This document is a visual step-by-step guide to download and activate DET Licensed Software on Student BYOD PCs.

The example device we used has Windows 10 Home edition installed, and the procedure will be identical on all versions of Windows 7, 8 and 10.

If you have an Apple OS-X based device, the procedure below is also much the same, but you will be using the Safari Browser and only dealing with the "for Mac" versions of any titles listed.

IMPORTANT NOTE- Make sure you only select and download the "for Mac" versions on Apple devices, and the "Windows" versions for Windows based PCs.

TECHNICAL NOTE- As BYOD Devices are neither owned nor managed by the school, the school cannot provide assistance or specific advice regarding any issues installing operating systems and applications beyond what is included in these guides.   There are extensive help guides and FAQs on the webstore page which you can access once you have completed the initial registration steps.

Before you begin-

Ensure that **all pending windows updates are installed,** and the machine has been shut down completely and then **started-up from a true "off" state** (not hibernate or sleep). This ensures that all system resources are available.

Ensure that the device is free of malware and viruses. If the machine is not a "clean build" (it has already been used and exposed to the internet), we recommend you obtain a trial version of Malwarebytes from https://www.malwarebytes.com/mwb-download/thankyou/   Later, you can choose to use any number of alternative security solutions, however we suggest you refer to an independent review before making a decision
(example- http://au.pcmag.com/software/9287/guide/the-best-security-suites-of-2018).

Whatever security solution you decide upon, it needs to be kept up-to-date to be effective. Expired trial versions or paid software which are not kept up to date provide little or no protection against current security threats.

Technical Note- some security/anti-virus packages can be installed alongside other security software, however you can suffer compatibility and/or performance issues with some products from different vendors which will make the device much slower, and in some cases, cause severe reliability problems. Pick one package and keep it up to date.

It is assumed that all steps are carried out while **logged in with an account which has Administrator-rights on the machine.**

Technical note- Especially with younger students, its best that the administrator account is known to and used by the parent only. A separate "standard user" account can be created for the student to use for their daily activities. This provides some control over what gets installed, and reduces the risk of malware infections see https://www.windowscentral.com/how-use-windows-10-non-admin-and-why

Make sure that the device is **connected to mains power and the internet** until the entire process has been completed. Installing office requires a large download which can take up to an hour over a typical home wireless connection.

As wireless connections vary in both quality and speed, *we suggest you carry out these steps while the device is directly connected to a LAN port on your home Wireless-Router using a Cat5e or Cat6 network cable*. If you don't have a network cable available, the next best thing is to ensure you locate the device in the same room as your home wireless router while performing the steps below to ensure you have the best possible signal quality and connection speed.   Using either connection type, try to avoid the busiest times of day when download speeds from your Internet Service Provider tend to suffer, and minimise the use of other devices which share your ISP connection.

Step 1: Locate the Microsoft Edge Icon on the Taskbar, and left click the Microsoft Edge Icon.
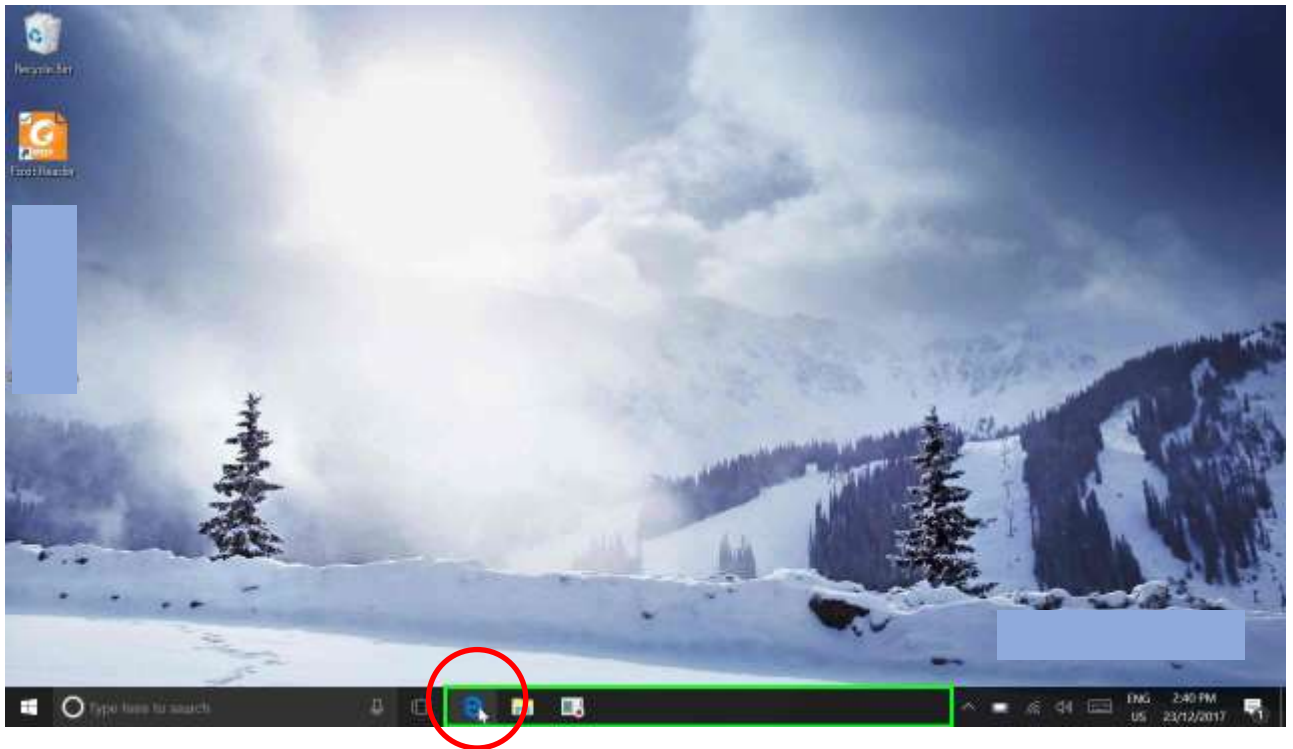

Step 2: When Edge opens, type http://student.det.nsw.edu.au into the address bar
NOTE- It's a good idea to save this address as a Favourite, or add a shortcut to the student's desktop. The student will be using the Student Portal daily to check their DET email and access other web delivered services and applications on a regular basis.
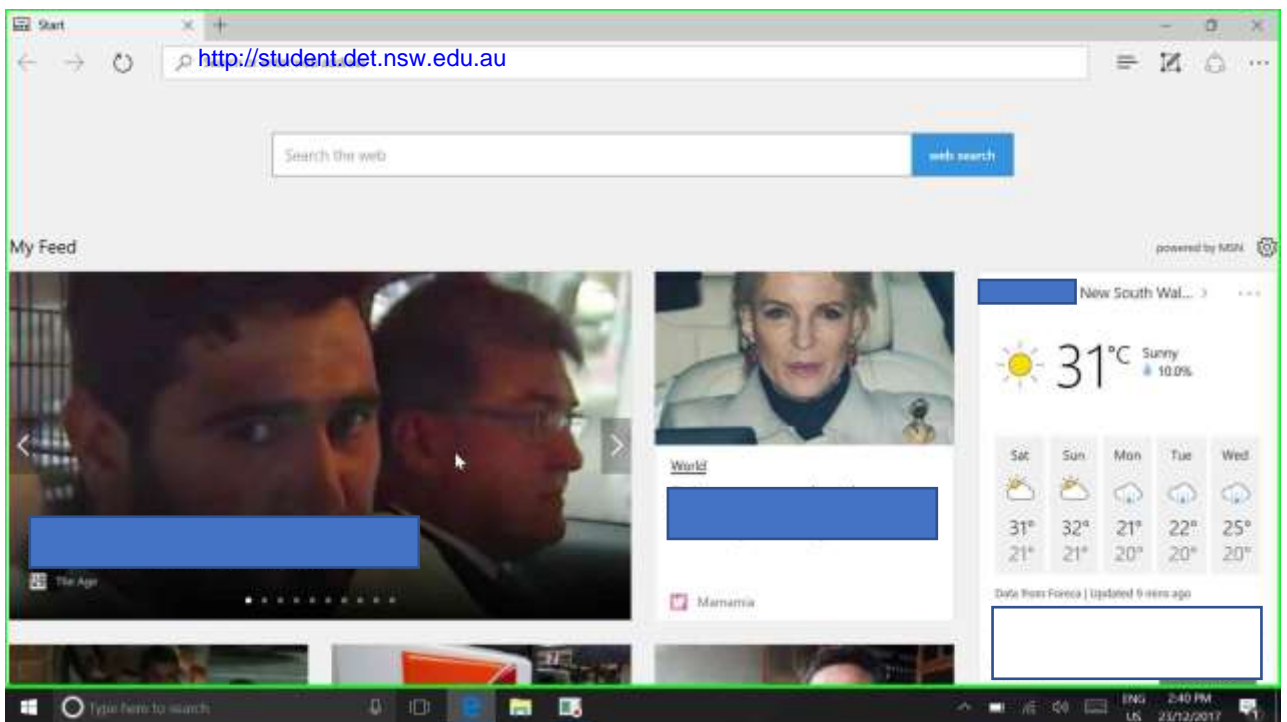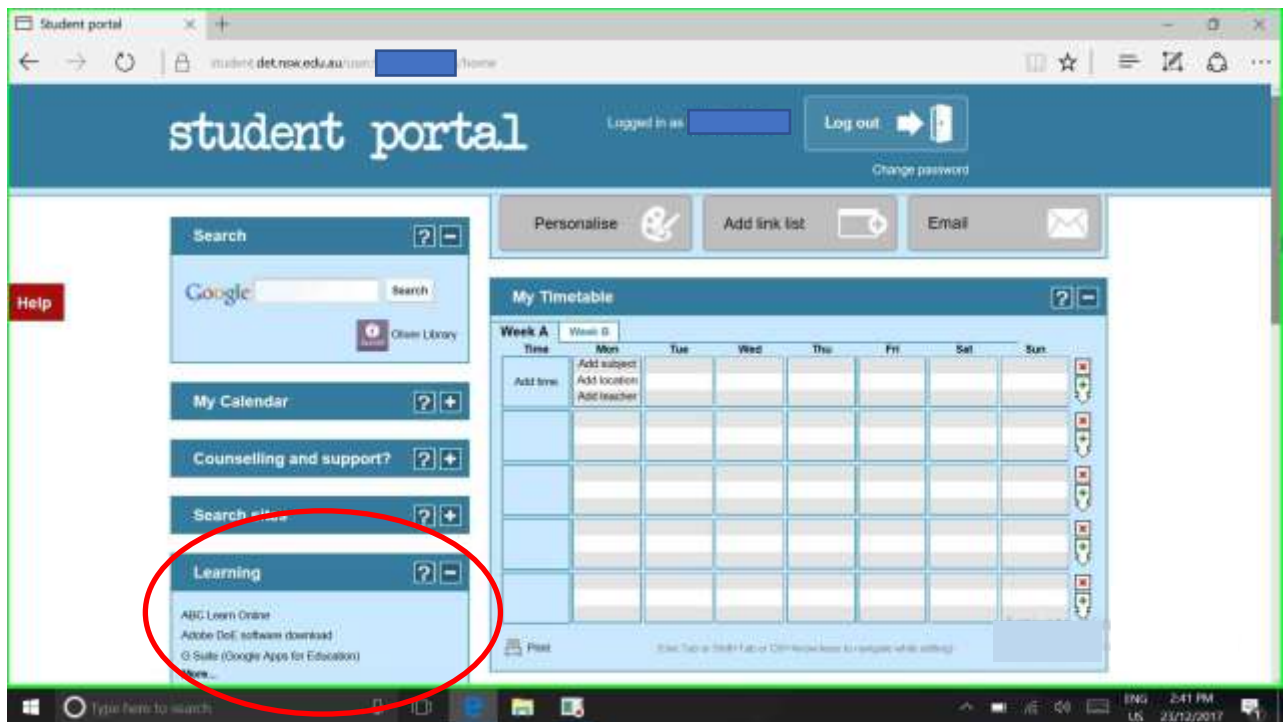
Step 3: enter your DET Username and Password, then left-click the blue "Log in" button
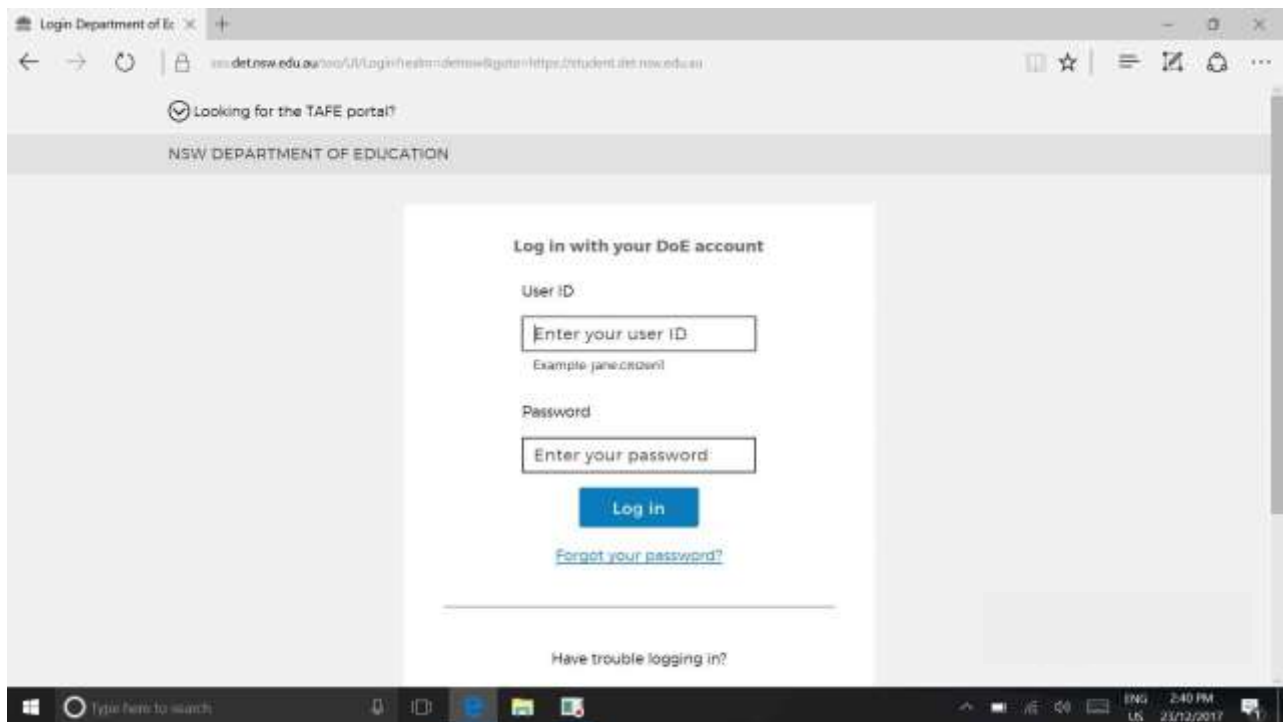
Step 4: Read the Conditions of Use and select the "Agree" button to continue
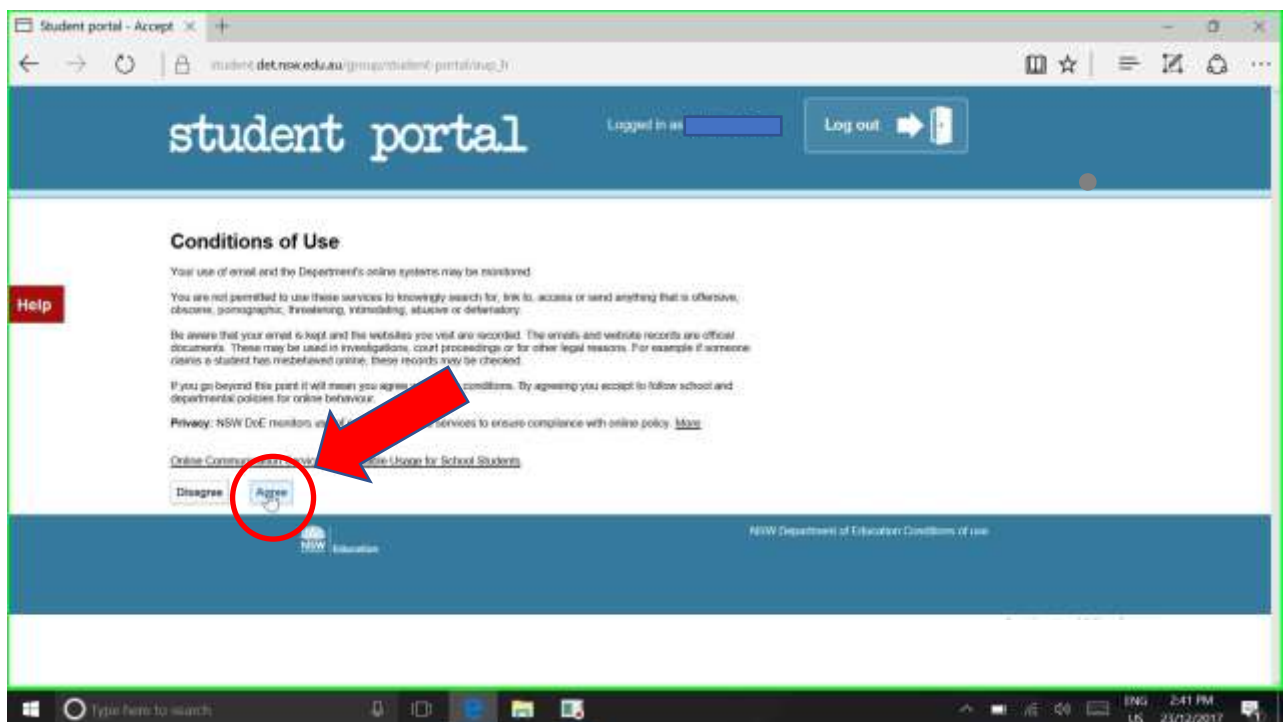
Step 5: Expand the "Learning" menu list by selecting the plus (+) symbol

