# Downloading and Installing Software

*To help better protect staff from malicious software, Technology Services is pleased to introduce the **Symantec Software Portal**. The software portal is a web-based interface that hosts most of the district's pre-approved software vetted by Technology Services and deemed safe for download and installation onto your district-owned devices.*

Below are directions for accessing and using the new Symantec Software Portal. If you do not see the software you want, please submit a [Service Desk ticket](#), and we will work on hosting it.

Free Software

1. Look for the software portal icon on your desktop. If you do not see the icon, please reboot your computer and sign back into your device.

2. A webpage will open and prompt you to log in. Use your email address and password for the credentials.

3. Once logged in, you will see all the software available. This may differ from a coworker, depending on their role.
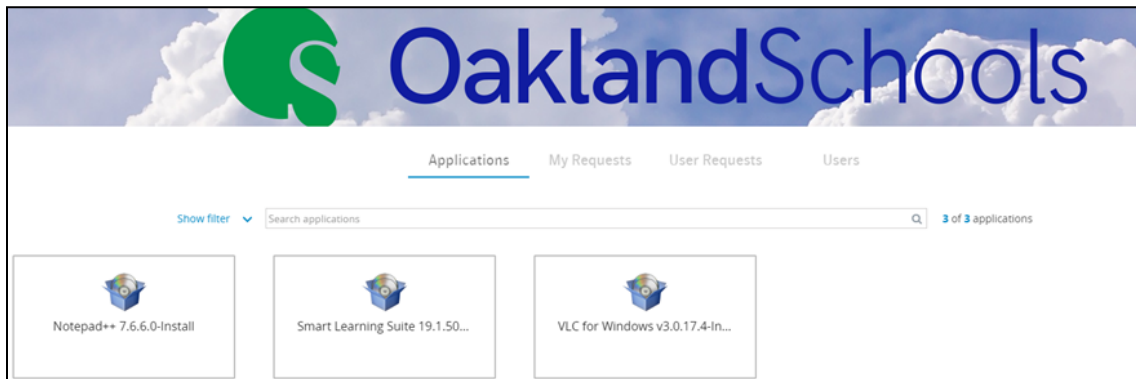
4. Select the software you would like to install.

5. The Application Details window will open, listing information about the application. Review the software and click Request Application.

6. The Application Request window will open, stating that the application will be downloaded and installed on your device. Click OK.
7. The software will install silently on your computer. Depending on the size of the software, it can take anywhere from a minute to 60 minutes to install. Please be patient while the software is downloaded and installed. If the software does not install within the timeframe, please try again or submit a technology ticket.

8. After installing, you should see a shortcut for the software on your desktop.

9. If, after 60 minutes, you don't see the shortcut, search for the software by clicking on the start menu.

10. If you cannot find the software, please create a ticket, and someone from Technology Services will contact you.

Specialized Licensed Software

If you request licensed software, create a [Service Desk](#) ticket including the software name and reason for the request. In the ticket, please have your supervisor's permission and account number for purchase.