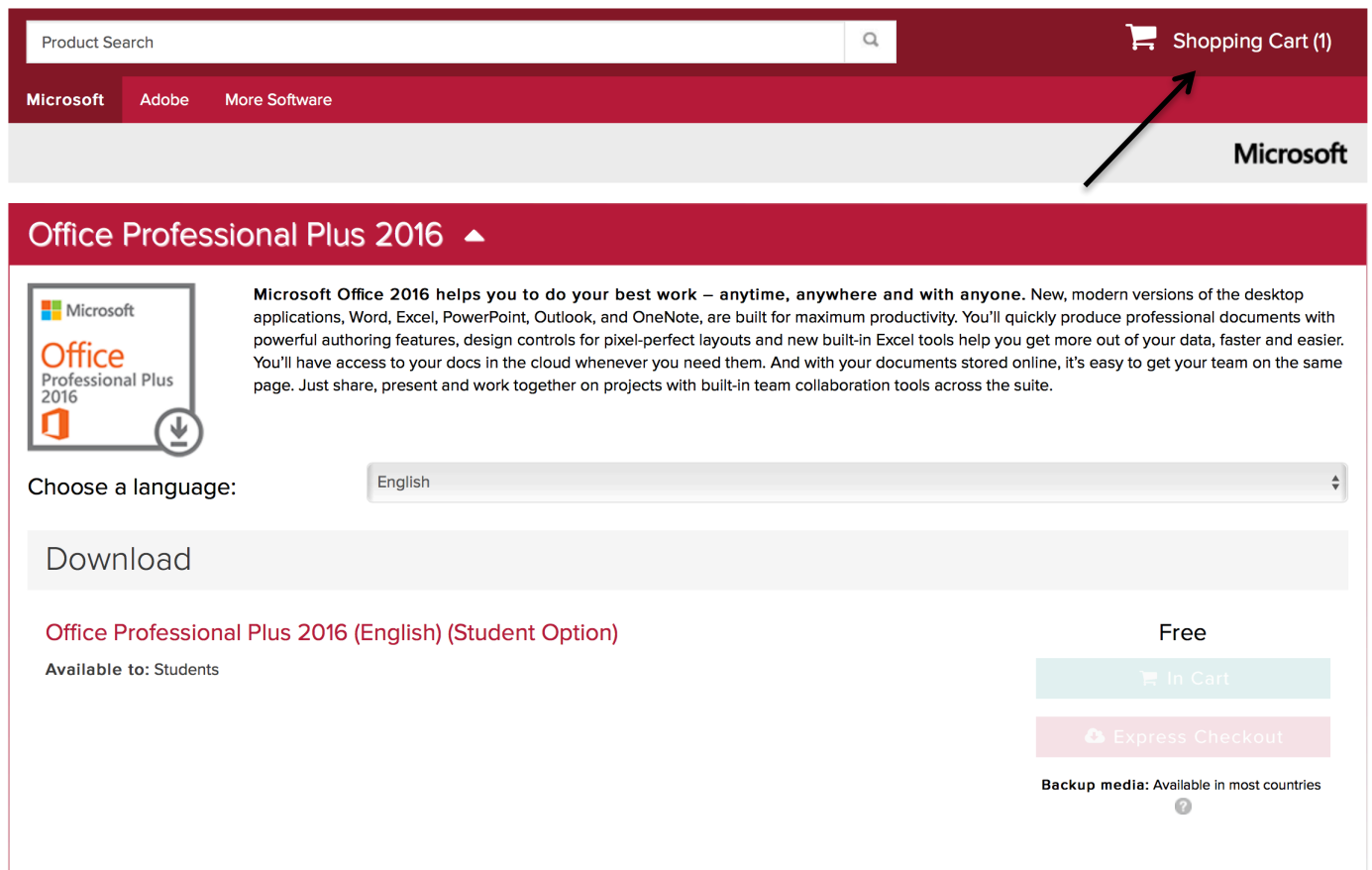
Once you click on the software title, you are now able to add it to your shopping cart by clicking the green 'Add to Cart' button.