Step 6: Select "Adobe DoE software download". The name of the link is a bit dated- it's the same point of access used to obtain Microsoft software as well.
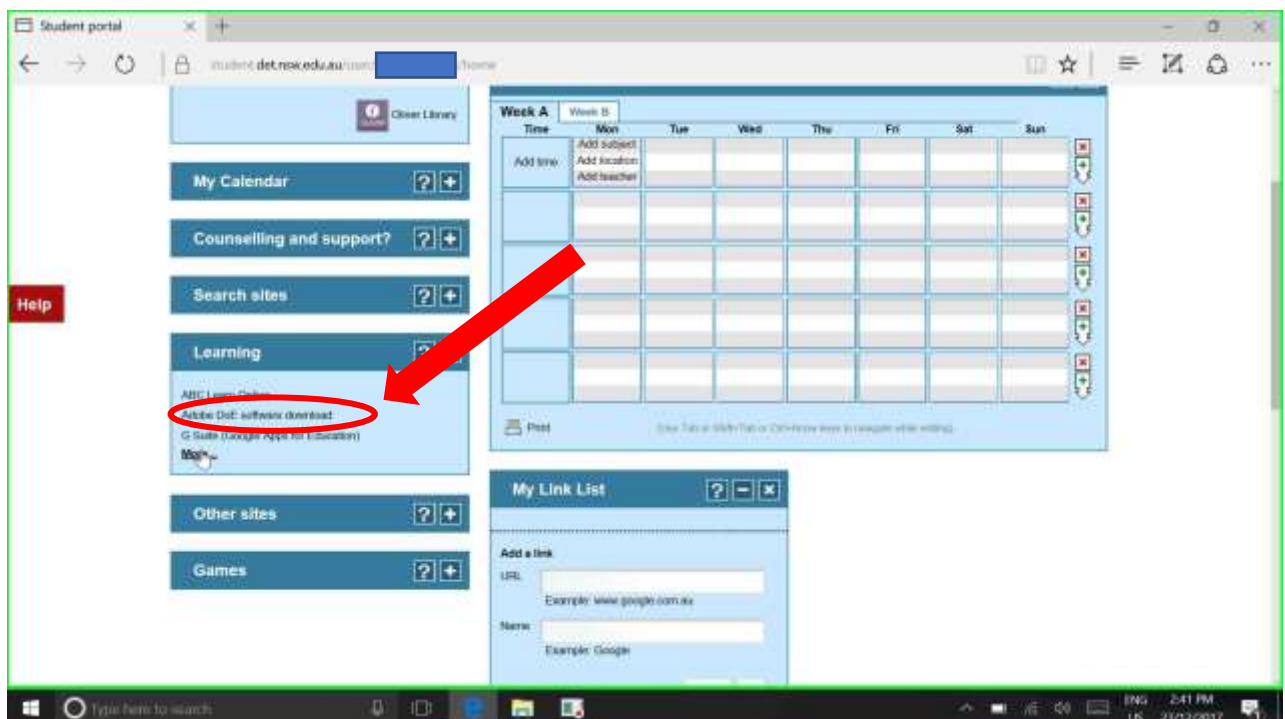
Step 7: Left click on the "REGISTER" link at the top right corner of the screen.
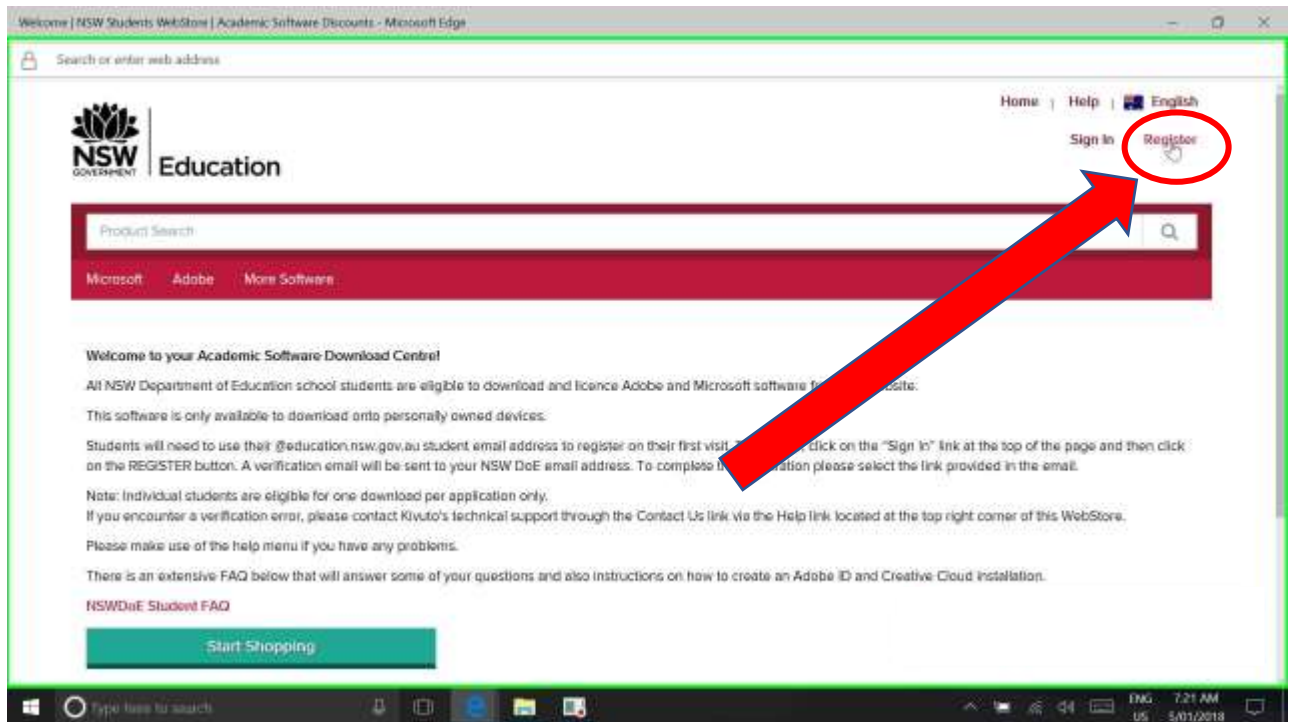
Step 9: Enter your student email address (eg- fred.smith30@education.nsw.gov.au) and select the "continue" button.
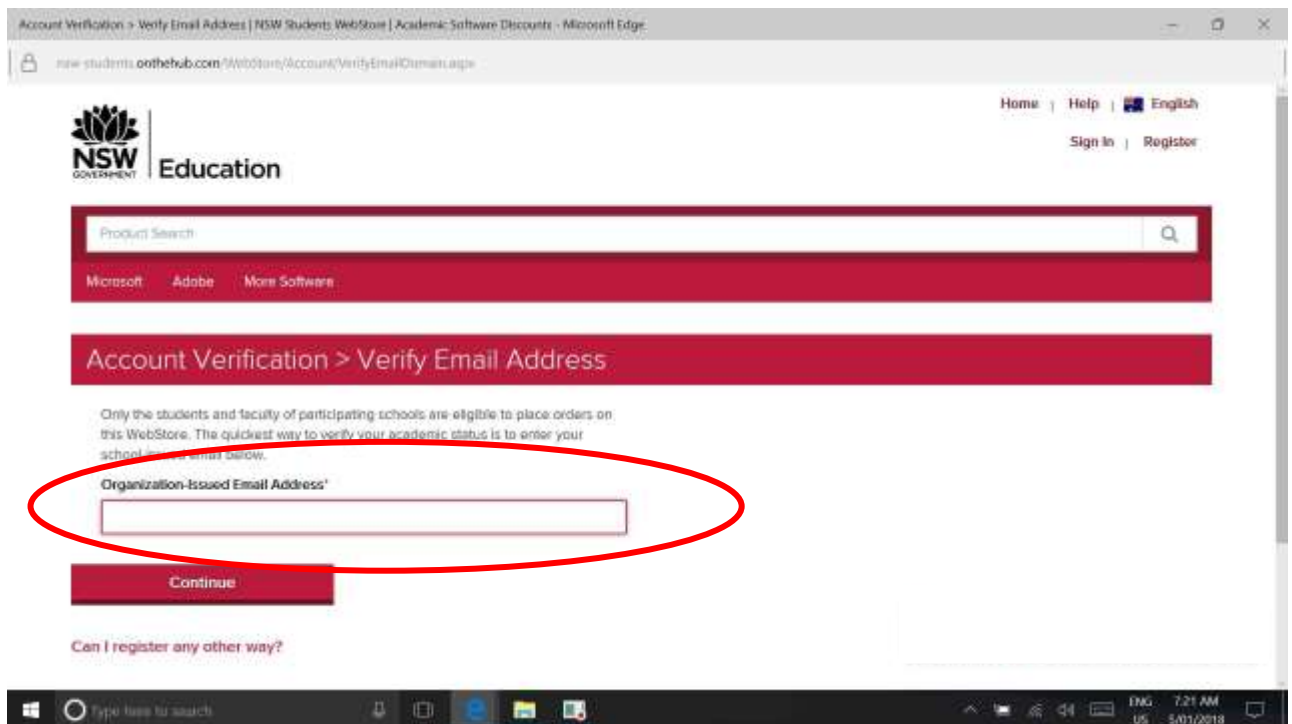
Step 10: Fill in your first and last name, and create a password for the webstore. *Make it different to your DET password, but do **write it down and keep it somewhere safe***, as you will need it again later. Note that your username is your student email address.

Step 11: Scroll down and choose "students" in the group member box, then fill in the "capcha" box at the bottom (it's a security measure). In the example below, you would type the two words in the pictures eg- glen followed by himalaya with a single space in between. *Your capcha words will be different, so type exactly what you see in the images.*

Step 12: For the next screen, 'Your Profile", use the answers below as a guide then select "Save" to continue.

STEP 13: Now that you have registered, your Account needs to be verified so you can access the software on the webstore. The confirmation email can take several minutes to arrive when the site is extremely busy.

Step 14: At the desktop, Go back to "Student portal - Microsoft Edge".
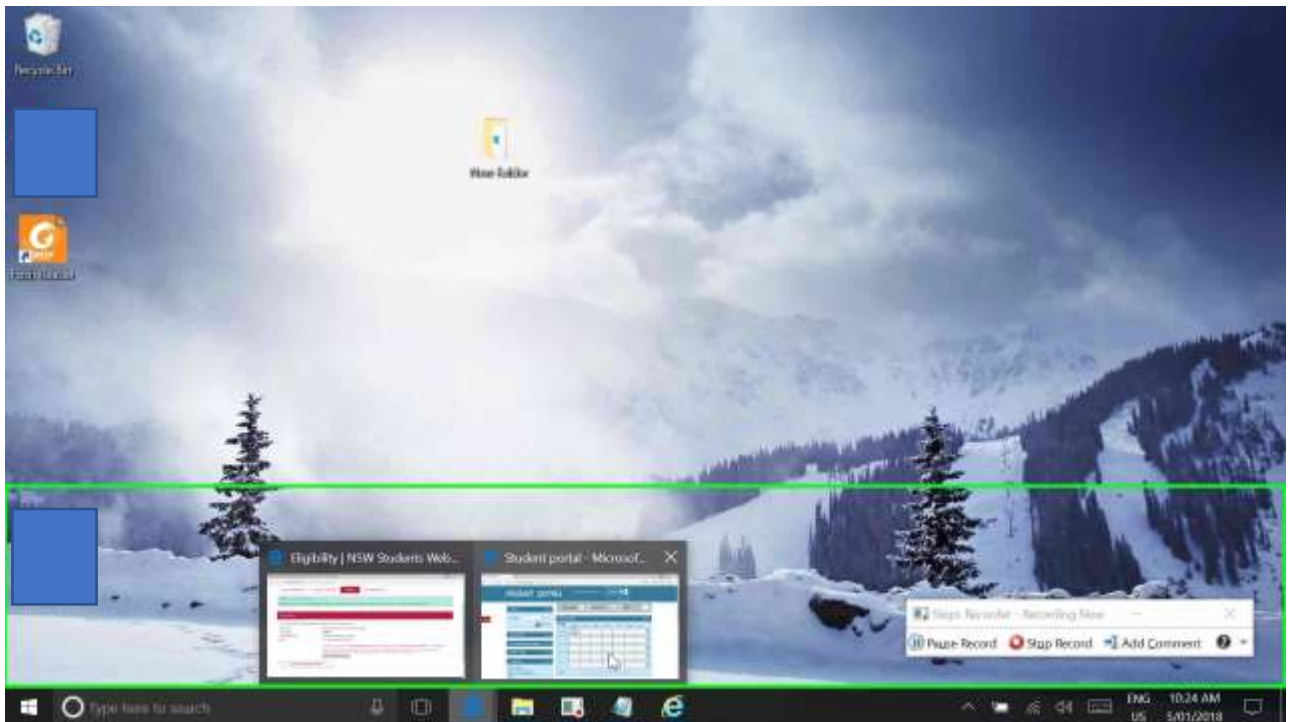
Step 15: If your session has timed-out, you may neeed to log in to the student portal again. Once logged in, select the "email" button to go to your student email account.
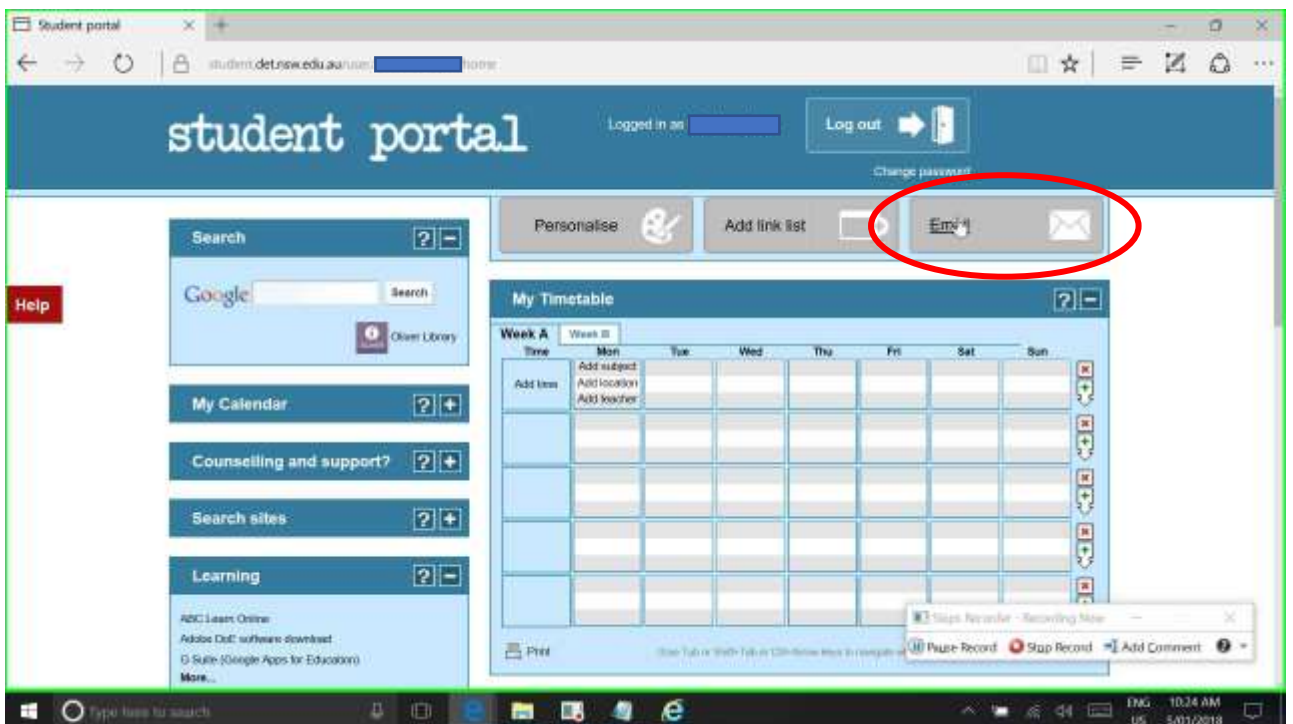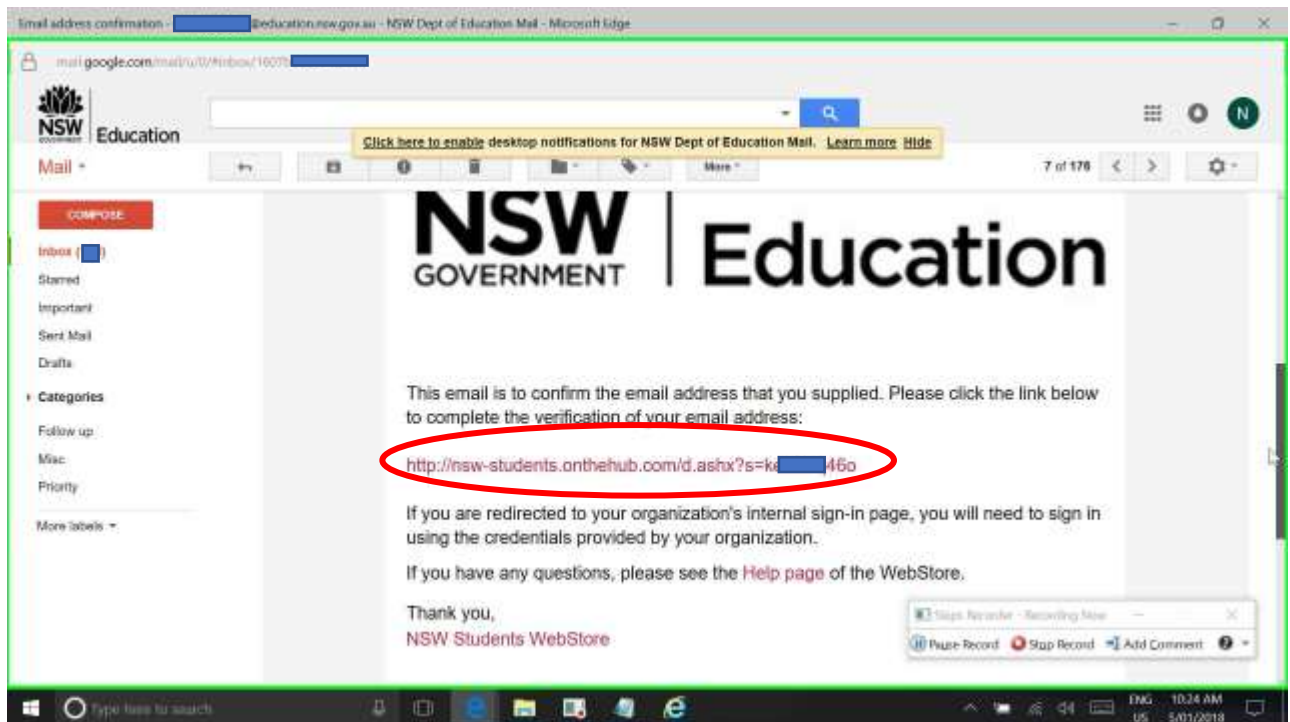
Step 16: Open the email address confirmation message, and click on the link in the email. This will take you back to the webstore, with your account now showing as being verified.

Congratulations, you have created and verified your student webstore account.

Before we go shopping, there are a couple of things you need to understand and prepare for.

- First and foremost, you are only entitled to ONE COPY of the download and ONE set of LICENSE KEYS and the software can only be installed on ONE DEVICE at a time.
- Once you choose software titles, you generally only have **30 days to download, install and activate** the software. At the checkout, you will be offered the opportunity to purchase an "extended access guarantee" to both downloads and license keys using a credit card (see note below).
- When you get to the "checkout", make sure you copy the license keys to a text file and save that text file in a safe place. *You will need the key/s to activate the software once it has been installed, or to re-install/reactivate the product later on, if needed.*
- If you don't activate the software after installation, it will only operate for a short period until the "trial" expires.
- In the case of Adobe products, you will also be asked to create an Adobe Account in order to install and activate their products.

Note: As an alternative to purchasing the extended access guarantee ($4-95 for 2 years), you might consider purchasing a decent quality 1TB external drive to store a copy of all downloads and license keys. In the event of a disaster or the need to replace a lost device, you can quickly reinstall the software without the access time limit restrictions or the need to re-download all the software.

In either case, a "clean" full system image backup of the device should be created once all software has been installed and activated "just in case" your child has a serious misadventure or suffers a serious malware infection in the future which proves difficult to remove.

Now we are registered, let's go shopping.....