Notice that your shopping cart now has one item in it.
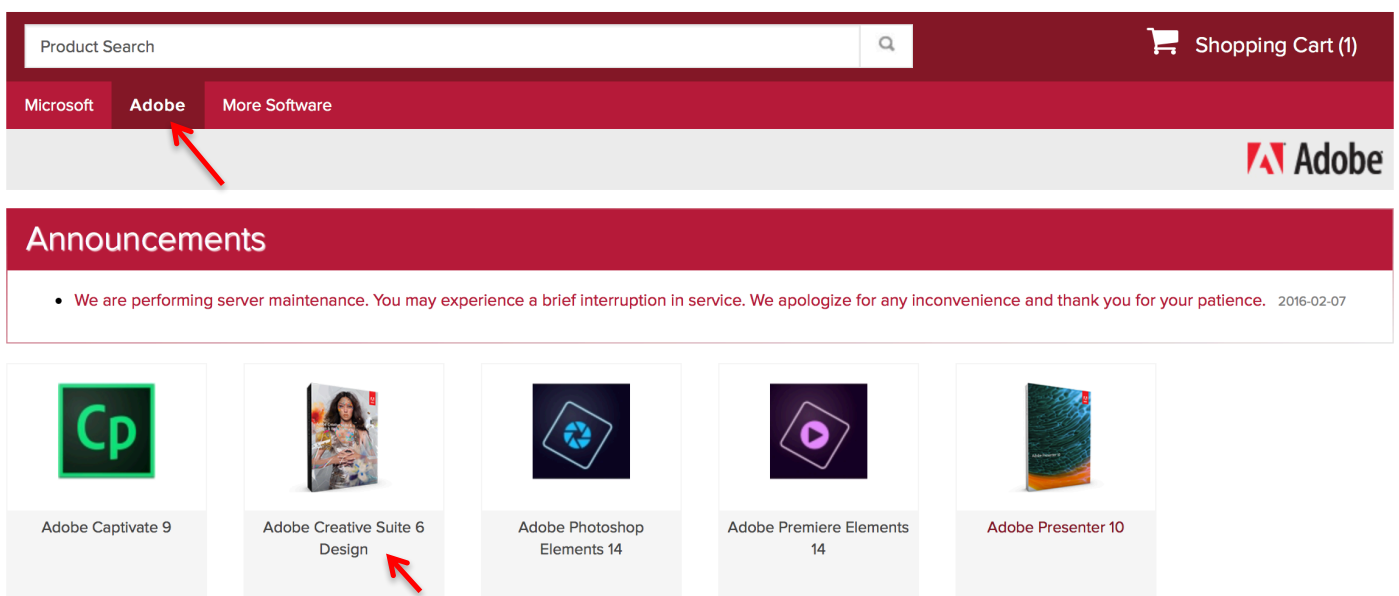
Lets repeat the process now with some Adobe software.

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.

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.

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

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.

Click the green 'Send' button to complete the process

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

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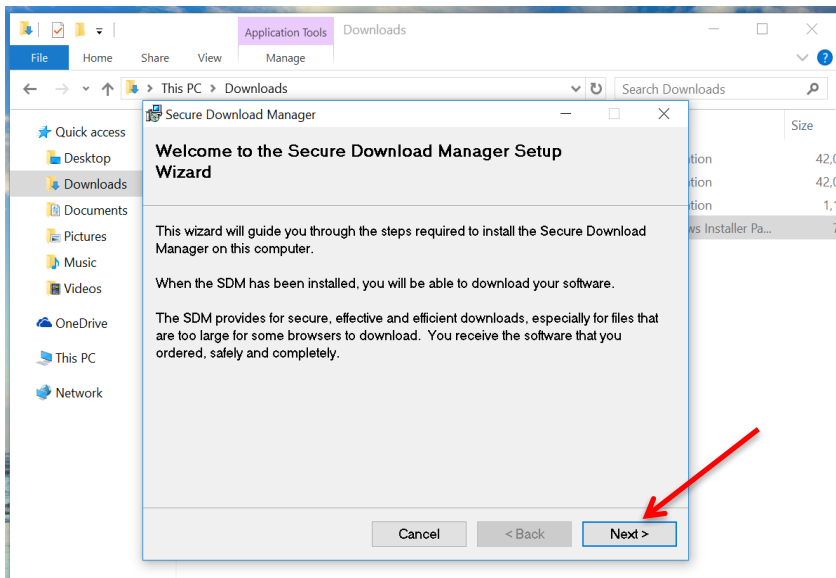
Click the 'Next' Button to set the default install location for the SDM.
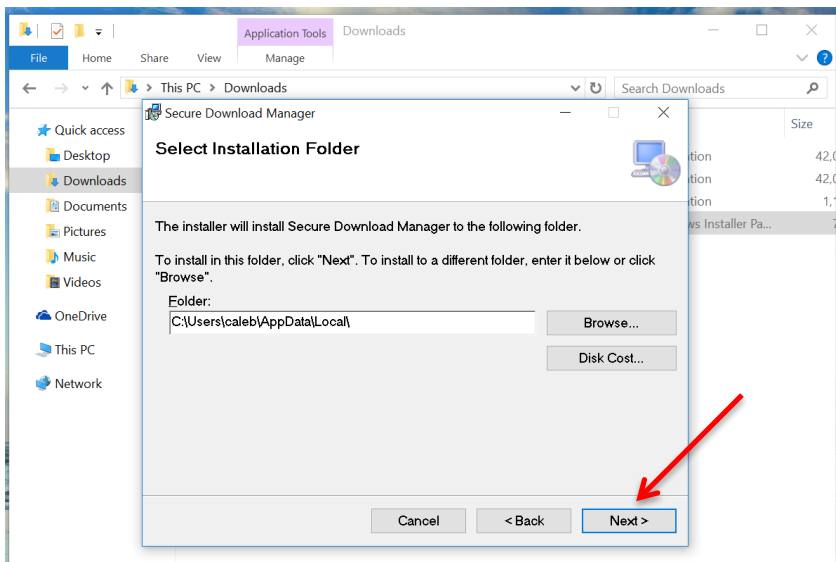
Click the 'Close' Button to complete the installation. You may get a Pop Up asking you to confirm that you want to install this software from the Internet onto your computer. Click allow