**Step 17:** Log in to the webstore and select "Start Shopping"
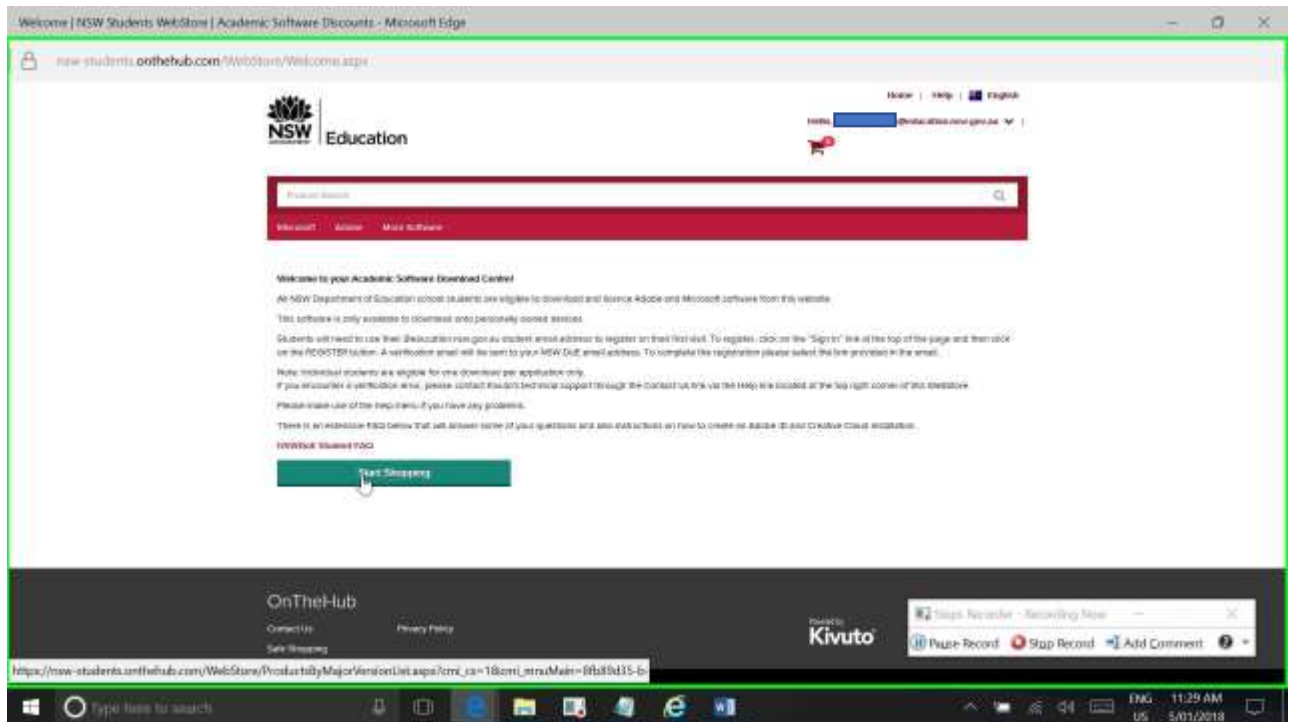
Step 18: The Microsoft Tab lists Windows 10 Education Edition, Office 2016 for Mac, and Office 2016 for Windows. Select and "add to cart" the tiles you need as required.
Technical Note: an earlier handout showed a quicker way to obtain Office, but a licensed copy of Windows 10 would be worth considering if your device is running an older version of windows.
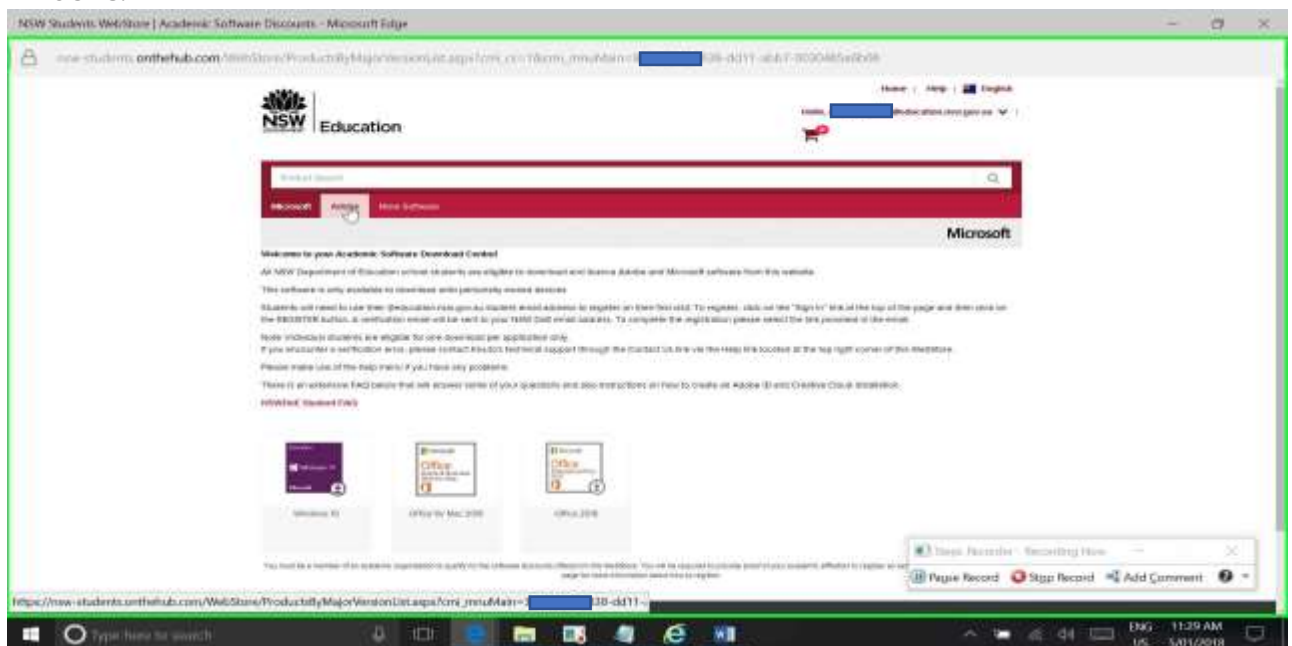
Step 19: On the Adobe Tab, you can access Creative Cloud, Captivate, Photoshop Elements, Premiere Elements and Presenter. These tiles are time-limited 12 month licenses, and need to be renewed every 12 months through the webstore.
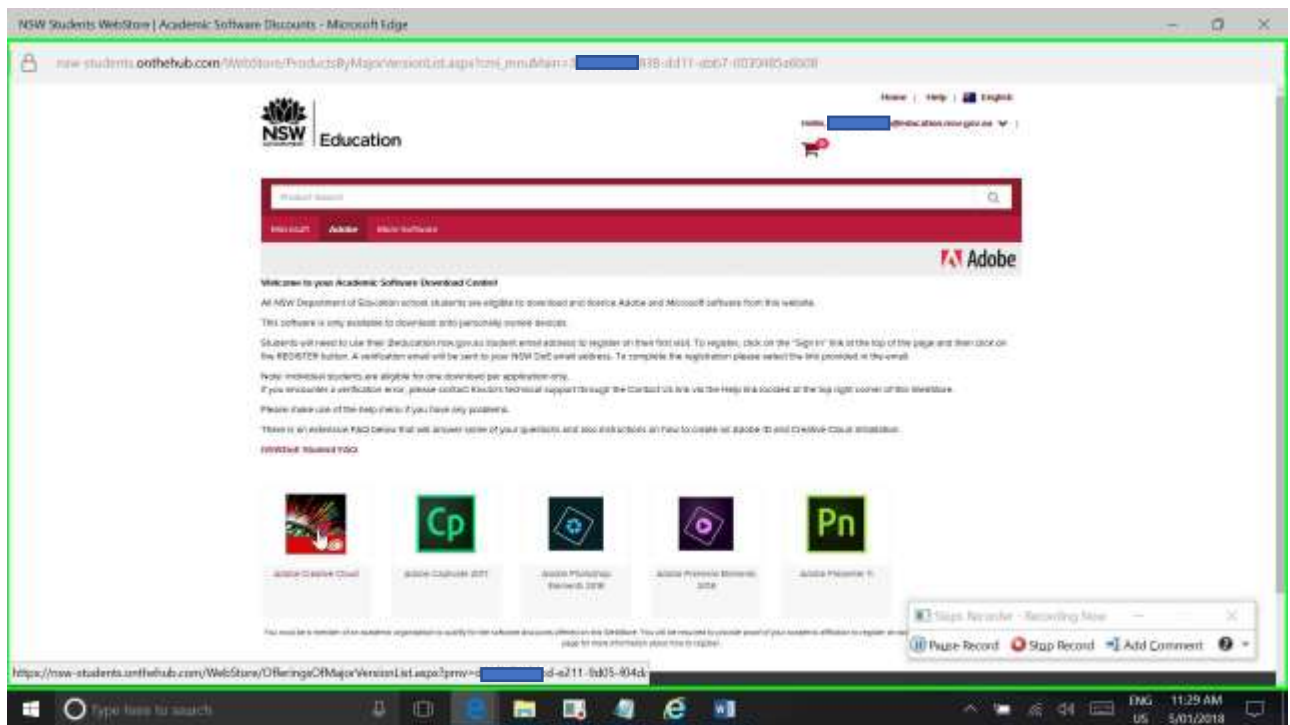

Step 20: Using "Adobe Creative Cloud" as an example, as you click on any title, you get details including "System Requirements". Please read carefully before selecting "add to Cart"
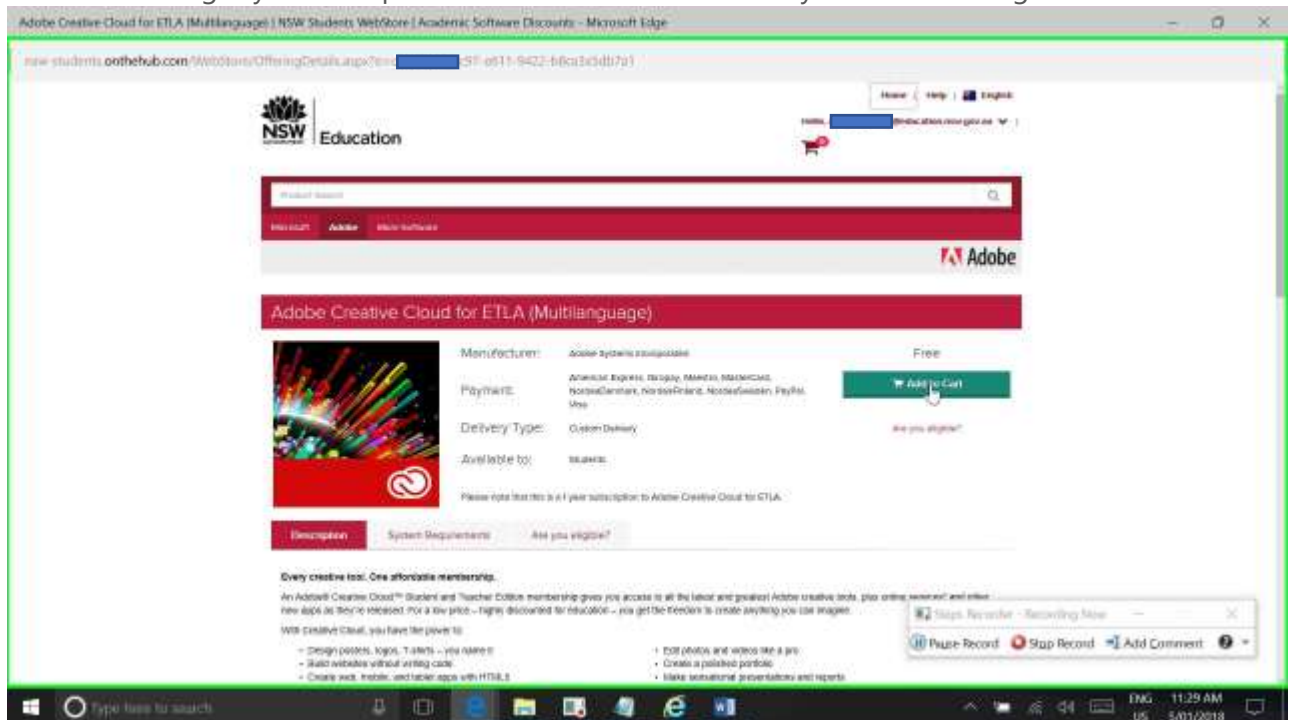

Once its added to the cart, select "Continue Shopping" to browse other titles.
NEVER USE THE BROWSER'S BACK BUTTON!!!

Step 21: Once you have chosen the software titles you need, select "proceed to checkout" and conform your order.

Step 22: Once confirmed, you will see a screen with your titles listed, and their product keys. Select the text by holding down the left mouse button and dragging the cursor over the text. Make sure all license keys have been selected. While the text is selected, hold down the CNTRL key while pressing the C key (cntrl+C) to copy the selected text to the clipboard.
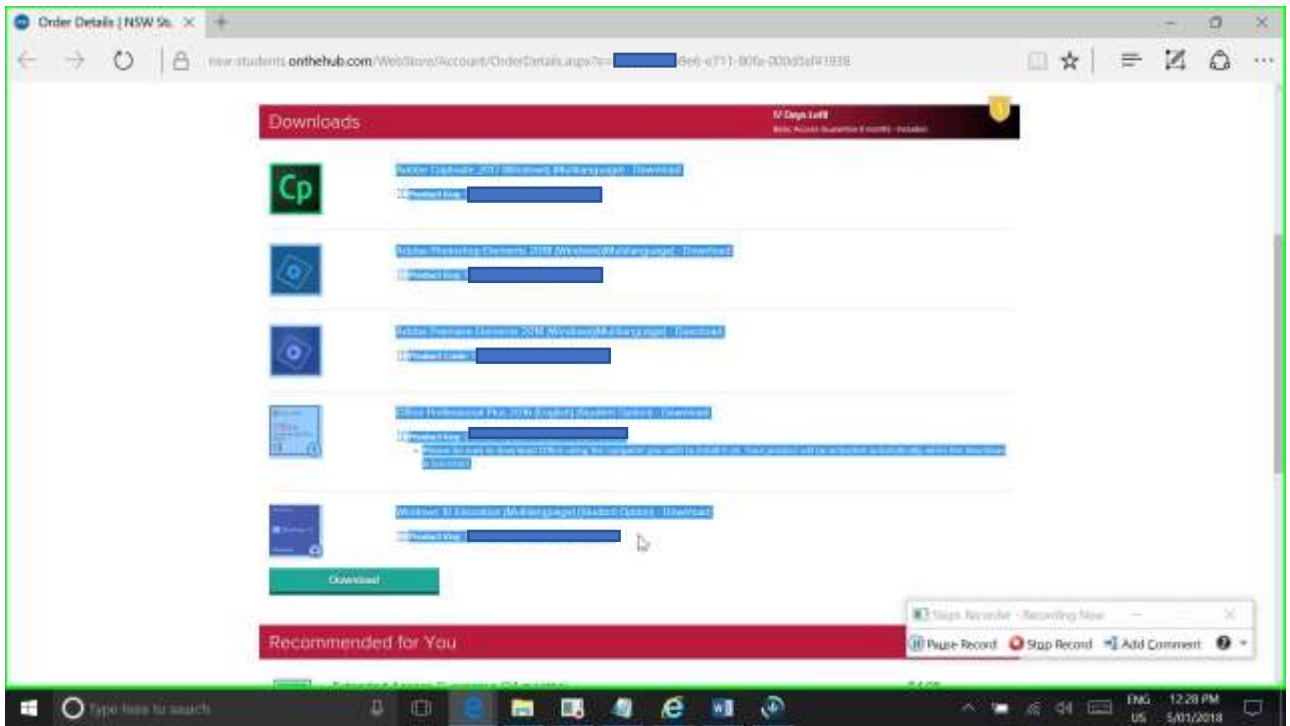

Step 23: Open Notepad by typing Notepad into the search box.
When notepad opens, hold down the CNTRL key while pressing the V key (cntrl+V) to paste the selected text into notepad.
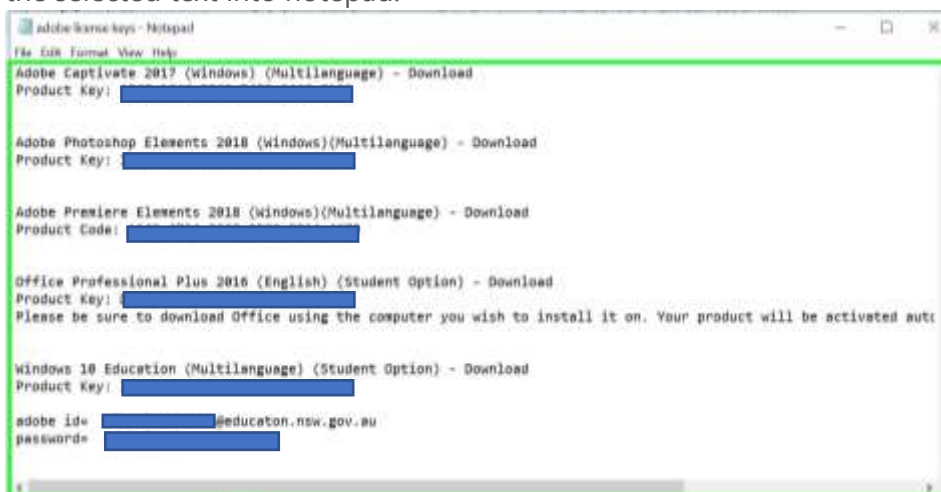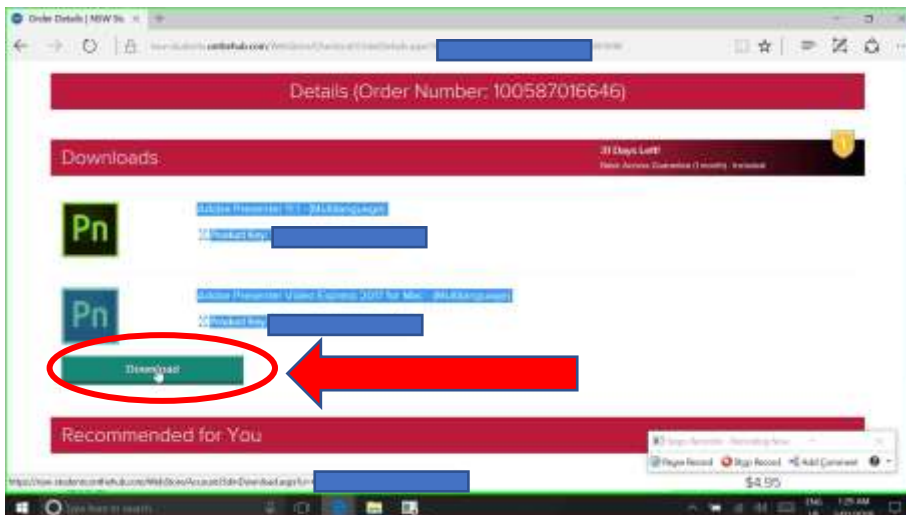

NB- the keys listed above have been obscured for security reasons

I also used this file to record the Adobe ID I needed to create in a later step to activate the Adobe applications.
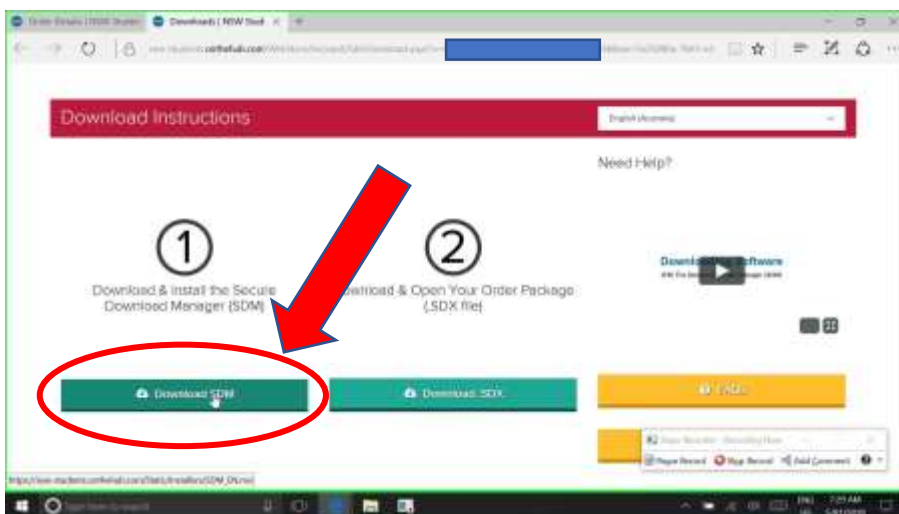
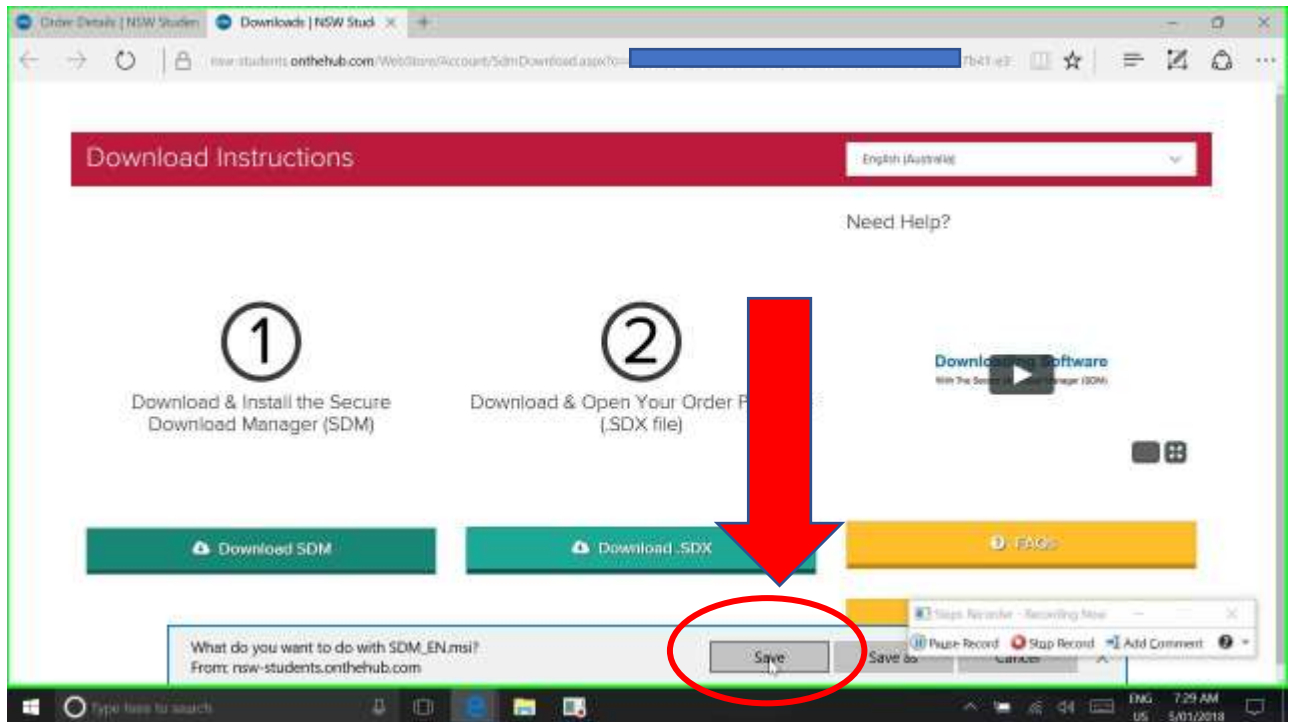**Step 24:** Save the file, giving it a logical name that will make sense later on.
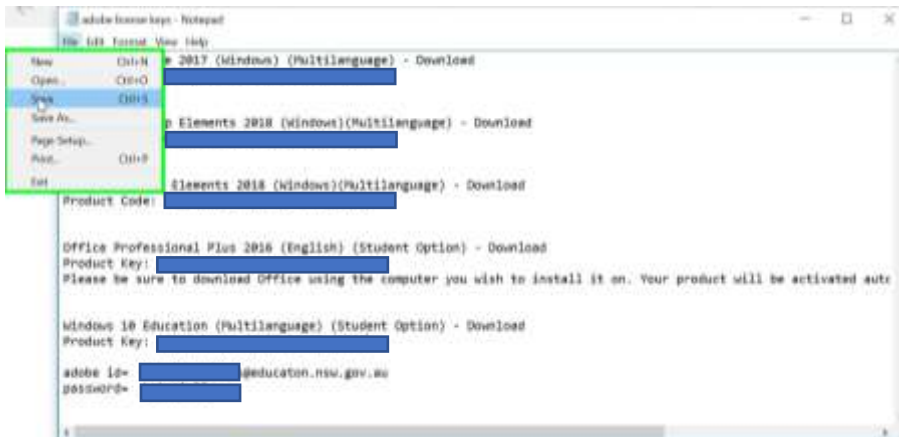
Step 25: Return to the webstore page and left click on "Download"
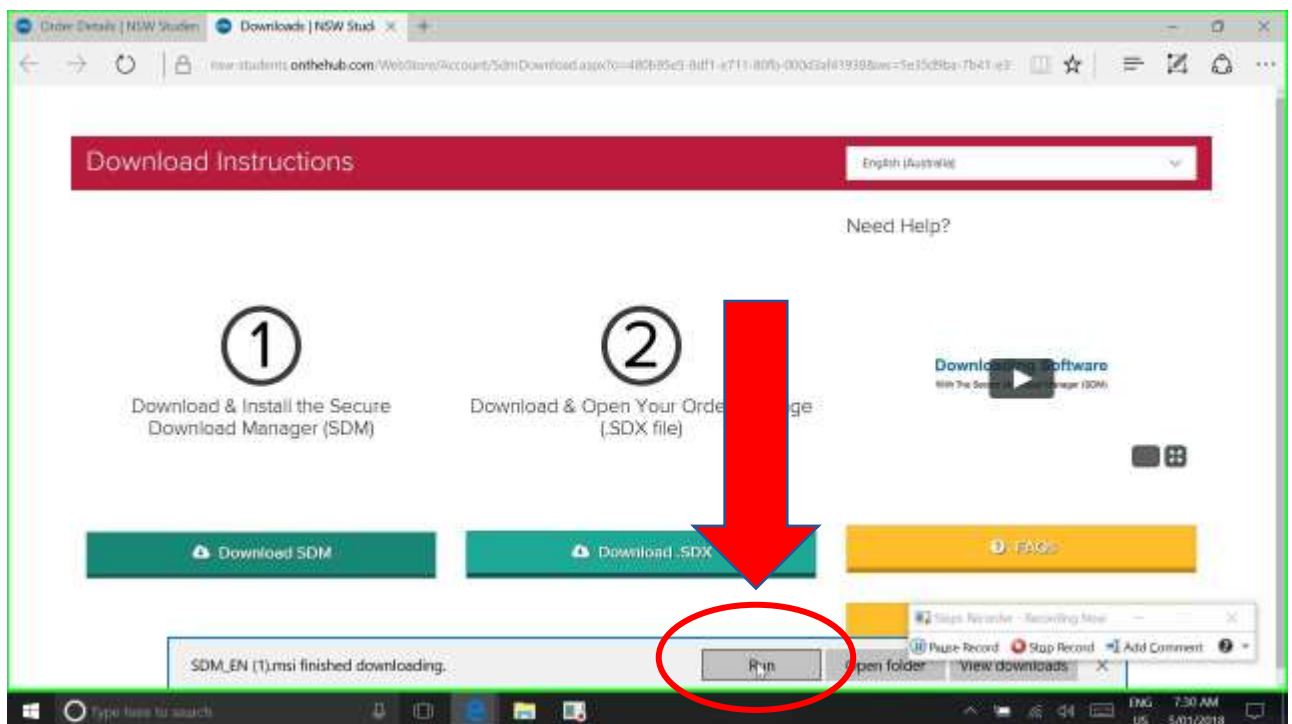

Step 26: At the next screen, click on "Download SDM"

Step 27: At the bottom of the screen, "what do you want to do with…" Left click on "Save"

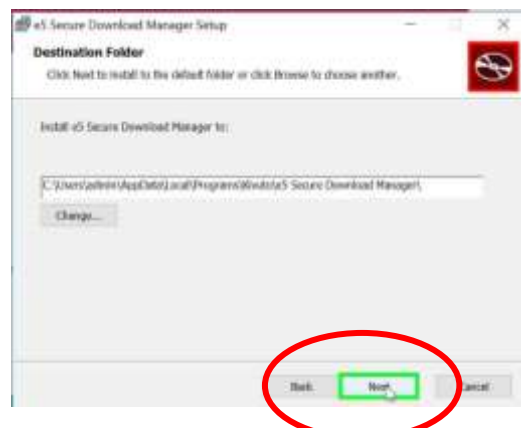**Step 28:** When it finishes downloading, left click on "Run".
NOTE- if you get a User Account Control popup asking whether to allow the application to make changes to your device, choose "YES".
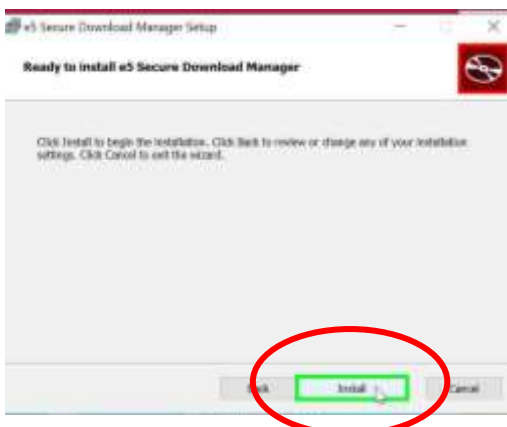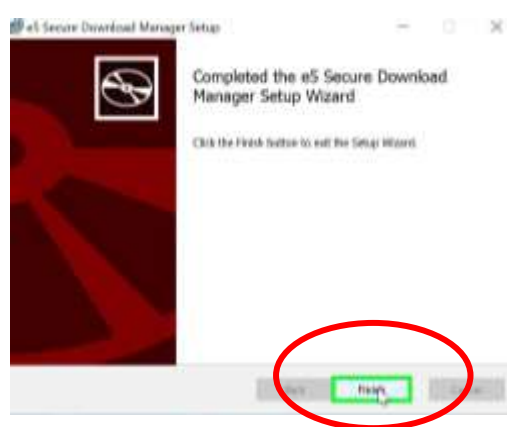
Step 29: left click on "Next"
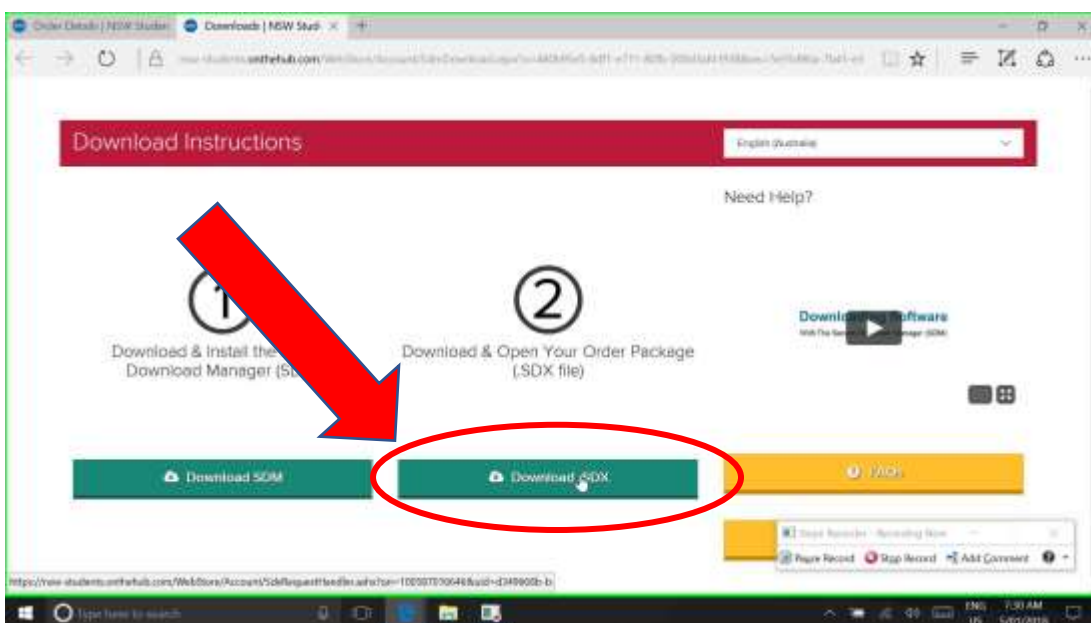