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.
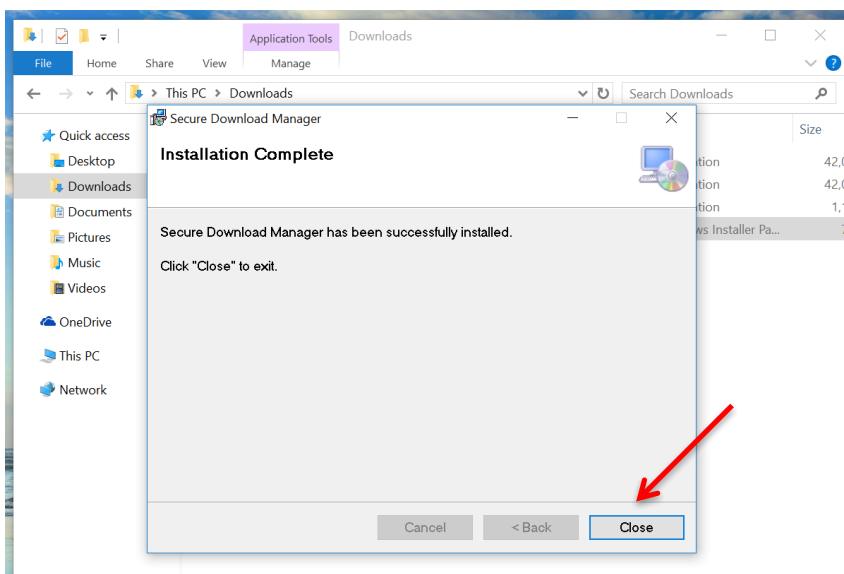

Open the Downloads Folder and double click the (.SDX File).

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.

The download will commence.
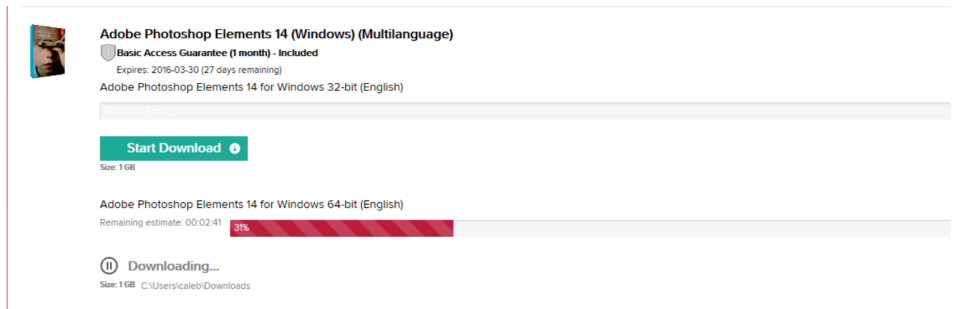
Important Tip

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".
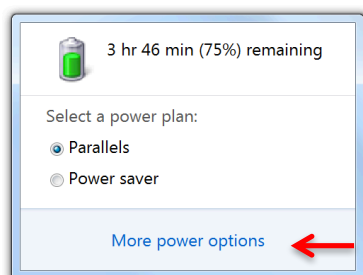
Select 'Create a power plan' from the menu choices available.
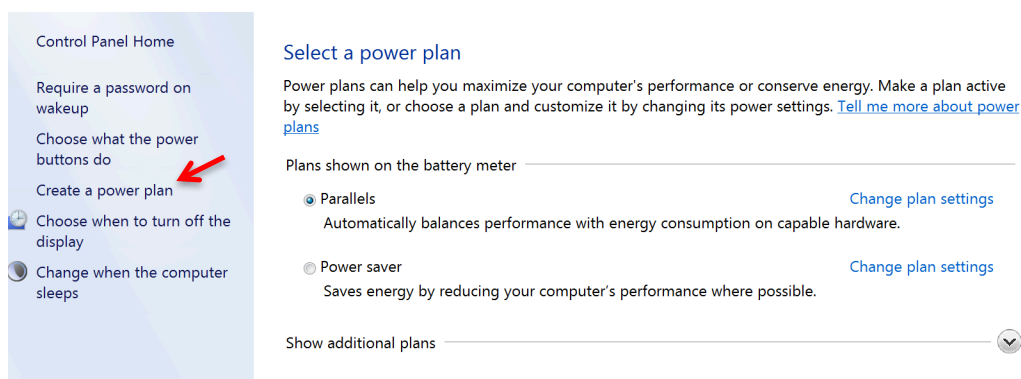
Select 'High performance', then click the 'Next' Button.

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.