Step 30: left click on "Next" again
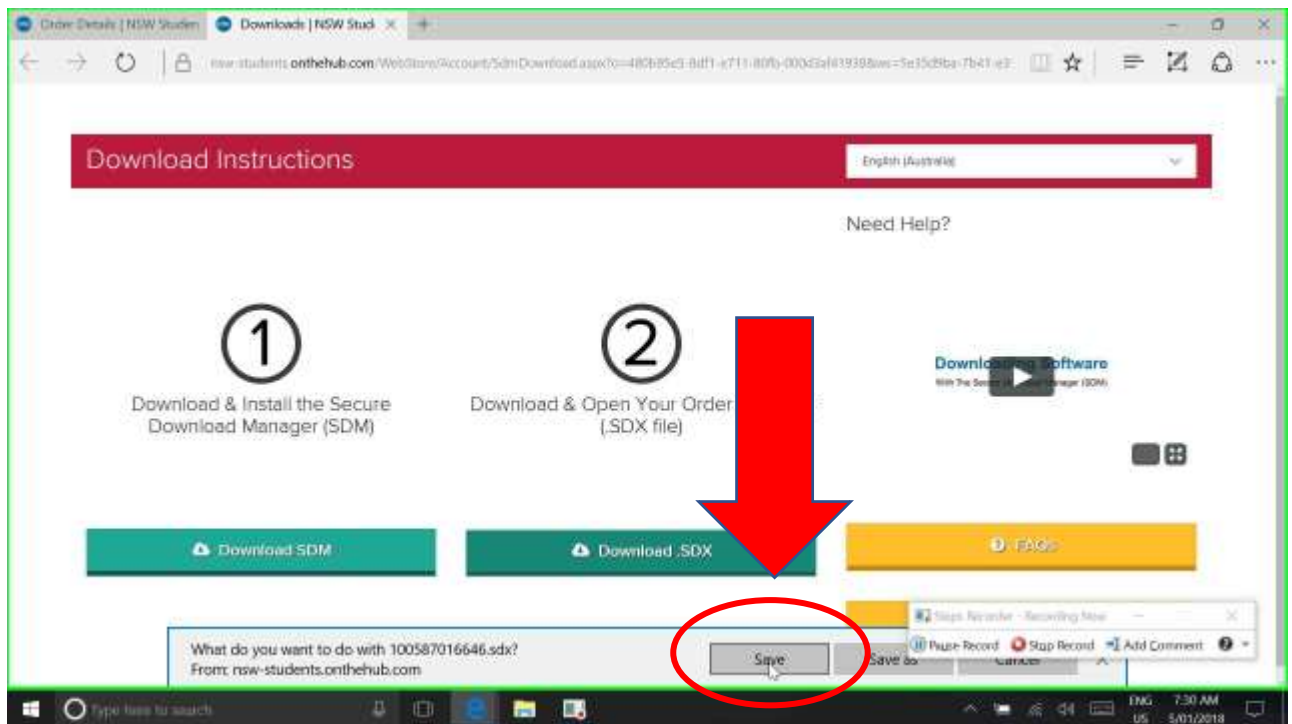

Step 31: left click on "Install".

Step 32: left click on "finish".

Step 33: left click "Download SDX File" on the webstore page (Step 2)

Step 34: At the bottom of the screen, "what do you want to do with..." Left click on "Save"

Step 35: When it finishes downloading, left click on click on "Open"
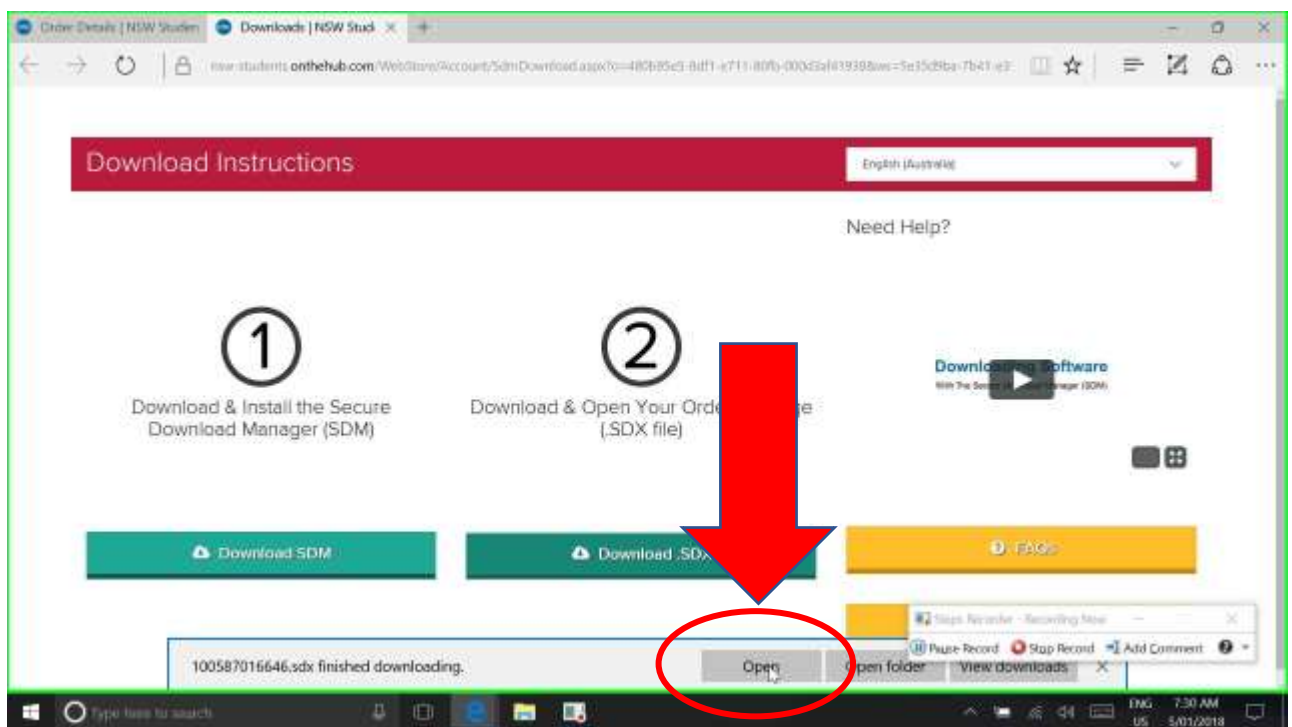
The secure download manager now opens with your order visible in the screen.
This would be a good time to make sure you have the fastest possible connection- kick everyone else off, use a LAN Cable if available, or be in the same room as your wireless router if using a wireless connection.   Make sure your device is connected to mains power.

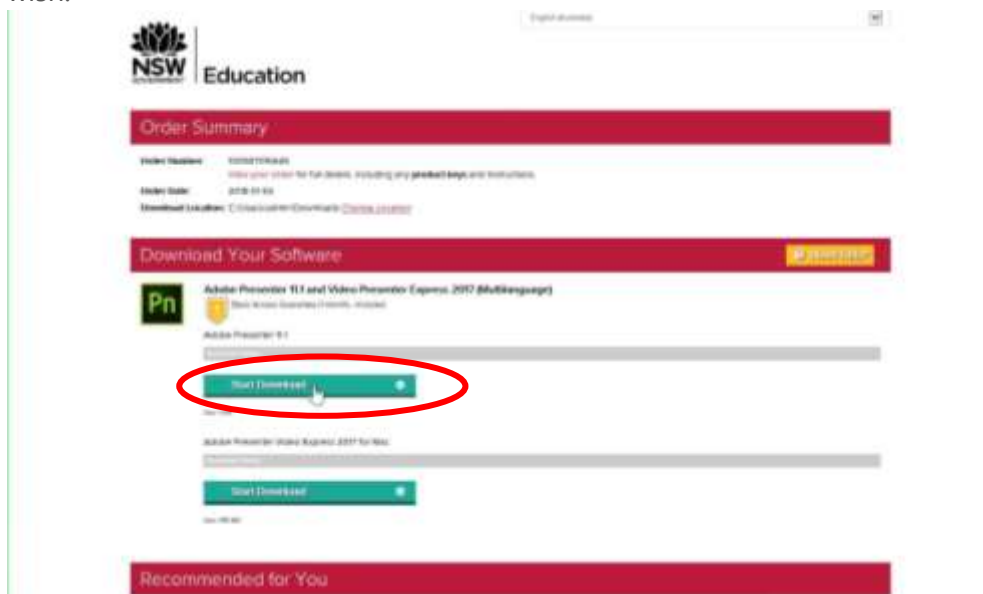**Step 36:** In the Secure Download Manger window, decide which application you are going to download and install first, and left click on "Start Download". In this example, we are downloading Adobe Presenter, but they can be downloaded and installed in any order you wish.


Technical tip: when SDM was installed, it placed a shortcut on your desktop which allows you to come back later and download any remaining applications in your order. We recommend downloading, installing and activating apps one at a time to avoid confusion and "choking" your internet connection. Remember you only have 30 days to download and install all your apps (unless you purchased extended access), so there is no need to do it all in one sitting.

Step 37: Re-open the text file you created earlier to record your product keys, or alternatively you can left click on "View your order" in "Secure Download Manager" to open a new window which lists your order and the applicable keys for each product. You will need the product key for the application you are about to install.
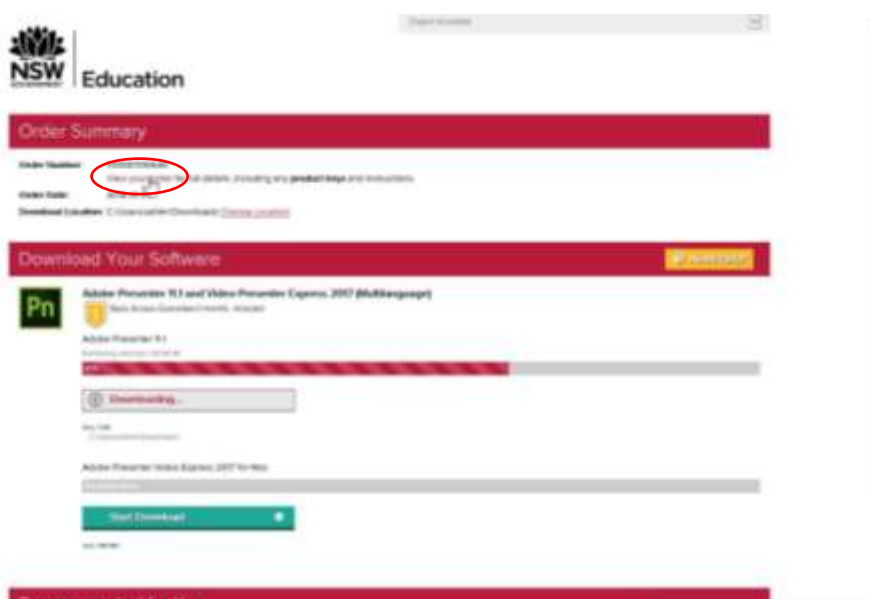
Step 38: When the download is complete, left click the "Launch" button to run the installer. Again, if you see a User Account Control popup, say YES to install the app.
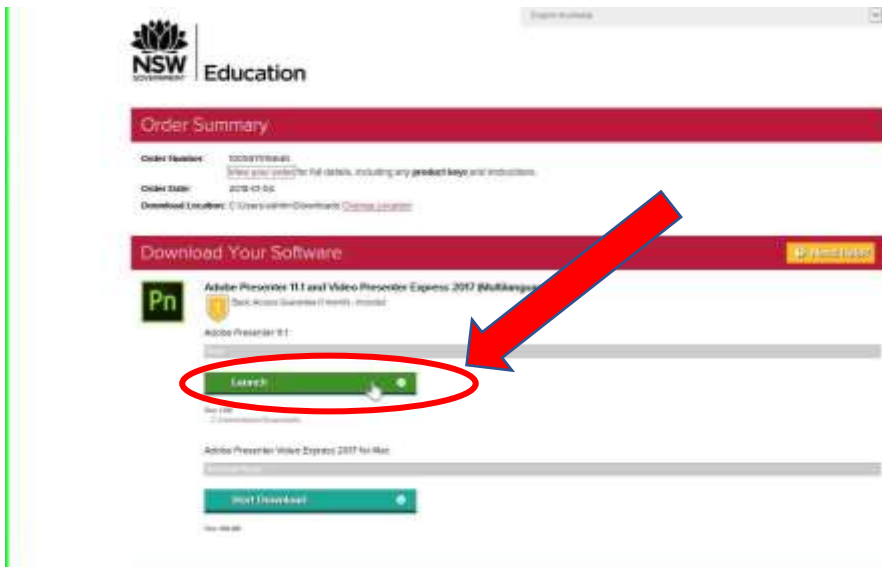
Now we are going to install and activate Adobe Presenter. Once our first application is fully installed and activated, we will come back to the Secure Download Manger and repeat the process for the remaining apps one at a time until all apps have been installed.

STEP 39: When the installer opens, select NEXT
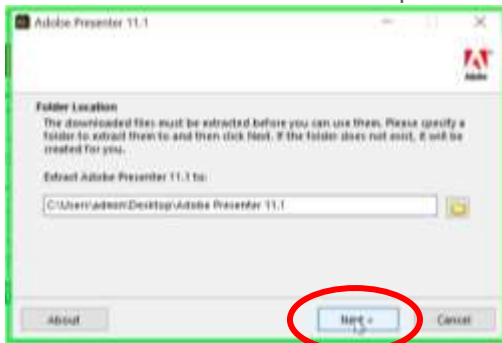
STEP 40: Select INSTALL
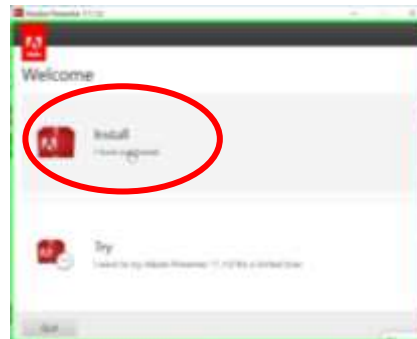
Note- if you already have an Adobe ID, jump to Step 47.

Step 41: left click on "Sign In"

Step 42: left click on "Get an Adobe ID"

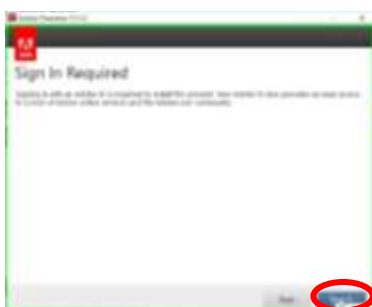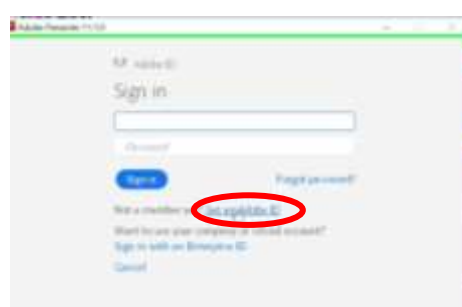**Step 43:** Fill in your student details on the sign up screen, using your DET email address and create a unique password for you Adobe account. Write that psssword down and keep it in a safe place, as you will need it when you install other Adobe Products. Once all details are filed in, select "Sign Up"
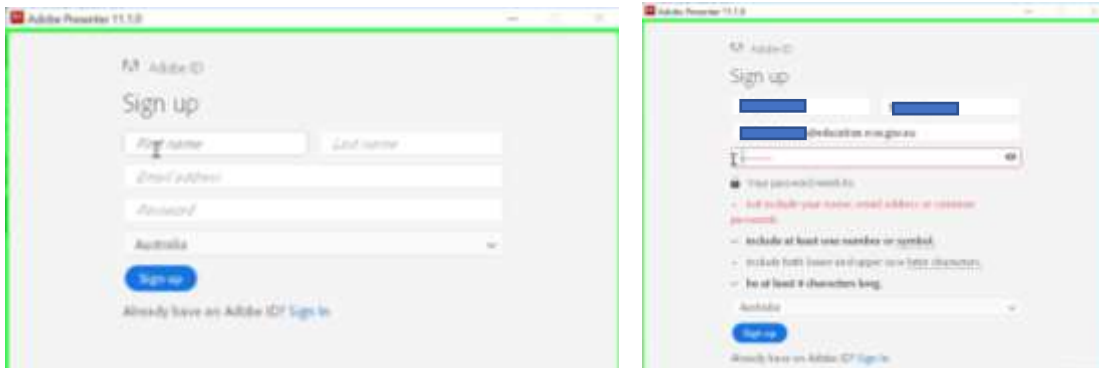
Step 44: A new tab opens in your browser asking you to check your email.
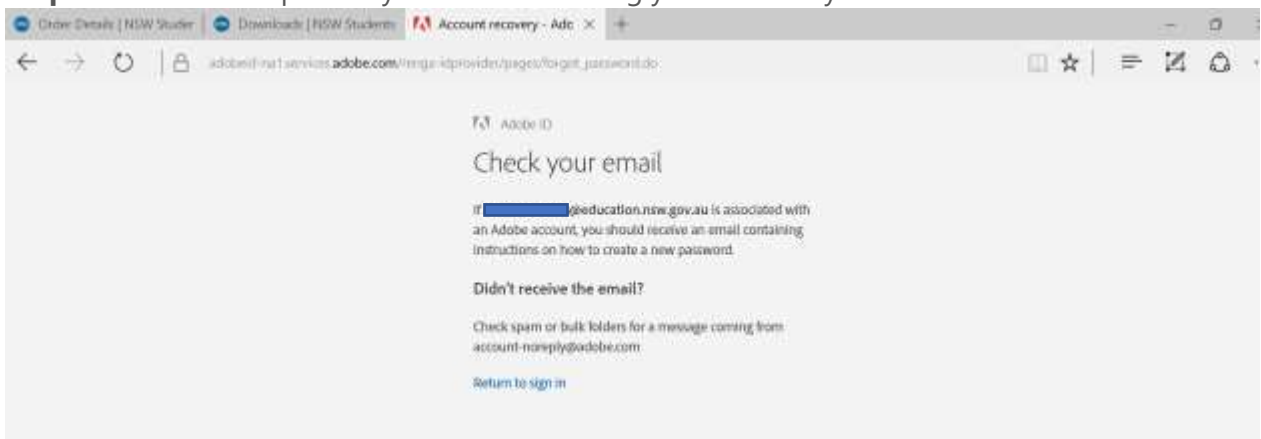
Step 45: Go to the NSWDET Student Portal and open your student email.
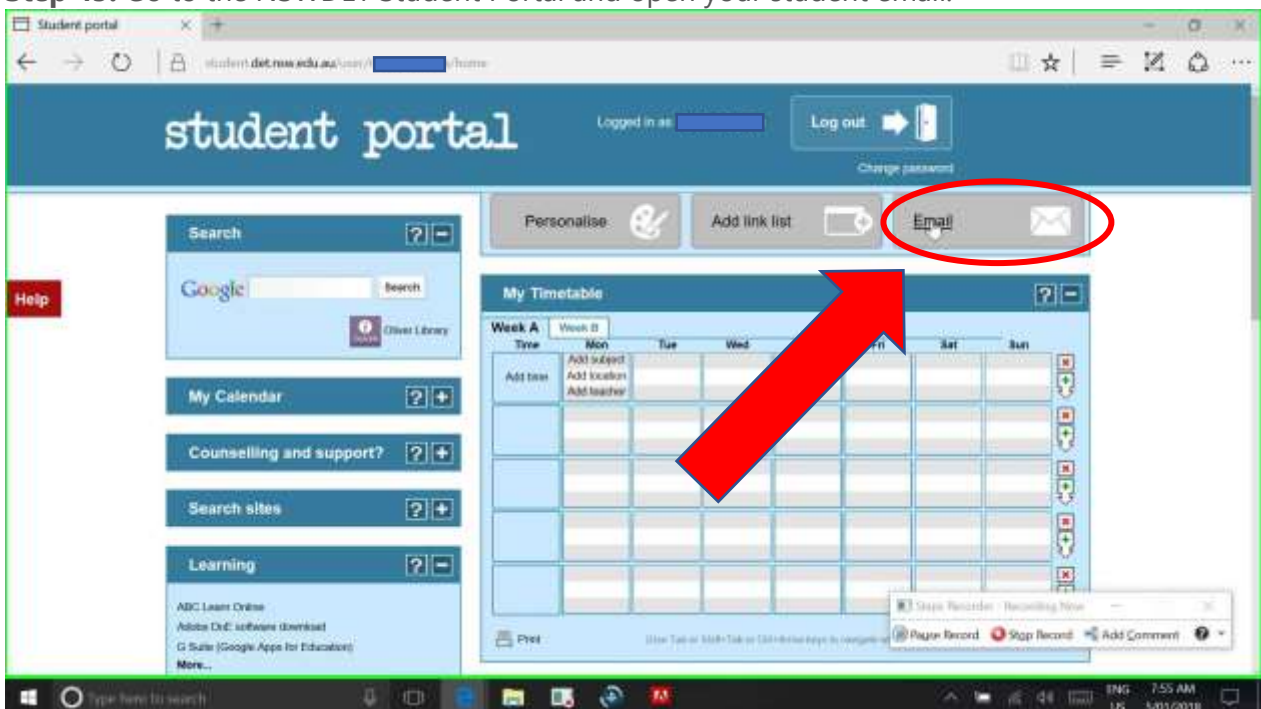
Step 46: find the confirmation email from Adobe and follow the instructions in the email to activate your adobe account. NB- the picture below shows a reset password email- this is because the example student already had an Adobe ID linked to his student email account.
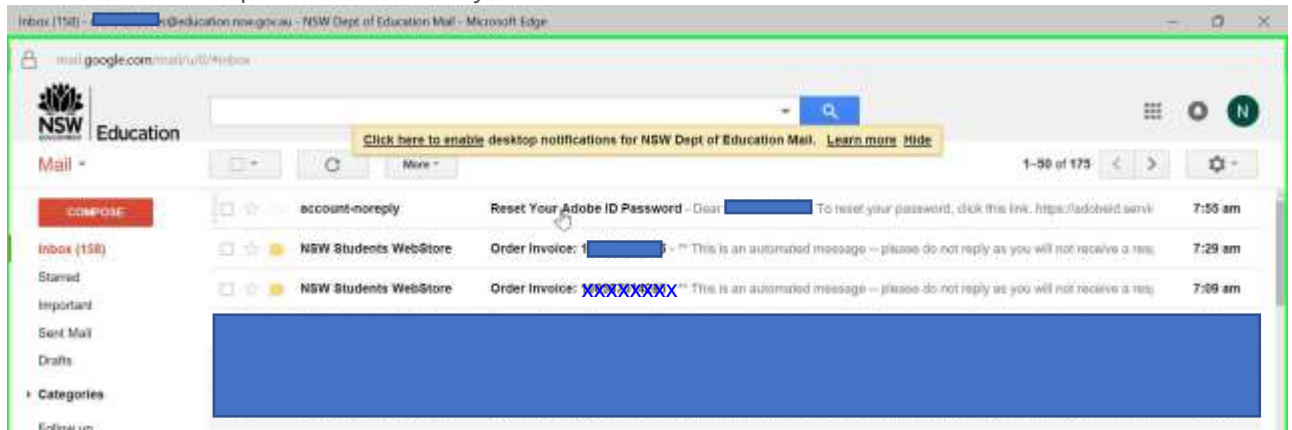
Step 47: Go back to the Adobe Installer and sign in. **Step 48:** Accept the license agreement.
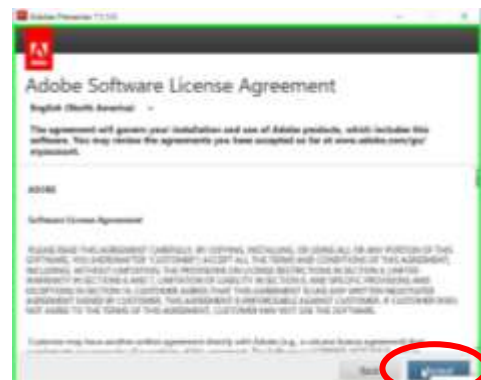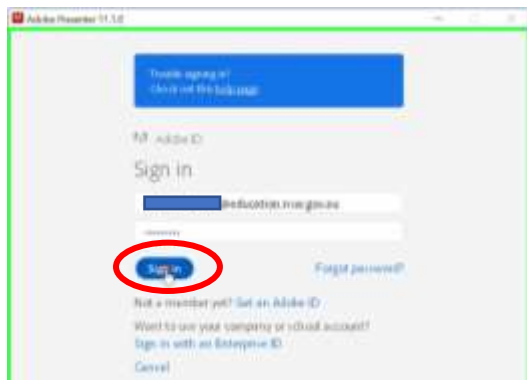
Step 49: Open the notepad file you created earlier. Copy the license key for the product you are installing (in this example, its ADOBE Presenter v11), and paste the key into the Installer window. Then select NEXT to continue

Make sure you use the right product key!
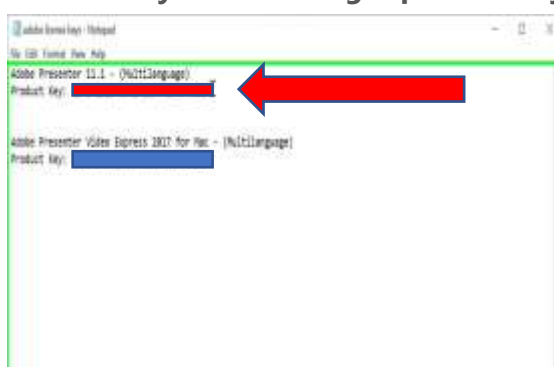
Step 50: Click on "Install" **Step 51:** Click on "Close"
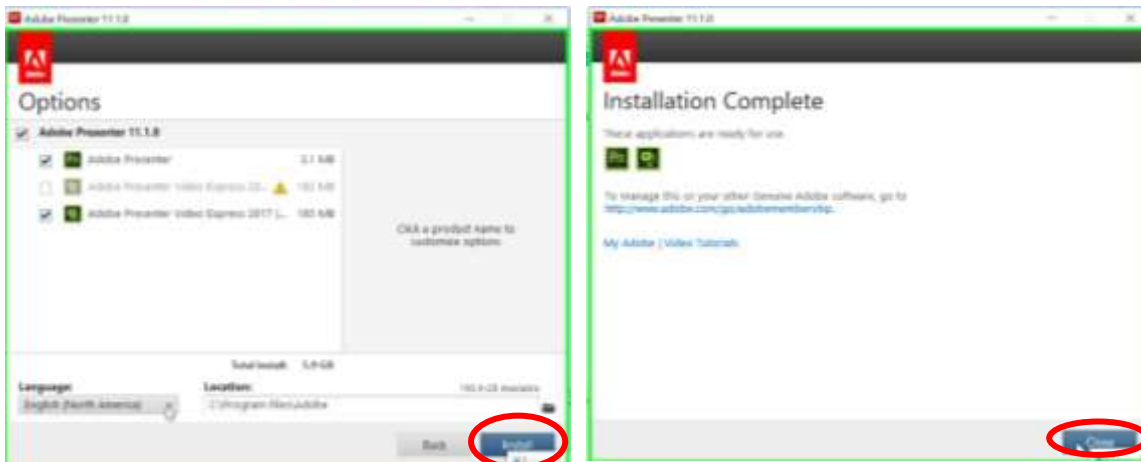
To check whether the application installed and activated correctly, we need to open it and see if it launches properly. While some applications create a shortcut icon on the desktop, its still a good idea to check that its visible and working from the programs menu.