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.
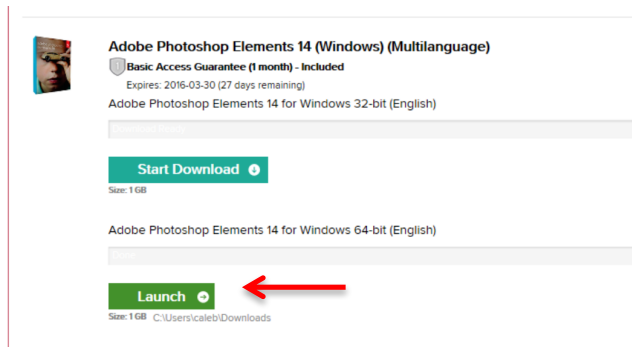
Click the 'Next' Button.
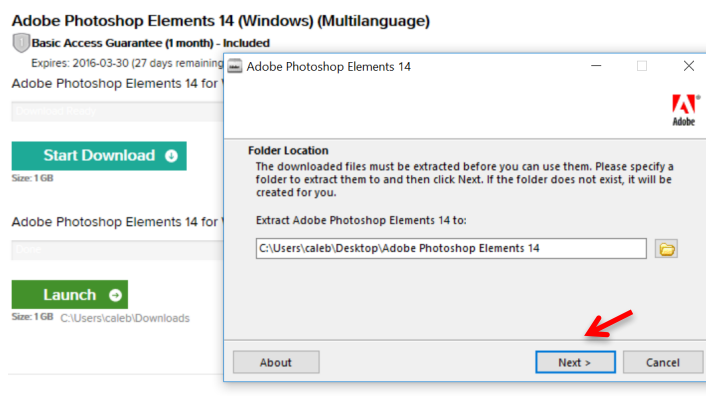
This will start the installation process.
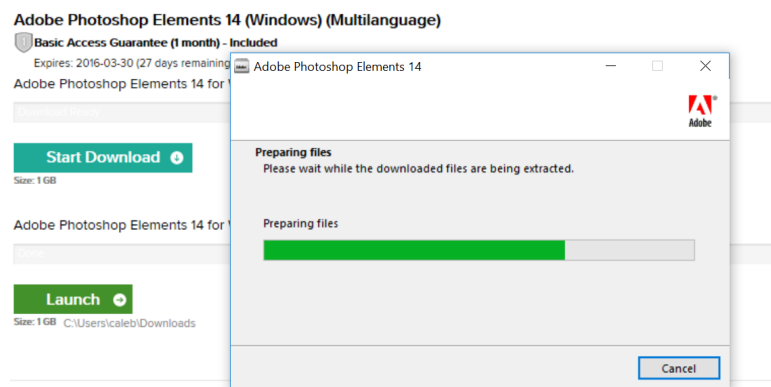
This will take some time to complete.
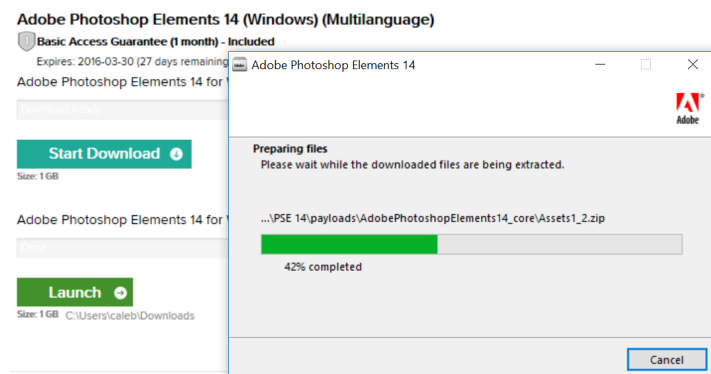
Click the 'Finish' Button and the application will launch.
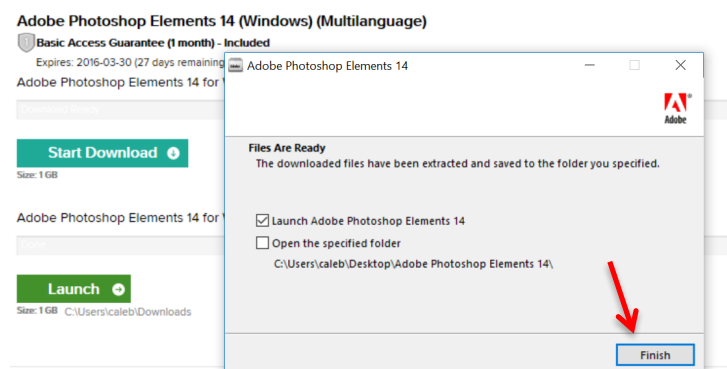
A Welcome Screen will pop up. **Click the 'Install' Button'**
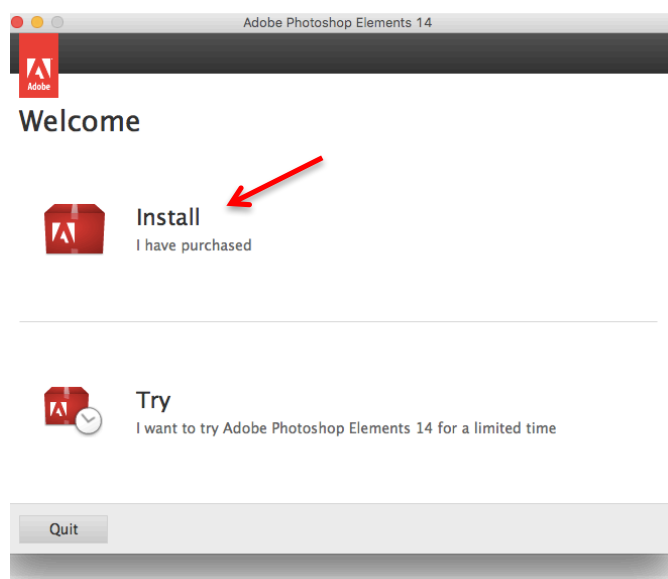
A **Sign In Required Window** will pop up. **You need to click the 'Sign In' Button,** even though you probably won't have and adobe ID. We will create that in the next steps.
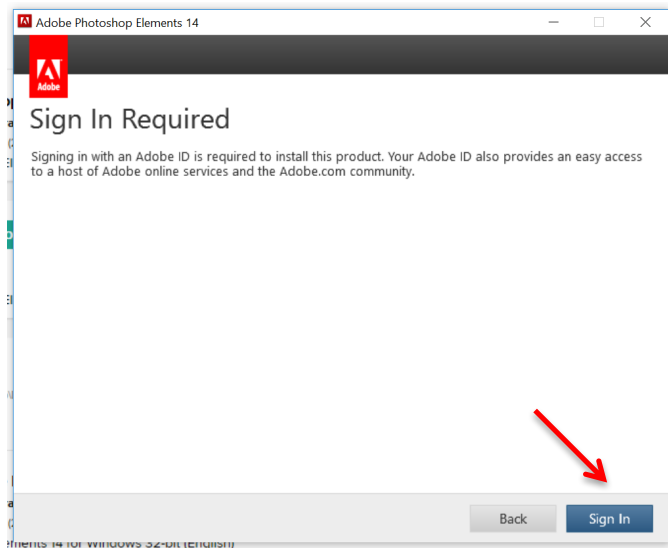
Click the small blue hyperlink ' Get an Adobe ID' to proceed with the installation.
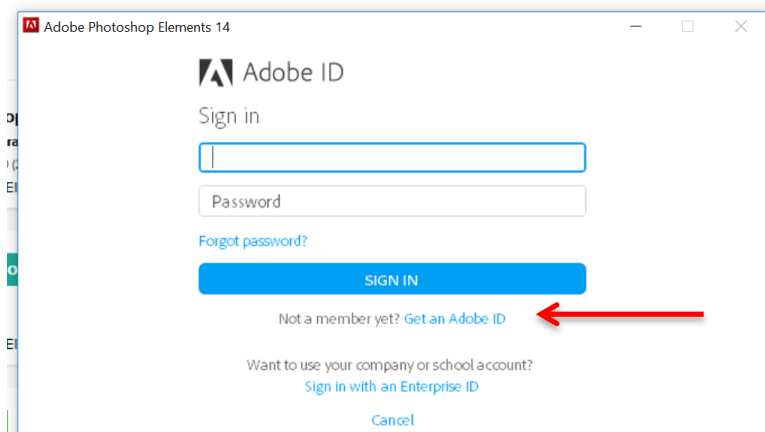
Fill in your details and make sure you use your school email address that ends with @education.nsw.gov.au The password must be 8 characters long and contain a capital letter and a number. Write it down because it is very difficult to reset. **Click the blue 'SIGN UP' Button** to complete the process.
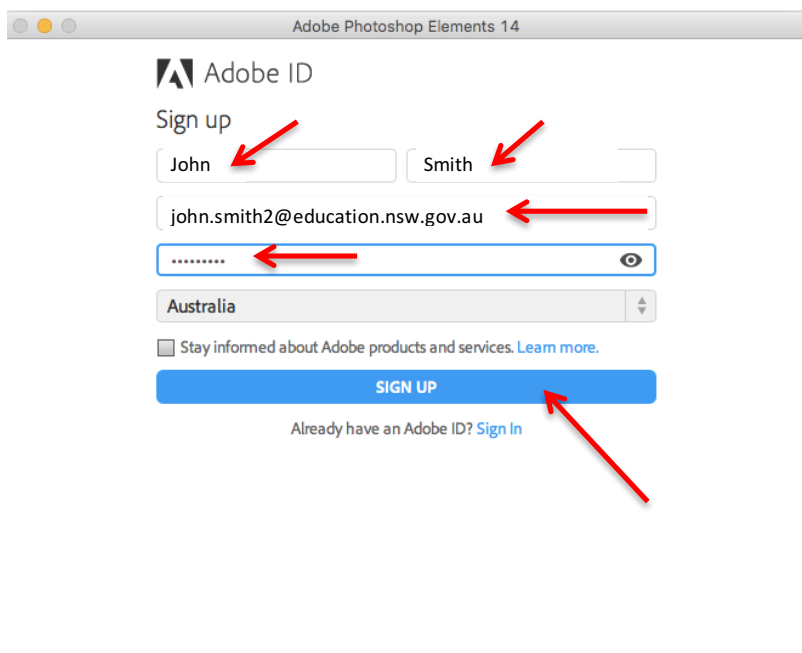
You will be asked to enter your Product Key. Make sure you have it ready, as the process will fail without it. Enter the Product Key.