Step 52: On the desktop, select the windows start icon (bottom left corner of the taskbar).

Step 53: This opens the Start Menu.   For now, the apps you just installed are visible at the top of the programs list under the heading "Recently Added. For this example, we are going to double-click "Adobe Presenter Video Express" to launch it and check its working OK. *Technical tip- the first time an application launches, there is a lot going on in the backg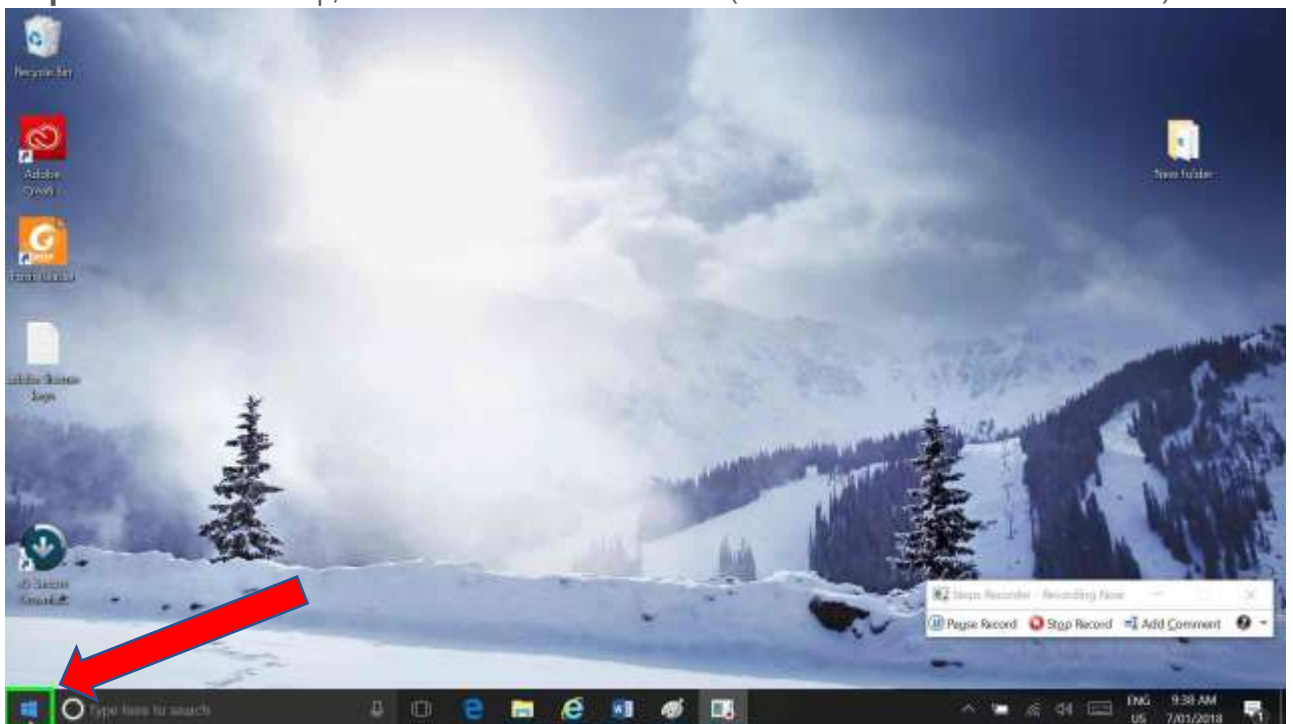round to set it up for first time use. BE PATIENT, as you might not see anything for up to a minute on a device with modest hardware. If you get impatient and double click again, you will launch a second "instance" of the program which will hog even more resources and slow things down even more.   In extreme cases, you could freeze the device completely, so just be cool and wait….. Next time you open it, it will be a lot quicker.*
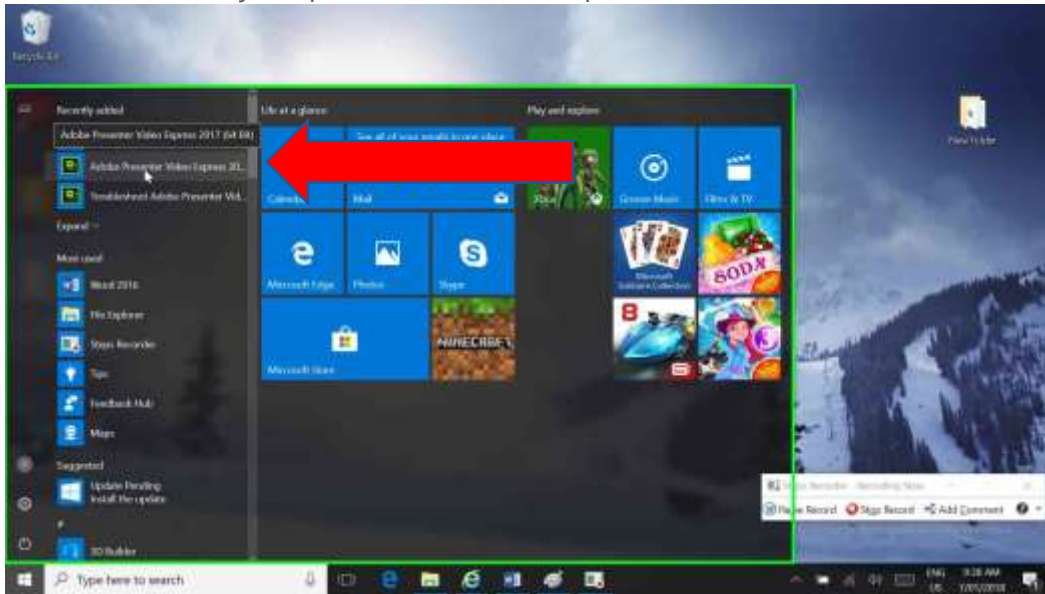
Step 54: Once the app launches, go to the help button to pop open the help menu.
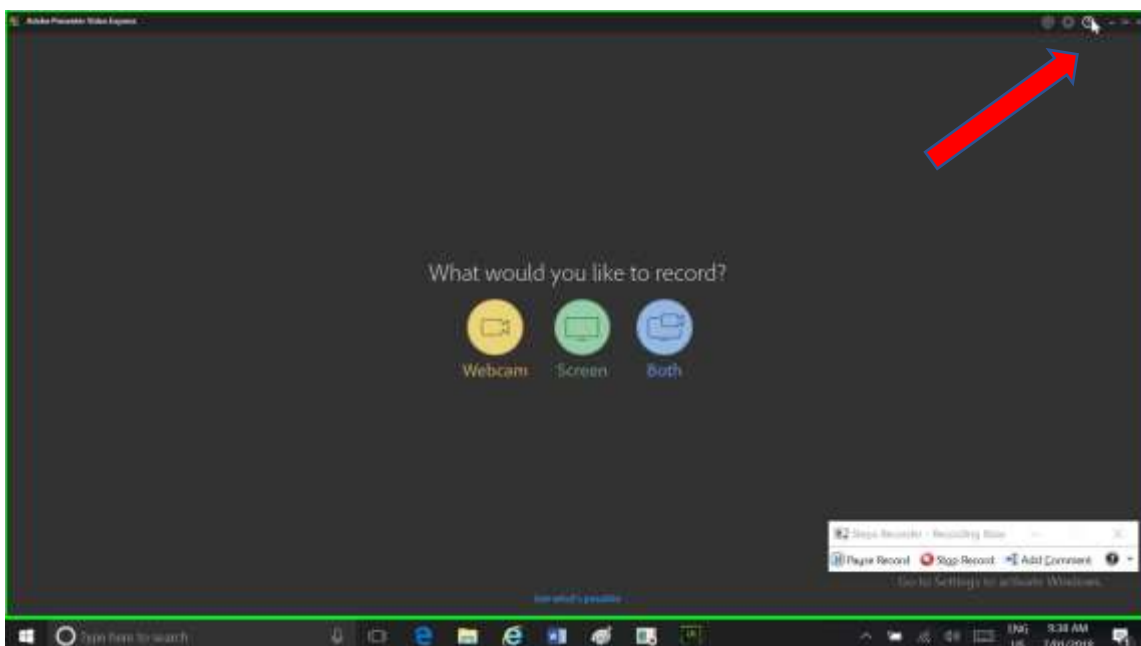
Step 55: Firstly, note that the list includes "Sign Out <user.name>@education.nsw.gov.au"

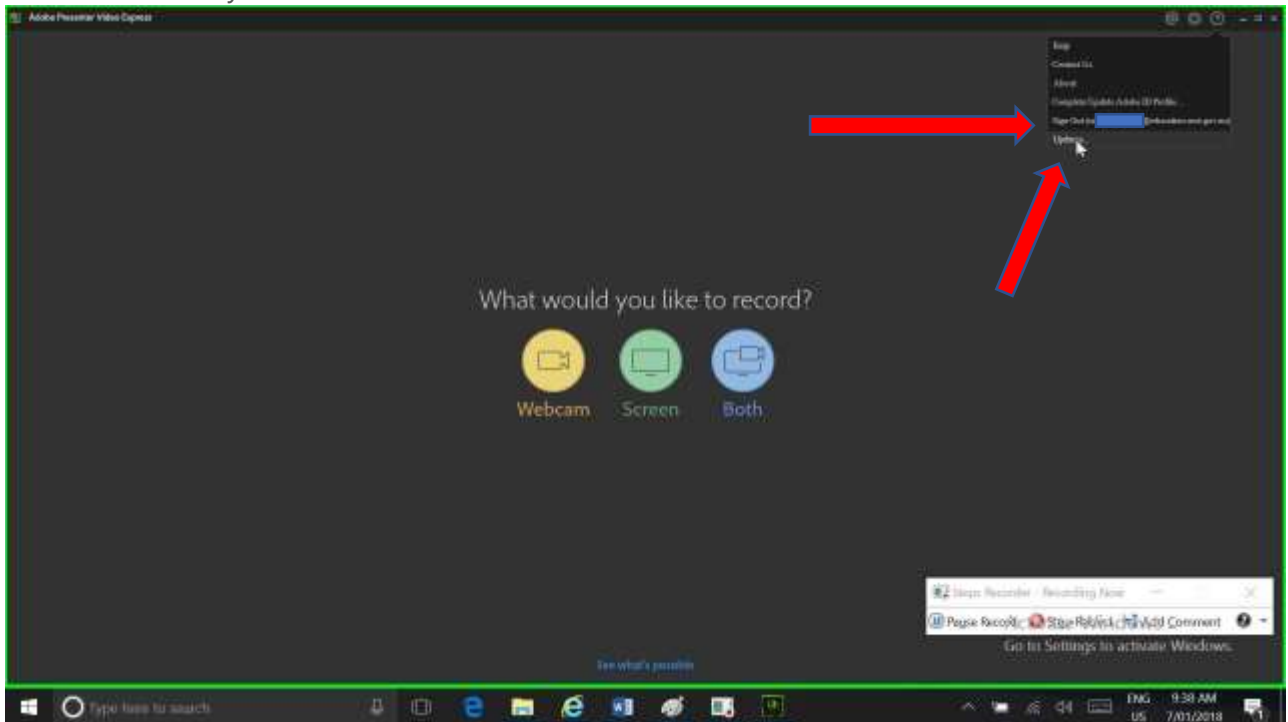Now select "Updates". If the product wants to update, please allow it to do so. Once up to date, you can close the app. This is what you would see if the product has installed and activated correctly.

*Technical Note- If things aren't OK, it fails with error messages or locks up, **step 1 is always to shut down and restart your device and see if the issue persists.** If you are still seeing problems, Google the name of the application and a few words describing your problem. If it's an error message, google the EXACT wording of the error message popup.*
Schools are not resourced to provide application support for BYOD devices. NSWDET provides the software and licenses under an enterprise-level agreement which is limited to "supply only". If you have an issue which you can't solve on your own, you need to seek independent technical advice from the application vendor, your device's point of purchase or a private IT Support provider as applicable.

Step 56: Assuming all went well, and the app is up to date, you can now go back to step 36 and download and install the rest of your applications.

Technical Note-   Microsoft Office 2016 generates a unique "Hardware ID" that is coded into the download from the webstore. **You must DOWNLOAD Office on the SAME DEVICE you intend to install it on.**   There is however a quicker and more painless way to install Office, which is covered in the separate "Installing Office 2016" guide.

Technical note-   If you are downloading Window 10, the default download and install process uses the "upgrade" option. It's better to opt for "install windows on another device" to create a USB installer. Se the separate "Download and install Windows 10" guide for details.

One last tip- Once you install your next application, the one's you installed previously are no longer visible in the "recently added" list on the quick launch menu. So where are they?

If you open the Quick Launch Menu, *every* installed program is listed on the Programs List, which you can see if you scroll down to the (alphabetical) Programs List (the yellow arrow in the image at left below). Some vendors put their programs "out in the open" eg- Microsoft Excel is found under "E" for Excel, but in the case of some products, they might be listed under a folder named after the Suite or the Vendor's name. In the case of Presenter, its inside a folder named ADOBE, which you must click on to see what's inside (see below).