You will then be asked to accept the terms of the Adobe Software License Agreement. Click the blue 'Accept' Button.
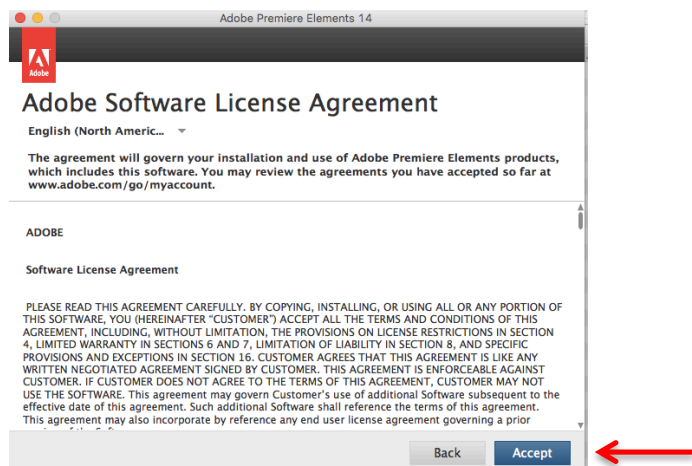
The Installer will launch and you can now complete the installation by clicking the blue 'Install' Button.
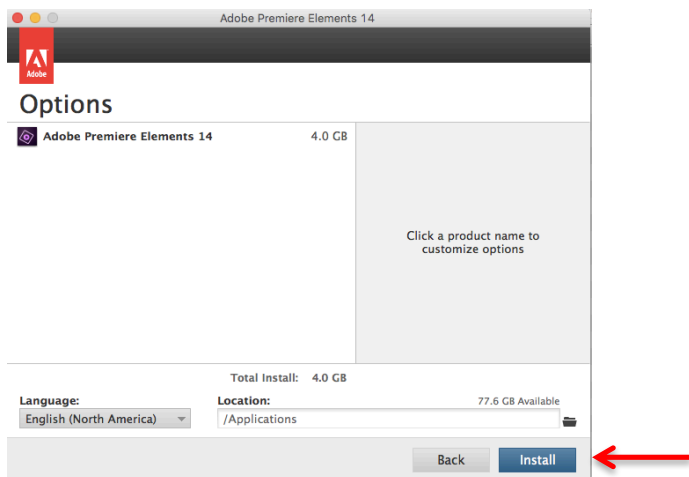
The other Adobe Products are installed the same way. It is best to download and install the products one at a time. Don't try to download all of the applications at the same time, as it will only slow the whole process down.

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.

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.

Make a selection and then click Done.

A view of your downloads will appear. **Click the 'Run" Button.**
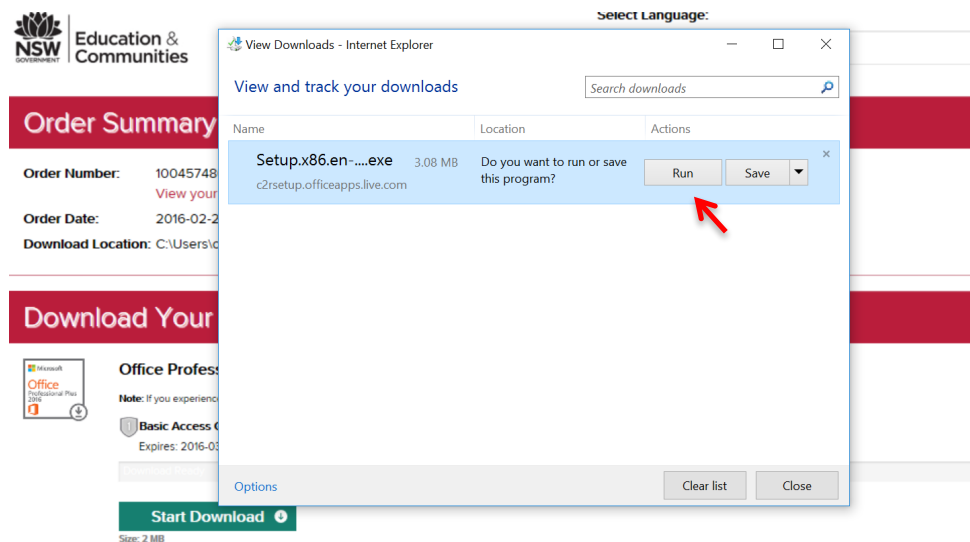
The installer will launch.
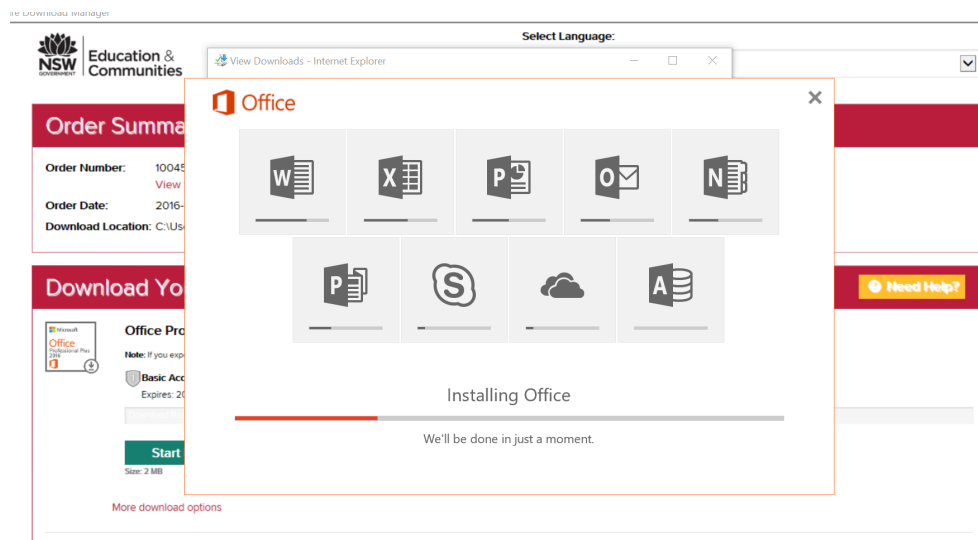
This will take some time. You will see multiple progress bars.
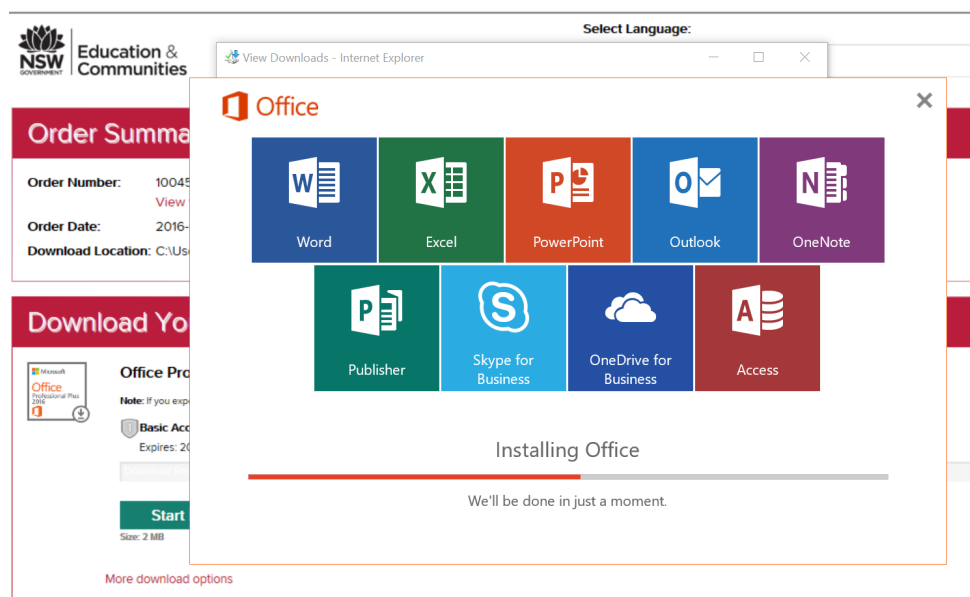
Eventually the applications will change colour as they complete.

Once the installation is complete you can close the window.
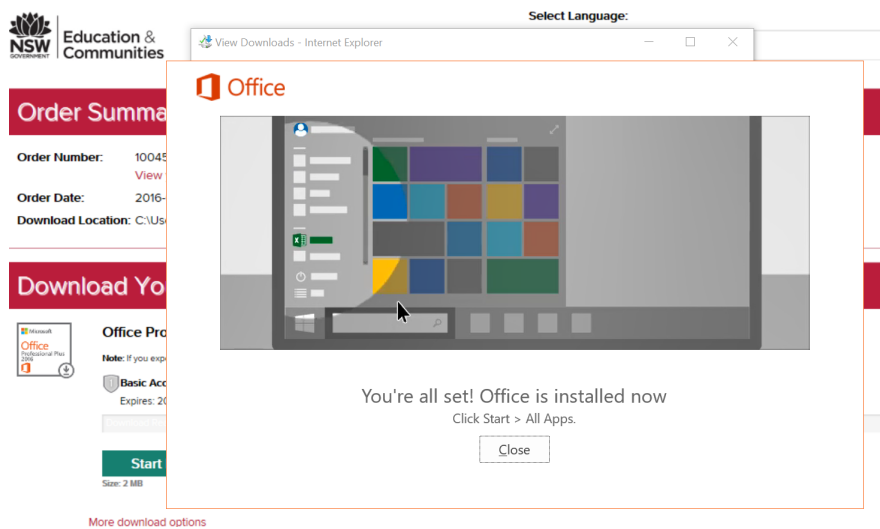
You will be asked to sign into Microsoft to complete the activation process. However, there is a small blue hyperlink under the NEXT Button, '**Enter a product key instead', click this hyperlink.**
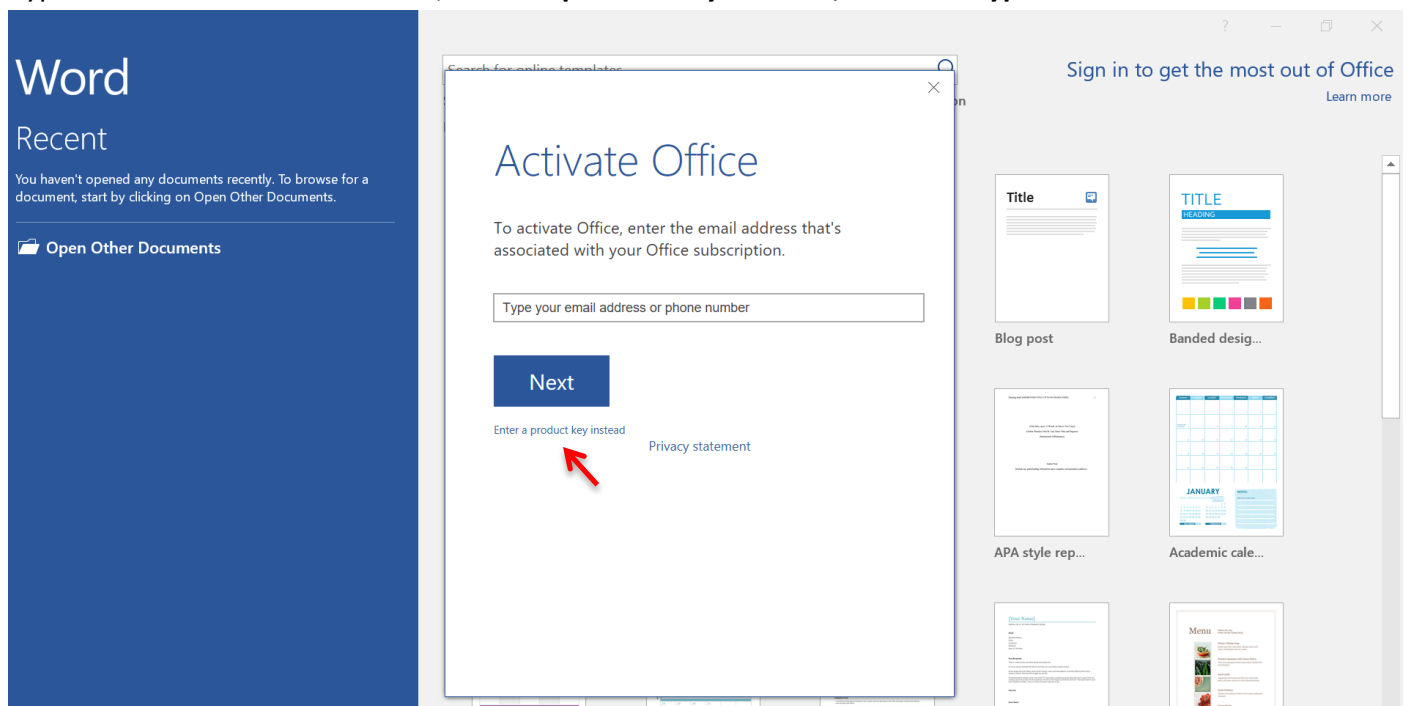
Enter your Product Key.
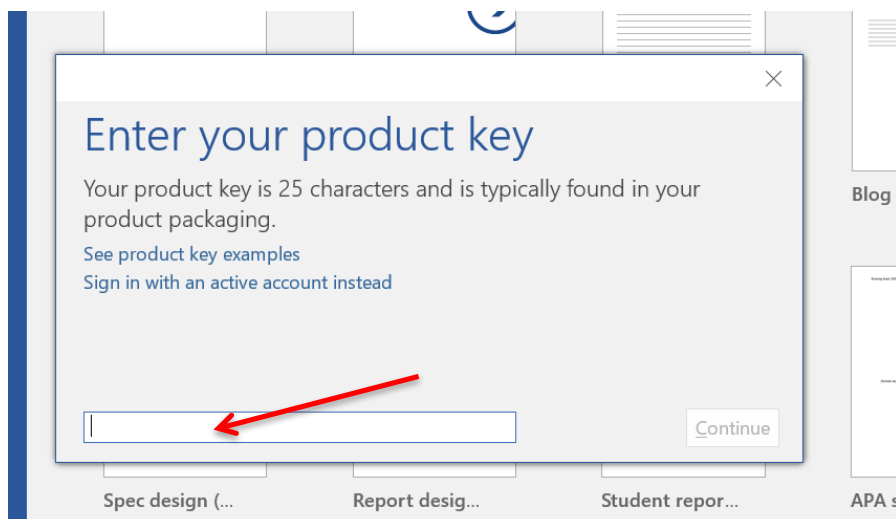
If you have entered it correctly, a green tick will appear next to the key. Click the 'Install' Button.
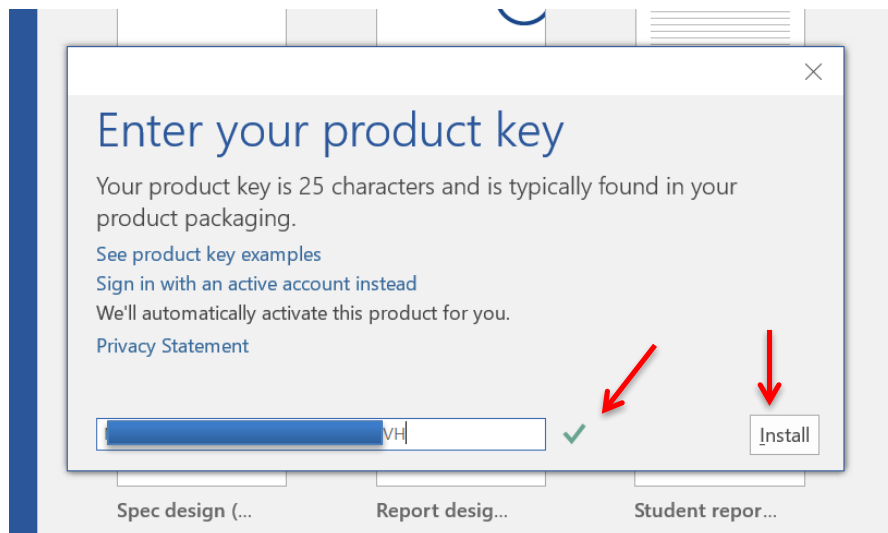
Accept the Microsoft Office License by clicking the 'Accept' Button.
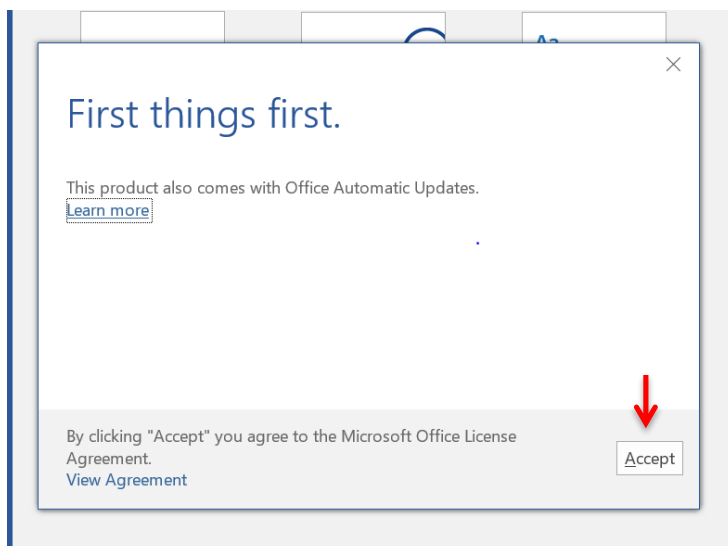
IMPORTANT NOTE
You may be asked to log into Microsoft at some stage of the installation process. If this occurs, click on the small blue hyperlink to create a Microsoft Account, just like we did for the Adobe products.
As before use your @education.nsw.gov.au email account to set up your Microsoft ID, 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.